

User Guide

GFI Archiver™

GFI Archiver Evaluation Guide

Install and run your GFI Archiver trial, with scenarios to demonstrate how to solve specific business challenges



The information and content in this document is provided for informational purposes only and is provided "as is" with no warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. GFI Software is not liable for any damages, including any consequential damages, of any kind that may result from the use of this document. The information is obtained from publicly available sources. Though reasonable effort has been made to ensure the accuracy of the data provided, GFI makes no claim, promise or guarantee about the completeness, accuracy, recency or adequacy of information and is not responsible for misprints, out-of-date information, or errors. GFI makes no warranty, express or implied, and assumes no legal liability or responsibility for the accuracy or completeness of any information contained in this document.

If you believe there are any factual errors in this document, please contact us and we will review your concerns as soon as practical.

All product and company names herein may be trademarks of their respective owners. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

GFI Archiver™ is copyright of GFI SOFTWARE Ltd. - 1999-2016 GFI Software Ltd. All rights reserved.

Document Version: 2.3.1

Last updated (month/day/year): 15/02/2016

Contents

1 Introduction	4
1.1 About GFI Archiver	4
1.2 Trial Recommendations	4
1.3 Additional information	4
1.4 Why Archive Email?	5
2 Trial Phases	6
2.1 Phase 1: Initial Rollout	6
2.2 Phase 2: Organizational Policies	7
2.3 Phase 3: Maximizing the Benefits to Your Business	10

1 Introduction

Congratulations on downloading your 30-day GFI Archiver trial. You are just steps away from a complete solution for your email archiving, management and compliance needs.

During this trial you will receive email messages to help you maximize GFI Archiver for your organization's needs, with useful links to assist in the trial and how to contact us.

This guide will also help you make the most of your GFI Archiver trial from the start. We outline the benefits of email archiving, recommend how to set up the software and help you understand how to use its various features to achieve immediate benefits for your business.

1.1 About GFI Archiver

GFI Archiver is a powerful, easy-to-use email archiving solution that helps you archive internal and external email into a central archive store. You can then easily manage the email archive stores from the web-based interface of GFI Archiver, which also allows authorized users to browse and search archived emails.

1.2 Trial Recommendations

While you may want to roll out GFI Archiver across your entire email infrastructure from the start of the Trial, we recommend that you first become familiar with the product, its storage capacity requirements and hardware suitable for your email flow and email retention policies.

Follow the guidelines below to help ensure your trial is successful:

RECOMMENDATION	DESCRIPTION
Testing users	Start by rolling out GFI Archiver to a select number of users. GFI Archiver supports Active Directory so you can add entire groups as easily as individuals. GFI Archiver is completely transparent to users so there will be no business disruption. GFI Archiver uses email journaling to retrieve emails from Microsoft Exchange. This requires minimal changes to your environment and presents no risk to your email infrastructure.
Virtual machines	GFI Archiver works very well in a virtual machine environment with suitable resources. There is no need to install your GFI Archiver trial on the Microsoft SBS or Exchange server. Installing GFI Archiver in a virtual machine is a quick route to evaluating the product.
Know your mail flow	You will need to assign suitable hardware and storage resources to ensure that GFI Archiver can handle your company's mail flow (the volume of emails you send and receive)

GFI Archiver has been designed to be as non-invasive as possible and requires minimal changes to your existing email infrastructure; making it both easy to evaluate and easy to remove when you have completed your trial.

1.3 Additional information

In this guide we provide the fastest and easiest way to install and run your GFI Archiver trial, with scenarios to demonstrate how to solve specific business challenges.

GFI Archiver automates the installation and setup process where possible. Installing the application in a virtual environment, possibly isolated from your live environment, ensures your trial runs smoothly, is transparent to end users and poses no risk to your existing infrastructure.

If you have any questions or would like additional support during your trial, please contact us at:

http://go.gfi.com/?pageid=MAR_Contact.

