



Archive Server for MDAemon

User's Reference Guide

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Introduction

Thanks for choosing **Archive Server for MDAEMON**, the secure, protected way to save all your email in a safe place and retrieve it in a snap.

Archive Server for MDAEMON has been developed by BugFree and distributed by Achab S.p.A.

MDAEMON is a registered trademark and is part of our product name thanks to a license from **MDAEMON Technologies L.t.d.**

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Visit our Web site every so often: <http://www.achab.com/asm> and you can make sure that you always have the latest version of this product. We also suggest you subscribe to our **newsletter** so you will always be up to date on the latest news. It is full of helpful suggestions.

If you encounter technical problems, please contact the retailer where you bought the product or write an email to support@achab.com.

You will find a **manual** icon in every product window so you can call it up. It will open directly to the page which illustrates the functions of the page you click from. Every page features **tool tips** to get fast details on all the commands and options available.

If you think that *Archive Server for MDAEMON* could be enhanced with **new functions**, please let us know: <http://www.achab.com/asmwishlist>.

The product name is often abbreviated in this text with *ASM* (*Archive Server for MDAEMON*).

Now, let's get started.

Before Installing

Before installing *Archive Server for MDAemon* we recommend you make sure you have all the components necessary. Here is the list:

1. **Mail Server MDAemon:** the mail server *MDaemon* (version 7.x or higher) must be up and running on your machine. *ASM* works with both *MDaemon Standard* and *Pro*. The number of users with the *ASM* license must correspond to the *MDaemon* licensed users. setup will create a temporary key that is good for one month for the same number of *MDaemon* users.
2. **Access with Administrator rights** to this machine: setup will create directories and copy files on the file system and it will configure an alias on the Web server. This is why you need to launch the setup after logging on with the Administrator's rights.
3. **Disk space:** *ASM* requires roughly 10 MB of disk for installation. Although this is quite a low figure, do make sure that it is available first.
4. While on the subject of disks, it is a good idea to **decide on which disk ASM will be filing messages**. This disk must not have any disk space problems, especially in the short term, because all messages in transit from the mail server are going to be copied on this disk. This information is not needed during installation, but it is worth making sure that the machine where *ASM* is installed, is capable of accessing the disk that has been chosen. If it isn't, you will need to install the whole application once again (Note: You will also have to move your *MDaemon* installation, as *ASM* must be installed on the same box of *MDaemon*'s).
5. **Database server.** *ASM* memorizes the data of each message and indexes the content in a *Microsoft SQL server* (versions 7 or 2000) or *MSDE (Microsoft SQL Server Desktop Engine)* database.

If your company has a database server that runs *SQL Server*, you will need to get administrator credentials for access: setup will create a new database and new user. If you do not have *SQL* installed, you can use the *MSDE* version available free of charge for *ASM* users. Make sure the machine where it is installed is powerful enough (at least Pentium III, 512 MB RAM).

Starting from version 2.0, *ASM* supports also *MySQL* 4.1 or later. You will need to get administrator credentials for access and the port number *MySQL* is listening to.

Note: Be sure that MySQL ODBC 3.51 driver is installed on the server where you are installing *ASM* on.

6. **Web server and alias:** users attain access to *ASM* for searches and administration through a Web based application (in other words, the archive is accessible with a Web browser). Consequently you need a Web server on the computer where you install the application. If the server is *Internet Information Server – IIS 4* or above -, setup will automatically configure the alias: all you have to do is indicate the alias name. If you do not have a Web server, you can use the version of *Xitami* available free of charge to *ASM* users.

Note for XP users: if you run *IIS* on Windows XP, *Archive Server for MDAEMON* could work improperly, because of the limitation to the number of concurrent connections supported by this operating system. We suggest that you use another Web server, such as *Xitami*, or that you install the product on a PC with a server operating system.

7. **ASM Administrator name:** the *ASM* System Administrator is the only user who needs to have a login name and password; all the other users log in with the credentials they use to download email. It will ask you to specify these data during setup.
8. **Web browser:** after *ASM* has been installed, the system administrator (just like all users) logs in with his or her own Web browser. The browser must be *Internet Explorer 5.5* or higher or *Firefox 1.0*.

If you have checked all these points, you are ready to install *Archive Server for MDAEMON*: double click the Setup.exe icon and follow the instructions.

