

## MessageSolution On-Premise Software Licensing Terms and Conditions, Annual Standard Software Maintenance Program

These MessageSolution, On-Premise-Software Licensing Terms and Conditions (Terms and Conditions) and annual Standard Software Maintenance Program (SMP), together with MessageSolution Business Proposal submitted to MessageSolution's customers ("Licensee" or "Customer") by MessageSolution account executives, sets forth the provisions of the agreement ("Agreement") between MessageSolution, Inc. (located at 1851 McCarthy Blvd, Suite 105, Milpitas Ca 95035) and the Customer hereinafter described as the software licensee ("Licensee"). This Agreement is effective as of Licensee signature date ("Effective Date") on MessageSolution Business Proposal ("Proposal").

### I. LICENSE GRANT

a. In consideration of the Licensee's promises contained herein and the Licensee's payment of the Software License Fees, MessageSolution ("Licensor") grants to Licensee, (subject to the terms and conditions set out in this Agreement and agreed upon by the Licensee), a non-exclusive, irrevocable and non-transferable annual license ("License") to use the Software indicated in the Proposal submitted to Licensee by Licensor or its authorized representative. The Proposal may be re-negotiated from time to time by both parties and providing terms are agreed upon by both parties, the new terms shall then be attached to this Agreement and shall become a part hereof. "Licensed Product(s)" is the computer programming code, including source and object code for the software programs, any software updates, the media in which the program is delivered, and the associated documentation (including published product specifications).

"MessageSolution EEA Legacy Edition" purchased with a perpetual license are strictly for the originally purchased edition, and a new release can be purchased with a perpetual license at the listed price without any promotional discount. The subsequent upgraded and future editions shall be on an annual license basis (i.e. previously purchased 5.0 version upgraded to EEA 6.0 version, the annual or a multi-annual license shall be granted to the 6.0 edition).

b. "On-Premise Software" or "Software" shall refer to certain Licensor's software products in object code form, provided to Licensee by Licensor under this Agreement. "Software" is deployed on customer's premises through a series of processes including installation, configuration, system tuning and system troubleshooting or optimization etc., as identified and more fully described in attached exhibits as executed by both parties.

c. Licensor Modifications to the Software shall, in all cases, be updates, new versions, or new releases of existing products, not new products. Licensor Modifications shall belong to Licensor and shall be Software.

d. "Migration License" shall refer to the license authorized to Licensee to run MessageSolution product in order to conduct the system deployment process which

will determine the exact number of mailboxes or end users which the Licensee organization may require for certain functions, such as migrating emails, attachments or files from a customer's server location into the MessageSolution archiving server, or other functions and features designed for MessageSolution products. The cost of Migration License varies, determined by number of the users or the file data volume to be migrated, provided in the Proposal.

## II. LICENSE USE

The Software is to be used by Licensee employees, agents, consultants, contractors, outsourcing companies engaged by Licensee, affiliates, and third-party business partners/ customers of Licensee on any CPU, computer, or any operating platform necessary to meet Licensee's business needs. The Software is not to be copied by Licensee without the written permission of Licensor with the exception of Licensee's production, backup, archival, and disaster recovery purposes. The Software may not be used for commercial timesharing, service bureau or other rental or sharing arrangements.

## III. LICENSE RENEWAL

a. As stated above, MessageSolution Product is licensed annually, and must therefore be renewed each year. Product Licensing renewal permits the Licensee's access to the product administration user interface and end user archive access is included in the annual Standard Software Maintenance Program (SMP). Additional licenses can be purchased at the ongoing listed price, with the license implementation fee, and the fee for the annual Software Maintenance Program (SMP).

