



# ARCTITAN ADMIN GUIDE

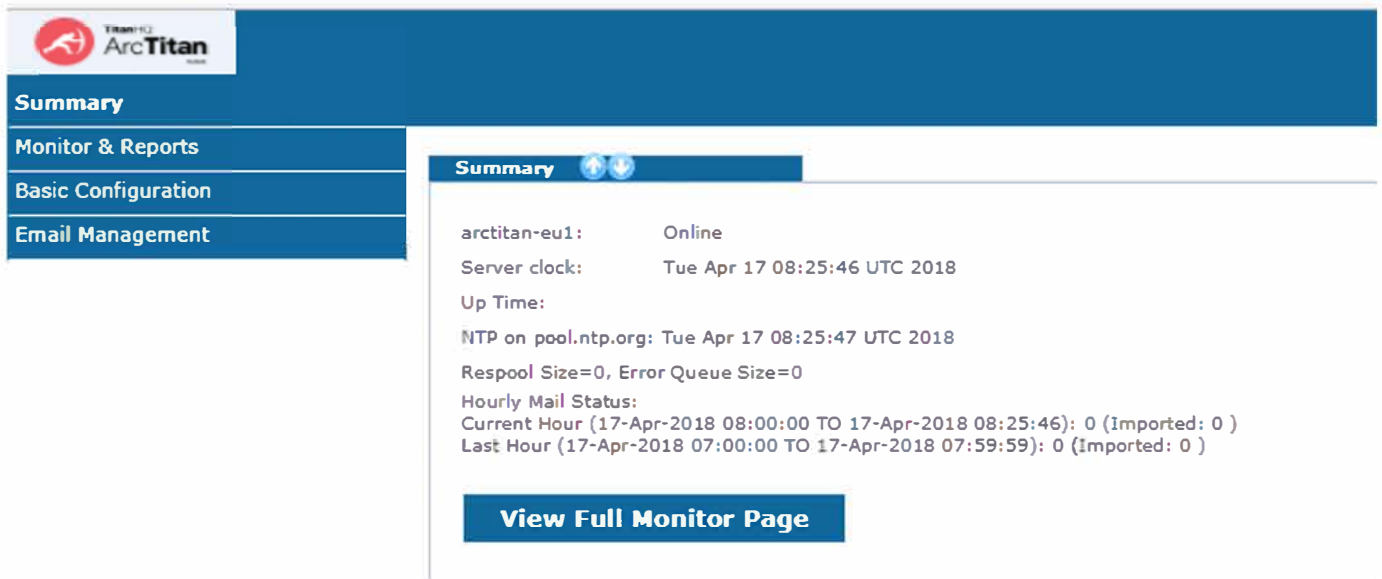
1. Summary .....	2
2. System Monitor .....	2
3. Reports .....	3
4. Usage Summary .....	3
5. Company Settings .....	4
6. Data Guardians .....	4
7. Local User Accounts .....	5
7.1 Administrator .....	5
7.2 Privilege User type .....	5
7.3 Basic User type .....	6
8. LDAP Servers .....	7
9. User Directory .....	8
9.1 Adding Extra Addresses to an LDAP User Account .....	9
9.2 Linking One Account to Another Account .....	9
10. Exclusion Rule Manager .....	10



# ARCTITAN ADMIN GUIDE

## 1. Summary

The first tab you are shown on login is the Summary, this gives you a snapshot of the system. Server time, server online, and if you are doing a data import it will show number of mail imported.



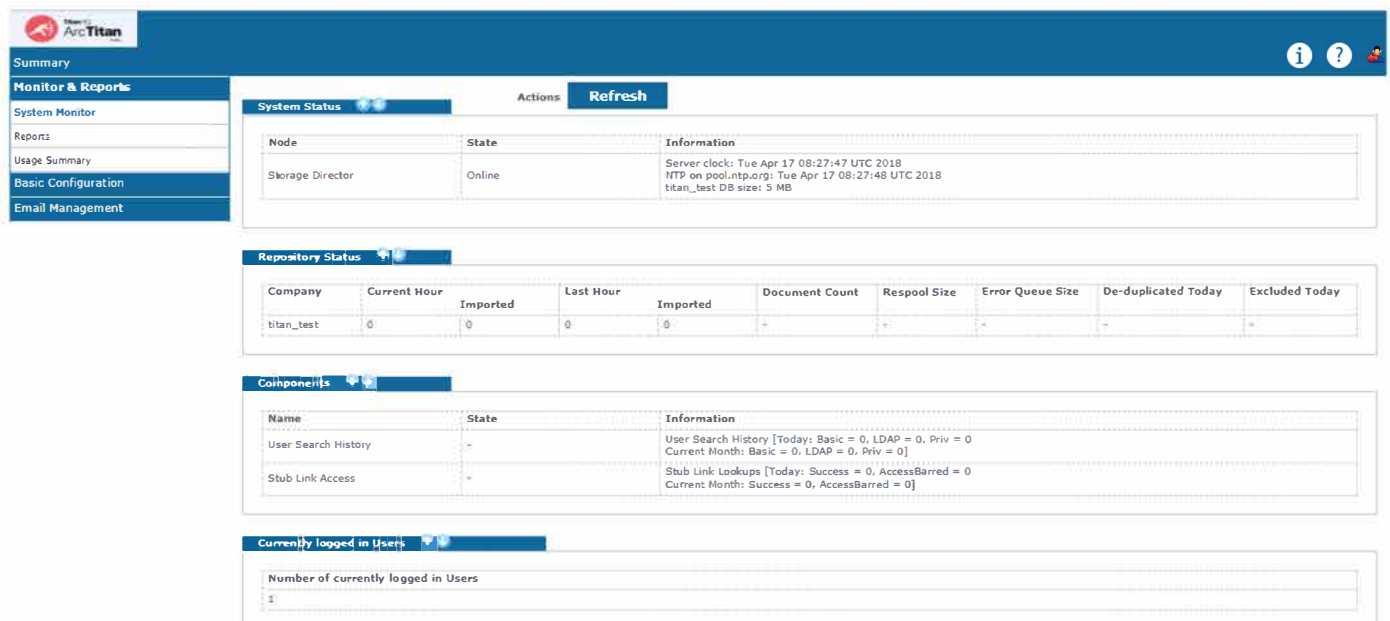
The screenshot shows the ArcTitan Summary page. On the left is a navigation menu with options: Summary, Monitor & Reports, Basic Configuration, and Email Management. The main content area displays the following information:

