

Vaultastic Storage Management Overview

Note: The Vaultastic Inactive Store will henceforth be called the Vaultastic Open Store. During the transition, you will find references for both names within the documentation and other communications.

Overview

Vaultastic is a cloud-based enterprise information archival and management solution.

Vaultastic has four stores into which your data can be archived. These are:

- The **Vaultastic Live Store**, is the store where you can archive data from helpdesk systems, CRM systems, website forms, and other sources. The Live Store as the name suggests allows you to collaborate on the data within it. Data from Active, Open or Deep can be activated by copying to the Live Store and opening up for collaboration.
- The **Vaultastic Active Store** used to archive email data which is required to be accessed frequently and quickly.
- The **Vaultastic Open Store** is where you can preserve data in files which is accessed infrequently.
- The **Vaultastic Deep Store** is the store where you preserve old and aging data. The data on the Deep Store is not immediately accessible and has to be restored before any action can be taken on it.

Live Store

The Live Store of Vaultastic is powered by [Ideolve](https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/version/%5b%5bhg-id:5d5675f88e121c4d38d99079%5d%5d) (<https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/version/%5b%5bhg-id:5d5675f88e121c4d38d99079%5d%5d>).

The contents of the Live Store are **notes in workspaces**.

Each workspace corresponds to a source of data. These notes are created by the live archiving from systems such as a helpdesk, CRM, etc.

The contents of Live Store are searchable using keywords and can be tagged.

Admins can invite users to workspaces. Invitees can search through, download and view the archive data. Invitees can also collaborate on the content.

Data from Active, Open or Deep Stores can be copied to the Live Store for audits and collaboration.

Active Store

The contents of the Active Store are emails that are searchable and accessible via the [eDiscovery](https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check) (<https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check>) interface of Vaultastic. The Active Store is organized in different Vaults corresponding to mailboxes on the primary email domain.

Open Store

The contents of the Open Store are files. The contents of the Open Store are searchable using the file names using the **Open Store Application** (<https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/version/%5b%5bhg-id:5fd1d3d6ad121c5e3179d87c%5d%5d>).

Deep Store

The contents of the Deep Store are files. The contents of the Deep Store are searchable using the file names using the Deep Store Application.

Comparing the Vaultastic Stores

	Live Store	Active Store	Open Store
Use Case	<ul style="list-style-type: none">• Archive live data from sources such as a helpdesk, a CRM, website forms, etc.• Activation of archive data from the other Vaultastic stores for the purpose of collaboration.	<ul style="list-style-type: none">• Store where the live email flow from mail servers is captured.• Fast search through email data using attributes such as email ids, keywords and dates.	<ul style="list-style-type: none">• An intelligent store for files moved from other Vault sources such as drives, ftp servers etc.
Retrival & Access Speed	<ul style="list-style-type: none">• All data available for immediate access	<ul style="list-style-type: none">• All data available for immediate access	<ul style="list-style-type: none">• All data available for immediate access
Access Methods	<ul style="list-style-type: none">• The Live Store application powered by Ideolve (https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/version/%5b%5bhg-id:5d5675f88e121c4d38d99079%5d%5d)	<ul style="list-style-type: none">• Vaultastic Active Store eDiscovery (https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check) interface	<ul style="list-style-type: none">• Vaultastic Open Storage Application (https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/version/%5b%5bhg-id:5fd1d3d6ad121c5e3179d87c%5d%5d).• S3 browser (https://docs.mithi.com/home/backup-data-from-vault-windows)• s3cmd or s4cmd on Linux
Storage Unit	<ul style="list-style-type: none">• Notes & Comments	<ul style="list-style-type: none">• Email	<ul style="list-style-type: none">• Data files in compressed or uncompressed format

