

Arcserve® UDP Archiving Technical Solution White Paper

Introduction

Email is the life blood of every organization and it must be preserved for user productivity, compliance and legal discovery. Legacy email archives are commonly used to off-load email from Microsoft Exchange and other leading email servers and preserve email for discovery and compliance. Due to aging equipment and changing storage requirements, new email archiving solutions are replacing legacy email archives. Arcserve® UDP Archiving is a new email archiving solution that addresses modern email archiving requirements.

- Offers a simple, turnkey solution for email search and compliance with advanced functionality including audit trails, reporting, retention management and role-based access controls for security.
- Provides Office 365 customers with an easy way to capture Exchange journal email and store it at a location outside of Office 365.
- Enables modern email archiving management for decentralized organizations, including remote or branch office locations, and MSP deployments; its multi-tenant capabilities allow a large corporation to manage multiple divisions or locations, or a service provider to support multiple end-users.

Arcserve UDP Archiving is a purpose-built email archiving solution designed to optimize email archive storage and to protect corporate email records and make them easily accessible for audits and legal discovery. UDP Archiving supports all the leading email platforms and does not install any software on the email server. Serving as an SMTP mail server, it is configured to receive a copy of all email being sent and received for regulatory compliance, and can also ingest archive email from PST files for long term retention. UDP Archiving is deployed as a virtual machine on VMware, Hyper-V or AWS AMI. (Figure One).

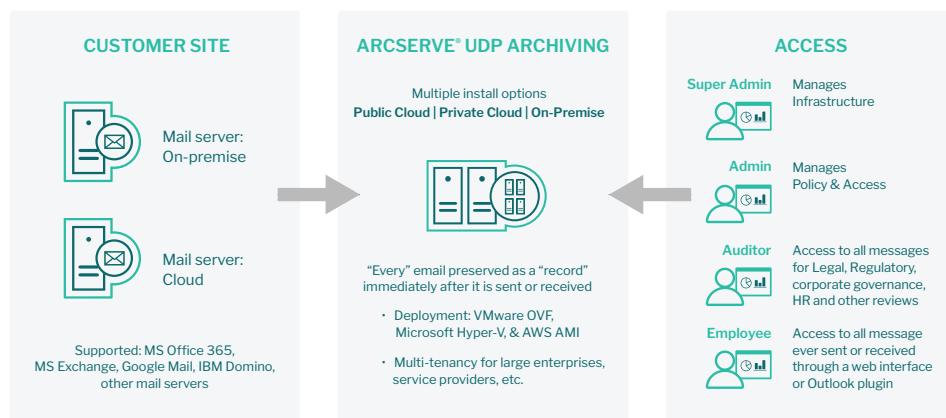


Figure One. Arcserve UDP Archiving Overview



For businesses running Microsoft Exchange, IBM Domino or other on-premise email platforms, UDP Archiving can remove the burden of storing old email; thereby improving email server performance. For businesses planning (or have already moved to a cloud-based email platform such as Microsoft® Office 365 or Google Gmail), UDP Archiving helps IT managers meet email regulatory requirements by preserving a copy of all email sent or received. Email is stored securely and retention is managed automatically; an important compliance requirement. Arcserve UDP Archiving is a multi-tenant capable solution that supports private and public cloud deployments.