- arctitan-eu1: Online
- Server clock: Tue Apr 17 08:25:46 UTC 2018
- Up Time:
- NTP on pool.ntp.org: Tue Apr 17 08:25:47 UTC 2018
- Respool Size=0, Error Queue Size=0
- Hourly Mail Status:
- Current Hour (17-Apr-2018 08:00:00 TO 17-Apr-2018 08:25:46): 0 (Imported: 0)
- Last Hour (17-Apr-2018 07:00:00 TO 17-Apr-2018 07:59:59): 0 (Imported: 0)

At the bottom of the main content area is a button labeled "View Full Monitor Page".

## 2. System Monitor

The main aspect of the System Monitor tab is the Document Count, once you have your Journaling Rule in place, the document count will increase showing the number of mail archived. The Document Count is the actual email count in the archive.



The screenshot shows the ArcTitan System Monitor page. On the left is a navigation menu with options: Summary, Monitor & Reports, System Monitor, Reports, Usage Summary, Basic Configuration, and Email Management. The main content area displays the following information:

- System Status:** A table with columns: Node, State, Information.
 

Node	State	Information
Storage Director	Online	Server clock: Tue Apr 17 08:27:47 UTC 2018 NTP on pool.ntp.org: Tue Apr 17 08:27:48 UTC 2018 titan_test DB size: 5 MB
- Repository Status:** A table with columns: Company, Current Hour, Imported, Last Hour, Imported, Document Count, Respool Size, Error Queue Size, De-duplicated Today, Excluded Today.
 

Company	Current Hour	Imported	Last Hour	Imported	Document Count	Respool Size	Error Queue Size	De-duplicated Today	Excluded Today
titan_test	0	0	0	0	-	-	-	-	-
- Cachepoints:** A table with columns: Name, State, Information.
 

Name	State	Information
User Search History	-	User Search History [Today: Basic = 0, LDAP = 0, Priv = 0 Current Month: Basic = 0, LDAP = 0, Priv = 0]
Stub Link Access	-	Stub Link Lookups [Today: Success = 0, AccessBarred = 0 Current Month: Success = 0, AccessBarred = 0]
- Currently logged in Users:** A table with columns: Number of currently logged in Users.
 

Number of currently logged in Users
1

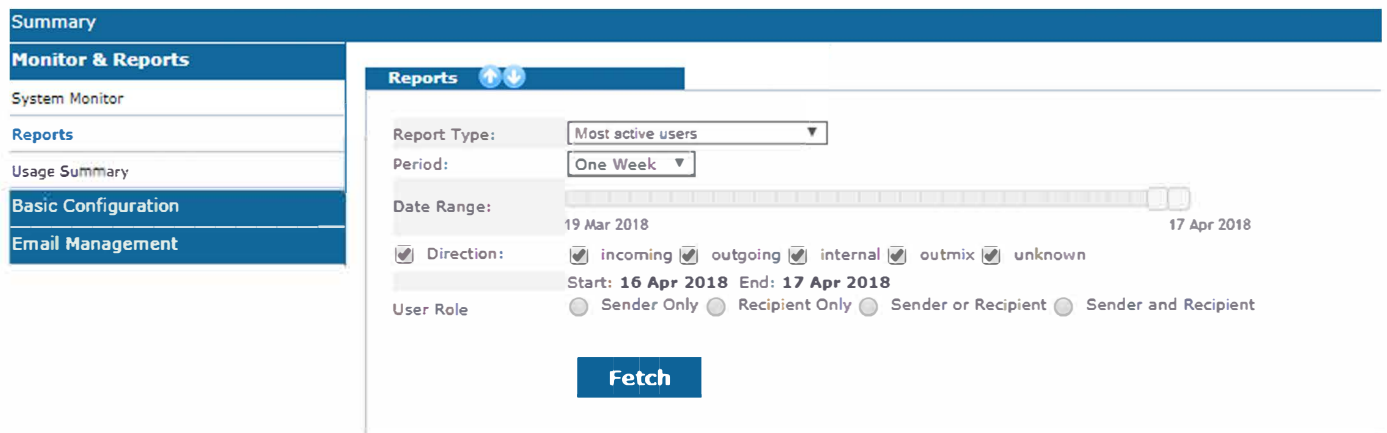


# ARCTITAN ADMIN GUIDE

## 3. Reports

The reports tab allows you to run on demand reports for any date range:

- » 1. Most Active Users
- » 2. Most Active Users – Volume
- » 3. Most Used Domains



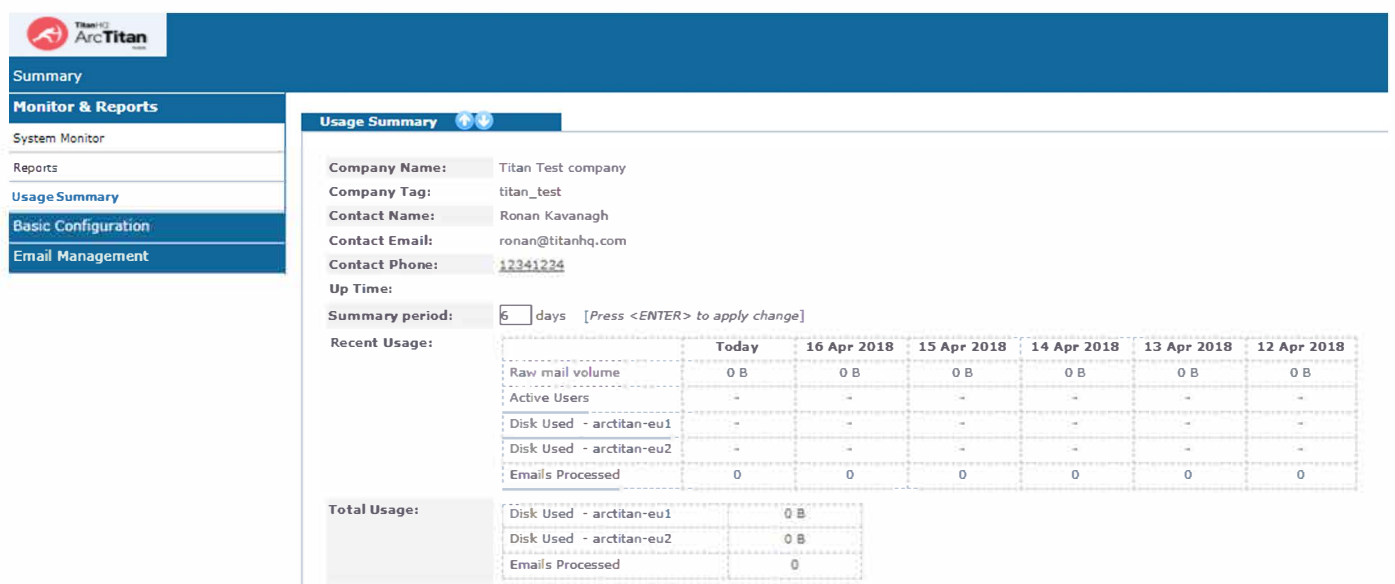
The screenshot shows the 'Reports' configuration page in the ArcTitan admin interface. On the left is a navigation menu with 'Monitor & Reports' selected, containing 'System Monitor', 'Reports', 'Usage Summary', 'Basic Configuration', and 'Email Management'. The main area is titled 'Reports' and contains the following settings:

- Report Type: Most active users
- Period: One Week
- Date Range: 19 Mar 2018 to 17 Apr 2018
- Direction:  incoming  outgoing  internal  outmix  unknown
- Start: 16 Apr 2018 End: 17 Apr 2018
- User Role:  Sender Only  Recipient Only  Sender or Recipient  Sender and Recipient

A 'Fetch' button is located at the bottom of the configuration area.

## 4. Usage Summary

The usage summary tab shows you more information on the underlying disks. The Total Usage should be the same volume always. This shows that all data is on 2 mirrored disks.



The screenshot shows the 'Usage Summary' page in the ArcTitan admin interface. The left navigation menu is the same as in the previous screenshot, with 'Usage Summary' selected. The main area displays the following information:

- Company Name: Titan Test company
- Company Tag: titan\_test
- Contact Name: Ronan Kavanagh
- Contact Email: ronan@titanhq.com
- Contact Phone: 12341234
- Up Time:
- Summary period: 6 days [Press <ENTER> to apply change]

Below this is a 'Recent Usage' table:

	Today	16 Apr 2018	15 Apr 2018	14 Apr 2018	13 Apr 2018	12 Apr 2018
Raw mail volume	0 B	0 B	0 B	0 B	0 B	0 B
Active Users	-	-	-	-	-	-
Disk Used - arctitan-eu1	-	-	-	-	-	-
Disk Used - arctitan-eu2	-	-	-	-	-	-
Emails Processed	0	0	0	0	0	0

At the bottom, there is a 'Total Usage' section with a table:

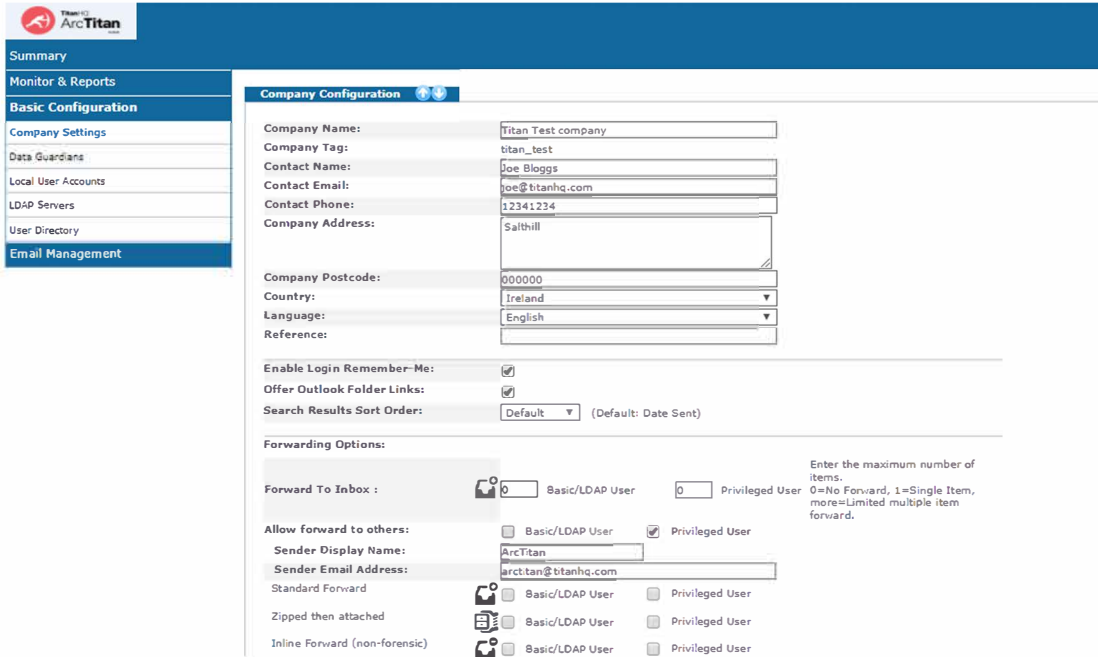
Disk Used - arctitan-eu1	0 B
Disk Used - arctitan-eu2	0 B
Emails Processed	0



# ARCTITAN ADMIN GUIDE

## 5. Company Settings

This tab will be already filled in for you on the creation of your ArcTitan environment. These are a mix of settings that mostly affect the look and feel of the system to search users (basic and privilege users). This will be set with our default and recommend settings.



**Company Configuration**

Company Name: Titan Test company  
 Company Tag: titan\_test  
 Contact Name: Joe Bloggs  
 Contact Email: joe@btanhq.com  
 Contact Phone: 12341234  
 Company Address: Salthill  
 Company Postcode: 000000  
 Country: Ireland  
 Language: English  
 Reference:

Enable Login Remember-Me:   
 Offer Outlook Folder Links:   
 Search Results Sort Order: Default (Default: Date Sent)

**Forwarding Options:**

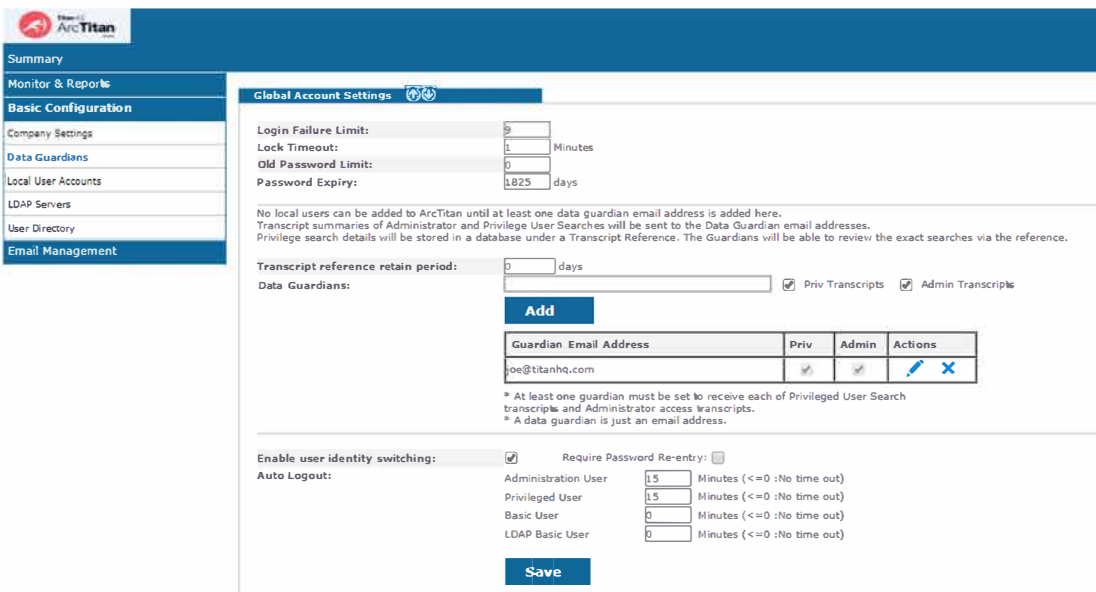
Forward To Inbox :  Basic/LDAP User  Privileged User  
Enter the maximum number of items. 0=No Forward, 1=Single Item, more=Limited multiple item forward.