Quick Start Guide

After you have finished installing *Archive Server for MDAEMON* you can log in as System Administrator using the **credentials specified during the installation**.

Very First Steps

This section describes the **minimum** steps you need to take to start and use the application. For more information, we recommend you read the next section, even though it is quite schematic, and, of course, the whole manual.

Access to the application

Access to the administrator application is achieved by using a Web browser (*Internet Explorer 5.5* or higher or *Firefox 1.0*). Connect to the address found on the last dialog of setup.

Authorization to archive correspondence in domains

The application's home page lists the domains handled by mail server *MDaemon*. No domain is authorized for archiving by default. To authorize a domain, you need to click the checkbox located on the same line as the domain name and confirm by pushing the save button. Select more checkboxes to activate several domains.

Archiving

ASM will start to archive the correspondence of the domain selected right away and you can start to make searches; so can all users.

Searches

Authorized domain users can log into *ASM* and attain access to the archives. All they have to do is connect to the same address where the Administrator gets access, and indicate the email credentials they use to download their own emails (POP account or IMAP account, and the password).

For further information about searches, please refer to the help section concerning search.

A few more steps

For the System Administrator:

- Define your own **real name** and **email address** (*Menu->My Account->General*).
- Specify the **disk where the message bodies will be filed** (*Menu->System->Archive*). After setup, the messages are copied onto the disk where ASM is installed, in a subdirectory of the installation folder. If you think you might have space problems, we suggest you indicate the new filing folder as soon as possible. If you change the filing folder, follow the procedure to move messages already filed.
- Set the default settings to display numbers, dates, and *calendars* (*Menu->System->Default Settings*). These are the values which the users will find as defaults. They can change them independently.
- Choose whether to file messages classified as spam and those containing viruses (*Configuration->Domain settings->Domain choice->General*). By default, the system will not file either.

For all other configuration options for *Archive Server for MDAEMON*, click on help.

Logging in to the Application

Use the **same credentials** you use **to log in to your own mailbox**, to log in to the application.

Write the name of the POP or IMAP account in the username field. You can also use an alias or not specify the name of the domain you belong to.

Write the password you use to download email in the password field.

Once you have filled in the two fields, click the "Login" button or click the return key.

The *Archive Server for MDaemon* **System Administrator** is the only user whose **credentials differ** from the ones used to access email; these credentials are specified the first time during setup, and the administration area may modify them.

Home Page (Systems Administrator Only)

This page is only visible to the System Administrator and it concisely summarizes the whole installation.

The first thing to appear is the link that shows the **details of the license** installed.

The number of users must be the same as the number of *MDaemon* users.

We recommend keeping **protection constantly upgraded** so that you always have the right to use the most recent version of the software.

When you click the "New Versions" link, you connect to Achab's Web site where you can see if there are any new versions of *ASM* available and the functionalities that they offer.

Note: the number of the version that is running is quite important to receive help. Remember to tell it to your own consultant.

Next comes the range of domains handled by the *MDaemon* mail server where the *ASM* is installed.

You can **decide which domains to archive**.

If you want to archive a domain (or interrupt archiving), just select the checkbox next to each domain name and confirm the choice by clicking the "**Save**" button.

When you click the domain name, the page where the domain can be completely administrated, comes up.

You can appoint a **Domain Administrator** for each domain (choose among the domain's own users) so they can set the configurations. The Domain Administrator is not however, mandatory.

If the Domain Administrator has not been configured, the text "Not configured" appears: click on the words to open the interface where you can configure it.

If the Domain Administrator has already been chosen, the real name appears: click on this name to modify it.

Main Search Page

If you want to search for an email message, specify the criteria at the top of the page.

The first three fields that appear are:

- The **sender**: this is the person who sent the email you are looking for. You can specify either an email address or an alias;
- The **recipient**: this is the person to whom the message was sent;
- The **subject**: the subject of the message you are searching.

Note: you can decide whether you want an exact match between the words written in the mail box and the corresponding email field for each field, or if all you need is for the email field to contain the specified text.

For example, let's suppose that we specify the phrase "business meeting" in the Subject field; if you choose the **"Match"** option, the search will single out messages whose subject is exactly business meeting. If you choose the **"Contains"** option, you will find messages whose subject contains the text input. For example, you might find a message whose subject is: "New business meeting Thursday".

