

How do the emails get to Defender?

Defender utilizes the journaling function of the mail server to send a copy of all inbound, outbound, and internal mail to Defender.

Does Defender use data compression?

Yes, the data is compressed when it is stored in the Defender archive.

Does Defender use data encryption?

Stored email records are not encrypted, but imbedded security checks in backup and restore files are encrypted to ensure that no data has been altered or deleted.

How does Defender support backups?

Backups are set up through the Defender web interface. You can schedule Defender to create regular full or incremental backup files as well as create a full backup file at any time. Backup files are stored on NFS or Windows share drives and can be stored to disk or tape by whatever backup software is already being utilized.

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What are the different security levels?

There are 4 user security levels in Defender. Individual Users can only access and view mail from their own mailbox and have no configuration rights. Search users have global search rights but no configuration rights. Configuration users have configuration rights but no search rights. Administrators have full access to the Defender for configuration and mail search and view.

What fields can I search on?

Search is possible on to, from, cc, subject, attachment name, date ranges, and text of the email body and attachments.

Does Defender support full text search?

Yes. Users can search on all alpha text from the email and all attachments. Defender is not able to index text contained only in graphics (jpg, pdf, etc.) or text in encrypted or password protected documents.

Does Defender support number search?

Yes. Because of the large amount of index space that can be required to index numbers, this is a configuration option that can be turned on or off, depending on individual company requirements.

How do I find and retrieve an attachment?

Finding and retrieving attachments is easy. Use the Defender Archive Search to locate the email message containing the attachment, Once you find the correct attachment, it can be viewed, saved, and/or restored back to your in-box.

Can Defender be connected to more than one mail server?

Yes, since the Defender is a standalone appliance, it does not physically attach to an email server. This allows you to point multiple email servers to the Defender.

Can Defender be connected to more than one domain?

Yes, the Defender is capable of archiving email messages for more than one domain. However, it can work with only one Active Directory, so user access for multiple domains would have to be handled manually.

FREQUENTLY ASKED QUESTIONS

Does Defender work with Active Directory?

Yes, Defender works with Active Directory. It can be set up to auto-generate user accounts on Defender as well as provide authentication with AD. Defender can not work with multiple AD farms.

Are there one or two copies of every e-mail (one on the server, one on Defender)?

Defender receives a copy of each message from the email server, indexes that message and stores it in its own internal storage. The original message, still residing on the email server, can be edited or deleted, but the archived message is always secure and unchanged in the archive.

Why don't you move e-mail from the server to Defender rather than making a duplicate copy?

Defender is designed to be both comprehensive and easy to use at the same time. With a single user likely to get and send over 10,000 emails each year, there are simply too many emails to manage individually. Unlike archive solutions that require IT or end users to manually intervene to move mail to the archive, Defender automatically captures and stores every email record. Users simply delete mail from their mailbox when they're done with it and rely on Defender if they need to view the information again.

Can you convert PST files? Yes, PST files can be converted to a format that Defender uses and then imported using the mbox import function. Emails can also be imported using the IMAP import function.

Can you archive existing e-mails from the server?

Yes, existing emails can be extracted from the server and archived to Defender. For MS Exchange, a utility called Xmerge is used to convert Exchange files into PST files. These files can then be converted into mbox formats and imported into Defender.

How does RAID 5 & 6 work?

RAID (redundant array of independent disks) combines multiple hard drives into a single logical unit. Instead of seeing several different hard drives, the operating system sees only one. RAID 5 and 6 create a fault tolerant array of disks that uses parity data that can be used to reconstruct a single disk in the event of a disk failure. If one disk fails, it can be replaced by a new drive and the RAID management software automatically redistributes the data.

Do you support web mail?

No. Defender does not support archiving from a web mail server.

How many emails can Defender hold?

The exact quantity of emails a Defender can hold varies greatly depending on email size. Companies that send large attachments will store less emails than companies with small email sizes. Based on an average message size of 75kb per message, Defender can hold approximately 1 million to 140 million messages depending on model and email size.

How do I decide which size Defender to buy?

Determining the appropriate Defender to purchase depends on the volume and size of emails particular to your company and the length of time you want to keep your email records. The Defender Sizing Chart (located on arcmaltech.com) can help you determine which Defender is right for you.

Is configuration required on my email server?

Yes, some configuration required on the email server to turn the journaling feature on and point mail to Defender. Complete instructions can be found in the Defender Installation Guide.

Does Defender support wildcard searches?

Yes, Defender automatically supports wildcard searches in all header search fields.

What happens if Defender loses its connection to the mail server (i.e power goes out, network connection fails, Defender appliance fails)? What will happen to the email in the meantime?

Defender looks like a regular mail server to the main mail server, so the main mail server will store undelivered mail and continue to retry sending until mail is successfully delivered. The setting for how long the mail server will retain mail and retry sending is configurable on the main mail server.

What happens when my Defender box fills up? What is the upgrade path?

Defender is designed to store many years of mail, depending on mail load, mail size, and the size Defender being used. When Defender starts to get full, informational and then warning messages will be sent to the Administrator. The Administrator can roll off old mail to create room for new mail. Defenders can also be upgraded within hardware case (i.e. 1U, 2U, and 3U units). Upgrading from one hardware case to the next hardware case will require purchase and installation of a new Defender.

If someone does the 30 day Try & Buy agreement and chooses to return the box, is there a way to delete the emails from the box?

All mail is completely erased from the Defender BEFORE the Defender is returned to ArcMail. This is done by contacting Tech Support at 888-790-9252 and requesting an RMA and data deletion assistance.

What mail servers is Defender compatible with?

Defender is compatible with any standard SMTP mail server capable of journaling mail to an external address. Compatible mail servers include:

Exchange 1995	Mdaemon
Exchange 2000	scalixqmail
Exchange 2003	Oracle
Exchange 2007	Ipswitch / imail
Lotus Notes	exim
SendMail	ironport
postfix	Kerio

Is the information still searchable once it has been rolled off?

Email records that have been rolled off are no longer visible from the search screen. If data that has been rolled off needs to be searched, the files can be easily restored to Defender.

Does the box have a function that filters SPAM, so that it doesn't end up in the archive?

A SPAM and Virus filter should be in place in front of the mail server to filter out unwanted mail. Defender then sits behind the mail server so that it can capture incoming, outgoing, and internal mail.

If an email has multiple recipients, does Defender store multiple copies?

For internal and most external mail, Defender does "single instance storage," which means if one person in the company sends a mail to 100 people the company, Defender will store that mail only once. Mail sent to the company from outside the company may sometimes contain different routing information or Mail ID information, resulting in two mails that are similar but not exact. In this case, Defender will store a copy of both mails.

Contact Us

To learn more about ArcMail's complete email archiving and management solution, call 866-417-6495 or visit www.arcmailtech.com.