



## **Sonian Getting Started Guide**

**October 2008**



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## Create your new archiving account

The first step in creating your Sonian Archive account is by visiting <https://new.archivehub.com>. Here you will need to define your Account Owner which is the user with the highest permission levels. This user can be changed at a later date. All fields are required.

**sonian**  
ARCHIVE

**NEW ACCOUNT SIGN UP**

**1. Account Administrator (tell us who you are)**

**User name**   
The first account created is the account owner administrator.

**Password**   
At least 8 characters long, consisting of both letters and numbers.

**Password (confirm)**

**First and last name**

**Email**   
Your new account summary will be sent to this address.

**Email (confirm)**

**Phone**   
Your Phone # is required and maybe used to validate

Next, you will need to create a **customized URL** (<http://yourcompany.archivehub.com>) and display name for your archive account. This **Display Name** will appear at the top of all screens. Include the approximate number of archive mailboxes and your mail platforms (choose all that apply). **You will receive a confirmation message with username, password, and private login URL. Finally, you will need to review and accept the terms of service.**

**2. Account Site and Name (tell us about your organization)**

**Site name** https:// [ ] . archivehub.com  
This becomes your unique URL for login.

**Display name** [ ]  
Any text you want to appear in the user interface.

**Account type** Commercial

**Number of users** [ ]

**Email systems in use, check all that apply**

Exchange  Notes  Zimbra  Gmail Apps  
 Hosted Exchange  GroupWise  IMail Server  Scalix  
 SunONE  Kerio  Other

**Terms of service**

**TERMS OF SERVICE ACCEPTANCE**

Trial Service Agreement The Archive Services (the Services) pursuant to this Trial Services Agreement (the Agreement) shall be licensed by Sonian, Inc.

## Configure your firewall for IMAP collections

*(Skip this step if you will be using SMTP as your collection method)*

Prior to configuring the integration with your mail servers, it is important that you make the necessary firewall changes. The archive needs secure IMAP access to your messaging server in order to retrieve data on a regular basis. The archive uses SSL to ensure no data is sent in clear text, and all data is stored encrypted with a unique encryption key.

If you already allow external IMAP access to your mail server through your firewall then you can skip this section. Otherwise please gather the following information to continue configuring your firewall.

1. Mail server internal IP address (typically in the range of 10.1... or 192.1...)
2. IMAP port (typically this is 143 or 993)  
For this exercise let's assume your internal mail server IMAP port setting is 143 and its private IP is 10.1.1.5 and you have one public IP, which is 74.23.21.45.
3. Login to your firewall admin interface. This is typically a web-based application.
4. Select the Port Forwarding or Rules section. This could be in the advanced configuration menu.
5. Create an IMAP port forwarding rule. This rule will forward external IMAP traffic from your public IP address to your mail server's private (internal) address. Only IMAP port activity will be able to use this access, and you can also restrict to SSL-only traffic if your firewall has the capability.
6. Enter the public IMAP port number you want to use. This can be any port number that is not already in use on your network. You will need to remember this number later in the archive configuration process. For example: Use "54321" since it is a unique number. 4. The rule should forward both TCP and UDP packets.
7. The end result is a port forwarding rule that forwards publicly available 74.23.21.45:54321 to your private 10.1.1.5:143.
8. Repeat port forwarding rules for all your mail servers that will need to be accessed for archiving.
9. Use the IP address range below to lock-down your firewall to only accept connections from our hosting centers.

216.182.224.0/20 (216.182.224.0 - 216.182.239.255)



72.44.32.0/19 (72.44.32.0 - 72.44.63.255)  
 67.202.0.0/18 (67.202.0.0 - 67.202.63.255)  
 75.101.128.0/17 (75.101.128.0 - 75.101.255.255)

## Setting up and managing Collectors (SMTP or IMAP)

The management of collectors is performed within the COLLECTOR tab and can only be performed by Account Owners or Account Administrators.

