

# MailStore Server

The Standard in Email Archiving

Now available in version 13, MailStore Server has grown to become a global standard for email archiving in business following years of successful operation at more than 70,000 companies. Easy to install, reliable and low-maintenance.

V13



# Efficient Email Management

Email is not only one of the most important ways of communicating, it is also one of the largest and most valuable information resources in business. Information sent by email is generally not stored anywhere else, but simply remains in the employees' mailboxes. This results in stores of knowledge that span several years and growing larger by the day. For a company to be successful it is essential to secure the information (Backup/Restore), meet legal requirements, reduce resource consumption and still maintain fast and easy on-demand access to employees.

## The Fundamental Challenge

Businesses usually have well-functioning email servers or groupware solutions at their disposal for email communication. However, these systems were not designed to store data over long periods of time, or supply it en masse. In practical terms this can lead to technical challenges (functionality, resources, performance), legal implications or financial constraints.

## How Does Email Archiving Work?

An email archive should be regarded as a seamless extension to the email system that is already in place. The administrator defines email archiving policies like what emails to archive, when archiving takes place, if emails should be deleted from the email server once a copy exists in the archive and under which conditions emails should be deleted from the archive. The archive enables efficient management of very large volumes of data, as well as providing all the users in a company with fast, convenient access to the archived emails.



- Trusted by more than 70,000 organizations in over 100 countries
- MailStore Server supports almost all email systems and archiving methods
- Integrated and scalable storage technology that does not require an SQL server
- Minimal system requirements
- Easy to set up in just a few minutes
- Low-maintenance

**Supported languages:** Chinese (simplified and traditional), Czech, Dutch, English, French, German, Hungarian, Italian, Japanese, Korean, Polish, Portuguese, Russian, Slovenian, Spanish and Turkish.



# Advantages of Email Archiving

## Legal and Economic Advantages

### Regulatory Compliance and Assistance with eDiscovery Scenarios

Businesses are faced with the challenge of meeting a growing number of compliance requirements. This poses a severe impact on email management. The foundation to fulfill these requirements: Email archiving must be an integral part of any businesses email governance strategy. Email archiving can also assist with certain eDiscovery scenarios, e.g. by providing a special auditor user access to the archive to search across all archived mailboxes.

In addition, MailStore Server can help customers meet their obligations under the EU's General Data Protection Regulation (GDPR), among others, by defining sophisticated retention policies.

### Lowering IT Costs and Expenditures

Overloaded servers, increasing storage costs, and complex backup and restore processes place an enormous strain on IT departments and their budgets. MailStore Server reduces these costs. It also helps reduce financial risks stemming from data loss or legal conflicts.

## Protection against Data Loss

### Complete Archiving Through Journaling

Users can delete important emails by accident or at will, without this being noticed. This means your company could lose important data every day. You can make sure that all your business emails are archived provided you set up the configuration for journal archiving (i.e. archiving all email as soon as it is received or sent).

### Independence of Cumbersome PST Files

PST files are prone to data loss or corruption, have a huge impact on storage and backup and can be a nightmare to search, e.g. in discovery scenarios. With MailStore Server you can archive and backup all PST files of the company centrally.

## Lower Storage Requirements

### Reduce the Workload of Email Servers

Emails can be deleted from the email server's mailboxes per a rule-based process once they have been archived. This allows the workload of the email server to be maintained at a consistently low level.

### Save up to 70% Storage Space

MailStore Server uses de-duplication and compression to reduce the total storage requirements by up to 70 percent compared to the email server.

## Simplify Backup and Restore

### Reduce Backup and Restore Times

By reducing the email server's data load, it can be backed up and restored much more quickly in the event of a failure.

### One-Click Restore for All Users

Users can restore emails from the archive with a single mouse-click. The administrator no longer has to go through the time-consuming process of recovering them from the backup.

## Increase Productivity

### Fast Search Access

MailStore Server offers fast full-text searching for emails and all types of file attachments. Access is also possible via the original folder structure.

