Quest® Archive Manager 5.10

Product Overview

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Updated - August 2025
Software Version - 5.10

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1

Introduction

Email has become such a mainstream form of communication that organizations of all sizes now consider email a mission-critical application—they could not survive without it. And with this dependence has come increased usage.

Research indicates that more than 70% of an organization's intellectual property is contained within its email system. Most organizations do not have a strategy to capture, analyze or leverage this knowledge. Executives know that if sensitive or top-secret documents are being transported using email, either intentionally or unintentionally, the company can be sued, confidential information can be leaked, or the organization is at risk for major liability.

These issues are compounded by the weaknesses of current email systems. These systems do not provide the ability for email messages to be managed effectively in the long-term, and trying to work around these weaknesses is expensive, time-consuming and risky. As a result, most of an organization's key stakeholders are unable to meet their obligations:

- IT Managers and systems administrators are struggling to find enough storage, the business-critical messaging server is continually strained by the volume of messages going through it, and it can take weeks to find a message someone has deleted and wants to retrieve.

  Business Impact: IT Managers spend their valuable time trying to keep systems up and running, and purchasing additional storage space to hold new messages. Days can be consumed trying to restore deleted messages from back-up tapes.

- Risk Managers cannot be certain they keep all messages, nor are they able to find them easily in order to comply with legislative or discovery requirements.

  Business Impact: Penalties can be imposed on companies who do not comply with legislative requirements, while the cost of compliance using existing systems can run into the millions of dollars. Companies need to not only prove an email was sent; in many cases they need to prove that an email message was not sent.

- Knowledge Managers are unable to effectively manage the knowledge contained within email messages and attachments, and systems such as document management systems place onerous duties on users, resulting in non-compliance.

  Business Impact: Organizations miss out on the valuable information contained within email messages, by not being able to find them, or when the information is deleted.

- End users are constrained by limits on the size of the email messages they can keep, so they end up storing messages elsewhere, out of the view of the company, or simply delete them, potentially losing valuable corporate information.

  Business Impact: Users spend hours each week managing email messages to remain within storage guidelines, while the business runs the risk of having valuable information deleted.

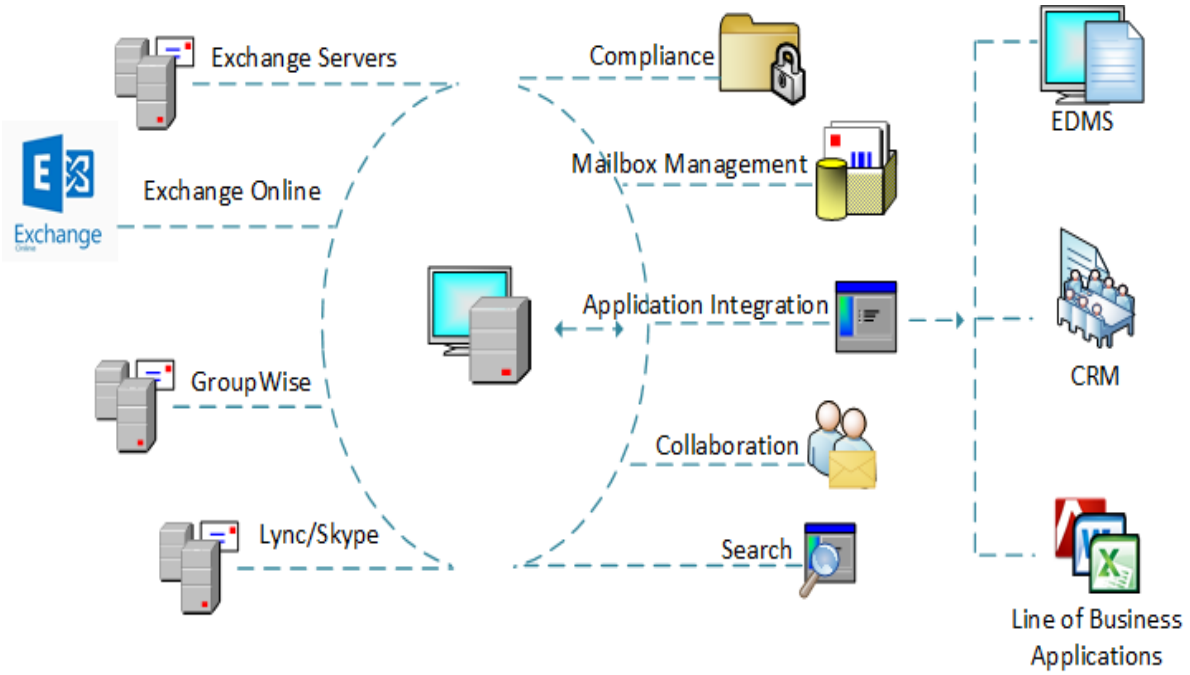
In short, the current email systems do not meet the needs of key stakeholders and their weaknesses expose the organizations that run them.

