

**REDDOXX**

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**Instructions for the  
Maildepot conversion  
to REDDOXX 2.0 Container**

Version 2027

**[WWW.REDDOXX.COM](http://WWW.REDDOXX.COM)**

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## Table of contents

<b>1 INTRODUCTION.....</b>	<b>4</b>
<b>2 PLANNING THE CONVERSION.....</b>	<b>5</b>
<b>3 INSTALLATION OF THE REDDOXX ACS TOOLS (CONVERTER).....</b>	<b>6</b>
<b>4 CONVERTING THE MAILDEPOT.....</b>	<b>9</b>
<b>5 TROUBLESHOOTING.....</b>	<b>15</b>
<b>6 INSTALLING RELEASE 2027 ON THE APPLIANCE.....</b>	<b>16</b>
<b>7 CREATING A NEW DEFAULT CONTAINER.....</b>	<b>16</b>
<b>8 THE DELTA CONVERSION.....</b>	<b>16</b>
<b>9 INTEGRATING THE CONVERSION CONTAINER WITH THE APPLIANCE .....</b>	<b>17</b>

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Revision number 1.03

Last modification: 14.06.2011

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This issue replaces all earlier ones and orients itself on the appliance with respect to naming.

# 1 Introduction

## 1.1 Goal of this document

The goal of this document is to provide the REDDOXX Administrator with the necessary steps and information to successfully convert from MailDepot 1.0 (REDDOXX Version 1026 and less) to the new container-based format of MailDepot 2.0

## 1.2 Target Group – For whom is this document intended

Reddoxx Administrators

## 1.3 Main Themes

- Planning the conversion
- Installation of the Reddoxx ACS Tools (MailDepot Converter)
- Converting the MailDepots
- Installing Release 2027
- Creating a new Default Container
- Delta Conversion
- Integrating the conversion container with the appliance

## 1.4 Sources for additional information

- Podcast: An animated guide to the basic steps for MailDepot 2.0 conversion  
→ <http://downloads.reddox.net/releases/acs/RDXACSConvert.mp4>
- Administrator Manual, Chapter 5: The Appliance Manager (with MailDepot 2.0)  
→ <http://support.reddox.net/manual/?l=en&b=2027&s=5.The%20Appliance%20Manager>
- Release Announcement with Update Instructions and the corresponding Release Notes  
→ [http://support.reddox.net/release\\_announcement.php](http://support.reddox.net/release_announcement.php)
- Reddoxx Download Center for the latest software  
→ <http://support.reddox.net/downloads.php>
- Reddoxx Manuals and Instruction Guides  
→ <http://support.reddox.net/manuals.php>
- Reddoxx Support Center  
→ <http://support.reddox.net>

## 2 Planning the conversion

### 2.1 Choosing the conversion platform

The conversion software (Reddoxx ACS Tools) is installed on a Windows System. You can choose between the following conversion methods:

- A. Installation on a file server, which contains the individual mails
- B. Installation on one or more Windows PC's (Clients) → Recommended!

Variant	Advantages (+)	Disadvantages (-)
A	The mails are able to be read directly from the hard drive of the server, so that there is no extra load on the network during the conversion.	Due to the extreme burden placed on the CPU during this type of conversion, the file server will be working at full capacity. This could potentially limit the operational capability and performance of the file server.
B	The file server will only be stressed through the preparation of the individual files for conversion. The CPU stress caused by the conversion will be located on the local PC, minimizing the CPU stress on the file server. It is also possible to run the conversion on more computers simultaneously. Keep an eye on the performance of the file server during this time. .	The preparation needed to set up the conversion on the individual Windows PCs.

### 2.2 Calculating the time needed for the conversion

Here an example of the time needed for a conversion, based on the following parameters. The mails were converted from a MailDepot saved locally into a CIFS-Share over a 100 MBit line.

**Hardware:** Intel 4 Core CPU Xeon (NetBurst), 4 GB RAM, RAID 5 with a 6 SAS-Array

**Amount:** 1 million mails

**Time:** 24 hours

**Speed:** 11 mails / Second

Compare the speed of the conversion with the speed shown on the progress bar of your conversion.

**PLEASE NOTE:**

The faster the performance of the computer on which the conversion takes place, the faster the conversion will be finished. The CPU power is an important factor. An advantage is a processor with more cores.

## 2.3 Distribution into separate containers

**PLEASE NOTE:**

The strategic distribution of archived files is detailed in the Administrator Manual under Chapter 5.5.2.

