



## Email Continuity Datasheet

### Benefits

No additional hardware or software required to ensure email access is always available, regardless of situation (i.e., natural disaster, hardware failure, and maintenance)

- Includes Email Security phishing and malware protection
- Always-on solution that is automatically engaged whenever an outage occurs
- Users can be easily added and/or managed through the Customer Portal
- Easily bulk-add ECS users by completing a csv template and emailing support

- 30-day message storage on ECS servers (for defined users)
- During an outage, customers can:
  - Access the Customer Portal for fully-functional OWA email
  - Add their ECS mailbox to Outlook as a POP/IMAP account
- User-based subscription rather than domain — ensures ECS is available for the users who need it
- Sync sent items from ECS to primary mailbox
  - Add ECS mailbox as POP or IMAP in Outlook
  - Drag and drop Sent Items folder

## Limitations and Restrictions

- Cannot be combined with AppRiver Secure Hosted Exchange mailbox
- ECS domains consist of Users and Groups only

ECS domains will consist of Users and Groups only. Must be pre-defined to benefit from the 30-day buffer of messages.

- Address books are not utilized with ECS domains, so the following are not supported:
  - Contacts
  - Shared Mailboxes
  - Resource Mailboxes
  - Public Folders

Queued mail may only be released once. Onus is on the customer to ensure their server is fully operation again prior to requesting queued mail release.

- Only offers OWA, POP and IMAP access to mail; MAPI not supported
- ActiveSync not supported

AppRiver's ECS provides failsafe protection for your email service at all times – so your email is always accessible. If your primary mail server experiences an outage, all inbound messages are spooled at the spam filter until the primary mail server is back online. During the outage, ECS users can access the last 30 days of inbound message and continue to send and receive messages from their ECS mailbox. Please consult our Phenomenal Care® team with any specific questions you may have about AppRiver's ECS and your specific situation.



1. The Email Security Server Set can be any server set. Every Email Security domain has new ECS settings that determine if ECS is enabled and if so where to send message copies to. Only valid messages are duplicated.
2. The ECS Server is identical to a Email Security delivery server. Messages are routed to the customer's on-premise mail server.
3. The Customer On-premise Mail Server can be any type of mail server as long as it is not hosted by AppRiver or hosted with any other company excluding Office 365. It must be an on-premise or Office 365 mail server.
4. The Exchange 2013 Delivery Server is used to route email to the Exchange 2013 island. Email Security will "know" via configuration to route message copies to this server(s).
5. The Exchange 2013 Island hosts a new type of domain – ECS domains. ECS domains only support Users and Groups. They do not have Contacts, OAB's, Public Folders, etc. Messages store here are expired after 30 days.
6. Exchange 2013 Outbound is transparent to the customer, filtering outbound mail from the ECS domain. This does not provide outbound filtering for their On-Premise mail server and does not show up as a service in Nautical.