If you use the criterion "Body", you can search for messages that contain **all the words** specified in the Body text box.

Note: the order used to insert the words does not make any difference, so if you specify three words [meeting change tomorrow] or [change meeting tomorrow] you get the same result. If you want to search an exact sequence of words, just place the words between quotation marks e.g. ["meeting change tomorrow"]. The search might be slow in this case, however. Also, if the phrase is too generic, you may generate too many results, but never fear, the *ASM* will ask you to set up a more precise search.

You can also specify a **time frame** when the email was sent or received, by indicating the date **from – to**, to fine-tune the search.

Note: if you do not specify a start date (the **"From"** condition), messages will be searched from the date *ASM* started to archive the email. If you do not specify the **"To"** condition, it will search for messages up to the moment when you are making the search. If you specify nothing, it will search all messages.

As an alternative to the time frame, you can indicate the total number of days in the past that you want to extend the search to.

Note: if you write in a zero, the search is limited to the day that you are making the search; if you type in "1", you search from the day before and so on.

Important: remember the messages found will meet **all criteria specified simultaneously** (AND logic). For example, if you specify [business meeting] as the subject, and you input yesterday's date as the **"from"** date to start the search, you will find all of today's and yesterday's messages whose subject is "business meeting".

After specifying all research criteria, click the **"Search"** button.

You can click the **"advanced search"** link to enable two new research criteria.

The first new criterion concerns the presence of files attached to the message you are searching. In other words, you can search only messages with attachments, only messages without attachments, or both.

The second criterion concerns whether the messages have been flagged as spam. This criterion is available only if the administrator has configured *ASM* so that spam is archived.

You can specify whether or not to search only messages that are flagged as spam, only those that are not flagged as spam, or both.

Note: this function is quite useful for finding messages masked as false positives (proper messages that have been erroneously flagged as spam). All you have to do is save a search criterion that singles out the messages flagged as spam the day before, you can easily see which messages are legitimate at a glance.

If you want to exit **advanced search**, just click the **"simple search"** link.

Search Results

The top part of the screen shows the criteria used for the search.
It is followed by the number of messages, listed on different pages.

Note: you may modify the number of messages listed on each page by clicking **Menu->Options**, then open the "Search options" tab, and change the amount in **"Number of Messages"** per page (there is also a link to the help page).

If the search finds no files or on the contrary it finds too many, you can fine-tune your search by clicking the **"Refine"** button. This returns you to the search page which is already filled in with the criteria input for the current query.

If you click the **"New search"** button, it returns to a blank version of the search page.

You can save search settings so they will be available later. Click the **"Save as"** button to open a window where you can specify the name of the search. This name will appear on the menu in the left-hand side of the Search section. When you click that name on the menu, you will automatically search with the criteria input when you saved the page.

Note: when using a saved search, you can make a copy: the copy will have the same criteria. Finally, you can also delete a saved search.

The page then lists the messages which meet the criteria set.
Each message displays:

- the priority,
- the presence of attachments,
- the recipient,
- the sender,
- the subject,
- the date.

Note: You can order the range by clicking on the column headings. Each additional click on the same column switches the order from last to first, or first to last. You can change the size of the columns by dragging the borders with your mouse.

When you select a message from the range with your mouse, *ASM* loads the preview in the bottom half of the page. By moving the cursor up or down, you move the selection of the message to the one before it or the one after it; the relative preview will be loaded.

Note: you can decide whether to include the message details (sender, recipient, etc.) in the preview, or to show them only when you open the window with the complete message. Click **Menu->Options**, open the search options tab and check the checkbox "Display preview headings".

If you **double click** the message, it opens a new window with the complete message.

When you have found the message you are looking for, you can do three things:

First, you can **send the message** to any recipient you like. Click the **"Send"** button to open a pop-up where you write the email address where you want to send the message, and a brief cover letter.

The original message will be sent as an attachment to that email, with an EML extension.

The sender only has to double click the attachment to open it with his or her own email client.

The second possibility is **routing the message to your own Inbox**.

Just click the **To inbox** button. If you use an IMAP protocol to access your email, the message will appear in your inbox after a few seconds. Instead, if you use POP protocol, the message will be downloaded the next time email is received.

In both cases, the message will be available in your own Inbox.

Finally, you can **print** the message.