1.4 Why Archive Email?

- » Email is possibly your largest and most critical source of company information; archiving helps keep it safe, organized and accessible whenever you need it.
- » Get faster email processing, reduce backup and restore times by offloading email from Microsoft Exchange.
- » Eliminate the headaches associated with managing PST files. Give users a virtually unlimited mailbox while maintaining quotas, and provide easy access to old emails at all times.
- » Reduce email storage costs and keep track of your email history by avoiding the inefficient storage of emails and attachments in PST files or Microsoft Exchange. Archiving enables a single compressed copy of each email in a central store.
- » Avoid legal liabilities and help meet e-discovery and compliance requirements by keeping a centralized, secure, fully searchable and exportable repository of all email messages (including attachments).
- » Make smarter business decisions by mining and analyzing the data stored in your email. For example, by reporting on your email history, you can mitigate legal risk, detect data leakage and address Human Resource issues while monitoring company email for data leaks and inappropriate behavior.

2 Trial Phases

We recommend you evaluate GFI Archiver in three phases:

PHASE	DESCRIPTION
Phase 1: Initial rollout	Set up GFI Archiver and start archiving email.
Phase 2: Set policies	Once it is up and running, you can start customizing GFI Archiver to meet organizational policies and help manage mailboxes.
Phase 3: Maximize the benefits to your business	There is more to archiving than storing email. Discover ways to leverage the data stored in email to make smarter business decisions.

2.1 Phase 1: Initial Rollout	6
2.2 Phase 2: Organizational Policies	7
2.3 Phase 3: Maximizing the Benefits to Your Business	10

2.1 Phase 1: Initial Rollout

GFI Archiver is easy to configure and set up, and very few changes need to be made to your existing email infrastructure.

The one key piece of information you will need before you start is the average daily number of emails you plan to archive. This information is used to determine the required hardware and software you will need. More details on the suggested requirements are listed in the GFI Archiver Administrator Guide available [here](#).

2.1.1 Installation and Initial Configuration

Installing GFI Archiver correctly is critical to a successful trial. To install GFI Archiver:

1. Determine the hardware and software requirements and ensure that they are met as listed in the GFI Archiver Administrator Guide.
2. Install GFI Archiver. The installation can be carried out on the Microsoft Exchange or SBS server itself, on a separate server or on a virtual machine. We recommend using a virtual machine for your GFI Archiver trial.
3. Configure your email store. GFI Archiver 2012 manages **Archive Stores** on your behalf. For example, when new emails are received, new **Archive Stores** are automatically created. If an **Archive Store** is full, a new one will automatically be created.
4. Configure how new archive stores are created. Follow the simple wizard to define the database type GFI Archiver will use to set up new archive stores. If you only intend to evaluate the product, we suggest you select the GFI Archiver Database. In most real-world deployment options, however, Microsoft® SQL Server® Express is recommended.
5. Configure Microsoft® Exchange. Depending on your mail environment, GFI Archiver may be able to automatically configure Microsoft® Exchange for you as part of the post-install wizard.
6. Select test accounts for archive.
7. Review the GFI Archiver dashboard to see an overview of your setup. From here you can check the individual archive stores to confirm that email is actually archived.

For more details on installing and configuring GFI Archiver, refer to the Administrator Guide available for download at this link: http://go.gfi.com/?pageid=MAR_DownloadDocumentation.

Our Support Team is always ready to help you with any problems you encounter or answer any questions you have as you install and use the product: http://go.gfi.com/?pageid=mar_support

2.2 Phase 2: Organizational Policies

GFI Archiver is now set up and archiving emails for your selected users. At this point you can start putting the user access rules and archiving policies in place to meet your needs.

2.2.1 Access Control

User access to the archived mailboxes can be configured in line with your existing organizational setup. The Access Control page accessible from the **Configuration** tab lets you configure users or groups who have access to mailboxes.

Access Control
Use this page to configure group managers and user level access on specific mailboxes.

