

# MailStore Server<sup>®</sup> 8

## TECHNICAL SPECIFICATIONS

### The Standard in Email Archiving and Management

Businesses can benefit from the legal, technical, and financial advantages of modern and secure email archiving with MailStore Server. MailStore Server combines powerful technology with low cost, minimal system requirements, and user friendliness.

Over 15,000 companies of all sizes across all sectors currently rely on MailStore Server for email archiving.



a message



a challenge



a solution

# ARCHIVING



MailStore Server supports almost all popular email systems and archiving methods. Email can be archived from the mailboxes of email servers as well as from decentralized email clients or files. Furthermore, it is also possible to archive all email from a single company as soon as they are sent or received.

## Supported Email Servers

- Microsoft Exchange Server 2003, 2007, 2010 and 2013 (including Windows Small Business Server)
- Hosted Exchange
- Microsoft Office 365 (Exchange Online)
- MDAemon Messaging Server
- IceWarp Email Server
- Kerio Connect
- All IMAP4-compatible email servers
- All POP3-compatible email servers
- Internet and webmail inboxes (via IMAP or POP3)

### Archiving methods

- Full archiving of all email as soon as they are sent and received
- Archiving of existing mailboxes and files (manual or scheduled)
- Archiving of public folders and shared mailboxes (manual or scheduled)

## Supported Email Clients

- Microsoft Outlook XP, 2003, 2007, 2010, 2013
- Microsoft Outlook Express 6.0
- Microsoft Windows Mail
- Microsoft Windows Live Mail
- Mozilla Thunderbird and SeaMonkey

## Supported File Formats

- RFC822/MIME compatible email files (.eml)
- PST files
- MSG files (Outlook format)
- MBOX files

## MailStore Proxy Server

Companies without their own email server can automatically archive all incoming and outgoing email correspondence via the MailStore Proxy Server (SMTP and POP3). The MailStore Proxy Server is available to all MailStore Server customers at no cost.

### User Administration Within the Archive

Emails are assigned to archives on a per-user basis, users are created using one of the following methods before archiving:

- Creating users manually
- Mapping of user accounts with Active Directory
- Mapping of user accounts with a generic LDAP server
- Mapping of user accounts with an MDAemon USERLIST.DAT, an IceWarp server or a Kerio Connect Server

### No Changes Made to the Email Server

There is also the option of installing the MailStore Server alongside the email server or a decentralized system. No administrator access to the email server is necessary. No changes will be made to your email server or saved emails at any time during archiving.

### General Features

- Folder structures are imported to the archive
- In order to reduce strain on the mail server, emails can be deleted following a rule-based process once they have been archived
- Email is archived with MIME compatibility and no loss of information

# ACCESS TO THE ARCHIVE



MailStore Server offers different options that allow users to access and search the archive and their emails. The MailStore full-text search also offers high speed checks of very large amounts of data.

## MailStore Add-in for Microsoft Outlook

The MailStore add-in for Microsoft Outlook is integrated into the usual working environment seamlessly from the user's point of view and does not require any conversion or adjustment. The add-in is available for Microsoft Outlook XP, 2003, 2007, 2010 and 2013.

As with all other access paths, this solution offers a direct live view of the archive and does not require any synchronization of the archive data to the user's computer. The add-in can be distributed according to group policies.

## MailStore Web Access

MailStore Web Access enables access to the email archive with any web browser. Important functions such as searching and displaying archived email can thus be carried out irrespective of the system and without the installation of additional software.

## MailStore Mobile Web Access

MailStore Mobile Web Access enables users access to the archive from any location with a modern smartphone or tablet (iOS, Android, Windows Phone or Blackberry).

## MailStore IMAP Server

The MailStore Server has an integrated IMAP server that provides IMAP-compatible email clients access to the MailStore archive.

This ease of access is a feature that is also clearly visible within many other email clients (such as Mozilla Thunderbird), with all operating systems (such as Mac OS or Linux), and on mobile platforms.

### User Features

- Fast full-text search of emails and all types of file attachments
- Access is also possible via the original folder structure
- Reply or forward archived email by opening them directly in Microsoft Outlook or another email client
- Access to other employees' archive areas (based on assigned privileges)

### Recovery of Emails

With MailStore Server the administrator no longer has to go through the time-consuming process of recovering lost emails from the backup. If necessary, users can restore emails from the archive back into their regular mailbox with a single click of the mouse.

### Removal of Stubbing

MailStore Server has completely removed the need for users to access stub objects and other technologies that detract from server performance.

