

Sonasoft Archiving Setup in MSP Environment

Introduction

MSPs host multiple customers' mailboxes in Microsoft Exchange Server hosting environment where there is only one Active Directory and Exchange Server. Usually users can send/receive emails using Outlook Web Access or the Microsoft Outlook client. If MSPs want to provide additional services like mailbox archiving to their customers, they can do so by installing the Sonasoftware Archiving solution which can archive customer's new and existing emails. Additionally, it can provide state of the art archiving, search and retrieval capabilities. One of the important aspects in setting up the application in an MSP environment is to make sure that the data is segregated and ensure one customer will not be able to view another customer's data. Sonasoftware handles that by creating separate IIS virtual directories and Archive Stores (SQL Server databases) for each customer.

This document will show the procedure of setting up Sonasoftware Archiving solution in an MSP Environment.

MSP Environment

This document assumes that the Exchange Server is running in a hosted environment where mailboxes for different customers are residing. Also there is only one Active Directory with separate organizational units for every customer.

Procedure to setup Sonasoftware Archiving

Sonasoftware Archive Application and Storage Requirement

A dedicated Windows Server needs to be provisioned for the Sonasoftware Application install. System requirements for this Server are IIS 6 or higher, SQL Server 2005 Standard or Enterprise Edition and enough storage to hold customer emails. Storage can be an external device like a NAS or SAN. Storage requirements are calculated using the formula; (Total size of the Exchange Information Stores + (Average size of growth per year * Number of years to keep emails in Archive Store)). This has to be calculated for every customer.

Sonasoftware Archive Agent and Journal Mailbox

Sonasoftware's Archiving Agent captures emails from the Microsoft Journal Mailbox and archives it to the Sonasoftware Archive Stores. The Archive Agent will be installed on the MSPs' Microsoft Exchange Server which is hosting customer's mailboxes.

Using Sonasoftware SaaS utility to prepare customer environment

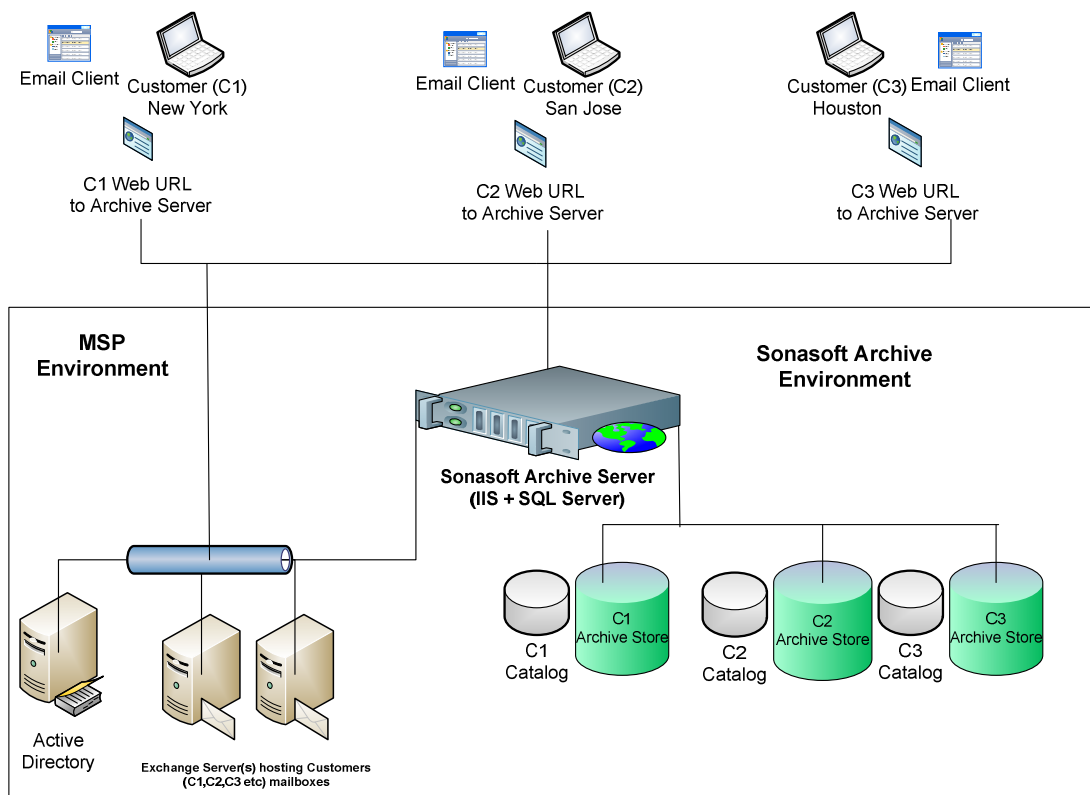
Sonasoftware provides a SaaS Utility which allows MSPs to prepare the environment for their end customers. Through the utility the MSP Administrator will be able to:

- Register a new customer with basic information like their name, description and contact information
- Specify SMTP information which will be used to send out Error, Audit and Monitoring notifications

- Specify Archive Store (the SQL Server database where all the emails and meta data is stored)
- Specify temp location where temporarily emails will be stored before they get archived to the Archive Store
- Change utility password

SaaS utility will use the above information to prepare the environment for the end customer. Information which will be required for the end customer is a dedicated URL to the Sonasoftware Application for e.g. http://<SONASOFTWARE_APP_SERVER>/c1-ssarcui/EASLogin.aspx where c1 is the customer ID generated through the utility.

Sonasoftware Archive in MSP Environment



Administration

There are two types of admin accounts `sonasoftarc` and `saas-sonasoftarc`. `saas-sonasoftarc` is a super account which can access any screen and performs any operation in the Sonasoftware Archive Application User Interface. `sonasoftarc` can access all the screens except Active Directory settings, Exchange Server registration, and Archival Policy.

MSP will be responsible to add Active Directory information, registration of the Exchange Server, and setting the Archival Policy.

The Administrator of the Customer will be responsible to set Retention and a Purge Policies.

Above are the predefined permissions set for the sonasoftarc user which is the Administrator account for the customer. The Sonasoftware Archive Application is very flexible in a sense that every screen and every granular operation can be configured and assigned to a role and then that role can be assigned to a user. This gives total control to the MSP to configure the access level for their customers.

User Experience

Users can access Archived emails through the Sonasoftware Archive Application Interface which gives them the ability to search, export, and forward their own emails. If needed, the Administrator can assign access rights to selected users so they can access and search other people's mailboxes.

A shortcut to the Sonasoftware Archive Application is created in the user's mailbox folder which is visible through Outlook. Clicking of this folder takes the user to the Sonasoftware Archive Application User Interface without having to open a browser and typing the URL.

Stub/Delete

After archiving emails to Archive Store, Sonasoftware Archiving Agent doesn't delete those emails from user's mailbox. Deletion of emails from the user's mailbox is optional and can be configured by the Administrator based on the age, size, and whether or not the email has an attachment. Alternatively, emails can be stubbed which means the content of the email body and attachments are removed from the message and a stub (pointer) is created which points to the contents in the Archive Store instead of the Exchange Server. This helps in reducing the size of the Exchange Server and at the same time makes it transparent to the end user. User accesses the email the same way as any other email; the only difference is that the contents are retrieved from the Sonasoftware Archive Server instead of the Exchange Server. There is no need for any additional client component to be installed on the user's machine.

About Sonasoftware®

Sonasoftware, Inc. revolutionized the **Disaster Recovery / Failover / Replication and Email Archiving** process for MS Exchange; MS SQL & Windows Servers with its groundbreaking **SonaSafe™ Point-Click Recovery™** solutions.

Designed to simplify, automate, and eliminate human error in the backup and recovery process, SonaSafe solutions also centralize the management of multiple servers and provide a cost-effective turnkey disaster recovery strategy for companies of all sizes. For more information, please visit www.sonasoftware.com