Features and benefits

- Features and benefits overview
- Search and retrieval capabilities
- Email storage management
- Email compliance
- Mobile support
- Multiple server and platform support
- Rapid installation
- Minimal risk to environment
- Flexible access options
- Security and auditing
- Integration platform

Features and benefits overview

Archive Manager lets email become a true asset for the organization. Archive Manager has been specifically designed to meet the needs of these key stakeholders by enabling organizations to automatically capture, retrieve and analyze all messages and attachments that are processed by the email system.



Archive Manager ensures organizations are able to take maximum advantage of email by:

- Capturing all messages sent to or from an organization, ensuring organizations can meet their compliance requirements, retaining knowledge contained with the email message and its attachments, and removing the burden placed on users—they no longer need to worry about managing emails.
- Archiving most non-email Outlook item types (for Exchange systems and Office 365). In addition to email messages, Archive Manager also captures: calendar appointments, meeting invitations, tasks, task requests, sticky notes, contacts, and personal distribution lists.
- Protecting messages in a tamper-proof store. Users are unable to modify messages and attachments once in the Archive Manager system, ensuring an accurate record of all content is maintained.
- Providing the ability to search across all messages and attachments. Managers, administrators and users can use a Google-like search to search across all messages and attachments to which they have access. Information can now be found within minutes, where in the past it would have taken hours to find.
- Indexing all meaningful fields of non-email items—meeting locations and times, contact Company names, and so forth—to make them available to text searches as if they were parts of a message body.
- Installing with minimal risk. No software needs to be installed on the production messaging server, or on the user's PC, reducing implementation and support costs.
- Storing only a single copy of all messages and attachments, in a centralized store, reducing the storage space required to store email messages. Compression technology reduces the size of this storage even further. In addition, Archive Manager can directly manage the mail server store, using policies to manage what email messages remain in this store.

  The result is a reduction in storage costs and the costs associated with managing this storage. The email system can also run more effectively, as it does not need to store as many messages.
- Enabling users to easily access email through a web user interface that uses familiar concepts such as Google-type searches and Microsoft Outlook-compatible folders, or seamlessly through the Microsoft Outlook application. Users can get up and running quickly, reducing training costs.
- Importing all messages. In addition to capturing messages that are processed after Archive Manager has been installed, messages stored on backup tapes or within personal store (PST) files can be imported, ensuring a complete record and further reducing the storage burden through a reduction in the number of duplicated messages that are stored in multiple locations.
- Working with multiple email systems. In addition to Microsoft Exchange and Office 365, Archive Manager works with Novell GroupWise and will support other systems in the future. Archive Manager can also archive instant messages, delivering an even broader archiving value proposition.
- Mobile device support. Business users are increasingly mobile, requiring access to data wherever and whenever they want. With Archive Manager, users can now get access to their archived email data through a mobile device, increasing productivity and customer satisfaction.
- Integrating Archive Manager with other applications to provide data and content from email and attachments to other systems. Archive Manager can be easily integrated with other systems; a customer relationship management application, for example, can now easily access all email messages sent to or from a customer.

Archive Manager addresses the dual drivers of effective management and storage of email, and to facilitate compliance and legal retention, while delivering a platform that lets organizations share their email information among users and applications.

By capturing all email messages, corporate knowledge is retained and accessible—to approved personnel—reducing the cost of administration and empowering users throughout the organization. Simple in concept, but highly functional in deployment, Archive Manager automatically captures email messages sent through an messaging server, and intelligently stores them in a single, centralized email archival and analysis system.

Archive Manager supports multiple messaging servers, and multiple types of messaging servers, providing a single archive for the entire organization, should multiple servers be employed.