### SMTP Collection setup

To enable SMTP collections you must first subscribe to that service by checking the *Enable SMTP* Collection box on your ACCOUNT tab. Once checked, you will be presented with a Configure SMTP Collection button within your COLLECTOR tab.

**SMTP TRUSTED NETWORKS**

Your mailbox for SMTP is: d9396cae-1e65-4925-863a-ea79fad21faa@qa.sa2s.us

This is your unique SMTP collection address. Configure your mail server to forward archive and journal messages to this address. Use SMTP trusted networks to control the servers and networks that are authorized to send to your archive.

IP Range	
127.0.0.1/24	<a href="#">Edit</a>
192.168.0.0/24	<a href="#">Edit</a>

**Add Trusted Network**

**Cancel**

**WE SPEAK SMTP**

How SMTP works.

**Trusted Networks**

Describe how SMTP networks work.

Your account will automatically receive a unique email address to forward your archive messages via SMTP.

The Sonian network also allows you to restrict the originating IP Network range. By adding a Trusted Network to your Sonian SMTP configuration, you will be preventing any email originating outside of that IP address or range from entering into your archive.

### Configuring an IMAP Collector

An IMAP collector connects to a single mailbox sweeps all or some of the folders for email that needs to be archived. Exchange journal mail has a different format than other mail found on other IMAP Journal servers.

To create a new collector you will need to:

1. Provide a Server name does not need to match your own internal server name.



2. Enter the mailbox name (exact match) in which IMAP will connect to and collect email.
3. Define the collection interval: Daily, Twice a day, weekly
4. Enter the Public IP or DNS address, and port number (standard or non-standard ports)
5. Check SSL if it is enabled on your IMAP server (**Sonian highly recommends SSL**)
6. Authentication via MD5
7. Credentials to access that mailbox

**Some servers may require the username to be presented in a specific format ([username@domain.com](#) or [username@domain.local](#))**

Now you are ready to set the collection criteria. This configuration will guide how the collector will process mail from that mailbox.

**Account**

**Username**   
This is the user name associated with the mailbox name. This is for authorization only.

**Password**   
Password for the user name account.

**Messages**

**Max message size**   
Messages greater than the maximum value will not be collected.

**Folder**    
The default journal folder is INBOX.  
Do not change this unless you verify your messages will always be in a different folder.

**Options**

**Test mode**  
Use test mode to collect data without deleting from the source.

**Inactive**  
Inactive collectors will not collect data.

1. Determine the maximum messages size you would like processed to the archive (maximum is 75) MB
2. Enter the folder name (or use the browse feature to select) within the journal mailbox to collect email. You can bypass archiving of some emails by creating server side rules that move journal items to a separate folder.

Check the Test mode box if you would like the have the collector to simply take copies of the messages and leave them intact after a collection cycle. This is typically used for evaluations and testing. **When running in normal mode, the collector will mark messages for deletion once they have been successfully processed.**

Choose the collection date parameters:

- o All messages from all date ranges
- o After X Days
- o Date range

## Collect by Date

All messages

15 days  since today

Collects mail from X days since today

Begin:  End:

Collects mail between date range entered.

**Test Config**

Test results tell you if the settings are correct.

**Save Changes**

## Before saving your collector settings, you must first Test the Configuration.

You can receive various responses back:

- Congratulations - All Correct and Ready
- Timeout – typically means firewall issues
- Invalid credentials (username or password incorrect)

***The collector will not allow you to save it's settings if the configuration does not test out correctly.***

In the **Collector Overview Page**, you can:

- Review list of existing collectors, associated server name, mailbox name and status
- Add new collectors or edit existing collectors
- Pause or Resume All Collectors
- Force a collection (*This queues up a collection job for your account*)
- Review history of collections

### AVAILABLE COLLECTORS

Collectors gather your data for archive storage.