Features & Benefits Summary

- » All emails are collected as they are sent or received, fully text indexed with attachments, to make them searchable; they are encrypted and stored as unalterable records with defined corporate policies such as retention serving legal and regulatory compliance requirements.
- » UDP Archiving helps to improve the performance of on-premise email platforms by removing the burden of storing old archive email that drives up storage cost and negatively impacts email server performance.
- » Satisfies stringent regulatory requirements to keep a copy of all email being sent or received with programmatic disposition.
- » Offers multiple deployment options to give users maximum flexibility to work in preferred public or private cloud environments.
- » Delivered as a single or multi-tenant architecture that serves the needs of organizations with multiple divisions or locations, as well as managed service providers (MSPs), allowing separate activity management and billing. (Figure Two)
- » Employees involved in sensitive searches can be placed on legal hold thereby preventing any possible destruction.
- » Organizations that have moved (or are planning to move) to Microsoft Office 365 can use UDP Archiving to keep a copy of email on premises for safe keeping, should email stored in Office 365 be lost or damaged for any reason.
- » Allows for simple and advanced search of archive email for legal discovery and regulatory audits. Legal and IT staff save hours searching through old backup tapes and old email archives.
- » Search results are managed with tags/virtual folders, and notes. All searches can be saved for easy retrieval and exported for third-party analysis and review in a native email format or PDF.
- » UDP Archiving manages archive email securely with audits and logging of all activities. Audit reports are easily produced to satisfy legal, compliance, regulatory or corporate governance requests.
- » All archive email is subject to retention rules which keep them secure until the time when the retention period expires and emails are automatically deleted.
- » End users easily access archive email inside the familiar Outlook email client or through a web interface accessible from anywhere.

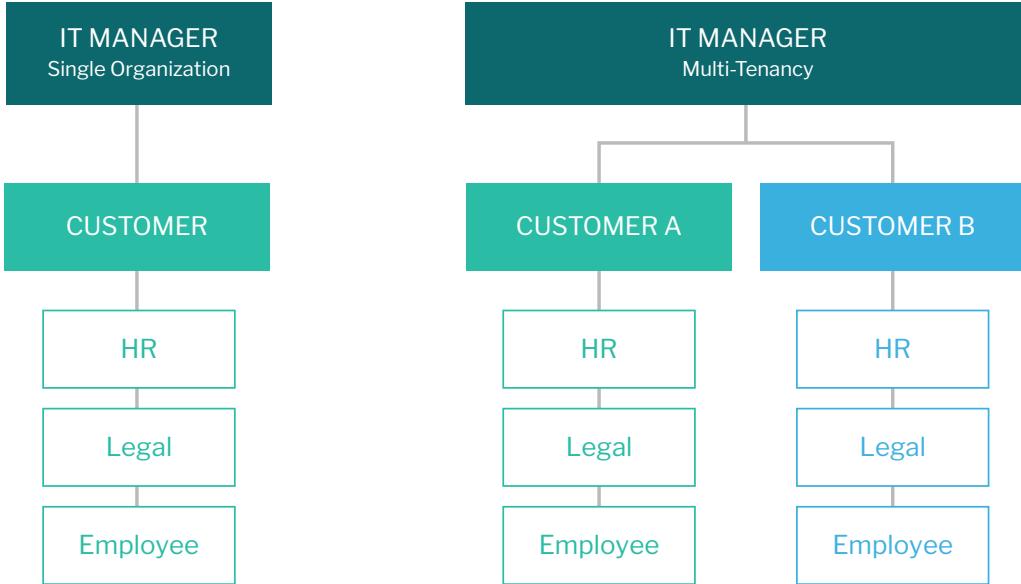


Figure Two. Single vs Multi-Tenancy:
Multi-tenant enables large enterprises to manage divisions or locations as separate archives

Corporate Obligations & Business Drivers

Compliance – To meet federal, state, local and industry-specific regulatory requirements to retain and produce emails upon request, Arcserve UDP Archiving provides secure capture of all email sent or received, and stores it in a secure archive that is managed by automated retention and disposition. Authorized users can access the archive and search email for legal discovery and audit requests.

Records Management – UDP Archiving supports the capture and retention of all emails “sent and received” as corporate record. Email is kept securely in the archive storage that is decided by the user, deployed on-premise or in a public cloud. The archive data always belongs to the user and is managed on their storage. Organizations that rely on a cloud-based email platform, such as Microsoft Office 365, benefit by having a copy of their email on-premise in the event access to Office 365 is disrupted.