Once stored, Archive Manager provides easy access to these messages, allowing permitted users to search and retrieve their own messages, or for managers and administrators to search across the entire organization. All these functions are performed using a standard, familiar browser interface.

TIP: AM supports native rehydration for Exchange or exports are intended for small data sets. Large migrations should use a specialist utility designed for migration.

Search and retrieval capabilities

Authorized users can quickly search for archived messages using the built in search tools. Full text searches can be performed across both messages and attachments. As a result, requests for information can be conducted in minutes, not hours or days.

Archive Manager not only lets users perform searches within both message metadata and the content of messages and attachments, it also extends these capabilities.

Standard email metadata can be searched, including the To:, From: and Subject fields, across both internal and external email messages.

Message content and attachments can be also searched using a standard keyword search. Users can enter a keyword or combination of words, and the message and/or any attachments will also be searched. Date ranges can also be used to refine searches further, enabling users to search between nominated start and end date parameters.

Unlike many other products, all standard formats of attachments (e.g. Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Adobe Acrobat) can be searched using the built-in search filters. The search engine utilizes standard Microsoft iFilter technology, so additional third party filters can be incorporated to search additional document formats such as Sun StarOffice and OpenOffice, compressed Zip files, and Autodesk document formats. Once a message is captured in the Archive Manager repository, the content of the message, as well as any attachments, can be searched.

Email messages sent to, or received from, specific address domains can also be quickly located, so messages from particular sites or PCs can be easily identified.

Searches can be saved, so that users can reuse frequent searches without having to enter the same criteria each time. For investigators, this means that commonly-used search criteria can be stored, and a search using these existing criteria can be initiated at the click of a mouse button.

Archive Manager extends its standard search functionality by also making use of RSS (Really Simple Syndication) standards. A saved search can output RSS-compliant data, so that an RSS-compliant client application can be used to regularly run this saved search and then notify the user when there have been any updates to the messages found using the saved search. This provides for ongoing, proactive monitoring of the Archive Manager repository.

Archive Manager also features a unique attachment view, whereby particular types of attachments can also be identified and searched. Archive Manager lets users locate attachments within the system, and identify who has sent or received them. This lets users and administrators quickly locate the most recent version of a document, and understand who sent and received the document.

Email storage management

Archive Manager delivers significant reductions in email storage and backup because of its unique single instance storage capabilities-both email messages and attachments are processed, and only a single copy of a message or an attachment is kept. Archive Manager can also utilize compression to achieve further storage reductions.

Archive Manager extends this concept of a single instance store by storing a single copy of any message or attachment that is processed through the system. Messages are stored only once, with each sender or recipient being given access to that message.

In the case of attachments, only a single copy of any attachment is stored-checks are made to determine if a file is unique and, if it is, it is stored; if it is not, then a link to the existing file is provided. To illustrate this, if a joke email

with a large attachment is sent and received several times as it finds its way through the organization, that attachment is only stored once. Other messaging systems would store the attachment multiple times.

This results in significant storage savings. These savings are even greater when taking into consideration the use of personal store (or PST) files-when these are used, the same message, and attachment, will end up in even more locations.

Similarly, if multiple messaging servers are used within an organization, and a message is sent to recipients in three different servers, then at least three copies of that message and its attachments will be stored. Archive Manager is able to consolidate the message archive across multiple messaging servers; ensuring only one copy of a message and its attachments is stored.

Compression technology reduces the size of this storage even further. There is some compression of the email message and metadata that is stored within the Microsoft SQL Server database. In addition, attachments stored in the file store can also be compressed-the level of compression is dependant upon the type of document that is being compressed; for example Microsoft Word documents can compress further than a JPG graphic image, for example.

The result: A reduction in storage costs and the costs associated with managing this storage. The messaging system can also run more effectively, as it does not need to store as many messages.

In addition to capturing the messages in Archive Manager, the Archive Manager Exchange Store Manager service lets organizations manage the content of their Microsoft Exchange server.

While the recommended approach for capturing email is to use the standard journaling capabilities of Microsoft Exchange, which captures all messages being processed by the mail server, the Exchange Store Manager service lets organizations:

- Capture email messages from only a subset of users or groups of users;
- Use policies to manage the Exchange store. Messages within the Exchange store can be "stubbed," replacing the content of a message with a "shell" which, when accessed, loads the message from the Archive Manager server instead of the Exchange server. Message stubbing alone can result in storage improvements of 90+%.