## IV. LIMITED WARRANTY

- a. After the first installation session is completed by MessageSolution Technical Support Team, the original proposed deployment assistance fees listed in Proposal become non-refundable.
- b. Licensor warrants that the Licensed Software is capable of operating in substantial conformance with Licensor's current specifications. This warranty shall be effective for twelve (12) months following MessageSolution Invoice Date of the original purchase. During said twelve (12) months period, Licensee may operate the Licensed Software and shall notify Licensor of any deficiencies in conformance with the current specifications of the Licensed Software. Licensor shall make all reasonable efforts to remedy such deficiencies. All fees paid to Licensor are not refundable. EXCEPT FOR THE LIMITED WARRANTY SET FORTH ABOVE, THE LICENSED SOFTWARE IS PROVIDED "AS IS." LICENSOR MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, WITH RESPECT TO THE LICENSED SOFTWARE AND SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LICENSOR DOES NOT WARRANT THAT THE LICENSED SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE. LICENSOR DOES NOT REPRESENT THAT THE LICENSED SOFTWARE WILL SATISFY ALL OF LICENSEE'S REQUIREMENTS.
- c. LICENSOR'S ENTIRE LIABILITY AND LICENSEE'S EXCLUSIVE REMEDY

SHALL BE THE REPLACEMENT OF THE LICENSED SOFTWARE NOT MEETING LICENSOR'S LIMITED WARRANTY. IN NO EVENT WILL LICENSOR BE LIABLE TO LICENSEE FOR ANY DAMAGES, INCLUDING ANY LOST PROFITS, BUSINESS, THIRD PARTY CLAIMS, LOST DATA, EMAILS, ATTACHMENTS OR FILES, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE LICENSED SOFTWARE, EVEN IF LICENSOR OR ANY LICENSOR'S AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOT WITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY PROVIDED HEREIN.

d. Copyrights and all other intellectual property rights in translations of MessageSolution Product GUI and marketing materials completed by distributors, partners, resellers and customers to all foreign languages shall remain with MessageSolution. MessageSolution has the rights to distribute and market such translated Product GUI and marketing materials on its website or in print.

#### V. SOURCE CODE MATERIALS

Licensee shall have no rights with respect to Licensor's source code of the Licensed Software and all related documents and materials ("Source Code Materials").

#### VI. COPYRIGHT AND TRADEMARK OBLIGATIONS

Licensee shall not remove any copyright notice or proprietary legends contained within the Licensed Software, the Source Code Materials or the documentation provided herewith. Licensee recognizes and agrees that the trademarks of MessageSolution Enterprise Email Archive™, MessageSolution Enterprise Migration System™, MessageSolution™ and other trademarks, trade names, service marks, logo ("MessageSolution Trademark") which are used by Licensor from time to time shall be the sole property of Licensor. Licensee may reasonably use "MessageSolution Trademark" for the purpose of sales promotion of the Licensed Software with Licensed Products provided that the Licensee shall not make any representation of Licensor. Thus, any such use of "MessageSolution Trademark" shall be previously approved by MessageSolution in writing and the Licensor shall not withhold such approval without reasonable cause.

#### VII. INDEMNIFICATION

Licensee shall indemnify Licensor and hold it harmless from any and all claims, liabilities, losses, costs and expenses including, but not limited to, reasonable costs of suit incurred by Licensor as a result of or arising from Licensee's modification, alteration, misuse, joint use together with other hardware or software lacking of sufficient license protection, or unauthorized disclosures, reproduction, marketing, sales, licensing, or distribution of the Licensed Software or the Source Code Materials by Licensee, and all its affiliated parties. The licensing fees in Proposal include the royalties required to pay for Licensor's own intellectual properties of the Licensed Software, it does not include any unknown additional royalties payable to third parties arising out of Licensee's use of the Licensed Software. In case such third party

royalties should occur in the future, it shall be Licensee's obligation to pay and for which Licensee shall keep Licensor harmless surviving termination.

