



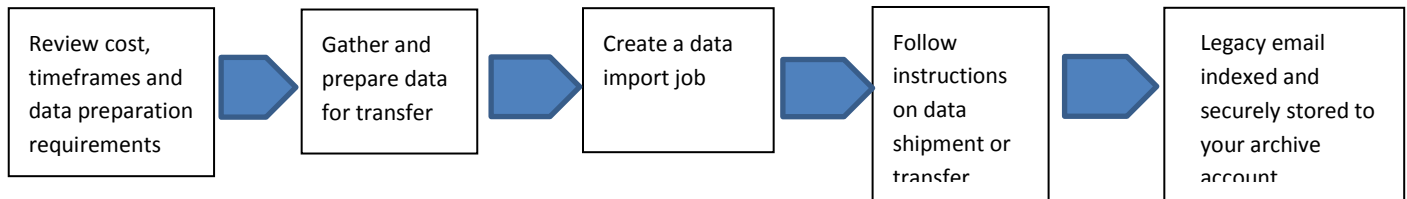
Legacy Data Import Process and Workflow

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The Hosting Company provides additional add-on services to allow customers to ingest their legacy email, either from their current mail platform or from previous archiving platforms into their Hosting Company archive account. The legacy email will be processed through the same secure index and storage process as your daily journal email. To process a legacy data import the following workflow and guidelines should be followed to ensure a quality and timely completion of a legacy data import.

Overview: Data Import Process



Creating a Data Import Job

1. Begin the data import process by creating an import task by clicking on the **IMPORT** tab in the Administration section of application. Complete the form with the following required information:
 - Primary Import Contact Name
 - Primary Import Contact Phone, Email Address and shipping address.
 - Import Job Description
 - Estimated size
 - Files over 5 GB?
 - Encrypted?
2. The partner and the Hosting Company support organization will receive an email notification of the job request and contact the customer on the following:
 - Confirm supported file types
 - Recommended method of file transfer (FTP or Physical Data Import)
 - Estimated cost of import services
 - Estimated delivery dates.

The Hosting Company will open a support ticket for each data import request for tracking purposes. Communication on the status of the ticket will be available through the ticketing portal. The Hosting Company will also update the Data Import status (where applicable) within the administrative IMPORT portal.

Data Import Timeframes

Import Job Types	Estimated Timeframe*
Small (less than 25 GB)	Up to 2 weeks
Medium (25-250 GB)	1 - 3 weeks
Large (250-1 TB)	3 - 4 weeks
Extra large (> 1 TB)	Contact the Hosting Company for estimated completion time

* From receipt of the ALL data to be imported

Preparing the Data for Import

The Hosting Company can successfully import a variety of mail file formats, and has adopted a standard of preparation that is replicated for all file formats, whether PST, MBX or NSF amongst others.

For All File Types

1. No co-mingling of import types in a single directory or folder (for example, different types in a zip file)
2. Supported compression formats: zip, rar, bz2, tar, gz, 7z.
3. Avoid special characters and spaces in all file names or directories. This will help speed up your import.
4. File extensions must be lowercase (.txt not .TXT)
5. Hierarchy of files should be less than 8 levels deep.
6. Compressed file names should contain the company's name or sub-domain.

Special PST Format Import Guidance

The PST (Personal Storage) folder format is used by Microsoft Outlook to store messages on local desktops. The PST format is a single file that holds all folders and messages. You will need to provide each PST file as a separate file which must not be secured with any password protection. Simply name the PST file and copy it onto the hard drive you will be shipping.

PST files may be generated either: > directly by your users OR > via an automated application such as exmerge, which extracts messages from your Exchange Server into a collection of PST files.

NOTE: The PST file format can hold information other than just messages. For example, tasks, notes and contacts. The information is actually stored as a message and can, if required, be imported into the archive. However, there will be no differentiation between these various information types. Imported data is searchable by email and or attachment.



Naming PST Files

As part of the PST import process, we will need to know the primary email address of the user for each PST file, in order to assign ownership of the message once imported into the archive. If you have used a utility such as exmerge, then typically this will name the PST files based on the nickname of the user in your Active Directory configuration, we ask that each PST file generated is renamed to match the individual the PST belongs to.

For example user Simon Bloggs mailbox has been extracted from the exchange server, the exmerge is likely to call the PST file whatever his nickname is (SBloggs.pst). It is a requirement that the file is renamed to sbloggs@domain.com.pst (retain the PST file extension). Where you have multiple PST files for an individual, please simply add a number to the end of the address. sbloggs@domain.com.1.pst sbloggs@domain.com.2.pst sbloggs@domain.com.3.pst.

However, if you have acquired PST files created directly from your end-users who have copied messages to them from Outlook, then it is likely they will be arbitrarily named. Since there is no way to accurately ascertain who each PST file belongs to in the organization, we will need you ensure the naming convention of the files listed above is upheld.

