



Exchange 2007 Myths

Myth - Email archiving is included with Exchange 2007

Exchange 2007 features several technologies that imply email archiving, but in reality they offer only a partial, very limited archiving solution or categorization methodology:

- **Managed Folders.** These are folders that can exist within user mailboxes. They are populated with data by either system rules¹ or user drag drop of emails.

Managed Folders allow an organization to categorize compliance data into various containers and ensure that data is tamper proof. However, it still maintains the data within Exchange Server and therefore continues to bloat the information stores with data.

Note: Microsoft IT does not rely on Managed Folders internally to provide compliance support.

- **Journaling².** As with previous Exchange releases, journaling forms part of Exchange 2007's functionality. The core functionality has been extended to improve granularity in its scope.

Previous versions were based on the capture of all emails per Exchange enabled store; now you can specify individual mailboxes to be Journalled regardless of store status. However the significant impact of managing the storage requirements for the journal data remains.

Note: to enable mailbox level Journaling requires Enterprise levels CAL's. Microsoft IT use journaling to assist with compliance.

Both of the above solutions continue to maintain the data within the Exchange Stores rather than passing the information onto external (lower cost) technologies and storage.

In summary the 'built in' technologies within Exchange server 2007 do not provide a full solution for compliance.

In addition the follow limitations exist:

- There are no full audit trails on search activities
- Discovery of compliance data is a difficult operation and in some circumstances impossible
- Storage requirements are significant (online Exchange Server storage)
- Performance of an Exchange server decreases as the volume of stored data increases
- There is no central view of data
- The data stored is not portable, it must live within Exchange Server
- The data held within Journal mailboxes is not tamper proof

It should be noted that Exchange 2007 does not provide any capacity management or archiving technologies to store data external to the Information Stores.

¹ Rules include keyword or message property. They do not allow for the dynamic nature of email content.

² Scare tactics are often used to dispel the use of Journaling. These typically involve stating the additional load placed onto the Exchange servers is prohibitive. This does not prove to be the case in practice.

Myth - External Archiving

Microsoft acquired FrontBridge Technologies to provide an outsourced Compliance solution. It is billed as a subscription based service and the data is external to the corporate. Mail is routed through the FrontBridge servers and captured. Once committed to this solution it is very difficult to change. This solution is not specific to Exchange 2007.

Myth - Exchange 2007 includes Compression

Exchange 2007 with the combination of Outlook 2003 or 2007 does provide compression through packet transmission optimization, but this optimization only occurs during the transit of the email messages. Once the transit has finish the emails are stored within Exchange in their native size.

Summary

- Exchange 2007 features several technologies that imply email archiving, but in reality they offer only a partial very limited archiving solution / categorization methodology using Managed Folders and Journaling.
- Microsoft acquired FrontBridge Technologies to provide an outsourced Compliance solution but it is billed as a subscription based service and the data is external to the corporate. Once committed to this solution it is very difficult to change.
- Exchange 2007 with the combination of Outlook 2003 or 2007 does feature compression through packet transmission optimization, but this optimization only occurs during the transit of the email messages. Once the transit has finish the emails are stored within Exchange in their native size.

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