Configure Group Managers

Manager	Has access to Group
John Smith (MYDOMAIN\jsmith)	Administrators

Configure User Access Control

User	Has access to email of User
John Smith (MYDOMAIN\jsmith)	Jane Doe (MYDOMAIN\jdoe)

Configure Shared Mailboxes

Group	Has access to Mailbox Account
Administrators	John Smith (MYDOMAIN\jsmith)

Screenshot 1: Configuring Access Control in GFI Archiver

Here is an example you might want to try:

You can start by giving one user access to the mailbox of another user. This situation is common; assigning the mailbox of a former employee to another employee for instance. To configure this access:

1. Go to **Configuration > Access Control**.
2. Click **Configure User Access Control** and enter the username of the user who will be given access and then the user whose mailbox will be accessed.
3. To confirm that access has been granted, log in to GFI Archiver as that user and in the **Archive** tab, add the other user's mailbox from the **Search mailbox to add** field.

Likewise, GFI Archiver can be configured to provide a manager with access to an entire group's or department's mailboxes.

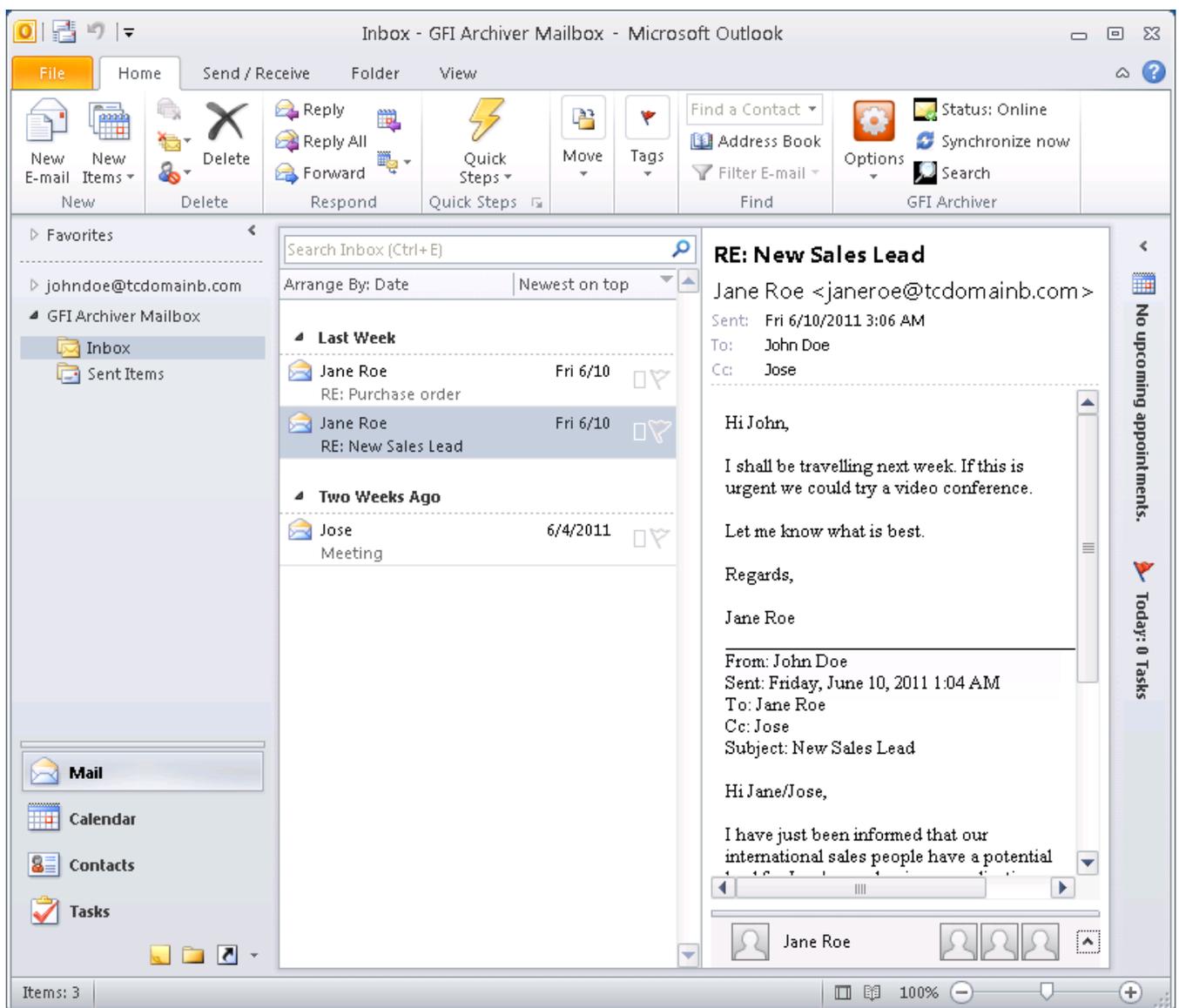
2.2.2 Retention Policies

Retention policies can be used to help control storage costs. They are also important tools to help your organization comply with data protection and data retention laws and regulations. Retention policies can be set based on a number of different criteria including message age, sender, recipient, message content and attachment type. GFI Archiver also offers what is known as 'Legal Hold' - this ensures that no emails are deleted for the duration of the hold in case any emails need to be retrieved.

2.2.3 Deploying Outlook Connector

One of the primary reasons for finding an email archiving solution is the need to eliminate PST files but ensuring that users have access to old emails. GFI Archiver solves this problem by giving users access to their archived emails via a web interface or from within Microsoft Outlook using the Outlook Connector.

During your the trial you can deploy the Outlook Connector to selected test users either manually, via Group Policy or via a third-party application deployment tool such as GFI LanGuard.



Screenshot 2: The GFI Archiver mailbox with Outlook

Once Outlook Connector has been deployed, archived emails are clearly visible within Outlook and appear just like another mailbox or folder so there will be little need for end-user training once you are up and running.

With Outlook Connector installed, users can view archived emails up to the configured age. Archived emails can be opened, replied to and dragged and dropped into the mailbox just like normal email.

2.2.4 Remote Access

GFI Archiver provides users with three ways of accessing archived emails:

- » GFI Archiver web user interface (UI), accessible from any modern browser