Allow forward to others:  Basic/LDAP User  Privileged User  
 Sender Display Name: ArcTitan  
 Sender Email Address: arctitan@btanhq.com

Standard Forward:  Basic/LDAP User  Privileged User  
 Zipped then attached:  Basic/LDAP User  Privileged User  
 Inline Forward (non-forensic):  Basic/LDAP User  Privileged User

## 6. Data Guardians

Before you can add any Local User Accounts to ArcTitan, you must specify at least one Data Guardian. A data guardian is, from ArcTitan's point of view, just an email address to which Transcripts (from Administrator access & Privilege User searches) will be sent.



**Global Account Settings**

Login Failure Limit: 3  
 Lock Timeout: 15 Minutes  
 Old Password Limit: 0  
 Password Expiry: 1825 days

No local users can be added to ArcTitan until at least one data guardian email address is added here.  
 Transcript summaries of Administrator and Privilege User Searches will be sent to the Data Guardian email addresses.  
 Privilege search details will be stored in a database under a Transcript Reference. The Guardians will be able to review the exact searches via the reference.

Transcript reference retain period: 0 days  
 Data Guardians:   Priv Transcripts  Admin Transcripts

**Add**

Guardian Email Address	Priv	Admin	Actions
joe@titanhq.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">✎</a> <a href="#">✕</a>

\* At least one guardian must be set to receive each of Privileged User Search transcripts and Administrator access transcripts.  
 \* A data guardian is just an email address.

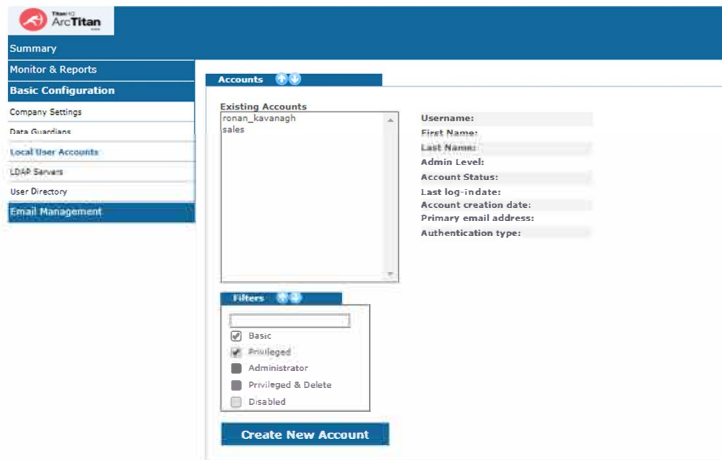
Enable user identity switching:  Require Password Re-entry:   
 Auto Logout:  
 Administration User: 15 Minutes (<=0 :No time out)  
 Privileged User: 15 Minutes (<=0 :No time out)  
 Basic User: 0 Minutes (<=0 :No time out)  
 LDAP Basic User: 0 Minutes (<=0 :No time out)

**Save**



## 7. Local User Accounts

After at least one Data Guardian has been defined, then ArcTitan local user accounts can be created. ArcTitan supports 4 local user types, Administrator; Privilege, Privilege & delete and Basic.



### 7.1 Administrator

An administrator cannot search.

Only administrators can reset passwords – and access the ‘Forgotten your Password?’ login facility.

• **NOTE:** If an administrator uses the ‘Forgotten your Password?’ feature, a new password will be emailed to the Administrator’s Primary Email Address. There is a single default Administrator which is used to set-up the initial ArcTitan system.

We recommend that additional administrator accounts are added – one for each member of IT staff who may need to administer the ArcTitan system. Then the Data Guardian transcripts will indicate which user had logged in.

### 7.2 Privilege User type

This user can search across ALL email in your ArcTitan

Username:

First Name:

Last Name:

Admin Level:

Account Status:

Last log-in date:

Account creation date:

Primary email address:

Authentication type:

Local Password

No Direct Access

External Authorisation

Searchable Domains:

Restrict the Privilege user to emails to and from these domains. Leave blank for un-restricted searches.

Exclude Addresses and/or Domains:

Prevent items with these email addresses and/or domains from being included in search results. Leave blank for un-restricted searches.

Other Auditors:

Additional email addresses that receive summary search transcripts from this account. This is in addition to the Data Guardians.

**Searchable Domains:** are restrictions on the Privilege user – so that only email to or from an email address in one of the Searchable Domains will be returned.

If a company is an umbrella for a number of brands – like the hotels in a hotel group – and each brand has its own email domain, then you can create a separate privilege user for each brand/domain. The privilege user would only be able to search across the emails for their brand (email domain).

**Exclude Addresses:**

If one or more staff wish to be specifically excluded from any Privilege Search Results (including any emails where they were just one of several recipients) then enter their email addresses here.

**Other Auditors:**

are additional or alternative email addresses where Data Guardian transcript emails will be sent for this user. This is of particular use if Searchable Domains are used – as you may have a Data Guardian for each company brand / email domain.