### High User Acceptance

A convenient add-in for Microsoft Outlook allows users to access their archive and integrates seamlessly into their usual working environment.

### Elimination of Mailbox Quotas

Email archiving eliminates the need to use mailbox quotas as a means to limit the use of an email server's storage capacity.

## Independence

### Independence from Email Servers

The critical issue when backing up email servers is the time that it takes to restore the data when servers fail. During this downtime, which can often last hours or days, both company and employees no longer have access to business-critical information. When an email server is out of service or data is lost, all users at the company can access their emails via the email archive. This makes it easier to continue operating your business without any disruptions at all.

### Independence from External Providers

At many companies, emails are not stored locally under the company's control but on external servers online. This means that you must rely solely on the provider's backup routine, and that the provider will be around in the future and fulfilling his obligations properly. Archiving emails locally provides a convenient additional backup measure.

### Independence from MailStore

All emails can be restored from the archive in standard formats at any time. This guarantees independence in the long term, even from MailStore itself.

# Integrated Storage Technology

The core of MailStore Server consists of a highly sophisticated storage technology that does not require any external database software and is available right after setup. On this basis, a single MailStore Server installation can manage up to 500 users and a rapidly growing volume of emails both efficiently and easily over a period of years.

If you wish to use MailStore Server with a significantly higher number of users, we recommend that you contact our technical support team to discuss your individual scenario.

## Efficient Data Storage

### High Scalability

While, from a user's perspective, the archive presents itself as a singular entity, it can consist of any number of individual archive stores internally. Should the archive store currently used to archive new emails approach its storage limits, a new archive store can automatically be created and used in the file system. This concept allows a flexible storage management and guarantees scalability for large amounts of data.

### Save up to 70% Storage Space

MailStore Server uses de-duplication to reduce the total storage requirements. This means that identical MIME-parts (e.g. email bodies or file attachments) are only stored once in the archive, even if they appear more than once in users' mailboxes. Additionally, compression is applied to the de-duped MIME-parts, leading to a total storage requirement up to 70 percent less than on the email server.

## Additional Features

### Flexible Storage Management

Fast storage hardware (e.g. SSD) are generally more expensive than slower storage hardware (e.g. HDD). MailStore enables you to balance costs according to business need. You can store frequently accessed archive stores on fast storage, while less frequently accessed archive stores can be moved to slower storage.

### Protection Against Tampering

MailStore Server uses state-of-the-art hashing and encryption by utilizing SHA hashes and applying AES256 encryption to email texts and file attachments. This helps to protect the archived data from tampering.

### Optional: Using SQL Server

If requested, companies that already have their own infrastructure may also use Microsoft SQL Server or PostgreSQL for their data storage.

# Flexible Archiving

MailStore Server allows you to archive your emails, regardless of which email system you use to store them. No changes will be made to your email system during the archiving process and you do not need administrative access.

## Supported Email Systems and Archiving Methods

### Complete Archiving Through Journaling

You can make sure that all your business emails are archived provided you follow the guidelines for setting up journal archiving (i.e. archiving all email as soon as it is received or sent). Even if users delete emails from their mailboxes, those emails will have already been archived.

### Archiving Existing Emails

MailStore Server allows your existing emails to be archived from mailboxes, public folders, shared mailboxes, email clients and email files (e.g. PST files).

### Supported Email Systems

- Microsoft Exchange Server 2003<sup>1</sup>, 2007<sup>1</sup>, 2010, 2013, 2016 and 2019
- Microsoft 365<sup>2</sup>
- G Suite
- All IMAP or POP3 compatible email servers
- MDAemon, IceWarp and Kerio Connect
- PST, EML and other email files
- Email clients such as Microsoft Outlook and Mozilla Thunderbird

## General Information

### Reduce the Workload of Email Servers

Emails can be deleted from the email server's mailboxes per a rule-based process once they have been archived. This allows the workload of the email server to be maintained at a consistently low level. For example, emails that are older than 18 months could be deleted from the mailboxes once they have been archived.