#### VIII. PAYMENT OF LICENSE FEES

The payments of Licensed Software shall be made by Licensee in U.S. dollar by wire or by company check transfer to Licensor designated bank account upon receiving Licensor's invoice, prior to Licensor delivery of the Licensed Software. Licensor only issues full software license to the Licensee who has submitted the full payment as agreed in the Proposal, and who is in full agreement with these Terms and Conditions and MessageSolution's standard Software Maintenance Program (SMP) by counter-signing Licensor's Business Proposal or MessageSolution Software Licensing Agreement print version.

#### IX. OWNERSHIP OF SERVICES AND DELIVERABLES

The parties acknowledge and agree that the Licensee shall retain ownership of any deliverables identified in Proposal or an applicable exhibit, unless explicitly stated to the contrary in the applicable exhibit.

#### X. SOFTWARE UPDATES, UPGRADES, SUPPORT SERVICES – ANNUAL SOFTWARE MAINTENANCE PROGRAM (SMP)

a. Licensor will provide and Licensee must subscribe to the annual Software Maintenance Program each year, commencing on the Invoice Date. Licensor warrants that maintenance will be provided for the any discontinued or outdated Software for a minimum of 3 years from the new product release date.

b. After the first 12-months from the initial Invoice Date, the Standard Software Maintenance Program (SMP) must be renewed annually prior to the renewal due date for Licensee to access the system administration user interface, obtain product upgrades, and maintain the software license rights for accessing all users' archived data. The multi-year SMP renewal program is available at a discounted rate. If Licensee fails to remit payment for the annual Software Maintenance Fee, Licensor will have no duty to provide the product license for archive access, nor for updates or upgrades and support services under this Agreement for the Licensee's annual subscription of Software Maintenance Program.

c. The Software Maintenance Program (SMP) includes support, additional functionality such as updates, new versions, and new releases, notification by Licensor of bugs; and the provision of fixes, patches, upgrades, etc.

d. The annual standard Software Maintenance Program (SMP) is up to 25% of all listed licensing fees. Standard SMP includes technical support outlined in Exhibit A.

e. The initial MessageSolution engineering assistance for installation/configuration (Remote or On-site) – the "System Deployment" process and the regular maintenance program do not include the completion of archiving, indexing, and file migration processes that will require the data volume to be imported and migrated into the archive from mail server(s), file or SharePoint server(s), individual users' desktops, or other locations in Licensee's network. Nor does System Deployment process or SMP include un-stubbing email, attachment or file restoration to the email or file server(s), or file conversion out of MessageSolution Archive Server(s). If a Licensee needs

migration assistance, please directly contact Licensor sales/account manager for service rate and pricing.

f. The annual software maintenance program (SMP) licensing and service fee rate shall be valid within the first three (3) years at the agreed upon annual prices through the term of this agreement. In subsequent years, Licensor may increase these fees by the CPI as reported in the Wall Street Journal, and at minimum of 3% of SMP amount invoiced in the previous year, with written invoice as the notice no less than thirty (30) days prior to the end of the SMP's period of coverage.

g. Program Reinstatement Fee and Late Fee. A Program Reinstatement Fee of \$350.00 will be charged to the Licensee in the event a payment is delinquent after the Due Date of the Annual Software Maintenance Program Renewal (Renewal Date). A monthly late fee at 1.5 % of the total invoice amount will be charged to the Licensee's account 30 days after the Renewal Date.

h. Annual SMP renewals and subsequent purchases of Product License for additional mailboxes, users or data volumes are non-refundable.

## XI. TERMINATION

If either party materially breaches this Agreement, the other party may give written notice of its desire to terminate this Agreement along with the specific grounds for termination. If such default is capable of a solution and the party in default fails to resolve the default within ninety (90) days of the notice, the other party may terminate this Agreement. Upon termination, the License to use the Software shall be immediately revoked and all Software and supporting materials will be returned to Licensor or destroyed and an affidavit supplied to Licensor certifying destruction. Confidentiality obligations shall survive this Agreement.