Mailbox name

Mailbox Name ▲	Server/PO Name	Type	Status	
demo	Sonian Demo	IMAP	Active	<a href="#">Edit</a> · <a href="#">History</a>

Show max

**Add Exchange/IMAP collector**

Click to add a new Exchange or IMAP collector.

**Resume All Collectors**

Pause or resume collectors.

**Collection History**

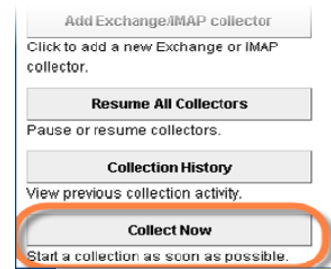
View previous collection activity.

**Collect Now**

Start a collection as soon as possible.

## Starting Collecting

The collection process begins when you click the Collect Now button. This queues up your first collection job and then places your collection on an automated schedule, based on the criteria you created in the collection configuration.



## Inside a Collection Cycle

### Fetching

This is the initial process within a collection cycle. It is series of IMAP commands to analyze the content of the journal mailboxes and fetch the contents to the archive service.

### Expanding

This process includes the expansion and extraction of all text components of an email. This includes header, body and over 400 different attachment types.

### Indexing

The text that has been extracted from all emails fetched during a specific Collection Cycle are then indexed utilizing a Lucene indexing system.

### Storing

Working in parallel with the indexing process, emails are encrypted and stored in a dedicated storage silo for each customer. The emails are stored in their original RFC.822 MIME format, encrypted using AES.

### Statistics updated

Once an entire collection cycle has been completed the statistics found in the UI are updated.

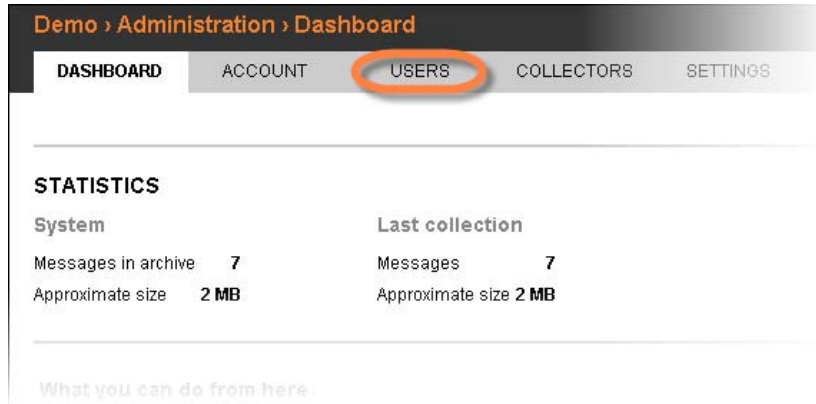
STATISTICS	
<b>System</b>	<b>Last collection</b>
Messages in archive <b>510,273</b>	Messages <b>1,239</b>
Approximate size <b>712 GB</b>	Approximate size <b>1 MB</b>

### IMPORTANT NOTE

Typically the initial collection could take several hours based on the quantity of emails. You may not see statistics updated and wonder if anything really happened. Do not worry. Go home and relax. In the morning it will all be done and available for searching.



## Creating and Managing Users



### User Types

- **Account Owner (AO)** is the highest level permission within the system. This permission level can create users and administrators. They can also change all Account settings
- **Archive Administrator (AA)** is a role likely filled by an individual or group of individuals within the IT organization. They can create and manage users and their permissions. They are also able to create and modify data collector configuration.
- **Search Administrator (SA)** is responsible for creating and managing Searches. They may create new searches, edit existing, export search details and assign search access to **Search Users (SA)**.
- **Search User (SU)** is responsible for reviewing the search results created by the Search Administrator. The Search User cannot create a new Search and can only change the scope of a Search if that right has been assigned to them by the Search Administrator.

NOTE: Users can be set up with permanent or temporary access. Please specify an expiration date for those users whose access may only be for a short time.