	Live Store	Active Store	Open Store
Data Organization	<ul style="list-style-type: none"> Users can create one or more Workspaces. Each workspace contains notes. Each note can have one or more comments. Notes and comments can contain rich text and attachments. 	<ul style="list-style-type: none"> Each Vaultastic domain has a separate store. Active Store content is associated with one or more vaults. A single vault is associated with a user on the domain. 	<ul style="list-style-type: none"> Each Vaultastic domain has a separate store. Data can be organized in folders
Methods of Uploading data	<ul style="list-style-type: none"> Uploading individual mails from the Vaultastic Active Store Connectors to data sources such as CRM, helpdesk, forms, email streams (https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/version/%5b%5bhg-id:5f607d4fad121ce02a43e8d5%5d%5d) 	<ul style="list-style-type: none"> Live mail archiving using journaling or forwarding on the primary mail server (https://docs.mithi.com/home/how-to-configure-your-primary-email-server-to-journal-or-forward-live-mail-to-vaultastic) LegacyFlo to upload data from PST / ZIP files or mailboxes 	<ul style="list-style-type: none"> Automatic movement from Active Store From drives From mailboxes From FTP servers From desktop For a complete list refer to the documentation here (https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/id:61f8ff04b5910942b7b2d59%5d%5d).
Methods of Downloading data	<ul style="list-style-type: none"> Note export from the Live Store 	<ul style="list-style-type: none"> Export from eDiscovery app (https://docs.mithi.com/home/vaultastic-active-store) LegacyFlo to generate and export PST/ZIP files 	<ul style="list-style-type: none"> More than one method of downloading data from Open Store as mentioned here (https://docs.mithi.com/65dc59779c38dc50bb2a94db/language/en/id:61f8ffed13d0d5dd027b24bc%5d%5d).
Searching for data	<ul style="list-style-type: none"> Notes & their comments are searchable using keywords or phrases, tags and the authors of notes/comments. 	<ul style="list-style-type: none"> Mails are searchable using sender, recipients, date, and keywords 	<ul style="list-style-type: none"> Search using the file name Browse the file content using the content-list
File Operations allowed	<ul style="list-style-type: none"> Export note content 	<ul style="list-style-type: none"> Download, export (in PST or EML formats), upload to Ideolve, reply, reply all, forward, and forward as an attachment 	<ul style="list-style-type: none"> Download, delete
Users	<ul style="list-style-type: none"> Invitees to the workspaces 	<ul style="list-style-type: none"> Vault ids with Full or Self Service Access (https://docs.mithi.com/home/how-to-manage-users-access-to-their-vaultastic-accounts-and-other-features) 	<ul style="list-style-type: none"> Domain Administrators (https://docs.mithi.com/home/how-administrative-roles-in-vaultastic)
Tagging of content for fast search	<ul style="list-style-type: none"> Available 	<ul style="list-style-type: none"> Not available 	<ul style="list-style-type: none"> Not available
Collaboration features such as comments, mentions, notifications	<ul style="list-style-type: none"> Available 	<ul style="list-style-type: none"> Not available 	<ul style="list-style-type: none"> Not available

When to use the Vaultastic Live Store



Data on the Vaultastic Live Store is collected in real-time as it is transacted/created on the source. This data immediately becomes available for search and download. The Vaultastic Live Store is powered by Ideolve.

Case 1: When you want to archive live communication data from a ticketing system
<https://docs.mithi.com/home/integration-with-freshdesk>

Each ticket on the helpdesk is a note in the Helpdesk workspace on the Live Store. Every communication by the support agents logged into the ticketing system or any customer responses gets added to the notes as comments. Workspace members can view, download, tag, and comment on the notes. Members can even post comments from the Live Store to the ticket on the helpdesk.

Case 2: When you want to archive live updates from accounts and deals on a CRM system
<https://docs.mithi.com/home/integration-with-zoho-crm>

Each account or deal created in the CRM system gets a corresponding note in the CRM workspace in the Live Store. Updates to the accounts and deals get automatically recorded as comments to the Live Store notes. . Workspace members can view, download, tag, and comment on the notes

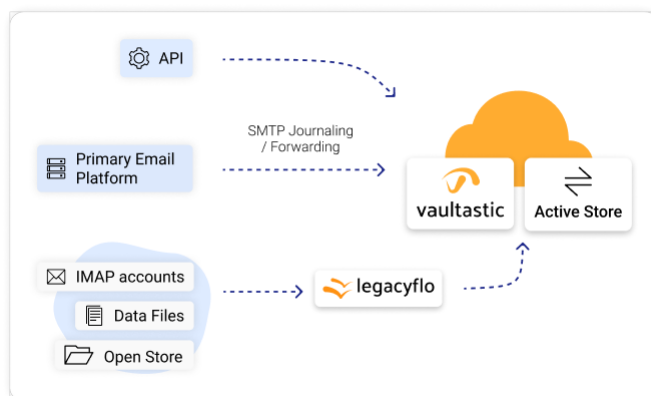
Case 3: When you want to archive data collected from website forms
<https://docs.mithi.com/home/integration-with-zapier>