## 3 Installation of the Reddoxx ACS Tools (Converter)

### Prerequisite

- A virus scanner can not be installed on the computer on which the conversion takes place, due to the fact that mails might not be converted caused by the virus scanner issuing a warning regarding certain mails. The virus scanner on the computer may be configured differently than the virus scanner found on the Reddoxx appliance, causing some mails to be detected as viruses.
- If the computer on which the conversion takes place is running Windows 7 or a Windows 2008 system, the conversion program will need to be started as an Administrator.

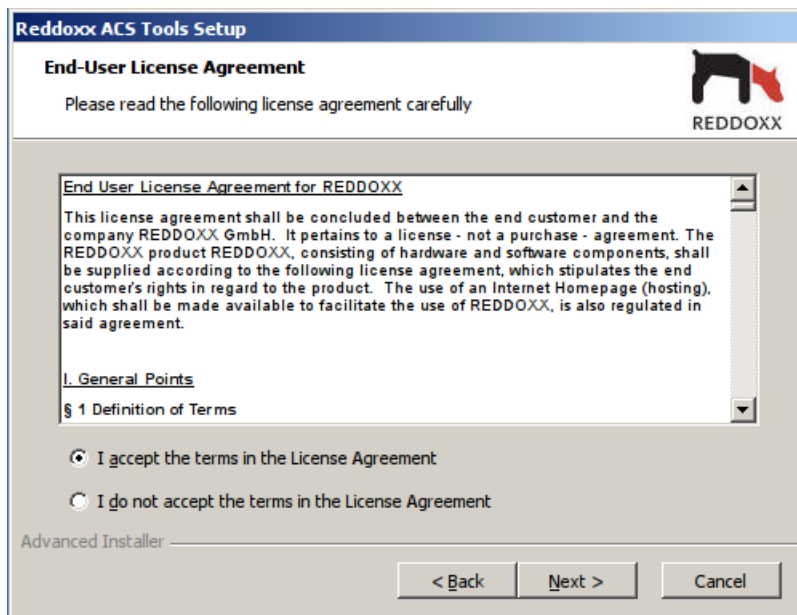
### Installation

1. Download the latest Reddoxx MailDepot converter software (ACS Tools) from our Support- & Download Center.  
→ <http://support.reddoxx.net/downloads.php>

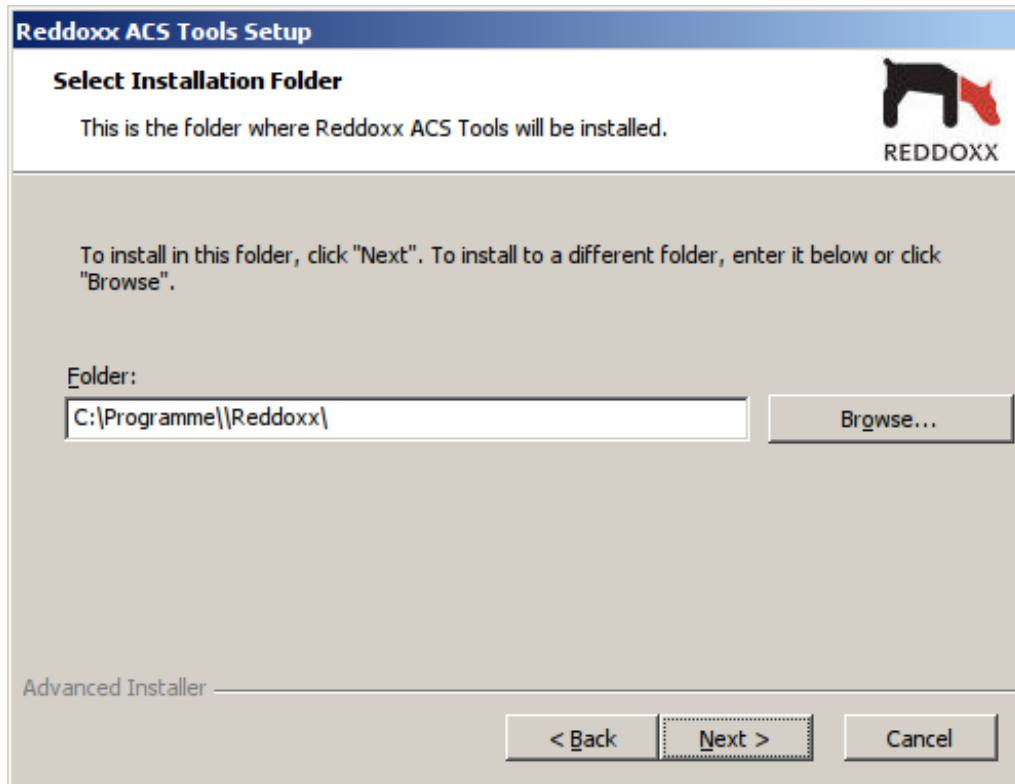
2. Start the installation on a high performance Windows computer.



