

Cemaphore MailShadow® Products, Frequently Asked Questions

<p>Q: What are the differences between MailShadow, MailShadow OnLine, and MailShadow OnSite?</p>	<p>A: <u>MailShadow Server Edition and MailShadow Desktop Edition</u> are recommended when synchronizing between two different mail system types or when synchronizing between two Exchange systems that are within different domains.</p> <p><u>MailShadow OnLine</u> This provides the same basic functionality as the two solutions listed above (Server and Desktop Editions) but there is no software to be installed locally. All functionality takes place within virtual machine instances hosted “in the cloud.”</p> <p><u>MailShadow OnSite:</u> It is the recommended solution for synchronizing between two Exchange environments located within the same domain. It has optimization to reduce network traffic and has automated failover/failback capabilities.</p>
<p>Q: I’ve decided that I want to buy MailShadow Server Edition but there is no “BUY” link for that. How do I purchase it?</p>	<p>A: Contact Cemaphore at sales@cemaphore.com and we can assist you.</p>
<p>Q: When would somebody want to use MailShadow Desktop Edition instead of MailShadow Server Edition or MailShadow OnLine?</p>	<p>A: If a user or group of users wants to use Outlook as a front end for email, calendar, and contacts from Google Apps, then MailShadow Desktop would be the solution.</p> <p>Also, since the desktop software synchronizes the same types of data as the server version, the desktop version could be used in an evaluation of the server capabilities.</p>
<p>Q: Why is there a minimum quantity of five to purchase MailShadow Server Edition or MailShadow OnLine?</p>	<p>A: These products and services are intended for businesses and not individual consumers.</p>
<p>Q: My company wants to pilot both Google Apps and Microsoft’s Exchange OnLine service to do comparison testing about which cloud-based messaging service is right for us. How can MailShadow OnLine help?</p>	<p>A: With the MailShadow OnLine service customers can synchronize their mailboxes to multiple locations and see which of them works best for them.</p>

<p>Q: Can MailShadow OnLine synchronize thousands of mailboxes? What about MailShadow Server Edition?</p>	<p>A: Both products can scale to thousands of mailboxes. As a service, MailShadow OnLine might be more affordable because resources can be applied swiftly and in parallel without any internal IT overhead.</p> <p>With MailShadow Server Edition, a customer must deploy multiple servers simultaneously in order to achieve quick migration times for a large number of mailboxes.</p>
<p>Q: Can you install MailShadow Server Edition on multiple servers and have them all perform migration across a single list of mailboxes?</p>	<p>A: Yes. The product is written to be scalable and to support a distributed computing model so that the effort to migrate or synchronize the same pool of mailboxes can be shared across many servers.</p> <p>Configuring a large number of servers to quickly migrate a list of mailboxes is one of the tasks that is done automatically as a part of the MailShadow OnLine service.</p> <p>With the ability to add servers to synchronize or migrate extremely large numbers of mailboxes, there is effectively no limit to the number of mailboxes that can be synchronized.</p>
<p>Q: Do I need a separate installation of MailShadow Desktop for each pair of mailboxes to be synchronized?</p>	<p>A: Yes. If a user wants a solution where one installation will handle multiple mailboxes, then MailShadow OnLine or MailShadow Server Edition are recommended.</p>
<p>Q: When would somebody want touse MailShadow Server Edition or MailShadow Online instead of MailShadow Desktop Edition</p>	<p>A: The Server Edition runs on Windows Server 2003 or 2008, synchronizes multiple mailboxes in parallel without user involvement, and scales to thousands of users.</p> <p>Both MailShadow Server Edition and MailShadow OnLine are ideal for organizations that want IT control or plan to implement email migration/continuity for a large number of mailboxes.</p> <p>Each organization should choose whether to use Server Edition or the OnLine service based on whether they have the time and resources to install and manage software on-premises or they want the cost savings from using a hosted service “in the cloud”.</p>
<p>Q: Will MailShadow Server Edition and MailShadow OnLine migrate Exchange information between domains?</p>	<p>A: Yes. They will migrate cross-domain and cross-forest.</p>
<p>Q: What data is synchronized to Google Apps?</p>	<p>A: Email, Calendar, and Contacts are synchronized to Google Apps.</p>