Legal Search – Arcserve’s new email archiving solution delivers simple and advanced search capabilities that enable authorized users to search email and export results for legal discovery and compliance audits. When search results are needed quickly, users leverage fast search performance and a highly intuitive search interface. Search results can be reviewed, tagged, placed on legal hold and exported for third-party review.



Lifecycle Management – Email records stored in the archive are managed by global retention policies per the retention policy, and perform systematic removal of records at their end of life. All deletion activity is logged and reports can be run as proof of disposition for legal and compliance audits.

Reliable Email Capture – UDP Archiving performs the capture and retention of all emails as unalterable records. It performs as an SMTP mail server and can receive email from Exchange journaling and other leading email platforms. Unfortunately, Office 365 users who previously relied on Exchange journaling have found that they must send the Exchange journal email to a third-party archive. UDP Archiving serves to receive journal email from Office 365.

Fast Search and Retrieval – The System Administrator (and authorized users) can perform quick, accurate on-demand retrieval of records for legal, regulatory, HR and more. Results can be viewed, tagged and placed on legal hold with results available to export for third-party review.

Employee Access – Arcserve's email archiving technology delivers its GUI inside the familiar Outlook client so employees can easily access all their personal email communications anytime they are using Outlook. Results can be viewed, opened and email can be replied or forwarded directly from the UDP Archiving GUI.

Storage Optimization – UDP Archiving uses deduplication and compression to reduce the archive storage footprint. This method saves money by reducing mail server storage, while increasing mail server performance.

Data Ingestion – For Microsoft Exchange, UDP Archiving ingests email using two methods. First, UDP Archiving ingests Exchange PST files into the archive. Second, UDP Archiving is configured to receive journal email from Exchange Server via SMTP. These processes allow an organization to create a full set of both historical and future email records.

Email Search / Discovery

Archive UDP Archiving is designed with multiple methods that can be used to search the archive in support of email discovery and end-user access. For email discovery, the System Administrator (and authorized users) access the UDP Archiving web-based GUI and run granular searches against all email data, export search data and apply legal hold requests. Basic search is the simplest and fastest search to perform and features a simple “Google-like” interface whereby the System Administrator enters keyword(s) for search. (Figure Three.) Search results are then displayed and items can be opened for review, or can be saved for future use. Saved searches, along with tags and notes, are used to manage and classify data for easy retrieval and case management. Advanced search is an additional search capability that allows for the search of specific parameters, such as “From:” “To:” “Subject:” and date range fields. (Figure Four.) Search results can be saved and exported to external parties to comply with court orders or regulatory audits.



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The screenshot shows the Arcserve UDP Archiving interface. At the top, there's a navigation bar with the Arcserve logo, the title 'arcserve' and 'UDP ARCHIVING', and a user profile for 'Micheal Pearson'. On the left, a sidebar menu includes 'Search', 'Audit Log', 'Saved Searches', and 'References'. The main area is titled 'Search' with a search bar and three buttons: 'Search', 'Save Search', and 'Advanced Search'. Below the search bar is a table listing 7 messages. The columns are 'Date', 'From Email Address', 'To Email Address', 'Subject', and 'Message Size'. The messages are:

Date	From Email Address	To Email Address	Subject	Message Size
03-11-2017	steve@jumpstartmicro.com	employee1@mysafeplace.net	FW: Image You Requested	85k
03-11-2017	steve@jumpstartmicro.com	employee1@mysafeplace.net	Skip The Wait This Weekend	53k
03-11-2017	steve@jumpstartmicro.com	employee1@mysafeplace.net	Skip The Wait This Weekend	53k
03-11-2017	steve@jumpstartmicro.com	employee1@mysafeplace.net	Image You Requested	85k
03-08-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Fw: Test3 [+]	8k
03-07-2017	aws-marketing-email-replies@amazon...	aws@mysafeplace.net	Best Practices For AWS Migrations	33k
03-07-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Fw: Test2 [+]	6k

At the bottom, there are pagination controls ('< 1-20, total: 212 >'), download options ('Download All' or 'Download Selected'), and a copyright notice: 'Copyright © 2017 Arcserve. All rights reserved. Privacy Policy | Terms Of Use'.