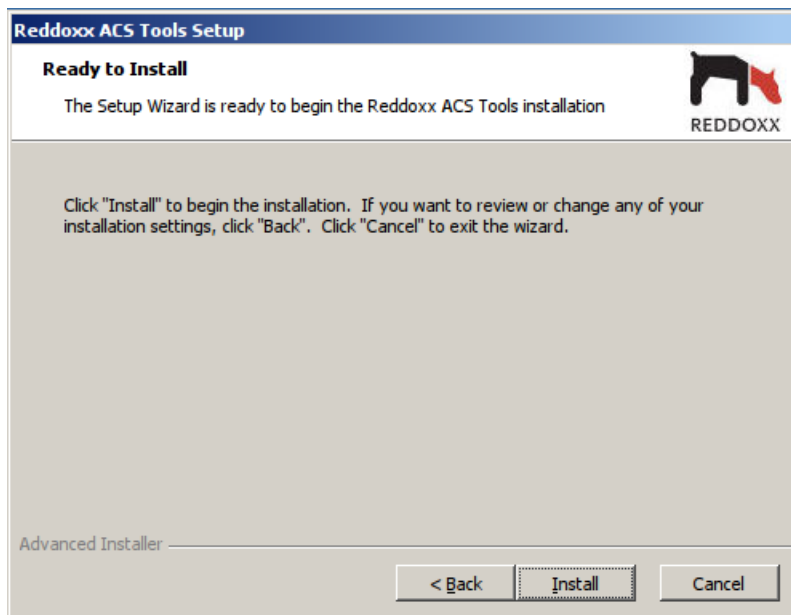
3. Accept the License Agreement.