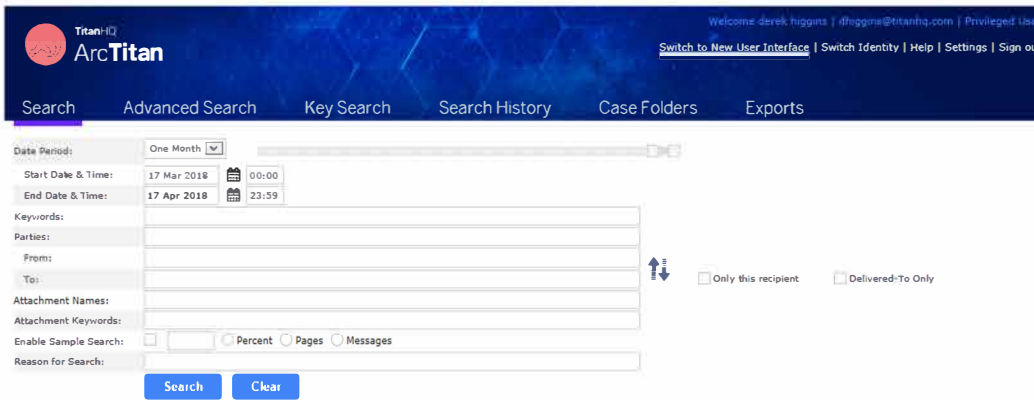


# ARCTITAN ADMIN GUIDE

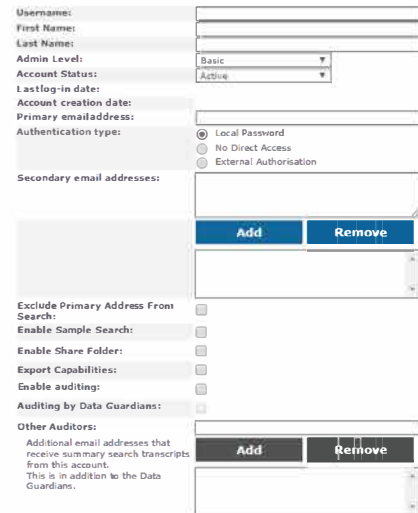
## 7.3 Basic User type

A basic user can only search for mail sent or received on any of the specified email addresses. This is similar to a user connecting via LDAP (i.e. with an Active Directory user login). A basic user is not normally audited (i.e. No Data Guardian transcript will be sent following any searches).

**NOTE: Basic accounts can be set up to view a number of different user mailboxes** – by entering several secondary email addresses that relate to other mailboxes. In this mode, the basic account should be audited – and it is recommended to ensure that the auditing options are used when creating such an account.



The screenshot shows the ArcTitan search interface. At the top, there's a navigation bar with 'Search', 'Advanced Search', 'Key Search', 'Search History', 'Case Folders', and 'Exports'. Below this, there are search filters: 'Date Period' set to 'One Month', 'Start Date & Time' (17 Mar 2018 00:00), and 'End Date & Time' (17 Apr 2018 23:59). There are input fields for 'Keywords', 'Parties' (From, To), and 'Attachment Names'. There are also checkboxes for 'Only this recipient' and 'Delivered-To Only'. At the bottom, there are 'Search' and 'Clear' buttons.



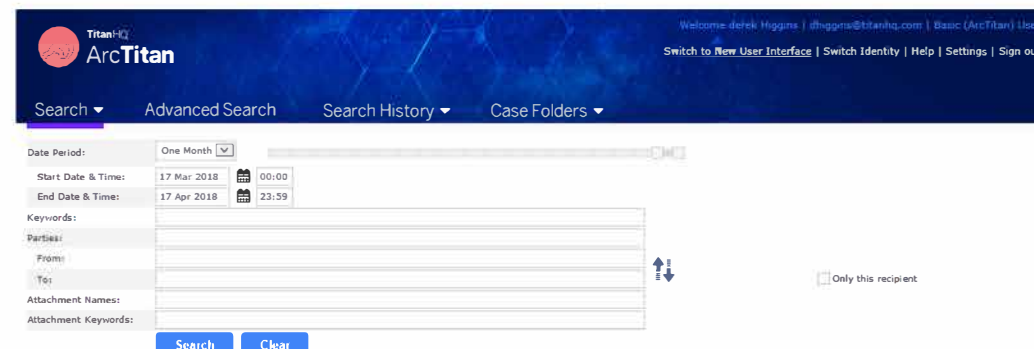
The screenshot shows the user configuration interface. It includes fields for 'Username', 'First Name', 'Last Name', 'Admin Level' (set to 'Basic'), 'Account Status' (set to 'Active'), 'Last log-in date', 'Account creation date', and 'Primary email address'. There are radio buttons for 'Authentication type': 'Local Password', 'No Direct Access', and 'External Authorisation'. Below this, there's a section for 'Secondary email addresses' with an 'Add' button and a 'Remove' button. There are also checkboxes for 'Exclude Primary Address From Search', 'Enable Sample Search', 'Enable Share Folder', 'Export Capabilities', 'Enable auditing', and 'Auditing by Data Guardians'. At the bottom, there's a section for 'Other Auditors' with an 'Add' button and a 'Remove' button.

### Secondary Email Addresses:

Add as many email addresses that this user should have authority to view. Add *several addresses* at once by entering a **comma separated list**, and pressing the Add button.

**Enable Share Folder:** The results of a search can be saved as a Case Folder, and comments given for each email in that folder. There are times when that folder of emails needs to be viewed by, for example, a supervisor.

This option will allow for a Folder to be shared.