Your website form can contain important customer information that needs to be archived. Each form filled is stored as a note on the relevant workspace

Case 4: When you want to archive email data and want to make the emails ready for sharing
<https://docs.mithi.com/home/integration-with-email>

Data from the Active Store or any other email source can be uploaded to the Live Store for further collaboration.

When to use the Vaultastic Active Store



Case 1: Archiving mail data using the journaling or forwarding or BCC feature of the primary mail server

If you want to archive messages using the journaling, BCC, or forwarding feature of the primary server, the data has to be uploaded to the Active Store.

Case 2: You want to search through data available in data files such as EML, PST, Maildir or MBOX

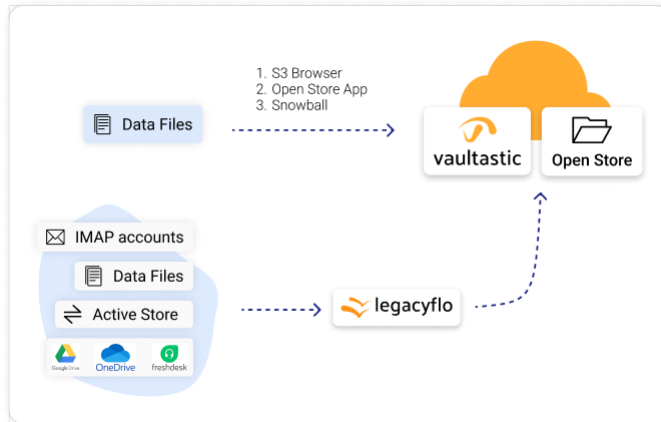
If you want to be able to search through data files for specific mail using search criteria such as sender,

recipients, keywords or date ranges, the data has to be in the Active Store of Vaultastic.

Case 3: You want to collect data in mailboxes on the mail servers and make it searchable

If you want to backup the mailbox content on the primary server and make the content searchable, then the data has to be uploaded to the Vaultastic Active Store using LegacyFlo.

When to use the Vaultastic Open Store



Case 1: Upload files to a Cloud Store

If your organization is looking for a low-cost option to save files on the cloud, then the Vaultastic Open Store is a good option.

Case 2: You want to reduce the size of mailboxes on the primary store but do not want to make the email data searchable

Suppose you are looking to reduce the mailboxes' size on the primary mail server but have not enabled live mail archiving to Vaultastic Active Store. In that case, you can use [LegacyFlo](https://docs.mithi.com/home/legacyflo) (<https://docs.mithi.com/home/legacyflo>) to upload data directly from the mailboxes on the primary mail server to the Open Store.

Case 3: You are looking at reducing the size of Vaults on the Active Store

You have enabled live mail archiving from your mail server to the vaults on the Active Store and now are looking at reducing the Active Storage usage without deleting the data. In this case, you can move data from the Active Store to the Open Store using [LegacyFlo](https://docs.mithi.com/home/legacyflo) (<https://docs.mithi.com/home/legacyflo>).

Case 4: You are looking to backup data from other sources such as GDrive

You can use a LegacyFlo request to [back up data from GDrive](https://docs.mithi.com/home/backup-gdrive-data-onto-the-vaultastic-open-store) (<https://docs.mithi.com/home/backup-gdrive-data-onto-the-vaultastic-open-store>), OneDrive, Freshdesk Solutions, and other sources to the Vaultastic Open Store.

When to use the Vaultastic Deep Store

The Vaultastic Deep Store is used for long term and cost-effective preservation of rarely accessed data and is the lowest cost Vaultastic Store.

The deep store can be used instead of the Open Store when the data stored is to be infrequently accessed.

Unlike the Open Store, where data is immediately accessible, the data on the Deep Store has to be first retrieved or restored for access.

The retrieval process takes 24-48 hours. Once retrieved, data is easily accessible for 7 calendar days and all operations can be performed on the data.