Figure Three. Main Search, Auditor

This screenshot shows the 'Advanced Search' interface within the Arcserve UDP Archiving system. It features a search bar at the top with 'Search Terms' and three buttons: 'Search', 'Save Search', and 'Advanced Search'. Below the search bar are several search criteria fields: 'From Email', 'To Email', 'Subject', 'Subject & Body', 'Tags' (with a dropdown for 'Select Tag' and a notes field), 'Attachment' (with a file icon), and date range fields for 'Date From' and 'Date To'. At the bottom of the search panel are four buttons: 'Search', 'Clear', 'Save Advance Search', and 'Close'. The lower half of the screen displays a message list identical to Figure Three, showing 7 messages from March 2017.

Figure Four. Advanced Search, Auditor

Employee Access

For maximum convenience, users may easily access the archive via Outlook or a web-based login. In Outlook, users simply click the archiving folder to access their archive email, and can leverage basic or advanced search functions. (Figure Five.) Employees accessing the system can only view their own messages or messages assigned to them through a group function.



IT Cost Savings and Efficiency

Organizations that wish to reduce the load on their mail server can rely on UDP Archiving to store old email securely and provide easy access to users. By archiving all historical and future emails, an organization can reduce mailbox sizes and eliminate old messages from their mail server to decrease costs and increase performance. Should an employee need an older message, it can be quickly retrieved from the archive – eliminating the need to contact IT should they lose or delete a needed message.

The screenshot shows the Arcserve UDP ARCHIVING interface. On the left, there's a sidebar with a user profile (Employee1), a 'Welcome' message, and navigation links for 'Menu', 'Search', 'Saved Searches', and 'References'. The main area has a title bar 'UDP ARCHIVING' and a search bar with placeholder 'Enter your search terms', a 'Search' button, a 'Save Search' button, and an 'Advanced Search' button. Below the search bar is a table listing 13 archived emails. The columns are: Date, From Email Address, To Email Address, Subject, and Message Size. The table includes icons for download, edit, and delete. At the bottom of the table, there are pagination controls ('< < 1-13, total: 13 > >> !') and download buttons ('Download All' and 'Download Selected'). A copyright notice at the bottom right reads 'Copyright © 2017 Arcserve. All rights reserved. Privacy Policy | Terms Of Use'.

Date	From Email Address	To Email Address	Subject	Message Size
03-11-2017	steve@jumpstarmicro.com	employee1@mysafeplace.net	FW: Image You Requested	85k
03-11-2017	steve@jumpstarmicro.com	employee1@mysafeplace.net	Skip The Wait This Weekend	53k
03-11-2017	steve@jumpstarmicro.com	employee1@mysafeplace.net	Skip The Wait This Weekend	53k
03-11-2017	steve@jumpstarmicro.com	employee1@mysafeplace.net	Image You Requested	85k
03-08-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Fw: Test3 [+]	8k
03-07-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Fw: Test2 [+]	6k
03-06-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Fw: Test [+]	4k
03-05-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Test [+]	3k
03-04-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Test [+]	3k
03-03-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Test [+]	3k
03-02-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Test [+]	3k
03-01-2017	ggkitsas@yahoo.com	employee1@mysafeplace.net	Test [+]	3k

Figure Five. Main Search, Employee

Management

The UDP Archiving web-based GUI provides access to all management controls and features a home page with a status dashboard that gives a summary of all archive activity. (Figure Six.) With just a glance, the System Administrator can monitor ingestion activity and storage utilization, with additional reports available to monitor end-user access, group policies and more. System configuration for UDP Archiving is managed on multiple screens whereby the System Administrator simply identifies SMTP address and Server Host IP address. (Figure Seven.) Multi-tenant domains are entered in a separate screen. (Figure Eight.)