Archive Manager can also archive email messages stored in Microsoft Exchange public folders, providing access to these via the Archive Manager web-based user interface.

In summary, Archive Manager provides flexibility for organizations wanting to capture email from all or a subset of users, and in doing so creates significant storage improvements.

Email compliance

Regulations such as Sarbanes-Oxley impose rules around how email information must be managed; Archive Manager helps organizations to address these requirements.

Archive Manager works by capturing all internal and external, inbound and outbound messages and storing these in the Archive Manager repository.

Once a message is processed by the messaging server, a copy of the message is automatically placed in the Archive Manager repository. Archive Manager also provides users—security permitting—with the ability to quickly and easily search for messages (and message content) using a standard web browser.

The powerful search capabilities of Archive Manager ensure that discovery requests can be performed in a minimum period of time and these searches can be conducted by business managers, not technology staff, reducing the overall impact of any investigation.

Keyword matching is provided through the use of Archive Manager’s saved searches capability, which lets users and administrators easily perform searches based on specific criteria, including standard email metadata (e.g. sender, recipient) as well as content within either the email message or attachments. A saved search can output RSS-compliant data, so that an RSS-compliant client application can be used to regularly run this saved search and then notify the user when there have been any updates to the messages found using the saved search. This provides for ongoing, proactive monitoring of the Archive Manager repository.

Further broad searches can be restricted, so an investigation can be limited to a particular set of user data, or the entire store if necessary.

Archive Manager's custom mailbox capability lets users group batches of email messages together as part of a knowledge gathering or discovery exercise. These results can be made available to specific users, or output in a particular format, further assisting the discovery and information sharing process.

Retention capabilities let organizations manage the data in their email archive. A retention policy can be assigned to archived data and then this data can be purged from the archive at a pre-determined, configurable time. This helps organizations satisfy any legislation that requires messages not be kept for more than a specific period of time.

Legal hold can be applied during investigations or for other reasons to halt any retention rules which may be in place; this will prevent data which could be relevant for a case being deleted.

Mobile support

Many mobile devices allow only a finite amount of email data to be stored, while the search capabilities of these email clients are generally rudimentary, often frustrating users who want to access messages that are more than a few days old.

End users who want access to their archived email data can now access their email data through an easy to use user interface on their mobile device. Users can search their email data and attachments through their device, and then can access the messages which are retrieved as a result of the search.

Organizations can also be assured that while users can access their archived data remotely, no data is stored on the device itself, minimizing security risks.

Multiple server and platform support

Archive Manager supports a broad range of messaging servers, including:

- Microsoft Exchange
- Exchange Online
- Novell GroupWise
- IMAP/POP3
- Microsoft Skype/Lync Server

Archive Manager can also work in a mixed platform environment, where two or more of these messaging servers are used.

Instant messages can be captured and archived into Archive Manager, enabling organizations to obtain a more complete record of communication.

Support for additional messaging systems will be provided in future releases.

Rapid installation

Archive Manager is designed to be implemented quickly, with minimal impact to an organization's email systems and existing tools.

One of Archive Manager's design goals was to ensure no client software is installed on the client PC, or on the messaging server.

In the case of the former, Archive Manager requires no client software to be installed: a standard web browser is all that is required to access the web application, while no additional software needs to be installed for Microsoft Outlook users to access the Archive Manager archive.

Similarly, no additional software needs to be installed on the messaging server, ensuring that the risk of an implementation is reduced. In a compliance scenario, the standard journaling capabilities of the messaging server are used, simply requiring a minor configuration to the messaging server and the creation of an additional mailbox; if the email store management capabilities of Archive Manager are used, then implementation is also straightforward – no additional software needs to be installed.

This approach significantly reduces the cost, risk and timeframes of any implementation, and provides customers with an easy way of taking advantage of email archiving with minimal impact.

Minimal risk to environment

Archive Manager has minimal overhead, and will work in conjunction with most existing tools and processes.

By using Archive Manager, storage space used by the original messaging server will be reduced, reducing administration requirements while also ensuring the messaging system is able to perform to its potential. As a result, necessary hardware and management investments can be reduced, and there is a greater return on investment for the existing platform.