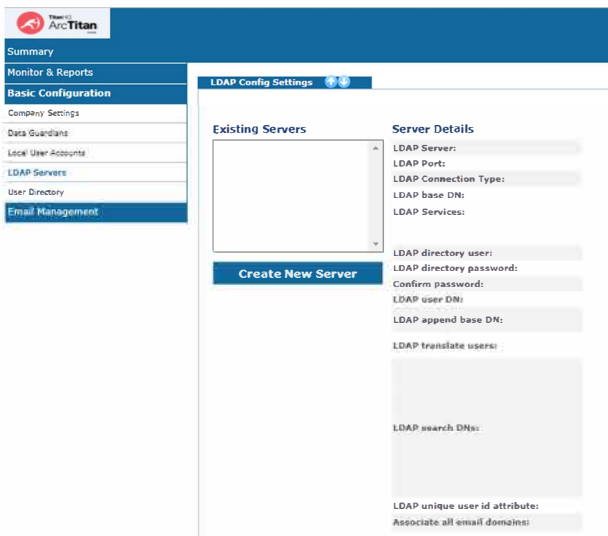
The screenshot shows the ArcTitan search interface. At the top, there's a navigation bar with 'Search', 'Advanced Search', 'Search History', and 'Case Folders'. Below this, there are search filters: 'Date Period' set to 'One Month', 'Start Date & Time' (17 Mar 2018 00:00), and 'End Date & Time' (17 Apr 2018 23:59). There are input fields for 'Keywords', 'Parties' (From, To), and 'Attachment Names'. There are also checkboxes for 'Only this recipient'. At the bottom, there are 'Search' and 'Clear' buttons.



# ARCTITAN ADMIN GUIDE

## 8. LDAP Servers

LDAP is the common name for accessing the content of directory servers such as Microsoft Active Directory, Novel eDirectory or Lotus Domino. ArcTitan uses LDAP in three ways:



- » 1. To assist when validating a User Login [if 'translate user' option is used]; and/or
- » 2. To expand email addresses in non-enveloped emails
- » 3. To provide User Account lists for selection purposes under:
  - a. User Directory [to Link accounts or to extend via Add Address]
  - b. Mailbox Reader [to select accounts to read mail from]
  - c. Folder Replication [to select accounts to replicate the Outlook Folder tree]

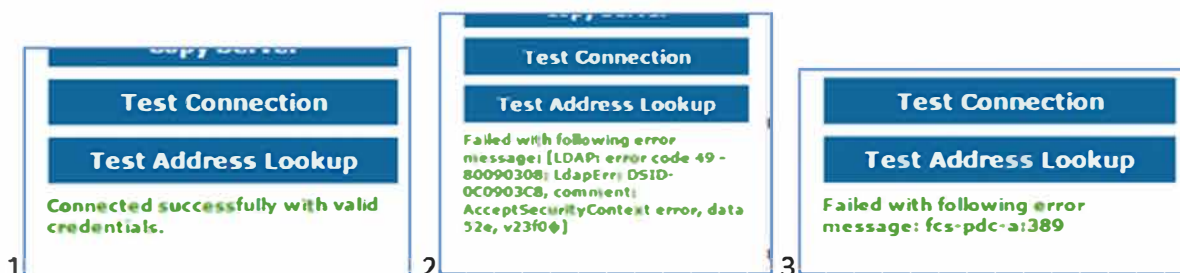
The LDAP admin page sets up one or more connections to an organisations LDAP server (typically known as the Domain Controller).

Create an LDAP connection by clicking the Create New Connection. Then enter a user & password.

Any user – they do not require a mailbox or any permissions other than to allow read-only search of the LDAP directory.

It makes sense to select a user account where the Password is unlikely to change frequently. By creating an account specific to ArcTitan (like 'ArcTitanLDAP'), its usage & role will be clearer sometime later when Administrators review the user accounts in the LDAP directory.

Now "Test Connection". There are generally 3 outcomes:



- » 1. The Connection & User/Password works OK
- » 2. The User/Password is incorrect in some way
- » 3. [Sometimes after a long wait] The Connection to the LDAP server has failed or is blocked in some way.





# ARCTITAN ADMIN GUIDE

## 9. User Directory

This provides a User Account search and display facility.

The search will either be against one or more LDAP servers, or against the local ArcTitan user database.

Enter a few letters of a user's name (display name or email address) in the "Search For" box – followed by a \* wildcard and press Enter. The system should, if LDAP is correctly configured, return some matching names and address details.

**LDAP / ArcTitan Realm:** Whether to query the LDAP directory or the Local ArcTitan User database.

Typically, it would only need to search the LDAP service.

**LDAP Servers:** if there are multiple LDAP connections, then only select the one(s) that you wish to query.

**Search For:** Enter the account name that you are looking for. Enter the \* wildcard where needed – typically at the end of the search name. The system will try to find matches based on 3 LDAP Fields:

- Primary Email Address (typically the 'mail' field)
- Secondary Email Address (typically the 'aliasAddresses' field)
- Display Name (typically the 'displayName' field)

So if you search for a\* the system will return ANY matches on  
**mail=a\* OR aliasAddresses=a\* OR displayName =a\***

**Allowed Link To:** Instead of searching for an LDAP user, this lets you find **users with Links**.

Leave the Search For: **blank** and this field is not used.

Enter a **linked email address** or just \* into this box, to list accounts with matching links.

See the 'Link Accounts' section for further information on Account Linking.

**Additional Address:** Any LDAP user account can be extended in ArcTitan with extra email addresses.

Use this search instead of the Search For, to locate any user accounts that have had added addresses.