### Folder Structures

During the archiving process, MailStore Server imports the folder structure set up by the user to the archive. This makes the solution more acceptable to companies and improves the usability of the archived data.

### Standards Compliance

Emails are archived with MIME compatibility, the email standard defined in RFC 2045 and its successors. This helps to meet compliance requirements and ensures that the data can be used outside of MailStore.

<sup>1</sup> Microsoft Exchange Server 2003 and 2007 are no longer maintained by Microsoft. Therefore, we are only able to ensure limited compatibility and thus provide limited technical support for Microsoft Exchange Server 2003 and 2007. Furthermore, we reserve the right to completely remove support for these products in a future MailStore update.

<sup>2</sup> All references to Microsoft 365 interchangeably apply to the Office 365 Enterprise plans and other plans that kept Office 365 in their name.

**User Administration**

Emails are assigned to archives on a per-user basis; users can be created in one of the following ways:

- Manually
- Active Directory integration
- Generic LDAP integration
- MDaemon, Kerio Connect, and IceWarp integration
- G Suite integration
- Microsoft 365 integration
- Application integration for any external user database

## Fast Search Access

Users can access the archive using different methods and quickly browse their emails using an incredibly powerful full-text search. MailStore Server has removed the need for users to access stub objects and other technologies that detract from server performance, and always offers a direct live view of the archive, regardless of the access path.

### Supported Access Paths

#### Integration with Outlook

A convenient add-in for Microsoft Outlook allows users to access their archive and integrates seamlessly into their usual working environment. The add-in provides for all essential functions, such as full-text searching, access via the user's familiar folder structure and one-click restore. The add-in can be distributed via group policies.

#### Responsive Web Access

MailStore Web Access enables access to an archive using any Web browser, independently of the system and device – even on smartphones and tablets.

#### MailStore IMAP Server

MailStore Server has an integrated IMAP server that gives IMAP-compatible email clients read access to the archive. This provides a convenient way for many other email clients (such as Mozilla Thunderbird) across all operating systems (such as Mac OS or Linux) and mobile platforms to access the email archive.

#### MailStore Client

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.

### Productivity Features

#### Powerful full-text search

MailStore Server offers fast full-text searching for emails and all types of file attachments. Alternatively, access is also possible via the original folder structure as well.

#### One-Click-Restore

Users can restore emails from the archive to their mailbox themselves.

<b>Forwarding and Replying to Archived Emails</b>	Alternatively, users also have the option of replying to or forwarding archived emails by opening them directly in Microsoft Outlook or another email client (with no restore).
<b>Secure HTML Preview</b>	MailStore Server offers a secure HTML preview of archived emails with a whitelist-based HTML sanitizer, specifically developed for MailStore.
<b>Teamwork</b>	Access to the other employees' archives is possible depending on the specific use case and the privileges that have been assigned. Compliance requirements need always to be considered before granting access to other employees' archives.

## Compliance Features

The comprehensive technology concept of MailStore Server helps companies to meet a growing number of compliance requirements and can also assist with eDiscovery scenarios.

<b>Completeness Through Journaling</b>	MailStore Server enables you to completely archive all emails within a company. For example, email can be archived before being forwarded to employees' mailboxes.
<b>Authentic Archiving</b>	An archived email is identical to the original email in every respect and can, if necessary, be restored from the archive without losing any information.
<b>Tamper-proof Storage</b>	MailStore generates SHA hash values from email content and uses internal AES-256 encryption. This helps to protect the archived data from tampering.
<b>Tamper-proof Exports</b>	MailStore Server does not restrict businesses to a proprietary file format. All archived email can be exported in a single step at any time. A cryptographic signature can be added to exported emails to protect them from tampering, even outside of the archive.
<b>Retention Policies</b>	Administrators can define sophisticated retention policies, enabling them to maintain complete control of the periods for which various types of email are archived. They can define whether emails are automatically deleted from the archive, and when, thereby complying with the different retention periods that are possibly mandated by regulatory requirements. These policies can help customers meet their obligations under the EU's General Data Protection Regulation (GDPR).
<b>Legal Hold</b>	If Legal Hold has been enabled, no emails can be deleted from the archive, regardless of all other possible configurations of user privileges and retention policies.