Archive Manager is unaffected if the messaging server goes down; while new messages would not be received, Archive Manager would let users and management access all messages processed by the application. This reduces the impact of any downtime, and effectively provides a business continuity solution. IT Managers have more time to work out emergency response strategies.

Because it is based on open standards, using mainstream technologies, Archive Manager leverages skills and expertise likely to be already present within the organization. Archive Manager minimizes impact on IT staff by using standard technologies that can be supported by existing support agreements and partners, further minimizing the amount of change that needs to occur.

Flexible access options

Archive Manager can be accessed through a web browser or through Microsoft Outlook, while an offline client is available for remote or mobile users.

A full-featured web-based user interface is provided that lets end users search their email, and allows permitted users to share information, access other users' mailboxes and administer the system.

Organizations that want to reduce the size of their mail server storage can take advantage of Archive Manager's message "stubbing" capabilities which reduce the size of the store by replacing messages in Exchange, for example, with a message "shell" that, when accessed, retrieves the message from the Archive Manager archive. End users access their email messages through Microsoft Outlook as they would normally—there is no apparent difference in appearance or performance.

For those users who require offline access to their email archive, Archive Manager delivers offline client software which, once installed on end users' PCs, lets users store a pre-determined amount of data offline. This data also remains stored within the archive for compliance purposes.

Security and auditing

Archive Manager utilizes the same security model used within the organization, enforcing security and reducing the need to administer multiple sets of logins.

Archive Manager synchronizes user and group information with the directory service used within the organization, including Microsoft Active Directory. This ensures that core user information is maintained and managed in a single place, reducing the overall administration overhead of the application.

Users are only able to access those messages—and attachments—to which they are entitled. By default a user only has access to those messages they originally sent or received.

All searches and accesses made to messages are tracked and stored in the Archive Manager system for auditing purposes. Permitted users, including administrators, can access the logs of searches performed across the application.

Administrators—and other permitted users—can also monitor activity within the Archive Manager application, including what searches have been performed by particular users, which users have accessed the mailboxes of other users. These activities can also be exposed as Really Simple Syndication (RSS) feeds, enabling the proactive monitoring of this activity.

Integration platform

The open standards employed by Archive Manager let other, external applications securely query and access the repository of email messages and attachments, making it easy to integrate with other external applications.

Customers of Archive Manager have different uses for email data, and it is for this reason Archive Manager provides multiple methods for accessing and making use of this data.

There are two main mechanisms for accessing—and, therefore, integrating with—the email data contained within Archive Manager:

- URL Passing—Archive Manager can deliver data to other applications by being passed search criteria in the form of a standard URL. This technique can be used to easily deliver email data into other applications, including Microsoft SharePoint and Salesforce.com.
- XML Web Services Application Programming Interface (API)—significantly more powerful, the Archive Manager XML Web Services API capability provides programmatic access to the Archive Manager email data and application functionality. In addition to retrieving search results from the Archive Manager application, the API can be used to manipulate the Archive Manager application, for example it can be used to programmatically create virtual mailboxes within Archive Manager.

Combined, these methods deliver a powerful capability that can unlock the value of email data across any organization, as well as build capability that maximizes the value of the Archive Manager platform.

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How Archive Manager works

Archive Manager works in conjunction with an organization's standard messaging infrastructure. The application sits "behind the firewall," within the organization; it does not interact with, or impact, any firewall or filtering solutions that may be in place.

In a standard Archive Manager implementation involving Microsoft Exchange, two Archive Manager services import mail messages into Archive Manager: the Archive Manager Data Load Service and the Archive Manager Exchange Store Manager (ESM) Service. Either one or both of these services can be used to ensure a complete solution for email archiving within an organization, as well as capturing the "drag and drop" movement of messages between private and public folders and mailboxes.

A journaling-based solution involves the creation of a new mailbox into which copies of all email messages transacted by Microsoft Exchange are placed. This configuration requires a minimal, standard change to the Microsoft Exchange server, and no additional software is required.

For organizations not wishing to capture all messages, the Archive Manager Exchange Store Manager service can be used to capture the messages—and folder information—contained within appropriate users' mailboxes. Again, this solution requires no software to be installed on the Microsoft Exchange server.

