

GLOSSARY

/LIBRAESVA

EmailArchiver





✓ **TENANT**

A tenant is an isolated container on the Libraesva Email Archiver, it represents a single organization. Each tenant has its own configuration: email domains, users, roles, volumes, connectors, listeners, archiving rules, retention rules, ...

Email archives and configuration parameters belonging to one tenant are not accessible from other tenants. ISPs and MSPs typically create one tenant for each customer.

✓ **VOLUMES**

Four volume uses are available: Data volumes contain the archived emails, Folder Structure volumes store information about the position of each email in the mailbox of the user, Import and Export volumes are used when importing new emails or while exporting them from the Archiver. Many different volume types are available: local, S3, S3 compatible, FTP, Azure, ...

Multiple volumes can store the same data for redundancy and high availability. For example, the email archive can be stored in two copies: one in a local volume and one in a remote object-storage volume. Volumes can be protected with state-of-the-art encryption (AES-256).

✓ **USERS AND ROLES**

Users can be imported from LDAP, Microsoft 365, Google or can be managed locally on the Archiver. Each user is assigned to a role. A role is a set of capabilities representing actions the users can perform on the Archiver. Besides the default roles, you can create custom roles picking from a list of about 75 capabilities.

✓ **PRIVACY OFFICER**

A privacy officer can be assigned to each tenant. The privacy officer authorizes and controls the access to private information. Even administrators must ask an authorization to the privacy officer in order to access sensitive data. The authorization is granted by providing a time-based OTP that provides a temporary authorization (15min). Each action performed under this authorization will be recorded and a reported to the privacy officer.

✓ **EMAIL INGESTION**

Three email ingestion methods are available: journaling, connectors and batch import.

Journaling (or email forwarding)

The SMTP journaling can be used to archive emails from moment it is configured onwards. With this method, the mail server sends a copy of each email to the Archiver in real time, as soon it has been either received or sent. This method provide the maximum compliance. IMAP/POP3 journaling can be used when the mail server does not support the SMTP Journaling. In this case, the emails are polled by the Archver from a dedicated journaling mailbox every few minutes.

Connectors

A connector polls every mailbox once a day and archives all emails not yet archived. Native connectors are available for Exchange, Microsoft 365, Microsoft Graph, Google and Zimbra. If you use a different mail server, you can use the IMAP connector.



A connector can also synchronize information about the mailbox folder structure. Connectors can also be configured to delete from the mailboxes email older than a specified amount of time, keeping the mail server light and fast.

Imports

Emails can be imported by manually uploading a PST/OST file or a compressed archive containing EML files (20 types of compressed archives are supported, including zip). Large set of email archives can be copied to an import volume and then imported through a batch job.

✓ SEARCHES AND SAVED SEARCHES

On the Libraesva Email Archiver you can perform full text searches and advanced searches as complex as you need. For example, you can search text in the email body, subject, from, to or cc, email ownership and attachment filenames. Each search can be saved and it can also be shared with other users.

✓ ARCHIVING RULES

Archiving rules are applied before the emails are archived, they can be used to define what should be archived and what shouldn't. By default, the Email Archiver archives everything.

✓ RETENTION RULES

Retention rules are applied after the emails have been archived, a retention rule consists of a saved search and a retention time. The emails matching the saved search will be deleted from the Archiver according to the configured retention time. By default, the Libraesva Email Archiver does not delete emails.

✓ EXPORT

From the Archiver you can export emails by filtering them per user or saved search, a timeframe filter is always available. Export format can be chosen among raw EMLs, ZIP or PST archives. Exported files will be uploaded on the configured export volume.

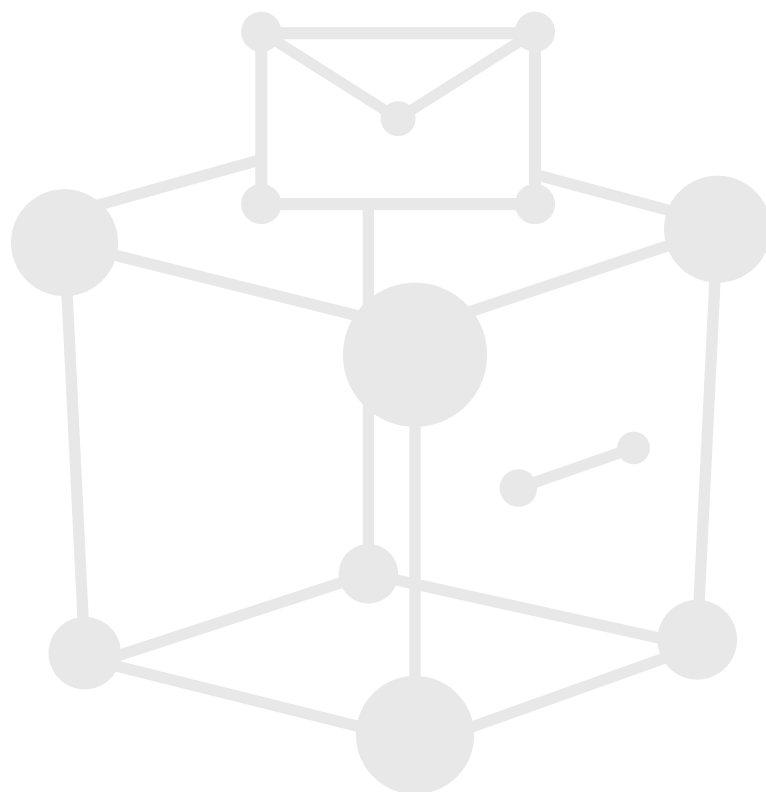
✓ REPORT

A report is an Excel spreadsheet containing statistical information about tenants or connectors. It is delivered to the administrator upon request.

✓ PEC

PEC (Posta Elettronica Certificata) is a typical Italian standard for certified emails. A PEC email is an email that guarantees legal certainty of the sender's identity, of the email content and of the date and time of sending and receiving the email.

PEC certified emails can be archived through an IMAP connector, which guarantees that the legal validity is maintained



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