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Figure Six. Arcserve UDP Archiving status dashboard

Figure Seven. Arcserve UDP Archiving configuration screen



Domain	Mapped Domain
epicfinancial.com	epicfinancial.com
mysafeplace.net	mysafeplace.net
onewisebrick.com	onewisebrick.com

Figure Eight. Arcserve UDP Archiving multi-tenant domain configuration

Security and Compliance

Arcserve UDP Archiving supports multiple features to support security and compliance, including audit and logging to track all activity in the archive. In response to audit requests, the System Administrator can run reports that show every person that has accessed the archive, the time of access and the exact activity that was performed. (Figure Nine.) Audit and logging reports can be provided as proof of the security, an important matter for court disputes and regulatory audits.

Date	User	IP Address	Action	Description	Reference
03-12-2017 19:15	auditor@mysafeplace.net	73.89.253.252	Search	Match=&Sort=1&Order=Date	
03-12-2017 19:14	auditor@mysafeplace.net	73.89.253.252	View Message		243639
03-12-2017 19:14	auditor@mysafeplace.net	73.89.253.252	View Message		243639
03-12-2017 19:14	auditor@mysafeplace.net	73.89.253.252	View Message		243639
03-12-2017 19:14	auditor@mysafeplace.net	73.89.253.252	View Message		243639
03-12-2017 19:13	auditor@mysafeplace.net	73.89.253.252	View Message		243637
03-12-2017 19:13	auditor@mysafeplace.net	73.89.253.252	View Message		243638
03-12-2017 19:13	auditor@mysafeplace.net	73.89.253.252	View Message		243640

Figure Nine. Arcserve UDP Archiving audit and logging report

Arcserve UDP Archiving supports global retention and disposition by archiving all email per rules that can be configured for different groups and users. (Figure Ten.) Figure ten shows how a retention rule can be configured for a specific sender or receiver, message size, attachment or spam. The “days to retain” feature tells the system how many days to keep email, and when a retention rule expires, the email data is automatically deleted. All retention and disposition activity is tracked to provide authenticity.



The screenshot shows the Arcserve UDP Archiving software interface. At the top, there's a navigation bar with the Arcserve logo, the title 'arcserve' and 'UDP ARCHIVING', and a user profile 'MSP Admin'. On the left, a sidebar menu includes 'Monitoring' (Dashboard, Archive Accounting, Audit Log), 'Administration' (Users, Groups, Domains, LDAP, Import, Archive Exception Rules, Retention Rules, Legal Hold), and a general 'Arcserve' section. The main content area is titled 'Retention Rules' and contains a form titled 'Add a Retention Rule'. The form fields include: 'Domains' (text input), 'Emails From' (text input), 'Email To' (text input), 'Subject' (text input), 'Message Size' (dropdown with a range selector and input field), 'Attachment Name' (text input), 'Attachment Type' (text input), 'Attachment Size' (dropdown with a range selector and input field), 'Spam' (dropdown with a range selector and input field), and 'Days To Retain Messages' (text input). At the bottom of the form are two buttons: a blue 'Add' button and a red 'Cancel' button.

Figure Ten. Arcserve UDP Archiving retention rule configuration

Summary

IT leaders are continually pressed to do more with less, in an era where slashed budgets and smaller teams are the norm. No matter the size, all organizations need a reliable solution to optimize the storage and capture of email for compliance and risk mitigation. Arcserve UDP Archiving deploys seamlessly in the user's domain and it is well-suited for multi-national or decentralized organizations that can benefit from multi-tenant and multiple language support. The solution is sold as an add-on module to Arcserve UDP, and is optimized for IT operational efficiency and cost reduction.

For more information on Arcserve, please visit arcserve.com