The Archive Manager Store Manager alone is not suitable for a compliance-related scenario where all messages need to be captured: the Store Manager does not maintain a continuous connection to the messaging server store.

Both of the above approaches represent low risk to the organization, which is inevitably relying on email as a mission critical application. Installing any software—even a standard package such as Microsoft Outlook—could add instability to this environment.

Regardless of the method used, the Archive Manager application then processes the message (along with any attachments). Archive Manager analyzes the content of the message and calculates a "DNA fingerprint" based on a number of criteria within the message. This fingerprint is unique, and is used to determine if the message or attachments have been processed previously. If the message has not been previously processed, it is stored in Archive Manager; if it has been processed, it is ignored. As a result, Archive Manager will only store a single copy of any message or any attachment.

This fingerprinting capability is also used to determine if a message or attachment has been tampered with, as any modification will result in a change to the fingerprint calculation. This is important for compliance purposes where the integrity of the email archive is critical.

Once Archive Manager has determined it needs to store a message and any attachments, the application separates the message into its constituent parts; the message body and all associated metadata (including the message subject, to, from, time, date) into a Microsoft SQL Server database, while the attachments are stored in a standard attachment store.

As a result, Archive Manager is able to capture every email message that is transacted by the email system, and achieves storage efficiencies by storing only a single instance of the message and attachments in a secure, searchable, industry standard repository without loading any software on to the existing mail system.

Once Archive Manager has been installed, the existing mail system can be more effectively managed. The Archive Manager Exchange Store Manager service can be used to "stub" messages within Microsoft Exchange and replace existing messages with a "shell" that contains the original email information using data provided by Archive Manager—Microsoft Outlook users can seamlessly access their "live" and archived email, which is retrieved from the Archive Manager server without any additional user intervention.

This capability is driven by policies which are managed by the Archive Manager administrator. Aggressive policies can be implemented which result in significant storage reductions on the original Microsoft Exchange store—savings in excess of 80% have been achieved.

In addition to accessing messages through Outlook, a powerful and easy to use web-based user interface is provided, enabling both end users and administrators to search and manage the archived messages, and control how the application controls. Access to archived email through mobile devices is also supported—users of these devices simply access their email data through an customized web page on their phones.

Archive Manager also inherently improves business continuity due the fact that if there is a mail server failure or it is taken offline, users still have access to all their email up to that point using Archive Manager. Similarly, should Archive Manager be unavailable for whatever reason, users still have full access to their messaging system and the Archive Manager system can continue to process messages as soon as it is back online. Archive Manager can also provide disaster recovery capabilities by using the inherent features of Microsoft SQL Server Enterprise Edition, including transaction log shipping.

The Recovery Manager for Exchange product can be used to capture Microsoft Outlook personal store (.PST) files into Archive Manager. This lets customers dramatically increase the value of their Archive Manager system as several years worth of email can be made available to the wider organization, and the storage issues associated with PST files can be minimized.

4

Summary

Now regarded as a mainstream communications tool, email is not well served by existing email systems, which focus on the transactional processes of sending and receiving email, and in effect minimize the importance of what is contained within the email message.

Archive Manager is a next generation email management solution that addresses current email archiving and compliance challenges, while also providing a forward looking platform for email enabling line of business applications.

Given the explosive growth of email as a form of communication – and its acceptance as a legal document—there is an urgent corporate governance need for any organization to adopt Archive Manager. Legislation such as Sarbanes-Oxley in the United States, and the Basel II accords in Europe and elsewhere, have brought urgent focus to compliance and information risk management in email with organizations being required to conform.

There are also numerous technical challenges relating to email, particularly in the area of storage. Archive Manager reduces the overall storage requirements of email by optimizing the storage of email messages and attachments, and providing a way of managing the mail server store, making email significantly easier to manage.

Archive Manager delivers a secure, flexible application platform that addresses these issues and provides a foundation for deriving maximum value from email: Intelligent Email Archiving. This approach applies modern business concepts to email, enabling organizations to derive greater awareness and knowledge sharing by providing access to email content and metadata, and providing a platform for this information to be leveraged by other business processes and business systems.

Archive Manager lets email become a true asset for the organization by capturing, indexing, and storing messaging data for mailbox management, compliance, and knowledge sharing.

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at https://support.quest.com.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.