### Supported Languages

- English
- German
- Dutch
- French
- Hungarian
- Italian
- Japanese
- Polish
- Portuguese
- Spanish
- Turkish
- Russian
- Korean
- Czech
- Slovenian
- Chinese (traditional and simplified)

# STORAGE TECHNOLOGY



The core of the MailStore Server consists of a fully integrated storage technology that can manage large amounts of data both efficiently and safely.

## Standard Archive Store

This storage type is suitable for most environments and requirements, and is available immediately after setup is complete. Standard Archive Stores are created by MailStore Server in the file system and do not require external database software or special configuration steps. This allows for MailStore Server installations that support more than a thousand archived mailboxes as well as the users who access them. A Standard Archive Store consists of three components:

- **Container Files**  
The actual email content and attachments are stored in these encrypted files with a 'manageable' size of about 8 MB
- **Full-text Indexes**  
They are created for each user and allow email and attachment searches to be completed very quickly
- **Embedded Database**  
Stores metadata such as information about message integrity and organization of users' file structure to the archived email

## Advanced Archive Stores

Advanced Archive Stores allow the use of external database management systems (Microsoft SQL Server and PostgreSQL) for data storage. This storage type is suitable for businesses with an existing IT infrastructure employing these types of systems and those who would like to use it for email archiving.

## Optimum Scalability

A main archive can be created from any number of Standard or Advanced Archive Stores. When the archive store used for archiving email is nearly full, it is simple to use a new, empty archive store.



This process can be carried out automatically (for example, every 500,000 emails or quarterly). Despite the use of several archive stores, only one main archive is visible to users. The distribution of the main archive into any number of independent archive stores allows for flexible storage management.

## Archive Backup and Restore

Backups can be made using an integrated backup feature or third-party backup software. MailStore Server optimizes data storage for incremental backups and supports Volume Shadow Copy Service (VSS).

In the event of the damage or loss of files, an existing backup can be restored to a new MailStore Server installation within minutes when Standard Archive Stores are used. Since the backup not only includes all archived email, but also all settings (such as users and permissions), there is hardly any downtime. Recovery is simply a matter of creating a copy on the file system.

## General Features

- Suitable for any volume of data and any number of users
- Lower storage requirements through use of single instance archiving (duplicate content is only archived once) and compression of file attachments
- Tamper-proof through use of SHA1 hashes
- Internal AES-256 encryption of email texts and attachments
- Supports iSCSI, Fibre Channel, NAS, and SAN

# COMPLIANCE



A comprehensive technology concept ensures that companies using MailStore Server are able to achieve consistency with compliance and eDiscovery requirements, in addition to regular certification by an auditing firm using the criteria of internationally recognized standards.

## Archive Integrity

MailStore Server offers archiving methods for almost all email systems, in which all email can be archived as soon as it is sent and received (such as with journal archiving for Microsoft Exchange Server). The integrity of the archive can be reliably maintained using this method.

## Compliance Features

- Archived email is identical to the original email in every respect
- Storage periods can be set accordingly
- Changes and events are logged via an integrated auditing feature in the Windows event log
- Auditor access possible via a special 'auditor' user type
- Legal hold

## Tamper-proofing

- Generation of SHA1 hash values from email content
- Internal AES-256 encryption of email texts and attachments
- No direct access by MailStore Client components to the archive files
- It is not possible to change email content, either in the graphical interface or in the internal program
- Automatic archiving of all email as soon as it is received and sent prevents tampering before archiving (emails are copied into a separate queue, from where they can be archived in their original form at regular intervals)

## Secure Long-term Access to the Archive

IT is in a constant state of transformation. Established technologies and concepts will be completely overhauled and replaced within just a few years. Technology providers may fall victim to economic crises, or abandon product development for other reasons. In light of this, it is difficult to hold on to information that will be still useful after than a decade.

As a result, MailStore Server does not restrict businesses to a proprietary file format. All archived email can be exported in a single step at any time in the standard RFC 822 format, for example, which has established itself over 30 years.

Thus, it is not just the legal security of a business that is guaranteed, but also their long-term technological independence, even from MailStore Server itself.

## Further Export Features

- Exporting to an Exchange server or an IMAP mailbox
- Sending emails to any email address via SMTP
- Exporting to email clients (Microsoft Outlook, Windows Mail, Mozilla Thunderbird)
- Exporting to the file system (generates either an .eml or .msg file for each email sent)
- Exporting to an Outlook .pst file



# SYSTEM REQUIREMENTS

MailStore Server is characterized by its minimal system requirements and economic use of system resources. In the case of the first test, or very small operations, MailStore Server can easily be run from a single Windows workstation.

