SYNAQ Best Practices Guide

for Email Ingestion

Best Practices Guideline for Email Ingestion

Purpose

The purpose of this document is to detail the best practices and recommendations from SYNAQ when ingesting data into the SYNAQ Cloud Mail and SYNAQ SecureArchive offerings.

Data Recommendations

Often you are left with the decision about which platform to ingest your data into. Based on the source of the data of the data we recommend the following below.

Mailbox data

If your data is coming out of mailbox such as Office365, Gmail or Exchange it is recommended this data be ingested into a Cloud Mail mailbox as folder structure will be retained.

Mail from this source can also ingested into the Archive servers but there is no guarantee the data in the mailboxes is in its original untampered format. It is also important to note that should you choose to ingest into the archive then folder structure will be lost.

Archive data

If your data is coming from an archive solution such as Mimecast, Symantec or Proofpoint it is recommended this data be ingested into SecureArchive to retain the original format and meta data of the untampered with mails.

It is not recommend to ingest this data into Cloud Mail as all the original meta data of the mail will be lost and will all be ingested into the inbox and with the amount of data this will make searching and organising extremely complex.

Ingestion Options

Cloud Mail

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IMAP Sync

Please take note of the following recommendations should you decide to go with the above option:

- You need to sure there is ample connectivity to the mail environment that you are migrating from. We would recommend 5 users migrated at any one given time per 10Mbps second that is free and available per link.
- It is highly important to be aware that once you start syncing users will be able to connect to their mailboxes and can start syncing down data and this will add to the bandwidth consumption of the link and could potentially add to slowing the sync.
- Please take note the data is not sync'd across in any order and that when downloaded can cause delays on any new mail coming into the mailbox while this sync is taking place. It is therefore recommended that syncing be done after hours or on the weekend.
- If you have had taken an archive mailbox option with your Cloud Mail selection it is important to note this mailbox is downloaded as a separate folder in our mail client and this will potentially cause the mail to be downloaded twice if the data has been ingested into the mailbox and archive mailbox cause more load on your link.
- NB:!! IMAP sync will only move mail across and does not sync calendar entries and contacts.

Zimbra Migration Wizard

Please take note of the following recommendations should you decide to go with the above option:

- Only one instance of the Zimbra Migration Wizard can be installed per machine, but you can run up to 5 windows at a time to 5 separate accounts. You cannot run multiple windows ingesting data to the same account.
- You need to sure there is ample connectivity to the servers that you are uploading from. We would recommend 5 users migrated at any one given time per 10Mbps second that is free and available per link.
- It is highly important to be aware that once you start uploading users will be able to connect to their mailboxes and can start syncing down data and this will add to the bandwidth consumption of the link and could potentially add to slowing the sync.

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Hard Drive

Please take note of the following recommendations should you decide to go with the above option:

- The hard drive needs to be a self-powered USB drive
- The hard drive needs to be encrypted with VeraCrypt
- The following formats are accepted for ingestions – EML and PST
- If PST's are provided, please ensure they are not password protected and are scanned and optimised
- You need to arrange for the shipment collection of the hard drive from the SYNAQ offices

SecureArchive

Hard Drive

Please take note of the following recommendations should you decide to go with the above option:

- The hard drive needs to be a self-powered USB drive
- The hard drive needs to be encrypted with Veracrypt
- The following formats are accepted for ingestions – EML and PST
- If PST's are provided, please ensure they are not password protected and are scanned and optimised
- You need to arrange for the shipment collection of the hard drive from the SYNAQ offices

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