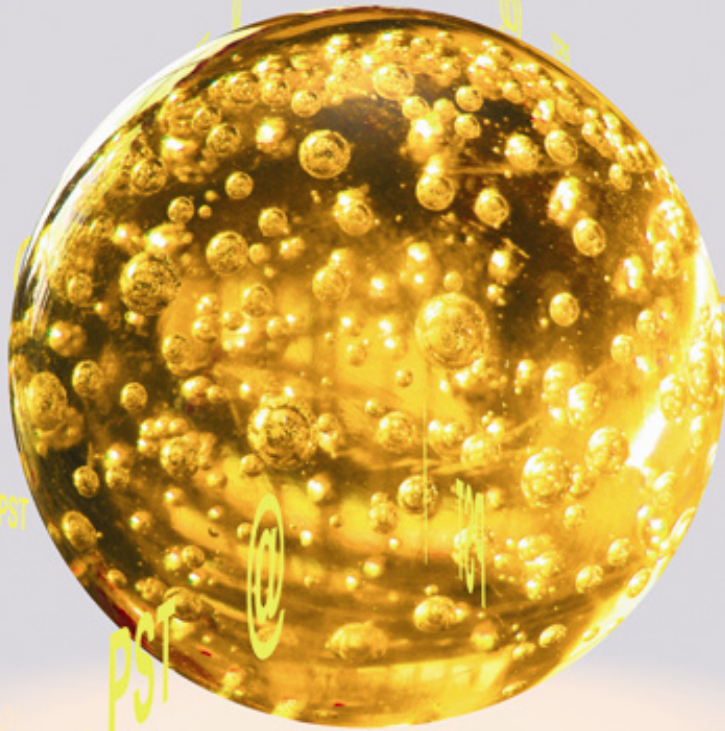


exchange@PAM email archiving at its best

Whitepaper

exchange@PAM and Microsoft Exchange Server 2007



C O N T E N T

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What's new in the latest Microsoft Exchange Server and why exchange@PAM and email archiving is still a necessity

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Release: 2007, November

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Improvements in Microsoft Exchange Server 2007

Enhanced Disaster Recovery & High Availability

Developments in email continuity are evident with the new version including advanced and securer features to cope with system outages. Back-ups can be run on the copy production database either on a local server or from a passive node. This has less impact on the production performance and requires less work for the administrator.

The added high availability technologies for mailbox servers can be categorised into three types:

Local Continuous Replication (LCR)

An automatic copy is duplicated onto the same server to lower the number of backups needed and provide fast recovery of current data.

Cluster Continuous Replication (CCR)

A copy is located on a passive cluster node which is used to copy the databases and to parallel store the data. Continuous replication uses log shipping to make a second copy of the production storage group.

Single Copy Clusters (SCC)

Uses shared storage, if a clustered mailbox server goes offline then automatic failover occurs and the mailbox server's storage groups and databases are logically placed under the control of the new host node.

Improved Compliancy

Version 2007 does more to help organisations comply with regulations, arrange policy based management and secure corporate governance. The major change sees the administrator able to apply rules to messages being sent and set some retention requirements for stored data. Configured with Active Directory, policy setting means you can set the rule once and roll it out to the whole organisation.

Messaging Records Management (MRM)

Automates the retention settings and manages folders in the user's inbox. The user complies with corporate policy by manually placing specified messages into the managed inbox folders where certain retention categories can be set by the administrator.

Address rewriting

Modify the SMTP address on inbound and outbound mails. For multiple domain companies that wish to present a consistent appearance of email addresses.

More Improvements

The administrative control tool has changed from MMC to the Exchange Management Console improving the GUI

Exchange management shell allowing custom scripts for automation, batching and reporting.

Higher performance with 64-bit architecture; allowing more databases per server thus reducing I/O throughput

Web services giving mailbox users access via HTTP

Anti-spam and Anti-virus efficient archiving

Added Troubleshooting tools and best practices analyzer

Edge Transport Rules

Create rules that control the flow of messages that are sent and received from the internet. Protects the corporate network. Configured on each server. Specified conditions are applied to the message header, subject, body etc. to determine the process of the message such as delete, append, redirection, log an event etc. They can also be configured to add disclaimer texts to the end of messages to meet organisational requirements.

Hub Transport Rules

Creates rules to control communications in the organisation that are affected by corporate policy and external regulations. Supports extended rules based on conditions of different distribution groups, internal and external recipients, and message importance. The outcomes determine how the message is processed; these include message classification, redirection, removing message header and event logging.

Flexible Journaling

Journaling can be prompted by database, by distribution list or by user and can be set for all messages, just internally or just externally sent.

Unified Messaging

This new technology improves the accessibility and manoeuvrability of exchange applications for users needing a more adaptable solution to their communications. UM allows user access to email, voice and fax messages across a broad spectrum of devices especially mobile.

Unified messaging includes Outlook Voice Access (OVA) which gives users the ability to listen and send their email messages, control messages in their Inbox and organise calendar events all using a standard phone. Frequently driving employees will find these features particular useful as they can manage email using mobile and headset whilst they travel.

The corporate directory is accessible through mobile devices as the UM integrates directly with the Active Directory. Any user modifications in AD do not disrupt the UM processes.

Microsoft Hosted Services

Microsoft offer four hosted services; archiving, filtering, continuity and encryption. These services are deployed over the internet using “Software as a Service” technology with the benefits ranging from freeing up company IT resources to reducing capital investment and mitigating messaging risks.

Filtering

Hosted frontline protection against messaging malware allowing administrators to set effective policy on email use.

Archive

Filters and archives messages before they reach the corporate network. No additional software or hardware needed on the company I.T system.

Continuity

Disaster recovery and email continuity service where inbound and outbound emails are stored on a rolling 30 day message stores.

Encryption

A data protection service for the transaction of corporate messaging.

Why exchange@PAM is still a necessity

Disaster Recovery & High Availability

The new Exchange Server version has added benefits to high availability in email systems but still does not provide enterprise standard disaster recovery management and dedicated email continuity unless one opts for Microsoft's hosted service solution.

Messages remain on an unsecured storage platform with high search and retrieval response times. Overloaded Microsoft environments are hazardous to the continuity of email unless the messages are stored and accessible from detached, protected archives.

Compliance

Exchange 2007 has made much needed improvements to compliance but most of the features apply just to message transportation rules rather than the entire information lifecycle management. Message classification has seen notably progression but the processes surrounding the message sorting makes little difference when conforming to regulations.

Archiving concentrates on the storage of these messages rather than the usage. The new version has rules to organise and control the direction and access of certain types of messages but archiving is a pre-requisite if the company requires recognised compliant storage.

Messaging Records Management is a good enhancement but is too dependant upon the user; archiving straight from the server environment cuts out any human error that could damage corporate integrity.

Hosted Services

The Microsoft hosted services are an alternative to software based archiving but only accessible to the user via a web portal and not the typically used Outlook client. Whereas, exchange@PAM interacts seamlessly with the Microsoft Outlook interface which causes minimal disruption to the end user. There is no client installation and no user training needed.

Archiving Advantages

Reduce overworked exchange server environments

Direct Archive to bypass the exchange server completely, improving performance and compliancy

All in one solution for genuine information lifecycle management

Sustainable disaster recovery strategies such as off-site archiving

Maintain absolute user transparency