MailStore Server® 7
Technical Specifications

MailStore Server
The Standard in Email Archiving

Businesses of all sizes can benefit from the legal, technical, and financial advantages of modern and secure email archiving with MailStore Server.

a message · a challenge · a solution

MAIL STORE™

Archiving

Supported Email Servers and Internet Mailboxes

- Microsoft Exchange Server 2003, 2007, and 2010 (including Windows Small Business Server)
- Hosted Exchange
- Microsoft Office 365 (Exchange Online)
- MDaemon Messaging Server
- IceWarp Mail Server
- Kerio Connect
- IMAP4-compatible email server
- POP3-compatible email server
- Internet and webmail inboxes such as Gmail or GMX (via IMAP or POP3)

Archiving Methods

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

Supported Email Clients

- Microsoft Outlook 2000, XP, 2003, 2007, 2010
- Microsoft Outlook Express 6.0
- Microsoft Windows Mail
- Microsoft Windows Live Mail
- Mozilla Thunderbird and SeaMonkey

Supported Email File Formats

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

Archiving Via MailStore Proxy Server

Companies without an email server can automatically archive all incoming and outgoing email correspondence via the MailStore proxy server (SMTP and POP3).

General Features

- No changes made to email servers and emails
- No administrative access to the email server required
- Folder structure of mailboxes is imported into the archive
- Size of mailboxes can be reduced through rule-based deletion
- Emails are archived in a MIME-compatible manner with no loss of information

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User Access to the Archive

Supported Access Methods

MailStore Add-in for Microsoft Outlook

MailStore users can access their archives using a convenient add-in for Microsoft Outlook XP, 2003, 2007, and 2010 (32-bit and 64-bit). The deployment via group policies is possible.

MailStore Web Access

MailStore Web Access provides access to the archive using an internet browser. This has the advantage that no additional software needs to be installed on the user machines. In addition to browsing and viewing emails, web access also offers access through the folder structure and functions for restoring emails from the archive.

MailStore Mobile Web Access

With MailStore Mobile Web Access you can access the MailStore archive regardless of your location using a smart phone. In addition to browsing and viewing archived emails, the mobile web access also provides access via the folder structure as well as features to restore emails from the archive.

MailStore IMAP Server

MailStore Server provides an integrated IMAP server, that offers you read-only access to the archive for any IMAP capable email client. Especially for alternative email clients (Mozilla Thunderbird) or operating systems (e.g. MacOS or Linux), as well as for mobile platforms such as Android, IPhone or Symbian, this is a very convenient way of accessing the archive.

MailStore Client

MailStore Client is a Windows application that can be installed on any number of user computers (depending on the license purchased). Of all the options for accessing the archive, MailStore Client provides the largest range of functions: Not only can users browse and view their emails but, depending on the privileges assigned to them, set up and execute archiving and exporting tasks.

User Features

- Fast full-text search of emails and file attachments
- Access is also possible via the folder structure
- Restore emails to the regular mailbox using one-click restore
- Reply or forward archived emails by opening them directly in Microsoft Outlook or another email client
- Access to the archives of other employees (based on assigned privileges)

General Features

- Stub files and other technologies with a negative performance impact on the email server are not used
- The end-user components are available in English, German, Dutch, French, Hungarian, Italian, Japanese, Polish, Portuguese, Spanish, Turkish, and Chinese.

Storage Technology

Supported Storage Types

Standard Archive Store

Available immediately after setup is complete, this storage type is suitable for most environments and requirements. Standard archive stores are created by MailStore Server in the file system and do not require an external database management system or special configuration steps. In practice, this allows for MailStore Server installations that support more than a thousand archived mailboxes and the users who access them. A standard archive store consists of the following components:

- **Embedded database** - Stores email metadata
- **Container files** - In these encrypted files with a "manageable" size of about 8 MB, the actual email headers, content and attachments are stored
- **Full-text indexes** - These are created for each user and allow email and attachment searches to be completed very quickly

Advanced Archive Store

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 containing these types of systems that they would like to use for email archiving. Please note that the use of external DBMS is only an option, not a requirement. From a performance and scalability aspect, standard archive stores as described above work perfectly fine even for companies with thousands of users.