## XII. STANDARD EMAIL SERVER ENVIRONMENT

MessageSolution supports only the standard email server platforms and configurations that are supported by each email server's publisher (i.e., Exchange server/Outlook by Microsoft, Domino/Lotus Notes by IBM, GroupWise by Novell, etc). Enterprise customers operating on a non-standard platform or email server setting (i.e., the customer's environment is not supported by the email server publisher or an email server setting for which a special configuration applied) shall anticipate that MessageSolution will need to customize the product deployment process. To accomplish the enterprise customer's product deployment goals, MessageSolution will require the collaboration of the enterprise customer, along with any relevant third party partners and the email server publisher. In such cases, the timeline to complete the customized deployment process shall vary and professional services fees for customization may apply, preferably Licensee shall standardize the configuration of its non-standard email platform setting.

## XIII. GOVERNING LAW AND VENUE

The governing law for any claim arising under this agreement shall be the laws of California and under the jurisdiction of Santa Clara County, without regard to its conflict of law's provisions.

## XIV. EXPORT CONTROL

Licensee shall not export Licensor's Products to any citizen, national or resident of, and not under the control of, the government of: Cuba, Iran, Sudan, Iraq, Libya, North Korea, Syria, nor any other country to which the United States has prohibited export. Licensee shall not provide for downloading or otherwise export or re-export Licensor Products, either directly or indirectly, to the above mentioned countries nor to citizens, nationals or residents of those countries. In addition, to the Licensee's best knowledge, Licensee shall not export Licensor's Products to anyone that is listed on the United States Department of Treasury lists of Specially Designated Nationals, Specially Designated Terrorists, and Specially Designated Narcotic Traffickers, nor to anyone whom is listed on the United States Department of Commerce Table of Denial Orders. Licensee shall not use the Licensor's Products for, and will not knowingly allow Licensor's Products to be used for, any purposes prohibited by United States law, including, without limitation, for the development, design, manufacture or production of nuclear, chemical or biological weapons of mass destruction. Licensee shall not export the Licensor's Products in any way whatsoever under any circumstances until such time as Licensor has approved such export and has made the necessary export documentation available to Licensee. Once Licensee has been authorized to export the Licensor's Products to certain countries, Licensee agrees to comply with all applicable laws, regulations and rules relating to the export or re-export of commodities, software, or technical data, and shall not export or re-export any commodities, software, technical data, or Licensor's Products, nor any direct product thereof, contrary to such laws, regulations and rules, nor export or re-export to any proscribed country, party, or entity listed in such applicable laws, regulations, and rules, unless properly authorized by the U.S. Government.

#### XV. CONFIDENTIALITY

Both parties agree to report any use or disclosure of any information other than as provided for by this Agreement within a reasonable time after said disclosure. Under this Agreement, Licensee shall acquire a mutually signed form of Non-Disclosure Agreement (NDA) should the Licensee seeks another similar archiving product/solution with another vendor. Such NDA shall stipulate that both the Licensee and the new archiving solution provider/vendor shall not discredit Licensor and Licensor's Products on any occasion to any party. For example, this future solution provider/vendor shall not market or promote any Licensor's Product in a manner stating or implying that the Licensor's Product is an inferior or secondary product. Under this agreement and as a standard NDA within five (5) years from entering this Agreement, Licensee agrees that such pursuit of another similar solution or service shall not be publicized, and Licensee will conduct its pursuit with ultimate discretion to prohibit any expression of Licensor's product or company in any defamatory language, expression, or positioning in any kind, and Licensee will not permit the new solution provider/vendor an access to any of Licensor's Products.

#### XVI. PUBLIC RELATIONS

For the benefit of both parties, each signing party will allow the other to release or display all positive announcements, press releases, marketing materials and other literature or created press that referencing the other party. A copy of any such

announcements and materials will be provided upon request. Notice regarding publicity shall be directed to each party's public relations or marketing department. Any potential, indirect or direct negative public indication or statement of the other party is strictly prohibited by this Agreement and by law.