Q: What data is synchronized to Microsoft Exchange (including Exchange Online and hosted Exchange)?	A: Email, Calendar, and Contacts are synchronized to Google Apps. All user data stored in Exchange is synchronized to Exchange Online. Users will need to re-create their rules.
Q: What data is synchronized when using IMAP or POP3?	A: Email only. Also, this functionality is available only with MailShadow Desktop and data is only updated when Microsoft Outlook is running.
Q: Using MailShadow OnLine, MailShadow Server Edition, or MailShadow OnSite, can I migrate from an earlier version of Microsoft Exchange to Exchange 2007?	A: Yes. You can migrate from versions as early as Exchange 4.5 as well as Exchange 2000 and Exchange 2003.
Q: Do I need professional services to install MailShadow Server Edition?	A: It is highly recommended that professional services be used with MailShadow Server Edition in order to provide a successful user experience.
Q: Do I need professional services to use the MailShadow OnLine service?	A: No. Information will be requested from you for access to your email accounts, but all configuration will be done as a part of the service.
Q: If I provide my messaging credentials to Cemaphore for the MailShadow OnLine service, will they be kept confidential and secure?	A: Yes. They will not be shared with any third party and confidentiality will be strictly maintained.
Q: Do I need professional services to install MailShadow Desktop Edition or Mailshadow OnSite?	A: Professional Services are not required for MailShadow Desktop. MailShadow OnSite does not require professional services but should only be installed by IT professionals. Also, many customers could benefit from professional services to implement best-practices and achieve fast RPO/RTO objectives.
Q: Are there volume discounts available?	A; Yes. Please contact sales@cemaphore.com for more information.
Q: Does the MailShadow OnLine Service or MailShadow Server Edition replace MailShadow OnSite	A: No. As mentioned earlier in this document, there are specific capabilities in MailShadow OnSite to optimize it for WAN traffic and also for automated failover/failback capabilities. Additionally, there is auto-provisioning as well.
Q: Does MailShadow create a Gmail account for the user?	A: No. A Standard (free) or Premier Gmail account must be created through Google.

Q: If I want to use Google Apps, do I need to configure my Gmail account differently in order for MailShadow to work?	A: IMAP must be enabled on your Gmail account (available in the Settings window) and you must go into each account and view the calendar which enables it.
Q: Does MailShadow create an Exchange Online account?	A: No. This must be purchased through Microsoft.
Q: Is there an end-user version of MailShadow OnSite that can be run on individual workstations?	A: No. MailShadow OnSite can only be run from IT administered email gateways.
Q: The download from the web is a no-charge trial license. How does the trial licensing work for MailShadow Desktop?	A: From the date of initial installation, MailShadow Desktop Edition will fully function for 15 days with the following limitation: Email only from the five days prior to the installation will be synchronized. Therefore, the trial will function for 15 days but will contain only 20 days worth of synchronized email when the trial license expires. All calendar and contacts will be synchronized.
Q: There is a download trial from the web for MailShadow OnSite. How does that work since it doesn't have a version that can be installed on a desktop?	A: It must be installed on IT administered email gateways but it will only function for 20 days for 20 mailboxes.
Q: There is a "TRY" option for the MailShadow OnLine service. Is there a cost associated with that?	A: Yes. The minimum is for customers to purchase the ability to synchronize between five mailboxes for 30 days. For more information contact sales@cemaphore.com .
Q: Do I need IT permission and administrative rights in order to install MailShadow Desktop Edition on my corporate device?	A: If you are working within an organization, you should first get permission to use MailShadow from your IT administrator to ensure your system is compatible and that you are not violating company policy. Also, local administrative rights to the desktop/laptop computer you are using may be required in order to install MailShadow Desktop Edition.
Q: How does MailShadow handle the synchronization between Gmail and Exchange since Gmail uses "Labels" and Exchange uses "Folders"?	A: MailShadow (both Desktop Edition and Server Edition) provides automatic translations so that Labels and Folders are synchronized as if they were the same and the vertical tree hierarchy and Gmail label view information integrity is maintained.
Q: In MailShadow, can I use my Gmail interface to read and respond to e-mail regardless of whether it was sent to Gmail or Exchange?	A: Yes. Email, contact, and calendar information is synchronized.