Scalability

A MailStore email archive can be created from any number of standard or advanced archive stores. You can, for example, create one archive store per quarter or year, or automatically create a new store if the current one has reached a pre-set threshold. For the end user, the archive store concept is completely transparent. The user works with one combined view on the entire archive. The distribution of the main archive into any number of independent archive stores allows for flexible and, if necessary, hierarchical 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). Please refer to MailStore Help for details on VSS support.

In the event of damage or loss, an existing backup can be restored to a new MailStore Server installation within minutes when standard archive stores are used. Since the backup includes not only all archived emails but also all settings (such as users and permissions), there will be minimal downtime; recovery is simply a matter of copying directories back in the file system.

General Features

- Suitable for any volume of data and any number of users
- Lower storage requirements by using single instance archiving (duplicate content is only archived once) and compression of file attachments.
- Tamper-proof through use of SHA1 hashes
- Internal AES256 encryption of email bodies and attachments
- Supports iSCSI, Fibre Channel, NAS, and SAN

Compliance

Compliance Features

- MailStore Server enables 100% complete archiving of all emails within the company.
- Archived emails are identical to the originals in every aspect.
- Retention policies and legal hold can be enforced.
- Changes and events are logged via an integrated auditing feature in Windows event log.
- Auditor access possible via special "auditor" user type.

Tamper-Proofing

- Generation of SHA1 hash values from email content
- Internal AES256 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 and immediate archiving of all emails as they are received and sent prevents tampering before archiving via MailStore server

Long-Term Access to the Archive

MailStore Server is not tied to a proprietary file format. All archived emails can be exported in a single step at any time in the standard RFC822 format, which has established itself over 25 years. The exported files can be opened and edited in most email programs. In addition, MailStore Server offers many other export and restore functions.

Exporting Archived Emails and Management API

Exporting Archived Emails

MailStore Server provides a number of export features that enable you to restore individual emails, entire mailboxes, or all emails from an archive. Supported export destinations:

Email Server
- Exchange mailbox
- IMAP mailbox
- Email address using SMTP - emails are forwarded to a specified email address using SMTP, the standard protocol for sending emails

Email Clients
- Microsoft Outlook
- Windows Mail
- Mozilla Thunderbird
- Mozilla SeaMonkey

Email Files
- Directory (file system) - either EML or MSG files are created; one per email
- Outlook PST file

Management API

MailStore Server comes with a powerful HTTPS-based Management API. This API enables administrators and developers to automate the MailStore Server management by using script or programming languages such as C#, PHP or Python. Commands are sent via HTTP POST to the built-in API HTTPS server, return values are sent back in JSON or XML format.

More information about the API
http://en.help.mailstore.com/MailStore_Server_Management_API

Overview over all API commands currently available
http://en.help.mailstore.com/MailStore_Server_Management_API_Commands

Automating the Export Process
With MailStore Server, every exporting task (every export profile) can be executed automatically according to specified points in time.

System Requirements

MailStore Server

Operating Systems (32-bit and 64-bit Versions)
- Microsoft Windows XP Service Pack 2 or higher
- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows Server 2003 (incl. SBS, R2)
- Microsoft Windows Server 2008 (incl. 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 Service Pack 2 or higher
- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows Server 2003 (incl. SBS, R2)
- Microsoft Windows Server 2008 (incl. Foundation, SBS and R2)
- Microsoft Windows Small Business Server 2011
- Microsoft Windows Home Server Power Pack 2 or higher

Other Software
- Microsoft Internet Explorer 5.01 or higher
- Microsoft .NET Framework Version 2.0 SP1

MailStore Outlook Add-in
- Microsoft Outlook XP, 2003, 2007, 2010 (32-bit and 64-bit Versions, only non-Click-to-Run versions)

MailStore Mobile Web Access

Stock web browsers on the following platforms are officially supported:
- Apple iOS 3.2 or higher
- Android 2.3 or higher
- Windows Phone 7.5 or higher
- Blackberry 7 or higher

Other 3rd party web browsers on those or other mobile platforms may also work, but are not officially supported

About MailStore Server
Businesses can benefit from the legal, technical, and financial advantages of modern, secure email archiving with MailStore.

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 10,000 companies of all sizes across all sectors currently use MailStore Server for email archiving.

Hardware Sizing Guidelines and FAQ
http://en.help.mailstore.com/ System_Requirements

www.mailstore.com

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