<b>Logging</b>	MailStore Server uses an integrated auditing function to consistently log changes and events, which can be defined by the administrator.
<b>Auditor Access</b>	A special auditor user allows external auditors to access the archive.
<b>Help with eDiscovery Scenarios</b>	The archive search can also be performed on a company level to assist with eDiscovery. This makes it possible to search through a company's entire email portfolio in a single step.

## Administration API

Through its powerful Administration API MailStore Server can be integrated into a company's existing IT infrastructure. This makes it possible to realize specific workflows and automate or remote control management tasks using scripts or central IT management solutions.

## System Requirements

### Supported Operating Systems (32-bit and 64-bit Versions)

- Microsoft Windows 10
- Microsoft Windows 8.1
- Microsoft Windows 7 SP1<sup>3</sup>
- Microsoft Windows Server 2019 (Essentials, Standard, Datacenter)
- Microsoft Windows Server 2016 (Essentials, Standard, Datacenter)
- Microsoft Windows Server 2012 and 2012 R2 (Foundation, Essentials, Standard, Datacenter)
- Microsoft Windows Small Business Server 2011 SP1<sup>3</sup>
- Microsoft Windows Server 2008 R2 SP1<sup>3</sup> (Foundation, Standard, Enterprise, Datacenter)

### General Information

- No additional web server (such as Microsoft IIS) is necessary (MailStore Server starts its own HTTP server on the appropriate TCP ports)
- MailStore Server can be run smoothly in virtual environments such as VMware
- MailStore Server can be run smoothly in terminal server environments
- Microsoft SQL Server is not necessary but can be used if required

<sup>3</sup> Microsoft Windows 7, Microsoft Windows Server 2008 R2 and Microsoft Windows Small Business Server 2011 are no longer maintained by Microsoft. Therefore, we are only able to ensure limited compatibility and thus provide limited technical support for these operating systems. Furthermore, we reserve the right to completely remove support for these products in a future MailStore update.

## Hardware Sizing

Although MailStore Server can be used right out of the box in most cases, companies should consider the solution within the context of their existing IT infrastructure and implement a short planning phase. For further information, please consult our MailStore Server Help. Please also take the opportunity to contact our technical support team to discuss your individual scenario.

# Become One of over 70,000 Success Stories

MailStore Server is one of the world's leading solutions for email archiving. Its customers include thousands of small and medium-sized businesses and organizations from all sectors as well as government agencies, administrative bodies and other public institutions.



## What Customers Are Saying

*“From an IT administrator’s perspective, MailStore is simple to install and easy to manage. When it comes to the archiving methods provided, the solution is enormously versatile and noticeably lightweight.”*

Ashley Hunt, Systems Coordinator  
PGA of Australia

*“MailStore Server offers a host of solutions that represent improvements over our previous approach to archiving and the system has simply been operating perfectly for a year and a half.”*

Richard Edwards, Senior Systems Administrator  
Indianapolis Airport Authority

## MailStore Achieves Top Marks in Customer Satisfaction Survey

Our customers are eligible for technical support as part of their MailStore license. Once a support case has been resolved by us, we invite the customer to a survey to rate their experience with our service. The average response rate is 13 percent. 95.9 percent of our customers rate their overall customer satisfaction with “satisfied” or “very satisfied”.



Overall Customer Satisfaction  
in 2019

# Any Questions?

Our team is looking forward to your call or email and will be happy to provide you with support on any questions regarding MailStore Server.

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Free 30-day trial version and webinars:

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