Also, we recommend expiring inactive users who may need access in the future. Only **Delete a User** if it is highly unlikely that they will no longer need access in the future.

### User Summary Screen

Username	First + Last	Email	Phone	Permissions	Expires	Active	Own
catherine	Catherine Lord	cllord@ca.ibm.com		AA SA SU	2008-04-30	✓	<a href="#">Edit</a>
drzim	Doctor Zim	pzimmerman@sonian.net		AA SA SU		✓	<a href="#">Edit</a>
Ewy Peralta	Ewy Peralta	eperalta@us.ibm.com		AA SA	2008-03-28	✓	<a href="#">Edit</a>
Jeffery Skilling	Jeffery Skilling	jeffery@enron.com		SA		✓	<a href="#">Edit</a>
Kenneth Jones	Kenneth Jones	kenneth@enron.com		AO AA SA SU		✓	✓ <a href="#">Edit</a>

[Add User](#)

## Permissions

- Account Admin (AA)  
Account Admins can manage system settings, users and collectors.
- Search Admin (SA)  
Search Admins can create new searches and manage search settings.
- Search User (SU)  
Search Users can only access the searches created by Search Admins.

## Enabling End user Access

Enable end user access to the archive by navigating to your ACCOUNT administration page and checking the Enable end user access box and save changes.

SUBSCRIPTION	
<b>Status and Payments</b>	
Status	<b>Paid Customer</b>
Customer since	<b>2008-12-12</b>
Renewal date	<b>2009-12-01</b>
Payment status	<b>Paid in full (<a href="#">Payment history</a>)</b>
Organization type	<input type="text" value="Commercial"/>
Organization users	<input type="text" value="1421"/>
<b>Extras</b>	
Historical collection	<b>No</b>
Data migration	<b>No</b>
Global RAID - Multiple copies	<b>No</b>
End user access enabled	<b>Yes</b>
<b>OPTIONS</b>	
<input checked="" type="checkbox"/>	Enable GroupWise integration
<input checked="" type="checkbox"/>	Enable IMAP/Exchange integration
<input checked="" type="checkbox"/>	Enable end user access to the archive

## Determine Method of End User Account Creation

Sonian provides two (2) ways of creating End User (EU) accounts:

The Account Administrator adds users and their primary email address. In this scenario, end users will receive a welcome email with a link to login to their account. They must set a new password during this initial login. Additional email addresses associated to this user can be added by the Account Administrator (AA) or the End User (EU). Addresses added by end user will be checked against a Control List referenced in Step 3.

## End users self register for their account access.

- Click link <https://<customer>/archivehub.com/user/signup>
- Create a user name
- Add first name, last name
- Include Primary email address
- The system will send a confirmation email to that user requiring the user to confirm their email address.

Access to end users email is based on email addresses that a user has ownership or control of. To gain access to their own archived emails, end users will need to confirm email addresses by clicking through a link sent to that specific email address. This prevents users from registering for an email address that they do not have control of.

## Self-Registration Access Control List

Account Administrators can manage the Self-Registration process by adding email domains that are allowed to be part of the self-registration process. You may also add a Deny list to prevent the registering of email addresses you do not want to allow to register for end user access.

The screenshot shows a web interface with a navigation bar at the top containing 'DASHBOARD', 'ACCOUNT', 'USERS', 'COLLECTORS', 'SETTINGS', and 'REPORTS'. The 'SETTINGS' tab is selected. Below the navigation bar, there is a sub-menu with 'Account' and 'End User Access Rules', with the latter being highlighted. The main content area is titled 'CONTROL WHO IS ALLOWED TO SELF-REGISTER AN ACCOUNT'. It contains the following text: 'Allow and deny rules control the email addresses that can be self-registered by your end users. By default all access is until you create a specific allow rule. List the allowed and denied email address patterns in the two areas below.' Under the heading 'Allow rules:', it says 'The following matches will be allowed to create accounts. Use \*@\* to allow all access, or for example, \*@acme.com to only address from a specific domain. Best security practice is to list all email domains as rules.' Below this text is a large empty text input field. Under the heading 'Deny rules:', it says 'The following matches will NOT be allowed to create accounts. You can deny access to popular consumer sites such as \*@hotmail.com, \*@yahoo.com, etc.'