#### XVII. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties hereto and supersedes and preempts any prior understandings, agreements, representations or statements of any kind, oral or written, that may have related to the subject matter hereof in any way. The parties also understand, acknowledge and agree that unless otherwise specified in a written instrument signed by an officer of both parties, no additional terms or changes to these terms, regardless of whether such additional terms or changes contain provisions contrary to those in this Agreement, shall be valid or binding on the parties.

## EXHIBIT A

MessageSolution Annual Standard Software Maintenance Program (SMP)  
Licensee is granted the current MessageSolution Standard Annual Software Maintenance Program (SMP) under the following terms. Please refer to the invoice or the program for commencing and ending dates. The Software Maintenance Program is licensed with MessageSolution Enterprise Email/File/SharePoint Archive Express, Professional or Suite Edition products. The SMP must be purchased with MessageSolution archiving products. The cost is 20% of the original licensing fee per year for the annual standard SMP, including email and scheduled phone support during business hours from 7:00AM to 5:00PM Pacific Standard Time, Monday to Friday exclude weekend and Holidays. The minimum fee for the standard Software Maintenance Program is \$1,450/year. For Premium level SMP or for enterprise organizations with 5,000+ email boxes, contact your sales representative for details. Please note that for the continued use of any MessageSolution Software after the initial SMP expires, the SMP renewal is mandatory as it contains the license renewal.

The Standard SMP includes:

- Annual Software license renewal
- Product patches and updates
- Software version upgrades (i.e. MessageSolution Archive Suite 5.0 version to 6.0)
- Email and scheduled phone support during business hours Monday to Friday from 7 am to 5 pm PST (excluding weekends and holidays)

The Premium SMP includes:

- All services of Standard SMP
- 24/7 email, online chat and scheduled phone support from MessageSolution Global Support Centers
- On-site engineering support at a fee of \$250 per 30 minutes plus travel expenses

The annual SMP and the product proposal do not include:

- New product module and function releases such as file archiving, SharePoint archiving, eDiscovery, disaster recovery data replication module, backup module, full data backup code activation (legacy version EEA 5.0 or 4.0), email server migration module, etc.
- Major module or functional enhancements
- Any technology company or outside technology acquired by MessageSolution.
- Technical issues that arise from Licensee's strategic or procedural mistakes/requirements that do not follow MessageSolution Critical Best Practices, outlined in the Critical Best Practices section of this document. Examples include,
  - Running EEA Real-time Archiving without first conducting Scheduled Archiving for historical emails
  - Turning on email server journal box before installing EEA, for which a data ingestion licensing fee of \$20 per 1,000 messages fee for data ingestion to archive shall apply.

- Any significant post-implementation project, archiving server, network component or storage device changes in a customer's messaging environment which requires archiving system for reconfiguration and system optimization. Examples include,
  - Changing or upgrade archiving server or email/messaging server to another hardware server (i.e. Windows 2008 upgrade to Windows 2012, etc), or to virtualized machine (VM) platform.
  - Upgrade or change of the current storage device(s) or storage repository.
  - Upgrading from previous version Exchange/Domino/GroupWise or Archiving Server to a newer Exchange/Domino/GroupWise and Archiving Server version (i.e. Exchange 2003-2007 to Exchange 2010-2019, or Domino 7.0 to Domino 8.0 or higher, etc.)
  - Migrating the messaging server to another messaging vendor or provider (ie, GroupWise to Exchange).
  - Migrating local PST, NSF, or GroupWise files into archive without reaching mutual agreement in the initial Business Proposal.

The original annual Software Maintenance Program fee rate shall be valid within three (3) years at the agreed upon annual prices through the term of this Agreement. In subsequent years, Licensor may increase these annual SMP fees by the rate of CPI as reported in the Wall Street Journal, and up to 4% with written invoice as the notice no less than thirty (30) days prior to the end of the SMP's period of coverage.

