

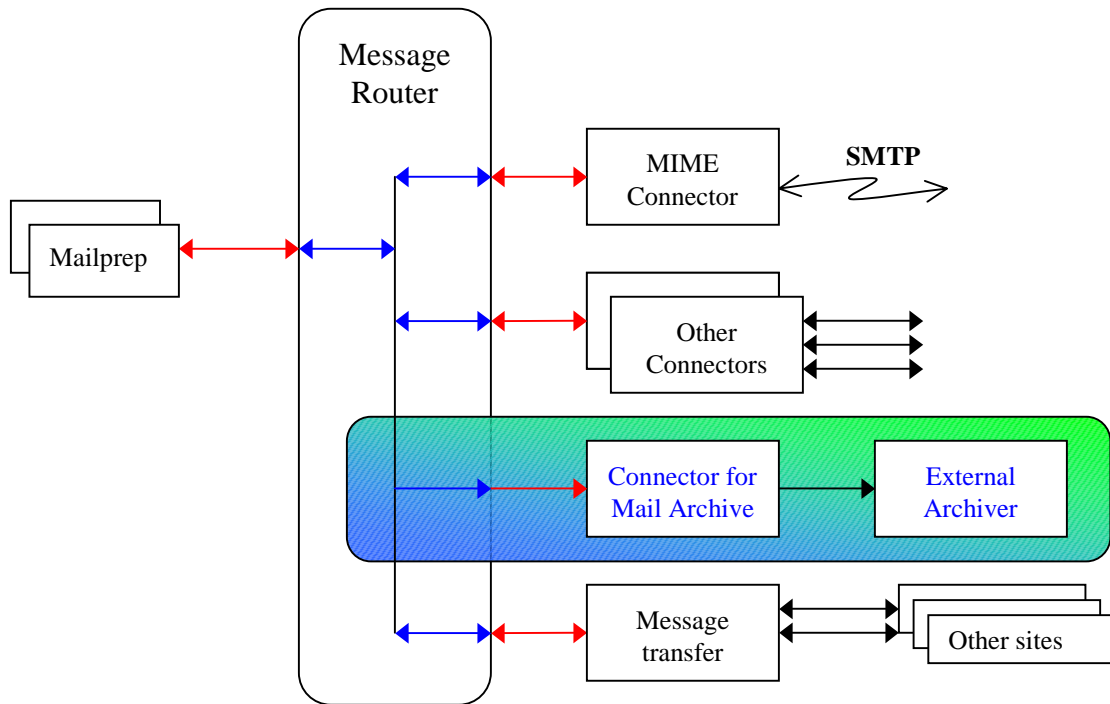
Teamware Connector for Mail Archive Guide

Overview

The 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. The back end archiving system takes care of security of the data and conformance to local regulations regarding retention periods and also typically allows users to access their old email data.

The Connector for Mail Archive integrates with the existing mail components, such as mailprep, message router and other Connectors through the Gateway API component.

The following diagram shows how the Connector for Mail Archive fits into a Teamware site.



The Connector for Mail Archive is made up of two components, the queue handler which 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.

Archive policy

An archive policy allows messages to be excluded or included from archive. In the absence of any specific policy all messages will be archived. An archive policy is made up of policy statements that define whether a message matching the statement should be included or excluded. If a message matches more than one statement then any include statement will take precedence regardless of how many exclude statements are matched. Policy statements are matched against the top-level message headers.

How it works

In a typical office site mail inside a server is delivered locally by mailprep and any mail destined for other servers in the enterprise or for external addresses is then placed in the database/mq directory. Messages arriving from outside the system via the connectors are also placed in the database/mq directory to be handled by the message router. These messages consist of an h-file, which has the message content, and one or more c-files, which designate the route messages should take.

When the archiving system is enabled a new c-file is generated to the queue with a .arc suffix which means it must be handled by the Connector for Mail Archive.

This means that mail, which would normally be handled solely by mailprep, i.e. mail that has only recipients inside the same mail server in the site, must also be copied to the database/mq directory on the directory server. This can increase the disk I/O on the directory server and can add extra network traffic.

The archive queue handler consumes messages from the database/mq directory and prepares them for transfer to the back end archiving system. These messages are placed in the transfer queue on the archiving server and are then sent to the back end archiving system by the transfer process.

If you have users who use POP or IMAP clients, which are configured to send their mail via the MIME Connector, then mail originated by them to internal recipients will be archived. If these users are allowed to relay mail to external recipients the MIME Connector can also be configured to divert a copy of these messages to the archiver.

Archiving existing mail

Any mail that exists in the database prior to installation of the Connector for Mail Archive is not archived. However, Teamware provides a service by which pre-existing mail can be extracted from the mail database and sent to the mail archiving system.

Teamware is a registered trademark in the USA and other countries.

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