

# **Teamware Connector for Mail Archive**

**Connect to a back-end archiving system**

**Incoming, outgoing and local messages are automatically archived**

**A service is provided for archiving existing email**

## **Long-term email retention**

Long-term email retention is becoming more and more important. Reasons for email retention are varied. Net abuse, human resource issues, email as court evidence as well as the simple need to reduce the volume of data held inside an active mail system which may affect performance are all typical examples for reasons why organizations wish to archive email. Some organizations may also be required to archive email for regulatory reasons.

The Teamware Connector for Mail Archive offers an easy method to connect to a back-end archiving system. It copies incoming, outgoing and local mail messages to the archive. The Connector for Mail Archive is available for Teamware Office 6.1 Ed 1 or later. The Connector for Mail Archive integrates with Cryoserver by Corporate Internet.

Information on Teamware Office and its components is found on separate fact sheets.

## Connector for Mail Archive

Teamware Connector for Mail Archive allows mail traffic in a Teamware Office installation to be captured so that it can be copied to a back end archiving system.

### Functionality

Teamware Connector for Mail allows archiving of incoming and outgoing messages and messages sent locally within a Teamware Office installation. The Connector processes mail items and delivers them to an external archiving process.

An archive policy allows messages to be excluded or included for archiving. Policy statements are matched against the top-level message headers. Policy based archiving can be disabled for Forensic Compliance. Policy changes are audited.

In addition to normal logging by the archive processes, log information is written in two further log files. Policy statement matches and archive events are written to policy logging and archive event logging files.

### Cases when mail is archived

Mail may take a number of different routes through the mail system. Below we identify the cases where mail will be archived. The following cases assume that all mail is intended to be archived.

When mail is sent using the Teamware Mail client or via the web interface a copy is delivered to the archiving system. This shows all the recipient information, including the effect of any redirections that will occur inside

a local server. When a message arrives in a connector it will be delivered to the archiving system. Autoforward and autoreply messages generated by the mail system are also archived. Delivery reports and receipts arriving from outside the site via the MIME Connector that do not conform to DSN (RFC3464) or MDN (RFC2298) or if the MIME Connector is configured to deliver those reports as messages will be archived.

### Architecture

The Connector for Mail Archive is made up of two components, the queue handler and the transfer queue. The queue handler takes mail items from the mail queue, formats them into suitable messages for the back end archiving system and places them in a transfer queue for subsequent transmission by SMTP to the back end system. The archive queue handler processes items from the archive queue based on the archiving policy. These components can scale to handle the load from any number of mail servers in a busy site.

The Connector integrates with the existing mail components through the Gateway API component. To ensure that all incoming and outgoing mail is handled the Gateway API diverts mail to the archiver. Mailprep takes also care of diverting locally sent messages to be archived.

### Back end archiving system

The Connector for Mail Archive integrates with Cryoserver by Corporate Internet. Cryoserver acts as the back end archiving system.

Cryoserver traps email messages sent to, from and around an organization. It indexes, encrypts and compresses – even attachments. It securely stores and digitally fingerprints the data. It does not allow deletion within your mandated retention period.

Cryoserver restricts data access to named users as part of a formal investigation procedure. Cryoserver also has powerful audit trailing and detailed reporting capability. Alerts are given if interference is detected.

All users have vertical access to their own email via LDAP. A quick search helps retrieval. Retrieved emails are validated as being the same as when stored.

### Related services

Teamware Group also offers a service to archive existing email messages.

### System requirements

The Connector for Mail Archive requires Teamware Office 6.1 Ed 1 or later.

System planning should take into consideration the server load implications of archiving locally sent messages.

### Data Protection

Customer shall ensure that it is under applicable law authorized to store the messages. It is recommendable that the customer drafts internal guidelines on the data access and investigation.

[www.teamware.com](http://www.teamware.com)