Message Details

The top half of the display shows the message details such as sender, date, and recipient. This is followed by any attachments, and finally the text of the message.

Apart from reading the message, you can:

- print it: click the **"Print"** button and choose your printer.
- send it: click the **"Send"** button; in the popup, write the email address where you want to send the message; the address of the person using the application appears by default.
You can also write a brief cover letter for the message. The original message will be sent.
- Put it in your inbox: click **Inbox**.
This way, the next time you check your mail, your inbox will have the exact same original message with the same headers and time stamp (indication of time sent).

The **"Delete"** button closes the window.

Administrator Profile (My account)

Only the System Administrator can see this section where the administrator's profile parameters are configured.

The section is divided into four tabs: General, Password, Access Restrictions, and Header.

Each tab has the following buttons:

- **Help:** pulls up this page;
- **Cancel:** closes the window without saving any changes;
- **Apply:** saves changes on all tabs without closing the window;
- **OK:** saves the changes in all tabs and closes the window.

General

This tab lets you modify the administrator's credentials.

You can work in the following fields:

- **Login name:** this is the name the System Administrator must type in to log in to the system. This name is specified for the first time during *ASM* installation and can be changed. The change will be operative from the next login.
- **Real name:** this is the administrator's complete name. This information is used in generating audit reports and sending system mail to users.
- **Email address:** this is the email address where all system messages concerning the status of *Archive Server for MDAEMON* will be sent.

Password

The System Administrator can modify his or her own password in this section.

Just type in the current password and then **insert the new password twice** to make sure that you don't make any mistakes the second time you type it in.

The new password will be operative from the next login.

Access Restrictions

The System Administrator can **increase the system's security** by indicating **which IP addresses** can log in to the application.

If there is no list of addresses, you can log in from any IP address. When the first range of addresses is listed, access is immediately limited to those addresses.

The system will not allow you to save if at least one range among those listed does not contain the IP address where the administrator is working. Otherwise the session will shut down and access to the system will no longer be possible.

You can configure as many ranges as you want.

To add a range, click the **"Add a row"** button and specify the initial address and the final address. Then click **"Save"**.

You can delete a range from the authorized ranges by clicking the **"Delete row"** button to the right of the range. Or you can cancel all the rows by clicking the **"Delete All"** button.

Text

This is the default text that is proposed when the System Administrator makes a search and wants to **send a message found** to someone.

This takes place when you send a message with an attachment to the original message (the message found).

This is where you can specify the standard text to propose when sending; of course, **you can modify this text** before sending it off.

Configuration->System

Only the System Administrator can see this section, where the system's main parameters are configured.

The section has three tabs: General, Archive, and Default Settings.

Each tab has the following buttons:

- **Help:** pulls up this page;
- **Cancel:** closes the window without saving any changes;
- **Apply:** saves changes on all tabs without closing the window;
- **OK:** saves the changes in all tabs and closes the window.

General

The *Archive Server for MDaemon* sessions for the Administrator and users are not based on cookies, but on **session variables** that are transferred from one page to another. This mechanism increases the system's security and makes it possible to use it if the users' browsers do not accept cookies.

The **session timeout** is the number of minutes of inactivity that can pass before the session expires and you have to log in again.

The lower this amount of time is, the less probable it is that an undesirable person attains access to the system, taking advantage of a moment of distraction of the user who logged in. On the other hand, a low number of minutes renders operations rather inconvenient at times.

Archive

Archive Server for MDAEMON **copies all the messages onto a disk** and simultaneously **indexes them on the database**. This section concerns the archiving, which consists in writing the messages on the disk.

The first option tells you whether archiving must be done on a local computer disk where *ASM* is running, and hence *MDAEMON* as well, or on a network disk that can be accessed through UNC notation. Using the disk on another computer does not take up mail server space.

All the same, *ASM* service informs the administrator by email when the space is about to be used up. You can **specify the space threshold** (in Megabytes) for *ASM* to send the warning message.

The first information to type in is the folder **where messages are to be archived**. This folder is actually the root of a structure of folders and subfolders that are dynamically generated by *ASM*.

Note: if you decide to change the *ASM* archiving folder, do this right after you save and archive messages in the new folder. If you want to access previously archived messages, you will need to follow a special, manual procedure (link to manual procedure).

If you have decided to save the message on a network disk, you will need to specify the **credentials for access**. So, you have to type in the logon name for the shared resource, and the relative password.