## MailStore Server

### Operating Systems (32-bit and 64-bit Versions)

- Microsoft Windows XP (SP2), Vista, 7 and 8
- Microsoft Windows Server 2003 (including SBS and R2)
- Microsoft Windows Server 2008 (including Foundation, SBS and R2)
- Microsoft Windows Small Business Server 2011
- Microsoft Windows Server 2012
- Microsoft Windows Home Server Power Pack 2 or higher

### Other Software

- Microsoft .NET Framework Version 3.5 SP1

## MailStore Client

### Operating Systems (32-bit and 64-bit Versions)

- Microsoft Windows XP (SP2), Vista, 7 and 8
- Microsoft Windows Server 2003 (including SBS and R2)
- Microsoft Windows Server 2008 (including Foundation, SBS and R2)
- Microsoft Windows Small Business Server 2011
- Microsoft Windows Server 2012
- Microsoft Windows Home Server Power Pack 2 or higher

### Other Software

- Microsoft Internet Explorer 8 or higher
- Microsoft .NET Framework Version 3.5 SP1

## MailStore Outlook Add-in

- Microsoft Outlook XP, 2003, 2007
- Microsoft Outlook 2010 (32-bit and 64-bit versions)
- Microsoft Outlook 2013 (32-bit and 64-bit versions)
- Microsoft Outlook 2013 as component for Office 365 (Click-to-Run)
- Microsoft .NET Framework Version 3.5 SP1

## MailStore Mobile Web Access

The native web browsers are officially supported by the following platforms:

- Apple iOS 3.2 or higher
- Android 2.3 or higher
- Windows Phone 7.5 or higher
- Blackberry 7 or higher

### General Features

- No additional web server (such as Microsoft IIS) is necessary. MailStore Server starts its own HTTP server on the appropriate TCP port.
- MailStore Server can be run smoothly in virtual environments such as VMware.
- MailStore Server can be run smoothly in terminal server environments.
- No external database software such as Microsoft SQL Server is necessary, but can be used for organizing files on request.

### Selection of Suitable Hardware

Please visit our help wiki to access information on the appropriate hardware sizing: [http://en.help.mailstore.com/System\\_Requirements](http://en.help.mailstore.com/System_Requirements)

# INTEGRATION VIA API AND SHELL



MailStore Server can be integrated into the IT infrastructure of an operation. Very distinct usage scenarios can also be implemented in this way, along with integration of MailStore into other software solutions.

## MailStore Server Management API

MailStore Server operates over a powerful HTTPS-based API for management. This makes it possible to automate management of the MailStore Server through use of a script language or programming language (such as C#, PHP or Python). Commands are sent to the integrated API-HTTPS server via HTTP POST; return values can be sent back in either JSON or XML format.

The API for management makes it possible to control administrative tasks, such as the management of users or storage locations, remotely from a central position.

### API Information

[http://en.help.mailstore.com/MailStore\\_Server\\_Management\\_API](http://en.help.mailstore.com/MailStore_Server_Management_API)

### Overview of all Currently Available API Commands

[http://en.help.mailstore.com/MailStore\\_Server\\_Management\\_API\\_Commands](http://en.help.mailstore.com/MailStore_Server_Management_API_Commands)

## MailStore Server Management Shell

Many of the commands carried out by the graphic MailStore Client are run via the Management Shell, which is automatically copied together with the installation of MailStore Server and MailStore Client.

Thus, on the one hand, the Management Shell is useful when there is no graphic environment available (for example, when using telnet or SSH). And on the other, it can be used in the integration of both automatically and manually launched scripts (batch files, for example).

### Information about the Management Shell

[http://en.help.mailstore.com/MailStore\\_Server\\_Management\\_Shell](http://en.help.mailstore.com/MailStore_Server_Management_Shell)

### Information about Using Scripts

<http://en.help.mailstore.com/Scripting>

## About MailStore Server

Businesses can benefit from the legal, technical, and financial advantages of modern, secure email archiving with MailStore Server. The software creates 1:1 copies of all emails in a central email archive to ensure the security and availability of any amount of data for years to come.

Users can still access their email using Microsoft Outlook, MailStore Web Access, or mobile devices such as tablets or smartphones, and search through them at breathtaking speed. MailStore Server combines powerful technology with low cost and user friendliness. Over 15,000 companies of all sizes across all sectors currently use MailStore Server for email archiving.

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