Annual SMP contains every 12 months of technical support and product access licensing, product upgrade/updates from the invoice date of the original purchase. In the event that a customer is not in good standing of renewing the annual SMP (beyond 60 days of the SMP expiration date), to obtain the product license to access the archived data or a newer product release and upgrade, the cost for a customer shall be 1) the cost of the customer's most recent unpaid SMP invoice plus 18% of the annual SMP amount in addition to the current annual SMP invoice, with a minimum \$350 Program Reinstatement Fee per year due on SMP expiration day; or 2) the lesser of 75% of the on-going market price for the same edition of EEA solution that the customer originally purchased (EEA/EFA Express or Suite Edition). A fee of 20% for standard SMP and 10% for on-line installation fee will apply.

A customer with an expired SMP can purchase ongoing support for the current versions supported by MessageSolution at a rate of \$225 per hour for email or scheduled phone support. These support hours will not be applicable to conducting EEA version upgrades.

## EXHIBIT B

### On-Line and On-Site System Deployment Services Policy

The System Deployment Service delivered by MessageSolution System Deployment Team or by MessageSolution authorized distributor/partner's technical engineers include download MessageSolution products onto client's hardware service device, configure the MessageSolution application(s) and deploy all purchased product components to a working condition with the initial sample users. The Installation and configuration process does not include professional services to assist with data replication import process, indexing, or file migration processes that will require the data to be import migrated into the archive from mail/file/SharePoint server(s), individual users' desktops, and any location in a client's network or from a third-party data hosted service environment. Nor does the System Deployment Process or SMP include un-stubbing, email and attachment restoration or file conversion out of MessageSolution Archive Server(s). If you need migration assistance, please directly contact your sales/account manager for pricing.

On-line or on-site system deployment (installation/configuration engineering assistance) process only includes professional engineering assistance to configure the MessageSolution Enterprise Archive system once and successfully test archiving (importing) and indexing processes for the first sample user. In consideration of Licensee's data storage size and the number of historical email messages, Licensee should plan for the archiving and stubbing process in advance, allowing sufficient flex time prior to project deadlines. Additional licensing fee shall apply to the data volume to be ingested into archive at \$9.95 P/GB (i.e. historical email/attachment file data or PST/NSF/GroupWise files), or \$15 P/GB for MessageSolution PES supports the data ingestion process. Email/attachment data importation timelines average one month for every 500 GB – 2 TB of data, provided the archiving process is done during after hour and weekends to minimize network traffic. As with the implementation of any enterprise level software product, please set aside extra time for system fine-tuning or troubleshooting based on your specific network environment.

In the following system deployment and implementation processes, when MessageSolution technical support team is needed to complete the data archiving or migration process, there is a structure for each specific process and the additional data migration engineering services fees. These fees shall apply to both on-premise and SaaS solution implementations:

- \$15.00 per GB for completing the entire archiving, indexing, stubbing process using Scheduled Archiving methodology.
- \$15.00 per GB for PST/NSF/GroupWise local file migration into the archive.
- \$5.00 per 1,000 messages imported directly from a Journal Box which has been

turned on prior to the installation of EEA, using Real-Time Archiving methodology. Fee applies to Journal Boxes containing less than 100,000 messages. (in addition to the licensing fee)

- \$15.00 per 1000 messages imported directly from a Journal Box which has been turned on prior to the installation of EEA, provided the Journal Box contains more than 100,000 messages and MessageSolution support team must apply multiple archiving protocols or multiple threading archiving processes to your network environment. (in addition to the licensing fee)

- 20% of product licensing cost will be added as SMP starting 2nd year for the product(s) that was originally offered and purchased as free-of-charge promotional item, i.e. purchasing Enterprise Suite EEA with the free EFA Express, etc.

- Volume email and data export, data restoration, file conversion or un-stubbing emails, attachments and files or exported to PST format, or restoring data back to email, file, or SharePoint servers will require MessageSolution Platform Corporate Licensing and Professional Engineering Support, Corporate System Licensing Fee will be applied at the rate of \$0.02 per standard email message or file for up to ten (10) million items, and \$0.03 per stubbed message or file.