Note: *ASM* immediately checks that the folder specified actually exists. Otherwise, it will not allow you to save.

ASM can save disk space by **compressing** the messages saved. You will save roughly about 50 percent of the space.

On the other hand, if you decide to compress the messages, access time to them by the users is slowed down. You need to decide which feature is more critical: disk space or service for the users. If you decide to compress the messages, just click the relative checkbox for compression, and save it.

Note: enabling (or disabling) compression, has no effect on messages already filed. The archiving mode set up, with or without compression, will only work with future incoming messages.

If you want to increase *ASM* system security, you can **encrypt** the saved messages on the disk. There will again be a slowdown in service of message access by the users.

To enable enciphering, just click the corresponding checkbox and specify the enciphering key. The algorithm used is DES.

Note: the key is a sequence of letters and numbers no more than 16 characters long. We recommend using an unusual password and keeping it in a safe place.

Default settings

This information refers to some display options that usually depend on the nation you are in. The System Administrator can set default values for the system. Each user will find these predefined options and can independently personalize them.

Note: the user's settings have precedence over the default settings.

These settings concern:

- **Date format:** you can set the order of the day, month, and year and what punctuation to use.
- **First day of the week:** when assembling the calendars that help you define the time range for searches, you can indicate which day of the week is first. For example, Monday for Europe, Sunday for the US, etc.
- **Number format:** what punctuation to use for thousands and decimals.

There is a drop down list to select from for each item; choose the desired format and save it.

Configuration->Domain options

This section is visible to the System Administrator and the Domain Administrator.
Domain Administrators can log in to their own domain only.

The System Administrator must type in the domain name he or she wants to administer and then confirm.

The Domain Administrator immediately comes up in the tab.

The section is divided into the followings tabs, which are not all visible to the Domain Administrator: General, Administrator, Options, User rights, Access restrictions, Words to skip, and Distribution.

Each tab has the following buttons:

- **Help:** pulls up this page;
- **Cancel:** closes the window without saving any changes;
- **Apply:** saves changes on all tabs without closing the window;
- **OK:** saves the changes in all tabs and closes the window.

General

The System Administrator can decide if the domain should be archived or not.
If he or she decides to archive a domain, **all domain users will be archived by default.**
If you want to exclude a user from archiving, go to the section concerning the user rights.

On the domain level, you can also indicate whether to archive messages that *MDaemon* has flagged as spam (i.e. unrequested messages), and whether to archive messages that appear to be infected by a virus.

If you **decide to archive messages flagged as spam**, you can indicate how soon they will be automatically deleted.

This way, *ASM* keeps track of spam messages long enough to detect the presence of false positives, and then it cancels them automatically.

The last field in this window concerns the standard cover letter sent with search results.
When you make a search and find the message desired, you can send it **to yourself** by email, **or to any other email address.**

The original message will be attached (with an EML extension) to a text-only message.
This field contains is the predefined cover letter that domain users send. Each user can change it prior to sending it, but this way there is a standard point of departure.

Administrator

Use this window to select or modify the Domain Administrator and to indicate if the System Administrator has the right to **search among the messages of the domain users**.

The Domain Administrator is not mandatory; *ASM* works regularly even if the Domain Administrator has not been selected. This is a support resource that can assist the System Administrator to carry out the tasks concerning his or her own domain. The Domain Administrator must be chosen from the domain users.

You can use a search interface that is quite similar to *MDaemon's*, to choose a system user. This interface lets you visualize the accounts whose email address or Real Name coincide or do not coincide with the string listed in the text box.

Note: an (*) indicates a generic sequence, so [match *] finds all values; [match A*] finds all values that begin with the letter "A"; [*I] finds all values that end in the letter "I".

Please note: search is not sensitive to uppercase or lowercase, so the "A*" will locate all the strings that begin with a lowercase "a" as well.

After the search has been made, the result is displayed in two columns alphabetized from "A" to "Z" or "Z" to "A". These list the email addresses and the real names.

Just select the desired user and click the **"Set Admin"** button below.

Once the Administrator has been chosen, you can assign him or her a series of rights:

- the right to search the messages of all system users;
- the right to log in and change the General tab in domain administration;
- the right to log in and change the Administrator's tab in the domain administration;
- the right to log in and change the Options tab on the domain administration page.

