



Frequently Asked Questions

ComplianceVault™ Email Archiving & Retrieval Appliance

1. Do I need to have a network installed to use ComplianceVault?
 - *Yes. You need a network with DHCP.*
2. How does ComplianceVault work with existing data backup systems?
 - *It runs independently for the single purpose of email retention and search/retrieval, so does not need to be integrated with your backup system(s). It is a “data preservation” device, not a “data protection” or backup device.*
3. What email servers does the appliance work with?
 - *It works with any email server that uses IMAP or POP3 protocol.*
4. Can the ComplianceVault also be used as a file server?
 - *No.*
5. Does ComplianceVault support data compression?
 - *The Sony AIT-2 tape drive compresses in a ratio of 1:2.6. Since the device is compressing email (which is mostly text), the compression rate is high. Sony states that the nominal compressed capacity of each of its 50-GB AIT WORM tape cartridges is 130 GB.*
 - *The ComplianceVault also compresses the emails before they are written to tape. That compression ratio, including attachments, is approximately 1:5. (Note: The appliance stores only one copy of each attachment – no duplicates.)*
6. Can I choose where I want my email saved – to either disk or tape?
 - *No. The appliance saves all email to both media. To meet the requirements of the SEC and NASD regulations, all of a company’s email must be saved to unalterable media, which is the WORM tape. Saving to disk enables very fast content searching and retrieval – up to a million emails per second.*

7. What about network connectivity?
 - *Both the ComplianceVault 120 and 250 models ship with 10/100 Ethernet standard.*
8. Are the units field upgradeable?
 - *No. The CV120 is not field upgradeable to the CV250.*
9. Is the disk drive or the tape drive removable?
 - *The CV120 and CV250 models do not have removable disk or tape drives.*
10. What type of security features does ComplianceVault™ have?
 - *There is only one entry point into the ComplianceVault, which is through the web browser-based frontend.*
 - *ComplianceVault uses HTTPS protocol for communication between the web browser frontend and the ComplianceVault engines. HTTPS is http using Secure Sockets Layer (SSL). Secure Sockets Layer is an encryption protocol invoked on a web server that uses HTTPS.*
 - *The ComplianceVault administrator can also implement IP Access Controls and Authentication Controls. IP Access Controls are rules that allow or deny a request from an IP address. Authentication Controls are rules that automatically commit after a certain time, or after a certain number of tries.*
11. How can I receive software updates and what is the charge?
 - *The ComplianceVault is upgraded via the Internet at no cost. New versions of the software will be available on Intradyn's web site, and the administrator can upgrade the software with a single click using the web browser-based frontend.*
12. How often are tapes created? Can they be scheduled – that is, daily, weekly, monthly? Or does the software write to the tape after the hard drive is full?
 - *Emails are recorded onto tape every night at midnight. The administrator never has to schedule when the emails are put onto tape. The emails are appended to tape. So, on a single tape, there could be emails for a day, week, month, or year. The administrator may also rotate tapes – for example, seven tapes, one for each day of the week. This way, all the emails for Monday will be on one tape, Tuesday another, etc. Or, the administrator could change the tape once every week or once every month, depending on company practice or policy.*

13. If an auditor/examiner wants to view the tapes created by ComplianceVault for regulatory purposes, can the tape be removed from the appliance and the data accessed independently?
- *Yes. The ComplianceVault uses standards-based compression technology to satisfy this requirement. The Compliance Officer may remove a tape from the ComplianceVault and independently review the emails on it. Winzip software can be used to uncompress the emails, and Wordpad/Notepad can be used to view the emails. All the emails are stored in MIME format.*
14. If a customer has been using the ComplianceVault for a period of time and the existing hardware fails, with the original hardware no longer being available, can the customer still use the tapes created by the older hardware?
- *Yes. The new ComplianceVault will be backward compatible. The tapes created by the first generation can and will be readable by future generations of ComplianceVault appliances.*
15. Can one ComplianceVault manage multiple domains for email retention?
- *Yes. The administrator can configure multiple email servers to send all incoming and outgoing emails to a single email address. That address can then be used by the ComplianceVault to retrieve all emails and save them to tape.*

For further information, please contact sales@kaizen-ventures.com



Kaizen Ventures Inc.

PH: +1.631.979.4080

www.kaizen-ventures.com