- Data export for legal case support, at the rate scale listed in eDiscovery Data Export Rate Chart below (for enterprise organizations with less than 5% of the total user base per legal case only).

Rates- PST File Export for eDiscovery, Monthly Unite Price per Custodian per case:

Number of Custodians	Unit Price	Number of Custodians	Unit Price
100	\$125.50	900	\$60.00
200	\$115.50	1,000	\$55.50
300	\$105.00	2,000	\$49.50
400	\$95.50	3,000	\$42.50
500	\$85.00	4,000	\$37.50
600	\$75.50	5,000	\$32.50
700	\$72.50	10,000	\$22.50
800	\$69.50	20,000	\$15.50

**SME**

50	\$150.50
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Minimum \$4,500 per PST Data Export for eDiscovery Project

Contact MessageSolution account manager for a customized quote when the number of the email or file items is more than ten (10) million.

## EXHIBIT C

### Critical Best Practices

#### Pre-Installation

Always run e-mail server best practices processes according to e-mail server software vendor maintenance documentation before beginning installation of MessageSolution EEA.

#### Microsoft Exchange Server Best Practices Analyzer

<http://technet.microsoft.com/en-us/exchange/bb288481.aspx>

#### Historical Archiving

In general, data size for archiving is not an issue. Although the EEA is capable of archiving tens of thousands of users, it is recommended to follow these best practices.

1. For most environments, it is recommended that you archive in batches of 5 – 20 power users or up to 50 median users for every year of historical mail.
2. If archiving during nightly window opportunities in an average environment, it is recommended that you archive about 500 GB data per week.

MessageSolution recommends archiving older emails first and then gradually moving to more recent emails because this allows the archiving process, including the impact on the email server, to be closely observed so that if something should go wrong the impact to the email server will be minimized.

The best practice is to start with older emails (3 or 5 years ago) and a small number of mailboxes. If that works fine (depending on how many emails we have archived), we can move the date range closer; for example, 2 years ago, then a year ago, and so on. The historical archiving process will cause Outlook clients to sync with the Exchange server, even though data does not look different to the end user. Users in the same network as the Exchange server will usually not see any significant degradation on Outlook performance. External users or Hosted/SaaS customers should consider network bandwidth limitations when running historical data migration (scheduled archiving). For example: Stub the data during off hours.

Using smaller data migration batches will help reduce Outlook performance. Users can also leave their Outlook clients open throughout the night to sync the data with the Exchange server before returning the next day.

#### Real-Time Archiving

1. Do not begin running a Real-Time Archiving schedule until Historical Archiving has been completed.
2. Turning on the Journal Box before installing EEA is not recommended.

3. Once the Journal Box is turned on, it is recommended that you monitor the size of the Journal Box to avoid jeopardizing your email server storage size.

Stubbing:

It is recommended to stub only old emails/attachments (1-3 years or older). Stubbing C-Level management teams' emails/attachments within the first 2-3 months of the deployment process is not recommended, in case the system needs more tuning or optimization in the first few months.

Continue Using Your Backup Solution:

Backup solutions and archiving solutions are not mutually exclusive processes. In fact, the two solutions complement each other, and both solutions should be implemented within best practices guidelines for a corporate electronic mail/file system.

The main differences between an archiving solution and a backup solution are that an archiving solution:

- Gives an organization the ability to search through archived emails/attachments or files
- Reduces the storage requirements for email/file servers
- Cleans and removes old, dormant emails/attachments or files from the email/file servers after these electronic documents have been archived for years

Backup solutions, however, are intended to back up all data in case any unexpected data loss occurs during the course of the business.

An archiving solution is not intended to replace the backup system; MessageSolution recommends that customers continue to backup the primary mail/file system.

V.12.30.2013