Enabling archiving for live mail flow (Moved to KnowledgeBase HelpDesk)

General

Is cross-domain archiving supported?

Yes. For every primary domain a corresponding domain has to be created on Vaultastic.

How are distribution lists handled?

This depends on the Primary email server (https://docs.mithi.com/home/how-to-configure-your-primary-email-server-to-journal-or-forward-live-mail-to-vaultastic). For O365 (https://docs.mithi.com/home/how-to-configure-o365-to-journal-mail-in-vaultastic)and GSuite (https://docs.mithi.com/home/how-to-configure-gsuite-to-journal-mail-in-vaultastic), mails sent to distribution lists will be archived in the individual member's Vaultastic account, provided the account is available on Vaultastic.

Does Vaultastic support message or attachment stubbing?

Vaultastic does not stub the original mail. A copy of the mail is maintained in the Vaultastic server independent of the primary mail server. Stubbing is not recommended for archival.

Will mail sent from a user's mobile also be archived?

Yes. Mails sent from any client (web, desktop or mobile) will be archived on Vaultastic.

How soon will the mail be archived?

Since the live mail archiving is configured for real time transfer of incoming or outgoing mail, you should be able to see mails sent and received almost instantaneously in the archive account. When you archive legacy mail data, you will be able to see the mail as they get archived.

Which mails are archived?

With live mail archiving, you can configure your primary email server (https://docs.mithi.com/home/how-to-configure-your-primary-email-server-to-journal-or-forward-live-mail-to-vaultastic) to archive mail for all or selected users. In addition, some mail servers allow you to choose whether to archive incoming, outgoing or all mail for the selected users.

O365

I have setup live mail archiving on my O365 domain, but the delivery is failing.

To set up live mail archiving from your O365 to Vaultastic, the first step is to define an SMTP Connector to route mail from O365 to Vaultastic. One common mistake is to give your Vaultastic domain URL instead of o365.vaultastic.com as the Smart Host.

To correct, make sure the email domain in the step to deliver mail**"Only when email messages are sent to these domains" is your Vaultastic domain** and the **Smart Host is "o365.vaultastic.com"**

Is there any plugin or extension to Outlook or Outlook Web access?

No, the Vaultastic interface is independent of the Office 365 end user interfaces. Depending on the rights assigned by the Vaultastic administrators (https://docs.mithi.com/home/how-to-manage-users-access-to-their-vaultastic-accounts-and-other-features), end users can access their Vaultastic accounts through a simple and secure self service portal (https://docs.mithi.com/home/how-to-use-the-self-service-portal-of-vaultastic).

What configuration is needed on the Office 365 domains?

Office 365 domain administrators have to configure journaling to forward copies of incoming and outgoing mail of the selected or all users (https://docs.mithi.com/home/how-to-configure-o365-to-journal-mail-in-vaultastic) to the Vaultastic servers.

Does Vaultastic maintain the data classification of Office 365?

To keep the end user interface simple, all the emails archived are classified as received (available in the Inbox) or sent (available in the Sent Items) by the user. Folder structure (https://docs.mithi.com/home/how-to-use-the-archive-view-to-search-for-reply-forward-or-download-a-mail#2-understand-the-folder-structure) in the primary account is not replicated to Vaultastic.

Does Vaultastic support an IMAP connector to Office 365?

For archiving live mail flow, you can use the journaling feature of O365 (https://docs.mithi.com/home/how-to-configure-o365-to-journal-mail-in-vaultastic). To archive legacy email data in O365 mail boxes, you can use IMAP connector of the legacy email data migration (https://docs.mithi.com/home/how-to-use-the-historical-data-upload-application-to-migrate-email-data-from-o365-using-imap) application

Can I archive or backup email from Microsoft Office 365?

Yes. You can configure journaling to archive live mail flow (https://docs.mithi.com/home/how-to-configure-o365-to-journal-mail-in-vaultastic) and use the application to upload legacy email data (https://docs.mithi.com/home/how-to-use-the-historical-data-upload-application-to-migrate-email-data-from-o365-using-imap) to ingest the legacy email data.

Are Office 365 groups supported?

Yes a corresponding id has to be created on Vaultastic domain.

Mails are not archiving from O365 to Vaultastic?

- If you have you enabled archiving for a group of specific users of O365, please ensure the sender and recipient id are present in the group. Refer the topic : Configuring Journaling for selected users (https://docs.mithi.com/home/how-to-configure-journaling-in-office-365-for-all-users-or-selected-users#configuring-journaling-for-selected-users)
- Also, confirm the user is provisioned on Vaultastic. Refer the topic: Manually provision users one at a time (https://docs.mithi.com/home/how-to-provision-users-in-vaultastic#manually-provision-users-one-at-a-time)

GSuite

Does Vaultastic support an IMAP connector to Google Apps?

For archiving live mail flow, you can use the journaling/forwarding feature of GSuite
(https://docs.mithi.com/home/how-to-configure-gsuite-to-journal-mail-in-vaultastic). To archive legacy email data in GSuite mail
boxes, you can use IMAP connector of the legacy email data migration (https://docs.mithi.com/home/how-to-use-the-
historical-data-upload-application-to-migrate-email-data-from-gsuite-using-imap) application

What configuration is needed on the GSuite?

GSuite domain administrators need to configure mail routing rules to forward copies of incoming and
outgoing mail of the selected or all users (http://docs.mithi.com/home/how-to-configure-gsuite-to-journal-mail-in-vaultastic) to
the Vaultastic servers.

MS Exchange

Does Vaultastic maintain the data classification of Hosted Exchange, Exchange Online?

To keep the end user interface simple, all mails archived are classified as received (available in the Inbox)
or sent (available in the Sent Items) by the user.
Folder structure (https://docs.mithi.com/home/how-to-use-the-archive-view-to-search-for-reply-forward-or-download-a-mail#2-
understand-the-folder-structure) in the primary account is not replicated to Vaultastic.

How are distribution lists handled?

Mail sent to distribution lists will be archived in the individual members Vaultastic account, provided the
account is available on Vaultastic.

Are shared mailboxes supported?

Yes, a corresponding account has to be created on the Vaultastic domain.

Are Hosted Exchange, Exchange Online groups supported?

Yes, a corresponding id has to be created on the Vaultastic domain.