Any PST file received for processing by the Hosting Company that is co-mingled between multiple users and imported to the service will potentially impact users accessing the application through the My Archive application. Matching PST file content per user with a specific SMTP address for that user is the ideal method for supporting the end user experience in My Archive.

Data Transfer Process

The import process requires that all the messages subject to import must be transferred to our Data Centers prior to processing. This process begins by creating an import task from the Administration Application on the **IMPORT** tab. The data can be sent to the archive in two ways: secure FTP upload or hard disk shipment.

FTP Upload: Each Partner or Direct Stack is provided a secure FTP location for exclusive use for physical data imports. The FTP location is an anonymous drop box for their customers use only. The partner support department is provided with special credentials to troubleshoot FTP uploads for their customers.

The Hosting Company recommends that customers and partners use an FTP client (like open source FileZilla), which makes the process easier and supports FTP over Explicit SSL and the resume functionality.

Physical Data Shipment: If instructed to use the physical data import service hard disk shipment service, the data will need to be encrypted on a portable storage media. We recommend using the program 7-zip which allows for AES-256 bit encryption. This data will also need to be split into 5 GB files also using 7-zip. (<http://www.7-zip.org/>)

Preparing your Physical Data Shipment

You will be provided detailed instructions on how to prepare your portable storage media for shipment to the data center.

- Shipping address
- Packing slip to include inside the package
- A special and encrypted "SIGNATURE" file to be copied to the ROOT directory of the storage device.

If packaged properly with the SIGNATURE file stored in the proper location, your device will be attached to the secure network. Your files will be automatically transferred to your accounts and stored in a dedicated silo.

If you have requested for the data to be shredded prior to return shipment back to you, it will be performed after the complete and successful transfer of all data.

Once the data transfer has been completed, your Data Import Job status will change from Media Received to Data Stored.

Item	Requirement
Power for External Devices	USA <ul style="list-style-type: none"> • US wall socket plug* • 120Volts @60Hertz • Max Power Consumption 2,000Watts EU <ul style="list-style-type: none"> • UK/Ireland Plugs: BS1363* • Continental Europe Plugs: Schuko (CEE7)* • Kettle Lead Plugs: IEC 320/C14* • 230Volts @50Hertz • Max Power Consumption 2,000Watts APAC <ul style="list-style-type: none"> • 230Volts @50Hertz • Max Power Consumption 2,000Watts
Interface Type	<ul style="list-style-type: none"> • eSATA • USB 2.0 • 2.5 inch and 3.5 inch internal SATA hard drives
Dimensions	<ul style="list-style-type: none"> • The maximum device size is 14 inches high by 19 inches wide by 36 inches deep (8Us in a standard 19 inch rack).
Weight	<ul style="list-style-type: none"> • The maximum device weight is 50 pounds.
File System Type	<ul style="list-style-type: none"> • NTFS • ext2, ext3 • FAT32
Device Capacity	<ul style="list-style-type: none"> • 8TB maximum

Data on Legal Hold

If the data needs to be retained on a legal hold – it must be extracted and made available to the Hosting Company for import in the way it is held. For example, if the data is under legal hold by date range and user – the data needs to be extracted in that way so the Hosting Company team can import the data and immediately apply a legal hold to the imported data. *If legal hold data is mixed with non-legal hold data the the Hosting Company import team will be unable to identify and flag the appropriate emails for legal hold.*

Once the data is received by the Hosting Company – our data import teams will begin importing the data into the archive. Depending on how we received the data (FTP or HD option), we will begin with the legal hold data first, so that we can import and then immediately create searches that will define those emails to be placed under legal hold. As the data import team completes the data import we will report back to the customer and update them on the status of the data that was imported. When the entire data import has been completed we will report back the amount of the data that was imported to the system.

Frequently Asked Questions

Q. How long does the import process take?

A. Dependent upon the size of the import, you should allow about four weeks from the point that we receive the data. This time frame is to allow for QA checking of the data as it is prepared, provide contingency for the gathering of any additional information and to take into account general scheduling for the import.

Q. When can I delete the PST files from my local storage?

A. It is very important that you do not remove any local copies of the PST files or messages from your servers, until we have confirmed in writing to you (normally via the support desk) that the data import process to the archive system has been completed. It will then require you to perform a sanity check on the data import, and confirm all is ok.

Q. How secure is my data when it is sent via Hard Disk Shipment service?

A: Data shipped via the hard disk shipment service will need to be encrypted using AES 256 bit encryption, which is used by the military to protect data. We recommend using the program 7-zip which allows for AES-256 bit encryption. (<http://www.7-zip.org/>)

Q. Can I request that the data be deleted on the disk prior to returning back to me?

A. Yes, please specify at the time of your import request that you wish to have the data shredded. The files on the disk will be shredded and you will need to format the disk for future use.

Q. What formats does the Hosting Company support importing to the archive?

A. The supported formats to import are: PST MSG/EML (RFC 822) MBOX / MBX NSF (lotus Notes) RGE.

**If your mailbox format is not listed, give us a call and we'll research into it.*