If you want to assign one or more rights, just use the relative checkbox and confirm by saving it.

If the administrator feels that a Domain Administrator is no longer needed, he or she can click the **"No Admin"** button.

Options

If the database gets too big for the resources available, you can set up the system so that some information is automatically deleted after a certain period of time.

First of all, you can **delete all messages after a certain number of days**. If you do not want to cancel the messages ever, type in the number zero.

Note: this deletion eliminates database records and messages from the disk.

Then you can request that the **indexing be deleted**.

Indexing is the process that saves all the words that appear in each message, on the database. Indexing speeds up the search time. This activity requires a certain quantity of bytes in the database. This is why you can delete all records concerning the indexing. In this case, you will no longer be able to use the words in the message body as a criterion, when you search messages whose indexing has been deleted.

Note: the messages on the disk are not deleted, nor is the main information for each message, i.e. the headers, deleted from the database. In other words, the message remains in the archive and can still be searched, but not by the words in its body.

If you do not want to delete the indexing records, type in the number zero.

Auditing is the procedure that aims to **safeguard the users' privacy**.

ASM lets the Administrator assign the users the right to search the messages of other users. If you want, you can enable a mechanism to notify users so they know which messages have been seen, based on which searches.

If you want to enable this function, check the corresponding checkbox.

If you still need to save space, you can request that **audit logs** be deleted after a certain number of days. The amount "0" indicates that the logs will never be deleted.

User rights

The first thing to do is decide which user you want to work on. There is a search interface to do this, and it very closely resembles the one on *MDaemon*. This interface lets you **display the accounts** whose email addresses and real name coincide or do not coincide with the string specified in the text box.

Note: an (*) indicates a generic sequence, so [match *] finds all values; [match A*] finds all values that begin with the letter "A"; [*I] finds all values that end in the letter "I". Please note: the search is not sensitive to uppercase or lowercase, so the "A*" will locate all the strings that begin with a lowercase "a" as well.

After the search has been made, the result is displayed or two columns alphabetized from "A" to "Z" or "Z" to "A". These list the domain (which in this case, coincides with the domain being administrated), the email addresses, and the real names.

Just **select the desired user** and double click or select it and click the "OK" button.

This opens the **configuration window** for the user chosen.

The first option indicates whether the user messages must be archived or not.

Note: when you decide to archive a domain, all domain users are archived by default.

The second option regards **prohibiting** the user from logging in to the archive.

Note: these two options are completely independent. A user's messages can be archived even if he or she cannot log in to the archive. Likewise, a user may log in to the archive even if his or her messages are not archived e.g. to perform administration or search the messages of other users.

Next comes the number of users (if there are any) who have the right to **search through the messages of the selected user**. When you click on the number of these users (if greater than zero), the detail of how many users actually have the right, comes up. This is a very simple way to see if there have been any oversights in assigning authorization.

You can assign the selected user the **right to search through all the domains** handled by the *MDaemon* server. Then, the range of all domains available appears, and on the right, the range of domains where the user has search rights.

If you want to move a name from one range to another, just double click it or select it and click one of the blue arrows.

Note: the user you are configuring will have the right to search the messages of **all users** of the domains selected.

Finally, you can list the individual users whose messages the user may search through.

The interface for choosing them is the same one described earlier; the only difference is that the search can be done on a selected domain.

Note: the range on the left only shows users who have been enabled to archive.

Select the user whose messages you want to **enable for search** and click the blue arrow to move it to the range on the right, or you can just double click it. Likewise, double click a user that you want to delete from the range, or select it and click the arrow towards the left.

IP Access restrictions

You can increase system security by specifying which IP addresses the domain users may use to log in to the application.

If no range of addresses is specified, you can **log in from any IP address**. When you do specify the first range of addresses, **access is limited** to that range.

Note: if you are setting up the configuration as a Domain Administrator (and hence as a user of the domain itself), the system will not let you save unless one range contains the IP address where the Administrator is working; otherwise the session will shut down and you can no longer log in to the system.

You can configure as many ranges as you want.

If you want to add a range, click the **"Add"** button and specify the first and last address. Then click **"Save"**.

You can delete a range from the ones authorized by clicking the cancel button on the right of the range; or you can cancel all the ranges configured, by clicking the **"Delete All"** button.