## End User Self-Registration Process

You may choose to have some or all your users self-register for access to their email archive account. The self registration link is <https://<customer>/archivehub.com/user/signup>

To self-register users must create a user name that will be verified as unique before completion of the registration process. Their first and last name will be displayed on the top right corner of their archive interface. Finally, the primary email address will receive notification that their registration is complete.

### ENRON NEW USER SELF-REGISTRATION

**Username**

**First and last name**

**Email**   
Your confirmation will be sent to this address.

**Email (confirm)**

Access to this system is strictly controlled and only authorized to people affiliated with **Enron.**

[Create new user account](#)

## Managing Users and Adding Email Addresses

The administrator's user management console has been updated to allow for the filtering of various types of users (Administrators, Searchers or End Users). You can also filter on usernames (you may use wildcards).

DASHBOARD ACCOUNT <b>USERS</b> COLLECTORS SETTINGS REPORTS IMPORT/EX							
USERS							
Display	All	Admins	Searchers	End Users	Filter Username		
Username ▲	First + Last	Email	Phone	Permissions	Expires	Active	Own
bob	Bob Perry	bob@enron.com					<a href="#">Edit</a>
jeffery	Jeffery Skilling	jeffery@enron.com	SA			✓	<a href="#">Edit</a>
kenneth	Kenneth Lay	klay@enron.com		AO AA SA SU EU		✓	✓ <a href="#">Edit</a>

Show max 10 ▼

When adding or editing a users account settings and permissions you can add email additional email addresses for that users.

**Additional email addresses**

[Add email address](#)

**Permissions**

- Account Admin (AA)  
Account Admins can manage system settings, users and collectors.
- Search Admin (SA)  
Search Admins can create new searches and manage search settings.
- Search User (SU)  
Search Users can only access the searches created by Search Admins.
- End User (EU)  
End Users can only access the message archive.

End Users may also add email addresses within their Settings. However, users are first prompted with the following warning prior to submitting their additional email address.

Are you sure you want to add this email address? A verification email will be sent to this address along with your name, IP address and other information to ensure you are the rightful owner. Click OK to proceed or cancel this action.

Once users proceed through this warning the address is verified against your Access Control List. If the domain or address matches the Allow list, the newly added address will immediately receive a verification email. The message contains a unique link that must be accessed to confirm the address and finalize the process. Only after the address has been confirmed will emails matching that address be made available for that end user.

## Login Screen Messages

You may add a customized message that will display on your login screen. Use this message to provide end users additional assistance or add your organizations security disclaimer.

Access through your Admin console through Settings ->Login Message

## Audits and Reports

The archiving service audits all user interaction within the system. This includes all administrative functions:

- Collectors
- User management
- Account Settings

## REPORT BUILDER

**Choose report:** Activity by User

**Format option:** Activity by User  
Activity by UI Action  
Activity by Date

Download report in PDF or CSV format.

**Date range:** Last Week

Date range controls information for your report.

**Sort options**

**Order by:** User

**Sort order:**  Ascending  Descending

**Create Report**

Search activities. These include:

- Creation of new Searches
- Change in scope to existing Searches
- Viewing of Searches by users
- Comments and Tags placed on messages by users
- Exporting of emails from Search.