- » Outlook Connector for native Outlook integration
- » From any IMAP-enabled client/device. The IMAP server should be enabled through the GFI Archiver configuration page to use this feature.

All methods allow access both to users on the internal network and outside the firewall.

For internal users:

- » The URL to the GFI Archiver web UI needs to be published and should be accessible from any internal network IP address.
- » The Outlook Connector needs to be deployed to the user desktops where Microsoft Outlook is installed.
- » For IMAP connections, the user can configure the IMAP client by navigating to the **Client Access** page in the GFI Archiver web UI and following the on-screen instructions.

For external users to access either the GFI Archiver UI, the Outlook Connector or to use IMAP, you will need to configure the firewall to allow external access to the internal GFI Archiver URL.

2.2.5 What you can Achieve with GFI Archiver

Once you have installed GFI Archiver, you can start using the product right away. Here are some things you might like to try.

OPTION	DESCRIPTION
Selectively archive your users' emails	Decide which emails you would like to archive, and which you would prefer not to keep. For example, you may choose not to archive notification emails sent automatically by your core systems, while you would want to keep all emails received from your business partners.
Search all emails and attachments	Try using different key words and see how easy it is to find old emails. For attachments, GFI Archiver supports more than 140 different file formats.
Label emails automatically or manually for legal and other purposes	You can label emails by project name or company department, or other naming convention that works for your organization.
Connect GFI Archiver to Microsoft Outlook and integrate your archive seamlessly with your existing emails	Show your users how easy it is to find their archived emails. See how all emails and attachments are stored efficiently in a central location. Show your users how fast and easy it is to search for and restore a deleted email.
Understand how GFI Archiver can work using SQL Express and NTFS	Consider the size of your business and your email flow to determine if you can do without expensive SQL Server licenses.
Eliminate the headaches associated with managing PST files	See how you can keep your existing Exchange mailbox quotas while providing users with a virtually unlimited mailbox without the storage and performance burden of PST files.
Use the Access Control feature to retain valuable information	Assign the archive mailbox to another user so you retain it in the event an employee leaves the organization.
Make smarter business decisions by mining and analyzing the data stored in your email	Use MailInsights reports to monitor company email and increase your workforce efficiency.

