

StubXploder

Document management and E-mail archiving

Email filing is high on the agendas of most firms these days, and document management technology offerings provide powerful ways to categorise, and retrieve these emails quickly and efficiently. Equally high on the priority list is the need to maintain a streamlined email environment, with thousands of emails entering and leaving the system every few hours. Many firms have addressed this issue by implementing the Symantec Enterprise Vault system which moves emails from the corporate messaging system to a separate archive using the Symantec Enterprise vault. These emails are replaced with a placeholder stub file which, when opened, retrieves the original email from the archive rather than the email system.

Both of these systems provide solutions to critical business issues which cannot be ignored, however, when implemented together a problem presents itself, caused by archived message stubs being filed into the eDocs DM system.

The problem

DM which is a system primarily used for the sharing of information by relevant parties, allows users to apply security to the documents within its libraries, however if this happens to be a stub, the security placed on the document in DM will never be replicated to the email filing solution as the systems are not connected in any way. This results in users opening email stubs within DM being denied access when the EV client attempts to retrieve them from the vault.

Are we affected?

One simple test to see if this is a problem for your company is to file an archived email stub to your DM system, alter the DM permissions to allow a group of people to be able to access the document through DM and have them try to open it. If the stub was not originally filed by those users, they will not be able to access the file.

With automatic email filing making a splash in today's market place, you could soon be filing hundreds of stubs into your DM system which could

Our solution

Enterprise Vault StubXploder steps is a fully server side solution to replace EV stubs within your eDocs DM system with restored emails with built in auditing, backup/rollback ability and administration reporting features.

Our solution is was designed with the largest eDocs and Symantec deployments in mind so can easily scale up to handle a worldwide deployment or can scale down just as easily to a single library and vault configuration.

Reliability and reporting were at the top of the agenda all through the development phases and as a consequence the system produces a single easy to read report across the whole enterprise rather than being bombarded by emails from around the world.

In addition to this, our solution was created with the support and approval of the Open Text global support team to ensure that installation and maintenance of this solution in no way affects your existing Open Text support contract.

System requirements

- Windows 2003 IIS Server
- .NET Framework 3.5
- At least Microsoft SQL Server Express for reporting database

System Connectors

- **OpenText eDocs DM** version 5.1.05 and above
- **Symantec Enterprise Vault** v7 and above

For further information

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