See "Adding Additional Addresses" section for further details.

**Search Filter:** Filters can be used to refine LDAP searches for specific purposes. You can create filters to only return User accounts or only Distribution Groups, or to remove Service accounts from the results.

See "LDAP Search Filters" section for more information.

**Search DNS:** If the LDAP Connection has one or more Search DN's defined, then you can narrow down your search to just one or two of these DNS.







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## 9.1 Adding Extra Addresses to an LDAP User Account

When a user logs in with their LDAP credentials, ArcTitan will obtain all of their various email addresses – and use these for Search purposes (e.g. to search only mail sent / received by any of their email addresses, both old and new). It is sometimes desirable to add extra email addresses to LDAP user accounts in ArcTitan, typically for one of these reasons:

- » 1. To give access to **another users email**: e.g. a manager's email to their PA.  
[However, we suggest that you use the '*Link Account*' feature instead.]
- » 2. To include a user's **private mail** (e.g. Hotmail) when they search. This assumes that private mail is being collected as well as business mail. ArcTitan's "Mailbox Reader" makes this possible.
- » 3. To cope with **Import Mail**, where the old email contains non-standard email address values.
- » 4. For **Lotus Notes / GroupWise**, where secondary/alias email address data is not shared with the LDAP Directory.

## 9.2 Linking One Account to Another Account

An alternative to extending a user account with extra email addresses, as shown earlier, is to provide User Account Links. An account link allows a user to "**switch identity**" from their login account to another account. ArcTitan has had this feature for some time, based only on Primary Email Addresses – if two or more accounts have the same Primary Email address, then the user can "Switch Identity" between these accounts.

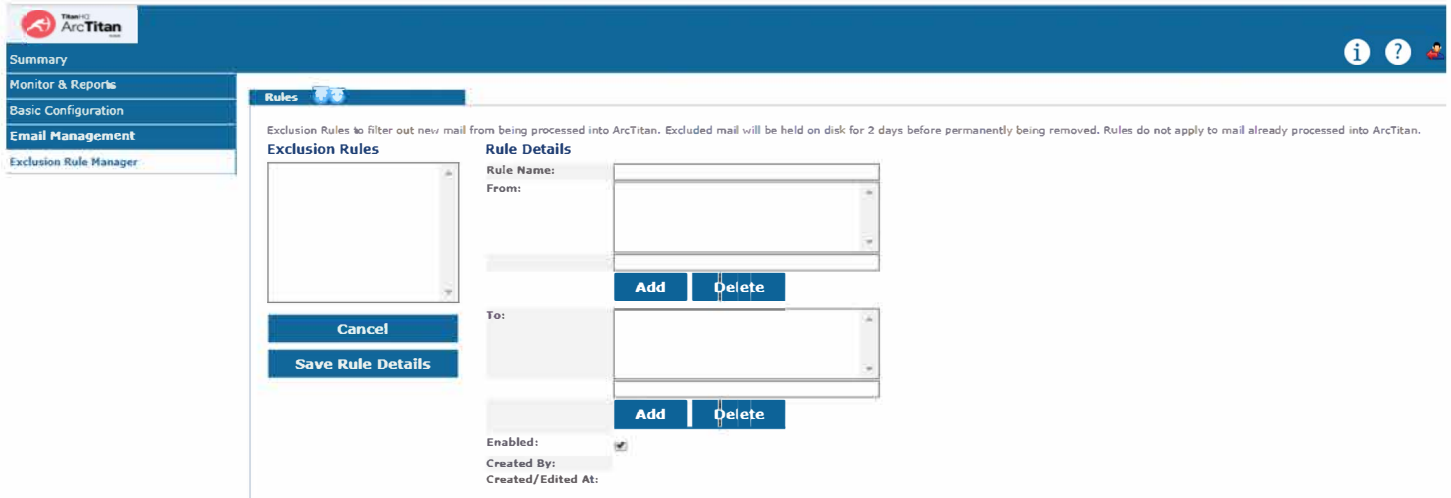
**Account Links can be created by:**

- » Administrators via the *User Directory* menu panel.
- » End Users via their *Preferences* panel. They can allow another user to access their account



## 10. Exclusion Rule Manager

This feature allows you to set a rule that will exclude mail from being processed into the Storage Node repositories. Mail (data files) that are excluded will be held in a separate sub-directory on the server for a small number of days (default is 2 days) before they are deleted by the daily management tasks.



The screenshot displays the ArcTitan Admin interface for the Exclusion Rule Manager. The left sidebar contains navigation options: Summary, Monitor & Reports, Basic Configuration, Email Management, and Exclusion Rule Manager. The main content area is titled "Rules" and includes a sub-section for "Exclusion Rules". A descriptive text states: "Exclusion Rules to filter out new mail from being processed into ArcTitan. Excluded mail will be held on disk for 2 days before permanently being removed. Rules do not apply to mail already processed into ArcTitan." Below this, there is a "Rule Details" form with fields for "Rule Name:", "From:", and "To:". Each of the "From:" and "To:" fields has an "Add" and "Delete" button. At the bottom of the form, there is an "Enabled:" checkbox (checked), "Created By:", and "Created/Edited At:" fields. A "Cancel" button and a "Save Rule Details" button are located at the bottom left of the form area.