2.3 Phase 3: Maximizing the Benefits to Your Business

Once you have GFI Archiver up and running, efficiently storing all your corporate email, the next step is to use the information contained in the email archive to help you better manage your business.

An integral component of GFI Archiver is the MailInsights reporting tool, which helps you identify potential security breaches, legal risks and productivity issues by extracting key data from your email archive.

2.3.1 Setting up MailInsights Reports

The MailInsights reporting feature helps you identify business issues by extracting valuable data from your email archive.

You can create a sample report or pull reports based on data generated by your own trial. Simply click on the report options under the MailInsights dashboard.

Here you have access to several pre-configured reports.

The available reports are:

REPORT NAME	DESCRIPTION
Communication Flow	Monitor user/group communication patterns inside and outside the organization.
WebMail Use	Identify top users exchanging email with WebMail services. Identifies potential data leakages and inappropriate email use.
Email Responsiveness	Gain insight into the average time it takes users to reply to internal and external email.
Storage Use	Understand the impact of attachments on email storage costs. Create appropriate retention policies to control email-related storage space.
Inactive Accounts	Returns a list of user accounts that received email but have not replied within the specified time.
Inappropriate Words	Track inappropriate language in email that violates company policy.
Internal Spammers	Find out which internal users tend to include too many recipients in the To/CC/BCC fields.
Outside Office Hours	Returns a list of internal mail accounts with sending activity outside office hours. Spot behavior which may need more investigation.
Data Leakage Detection	Identify emails with major credit card numbers and US Social Security numbers, or other confidential documents and information.
Job Search	Identify sent or received emails that contain resumes, or are addressed to job search sites.
Phrase Search	Search for specific terms or phrases within archived emails.
User Traffic	View the number of emails exchanged between selected users or groups and their contacts.
Email Topics	Lists topics and common words found within emails exchanged between selected users or groups and their contacts.
Email Performance Indicators	Analyze sent and received emails to classify users' productivity according to a set of predefined performance indicators.
Large Emails report	Identify large emails that can be taking up unwanted space in your archive. Email attachments are classified according to specific categories.

Follow these simple steps to set up your own MailInsights reports:

1. Select the **MailInsights** tab
2. Click on the report you would like to run.
3. Select the time period, user groups and recipients for the report.
4. Click send or select your scheduling criteria.

NOTE

You can learn more about MailInsights reports at http://go.gfi.com/?pageid=mar_mailinsights

IMPORTANT

This module can be deactivated in countries (such as Germany) that are bound by data protection and privacy laws restricting access to email communications.

USA, CANADA AND CENTRAL AND SOUTH AMERICA

1005 Slater Road, Suite 300, Durham, NC 27703, USA

Telephone: +1 (888) 243-4329

Fax: +1 (919) 379-3402

ussales@gfi.com

UK AND REPUBLIC OF IRELAND

Magna House, 18-32 London Road, Staines-upon-Thames, Middlesex, TW18 4BP, UK

Telephone: +44 (0) 870 770 5370

Fax: +44 (0) 870 770 5377

sales@gfi.co.uk

EUROPE, MIDDLE EAST AND AFRICA

GFI House, Territorials Street, Mriehel BKR 3000, Malta

Telephone: +356 2205 2000

Fax: +356 2138 2419

sales@gfi.com

AUSTRALIA AND NEW ZEALAND

83 King William Road, Unley 5061, South Australia

Telephone: +61 8 8273 3000

Fax: +61 8 8273 3099

sales@gfiap.com