## AUDIT ACTIVITY

Name	Date/Time	IP Address	Action
demo	23 Jun 2008 11:37AM	141.157.172.158	Search access
demo	27 May 2008 08:16PM	151.203.66.72	Message pdf generation <a href="#">View details</a>
demo	27 May 2008 08:15PM	151.203.66.72	Search access
demo	27 May 2008 08:14PM	151.203.66.72	Search access
demo	23 May 2008 06:50PM	151.203.77.244	Bulk tag activity <a href="#">View details</a>
demo	23 May 2008 06:50PM	151.203.77.244	Message tag activity <a href="#">View details</a>
demo	23 May 2008 06:50PM	151.203.77.244	Message tag activity <a href="#">View details</a>

## Working with and Managing Searches

The Sonian archive service allows authorized users to create searches

### SEARCH

Last searches

[june 19](#) [june19](#) [test](#) [jun16](#) [june13](#) [testing](#) [Nemec](#)

[View all searches](#)

[Start new search](#)

### CUSTOMIZE

[Customize your settings](#) or [customize system tags](#).

### STATISTICS

System	Last collection
Messages in archive <b>510,273</b>	Messages <b>1,239</b>
Approximate size <b>712 GB</b>	Approximate size <b>1 MB</b>

## System Tags

Tags function as the classification system for categorizing search results. There are several "pre-defined" tags already available. These are "Starred", "Save", "Reviewed", and "Attention".



The system also allows for the creation of "Tag Words" that are frequently used terms in organizing and collaborating during the search review process.

Some examples could be: *Privileged, Classified, Personal, Responsive, etc.*

DASHBOARD SEARCH **SETTINGS**

[Your Settings](#) **System Tags**

Name:  [Add Tag Word](#)

**Name**

Attorney Client	<a href="#">delete</a>
buy order	<a href="#">delete</a>

## Creating a New Search

1. **Start a New Search**
2. Choose **Simple, Advanced or Custom**

### Simple Search

1. Give a short Name
2. Assign any special Tags that will be used with this Search
3. Permissions: Who will have access?

DASHBOARD SEARCH SETTINGS

### NEW SEARCH

Simple Advanced Custom

**Name**   
Each search...

**Tags**   
Tags are optional and help to categorize searches.

Permissions

**Note**   
Describe the search with an optional note.

**Limit search within a date range**

**Range**    
Select a common date range or enter a custom range below.

**Begins on**

**Ends on**

**Search terms**

Look into  Message body  Attachments

or

- o Access or View
  - o Allow Change of Scope
  - o Export
4. Note field is optional
  5. Range (pre-defined date range)
  6. Begins/Ends
- NOTE: You must use the calendar to choose a date. Make sure to click OK pop-up calendar or your date will not be saved.*
7. Search Terms can be words or phrases and can be isolated to the Message Body text or Attachments text.
  8. Save and Display

**Advanced Search** expands upon the search criteria allowed in a Simple Search. You can expand from date range and basic word search to find specific senders, recipient combinations and much more.

1. Complete Simple search
2. Range (pre-defined date range)
3. Subject Line (Optional)
  - o Wildcards are allowed





4. Sender (use full or partial email addresses, separate multiples with a space; partial must use wildcards \* or ?)
5. Recipients (use full or partial email addresses, separate multiples with a space; partial must use wildcards \* or ?)
6. Has Words in body and/or Attachments - separate words with a space.
7. Do Not Have Words
8. Attachment name (wildcard like \*.jpg or financial\*.xls)

**Search Options**

Subject

Sender   
Full or partial email address to find messages from a specific sender.

Recipients   
Full or partial recipient addresses. All recipient types (To, CC, BCC) are searched. Separate multiple addresses with a space. Wildcards "\*" and "?" are allowed.

Has words   
Find messages with specific terms in the message body or attachments.  
Look into  message body  attachments

Do **not** have words   
You can refine the search results to messages that do not have specific terms. At least one must be checked if using this field.  
Look into  message body  attachments

Attachment name

**Save and display results** or **Save and return to list**

---

**Custom query**

Query   
Construct a custom search query to utilize the full capability of the index ([query help](#))

**Save and display results** or **Save and return to list**

