

Add-on EV Journal Archiving to SMTP Journal Archiving Conversion

September 2024



This Fixed Price-Fixed Scope Service Description describes the **Add-on EV Journal Archiving to SMTP Journal Archiving Conversion, Control # Add-On-EV-JA-SMTP-0001** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). **"Services Instrument"** means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: a Arctera certificate, or a written statement of work or similar document, between Customer and Arctera with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement for Arctera to assist with the conversion of Exchange Journal Archiving ("JA") to SMTP JA for each quantity Customer has purchased. This Service is applicable only to existing on-premise JA Customers who are converting to SMTP JA and is an add-on to the Enterprise Vault ("EV") Base Packages and may not be purchased as a standalone Service.

Delivery Details

Scope of Service

The following tasks shall be performed for this Service. Arctera shall:

- Provide an overview on SMTP archiving
- Install SMTP Service on up to three (3) servers (if not installed)
- Define EV SMTP holding folder
- Create one (1) EV vault store group, up to three (3) vault stores and up to three (3) partitions (if applicable)
- Create up to three (3) SMTP archives(s) (if applicable)
- Create and configure self-signed TLS certificate for SMTP Service (if applicable)
- Restrict EV SMTP access to Customer Exchange servers via provided IP address list
- Configure EV objects for SMTP JA including up to:
 - One (1) primary and up to three (3) alias SMTP targets
 - One (1) SMTP policy
 - One (1) Retention category
 - Up to three (3) SMTP tasks
 - Up to three (3) SMTP archives
 - Assist Customer with environmental configuration for use of SMTP archiving
- Perform functional testing of SMTP archiving

Deliverable

- Convert from JA to SMTP JA

ARCTERA PROPRIETARY – PERMITTED USE ONLY

1

September 2024

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from an Arctera facility. If Customer requires Arctera to perform the Service onsite, the parties will mutually agree on travel and expense fees
- Engagement tasks not requiring work to be performed after-hours shall be performed during Normal Work hours
- Engagement tasks requiring work to be performed after-hours shall be performed during Customer's after-hours maintenance schedule
- Scheduling dates shall be subject to staff availability
- Any design or sizing activities are out of scope

Customer Responsibilities. Arctera can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Arctera's performance of the Service may be delayed, impaired or prevented:

- Complete Customer prerequisites as directed
- Reconfigure Exchange journal rules/database journal recipients
- Configure Exchange send connector/smart hosts and/or DNS MX records
- Provision required SMTP holding folder storage on EV SMTP server(s)
 - Recommended sizing is 33GB per every, one thousand (1,000) users being journaled
- Identify Exchange server(s) IP addresses
- Create mailbox to receive Journaling Non-Delivery Reports ("NDR")
- Configure transport server(s) to produce NDR's
- Configure NDR's Delivery status notification (DSN) to PreserveDSNBody (optional)
- Setup firewall rules to support Exchange/EV SMTP archiving (if required)
- Decommission JA targets/tasks once SMTP JA is functioning
- Certificates issued by trusted Certificate Authority must be provided by the Customer (if applicable)
- Arctera strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Arctera does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Arctera, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.

Add-on EV Journal Archiving to SMTP Journal Archiving Conversion



September 2024

- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Arctera shall invoice Customer or its Reseller in advance of delivery of Services.