Words to skip

The contents of every message are **indexed in the database**. This means that each different word of every message has a different record and that takes up a lot of space.

Several words are **insignificant** when making searches, such as articles, prepositions, etc. You can also list the words that should not be indexed (i.e. skipped) so you can reduce the size of the database.

This feature will be available in the next release of *Archive Server for MDAemon*.

Deployment

This function helps the administrator inform users that the archive is available, where it is, and how it is used.

There is a standard text that can be personalized prior to sending this out to all domain users.

There are two variables available in composing this text:

- **\$RealName\$**: is the *MDaemon* user name;
- **\$EmailAddress\$**: is the email address.

There are two options that let you:

- **Include a link in the message.** When the users click this link, the address of the *ASM* login page is added to their own bookmarks. The users who select the bookmark, only have to insert their own passwords since the address field (i.e. the *ASM* username) has already been filled in. This function is only available to users who use *Microsoft Internet Explorer*.
- **Send a program attached to the message.** When this is launched, it adds a button to the *Outlook* toolbar. When the users click this button, their own browser will connect them to the *ASM* login page. This function is only available to users who use *Microsoft Outlook*.

Configuration->License Registration

This section is where you input the codes that transform the **demonstration license into a commercial license** which is valid for the number of users that have bought it.

Note: the number of *Archive Server for MDAemon* users must be equal to or greater than, the number of *MDAemon* users.

When you install *ASM*, a **temporary key** is created. This is good for **thirty days** and its number of users is the same as the licensed *MDAemon* users.

When you insert the *ASM* **activation key**, make sure that the number of enabled users is the same as the *MDAemon* number of users. If the numbers do not coincide, the key will not be accepted.

Note: every two minutes the *ASM* motor (i.e. the process in execution on the *MDAemon* server) makes sure the number of users is the same. If the number of *ASM* users is less than *MDAemon's*, the motor itself sends a warning to the System Administrator and shuts down.

You also use this interface to insert new data should you wish to **increase the number of users**, or if the **protection upgrade period is about to expire**. Just overwrite the data, inserting the new activation key to prolong the duration of the upgrade protection.

Upgrade protection is the right to use new software versions that have been issued. When you purchase a license, you buy the right to use the versions that are made available for a one-year period thereafter. You can extend this right, by purchasing another year of Upgrade Protection.

Note: even if the *ASM* Upgrade Protection expires, it continues to function regularly. You just cannot use the new software versions. The exceptions to this rule are the so-called "bug fixing" versions, i.e. versions whose sole purpose is to correct mistakes that have come up. These versions are always available to the user even if they were issued after the expiration date of the Upgrade Protection period.

Pay special attention when inserting these two values. If the licensee-activation key couple is not valid, the system will not register it.

Auditing

Auditing is the procedure that aims to **safeguard the users' privacy**.

In this page you can see if other users have searched into your messages and what they were looking for.

Just specify the time range that you want to check and click "Search".

ASM will display the list of messages found through these searches, listing for each of them:

- when the search was performed;
- the user who searched;
- the subject line of the message;
- what the search was about, i.e. the criteria specified to search.

By clicking the "Search" link a popup will display the details the message itself; click the "Message" link: a new window will display the content of the message.

Options

You can set up the parameters that regulate **your own use of the application** in this section. These concern the display formats and search options.

The Options are visible to the System Administrator, the Domain Administrator and the users.

This section is divided into "Personal settings" and "Search option" tabs.

Each tab has the following buttons:

- **Help:** pulls up this page;
- **Cancel:** closes the window without saving any changes;
- **Apply:** saves changes on all tabs without closing the window;
- **OK:** saves the changes in all tabs and closes the window.

Personal settings

Each user may personalize the display format with different parameters. In particular:

- **The date format:** you can decide the order to display the day, month and year and the punctuation to use.
- **First day of the week:** when assembling the calendars that help you define the time range for searches, you can indicate which day of the week is first. For example, Monday for Europe, Sunday for the US, etc.
- **Number format:** what punctuation to use for thousands and decimals.

Choose the desired modality in the relative drop down lists.

Finally, you can enable or disable the display of **tips** at system start-up.

After you have made your choices, save with the **"Apply"** button or with the **"OK"** button.

Search options

These options let you define some search characteristics.