<p>Q: For MailShadow Server Edition, it says that a Server license must be purchased in addition of the mailbox license. How do I deploy?</p>	<p>A: A license is required for each pair of mailboxes being synchronized. In addition, a different Server license must be purchased and installed on a Windows Server 2003 or Windows Server 2008 computer.</p> <p>Contact sales for more information at sales@cemaphore.com.</p>
<p>Q: Does the software have any activation protection built in?</p>	<p>A: Yes. MailShadow Desktop Edition can only be installed on a single desktop.</p> <p>MailShadow OnSite and MailShadow Server Edition are also licensed for a limited number of mailboxes (or for specific mailboxes for limited-duration migrations).</p>
<p>Q: What if I just wanted to use the product as a migration solution for my business to migrate from one platform to another? Do you provide special pricing for that?</p>	<p>A: Special pricing is available by request. Contact sales@cemaphore.com.</p>
<p>Q: If I use the product for migration, do I need to continue to renew the licenses?</p>	<p>A: There is benefit to ongoing usage of the product because you will have failover capabilities, data synchronization and redundancy. Additionally, access to legacy email information will help with compliance planning.</p>
<p>Q: What languages is the product offered in?</p>	<p>A: The MailShadow UI is in English only. International language messages are supported (with the exception of Unicode characters) for any language that can be presented by the UTF-8 character set. Although not a definitive link, useful information can be found at: http://en.wikipedia.org/wiki/UTF-8</p>
<p>Q: Will any of the MailShadow products work with e-mail archiving systems, such as Enterprise Vault™ or EmailXtender™?</p>	<p>A: The products will synchronize only the short-cut component of the email and not the full item.</p>
<p>Q: How does the MailShadow solution differ from other mail client products using IMAP (Internet Message Access Protocol) to access email?</p>	<p>A: MailShadow provides a transparent and comprehensive synchronization solution addressing email, calendar items and contacts. Users do not need to know if messages, appointments, or contacts were generated in Microsoft Exchange or in Gmail or Microsoft Exchange Online.</p>

<p>Q: What capabilities separate Cemaphore's offerings from other solutions on the market?</p>	<p>A: Cemaphore provides a total solution which synchronizes not just email but also calendars and contacts. Unlike other solutions with one-time sync, MailShadow provides continuous real-time synchronization for high-availability and failover capabilities. Additionally, the solutions will be updated regularly to support improvements and changes to the online "cloud" services that MailShadow products synchronize to.</p>
<p>Q: Will I be able to continue to use my BlackBerry Enterprise Server to access my email, calendar, and contacts as my data is synched to the cloud?</p>	<p>A: Yes. The MailShadow products and services are the only solutions which enable BlackBerry users to sync their email data with the cloud so that email, calendars and contacts are always in sync. Organizations with applications that connect to internal Exchange servers, such as BlackBerry Enterprise Servers (BES), may continue use of those internal servers. MailShadow allows an organization to continue to use these other applications by leaving one or more Exchange servers running internally.</p>
<p>Q: Will the MailShadow solutions enable synchronizing with ActiveSync devices or Google Android devices (such as T-Mobile's G1)?</p>	<p>A: Because MailShadow allows you to continue to use your existing infrastructure as you move your data to the cloud (either in a migration or in a data protection effort), most existing services to access data remotely will still be available.</p> <p>Additionally, if you are migrating data to Google Apps then you can use the primary mailbox of your Android device to see data that originated from another source.</p>
<p>Q: Do I need a broadband connection?</p>	<p>A: Yes. This will create a positive user experience. This is especially true for MailShadow OnLine.</p>
<p>Q: What ports do MailShadow Desktop & Server require to be opened in order for them to function?</p>	<p>A: If synchronizing information in Google Apps, MailShadow uses SSL port 443 connections for synchronizing contacts and calendar data to/from Google. For email synchronization, secure IMAP port 993 to imap.gmail.com is used. For outbound email sent from Outlook, secure SMTP port 587 to smtp.gmail.com is used.</p> <p>These outbound (from the enterprise) firewall ports must be open for outbound connections to Google, in order for MailShadow to work properly.</p> <p>The configuration needed for Microsoft's Exchange Online service or a Hosted Exchange provider creates the connections required for MailShadow to synchronize between those environments.</p>

<p>Q: How do I get Gmail to show my corporate email address when sending mail from Gmail?</p>	<p>A: In Gmail go to "Settings" (at the top right of the screen) and click on "Accounts". Within the "Send mail as:" section you can "Add another email address". Follow the instructions to add another address (which will require a verification process in your existing mailbox) and make sure to set that as default.</p>
<p>Q: What can I expect from upcoming releases?</p>	<p>A: We will be enhancing auto-provisioning, auto-configuration, reporting and updates on RPO and RTO</p>

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