Number of items on each page: first, you can define how to lay out your search results, by indicating how many messages will appear on each page. We suggest using the maximum number of rows your own screen can clearly show without requiring the use of a cursor bar.

If your connection speed is not particularly high, and it takes a long time to load the page, we recommend reducing the number of items.

Default format to open multipart messages: many email messages are sent in Multipart format. This format's characteristic is that it can contain both a message text version and an HTML version. You can use this option to decide which version to use as default for opening messages in Multipart format.

Regardless of which choice you make, the text-only messages will be opened in Text format and only HTML texts will be opened in HTML.

Show preview pane header: this option lets you choose whether to display the main information concerning each message (sender, recipient, etc.), in the preview pane. The preview pane is the lower half of the screen when message preview is loaded. double clicking it to open it in a new window.

Statistics

Archive Server for MDAemon has a statistics system that gives you an **overview of the whole system**. It reports on:

- the **number of emails** sent and received;
- the **load on the system** in terms of how much disk space is occupied and how many words are indexed;
- the **most frequent words** in the message bodies;
- the **most frequent recipients**, the users who get the greatest number of messages;
- the **most active senders**, the users who mail out the greatest number of messages.

These data are available for the entire system, for a given domain or even a single user. Several system users can see different types of statistics.

Archive Server for MDAemon lets you display statistics calculated on specific time ranges. Just specify the time range that you want the statistics for, and click the return button.

Note: calculating statistics for a certain time range may take a long time, depending on how many messages have been archived.

The System Administrator, the Domain Administrator and the general user can all see the statistics section: there are several tabs based on who has access.

The system administrator sees the statistics on the system, on all domains, and every user. The Domain Administrator sees statistics on his or her own domain and on all the users in that domain.

The users see statistics regarding his or her own correspondence.

System Messages

Any time something happens that might endanger correct system operations, *Archive Server for MDAemon* sends out a series of **alert messages** to ease the System Administrator's job.

Overload

This message is sent when *ASM* cannot handle the load of messages processed by the mail server. In other words, **too many messages are transiting the mail server** for *ASM* to archive them.

If there is a special reason why the load is so high (e.g. *ASM* has been off for a certain period and unprocessed messages have accumulated or the mail server has not been available for a while and it is recovering a bulk of relay messages) you do not need to do anything.

On the contrary, you should:

- boost the computer capacity where *ASM* is operating (and thus *MDaemon* as well);
- accelerate the connection between the *ASM* computer and the ones where the database and repository disks are;
- boost the computer where the database is running.

Running out of disk space

Space is running out on the disk where *ASM* is compiling all the messages.

When space available drops below **ten megabytes**, *ASM* **stops** archiving the messages and **shuts down**. The messages to be archived accumulate in a spool directory.

Increase the archiving disk capacity or change the disk.

Inaccessible remote disk

ASM can no longer access the disk where it copies the messages, so it shuts down.

Make sure that the **connection with the server where the disk is installed is active** (network cables, router, firewall), that access credentials for logging in to the database have not been changed, and that the database has not been deleted.

Inaccessible database

ASM cannot access the database where the messages are indexed, so it shuts down.

Make sure that the **connection with the database server is active** (network cables, router, firewall) and that authorization to disk access has not been changed.

Expiration of upgrade protection

Upgrade protection gives you the right to use the latest version available of *Archive Server for MDaemon*.

When you do this, you can get maximum product service in terms of **security**, **performance**, and **troubleshooting bugs**. Achab highly recommends using the latest version available. This is why *ASM* informs the System Administrator when the upgrade protection is about to expire.

Non Routine Operations

This section describes how to perform an especially delicate series of system operations.

How to change the archiving disk

Archive Server for MDAEMON archives messages by **writing the bodies of the messages on a disk**, in an appropriate directory structure. The main data and contents of the messages are saved on the database, and they are also indexed there.

This procedure describes how to change the directory where the messages are saved.

The System Administrator logs in to the administration application and types in:

Menu->Configuration->System->Archive.

Then he or she specifies the **new directory** and supplies any access credentials if they are found on another system. Then he or she saves them.

ASM makes sure that the path specified is actually accessible and starts to archive the messages in the new place.

Users can still search for saved messages on the **old path**: they will find them but neither the preview nor the body will be available nor will it be possible to send the message.

Just take all the folders found in the root of the old archiving root and **copy them in their new position**.

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