4. Select the folder in which to install the Reddoxx ACS Tools.



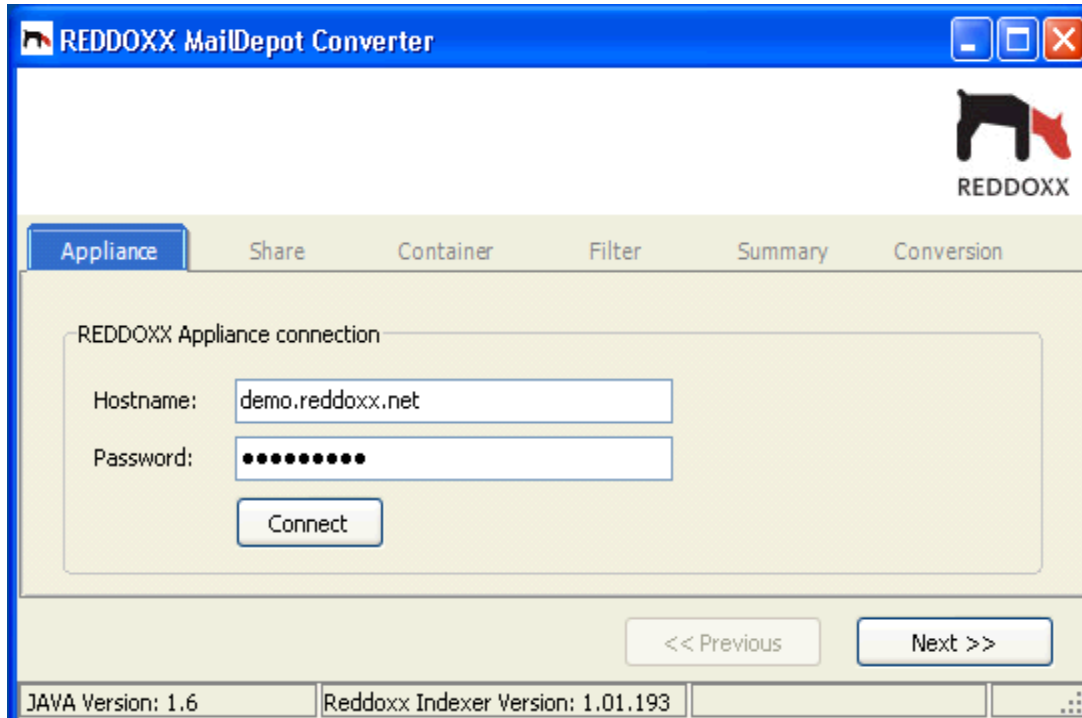
5. Start the installation



6. Close the installation when it has finished.

## 4 Converting the MailDepot

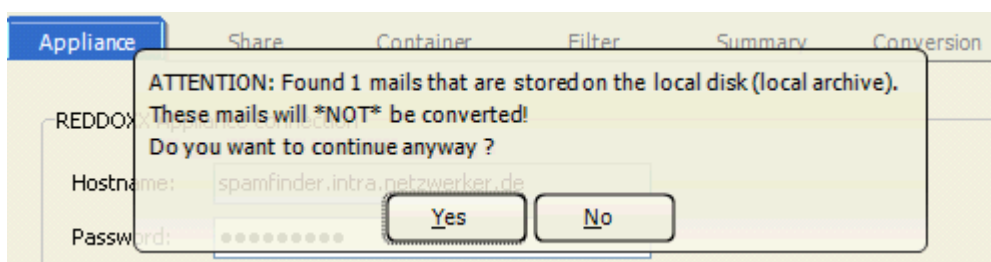
1. Start the Reddoxx MailDepot converter.
2. Log on to your Reddoxx Appliance with the "sf-admin" password (Administrator GUI password).



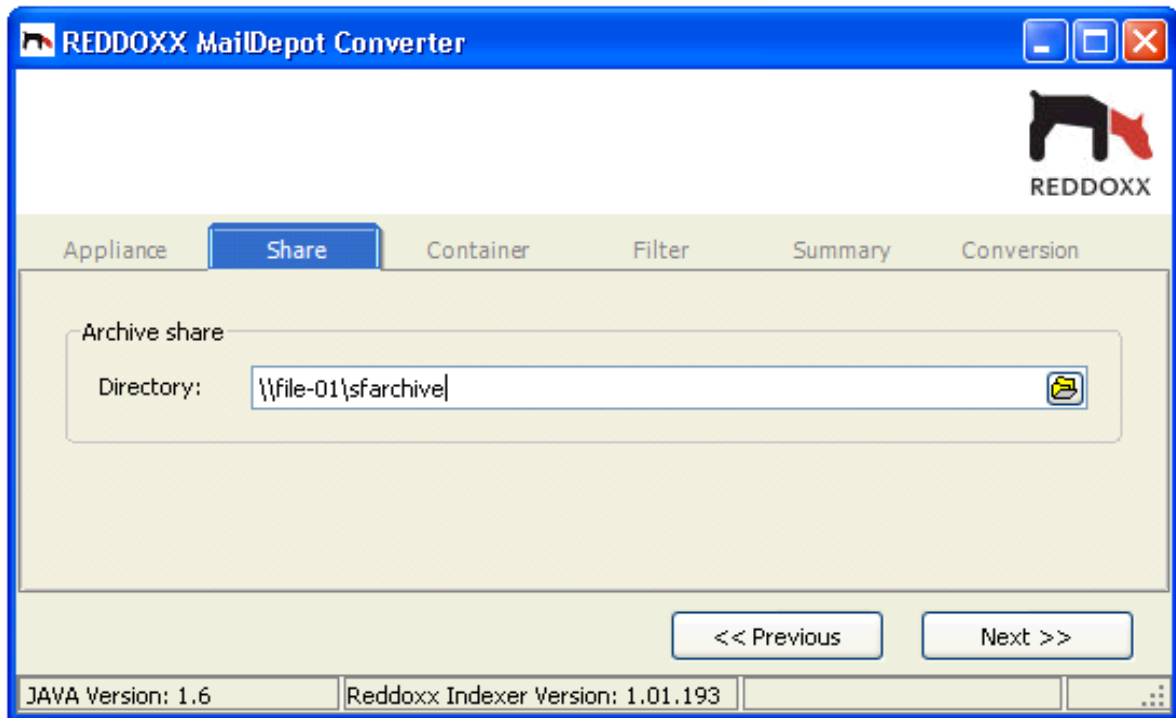
3. If there are still mails found on the local archive, a warning message will appear (see below). You may stop the converter and then transfer these mails to a remote archive (Windows share). In the Administrator Manual under Chapter 4.5, you will find configuration instructions and further details for this step.

➔ [http://support.reddoxx.net/manual/?t=admin&l=en&b=1026&s=4.5.REDDOXX MailDepot](http://support.reddoxx.net/manual/?t=admin&l=en&b=1026&s=4.5.REDDOXX%20MailDepot)

If you continue, the mails on the local archive will not be converted and will remain unchanged on the hard drive of the appliance. Only mails found on the remote archive will be converted.



4. Select the remote archive in which the archived mails are found.

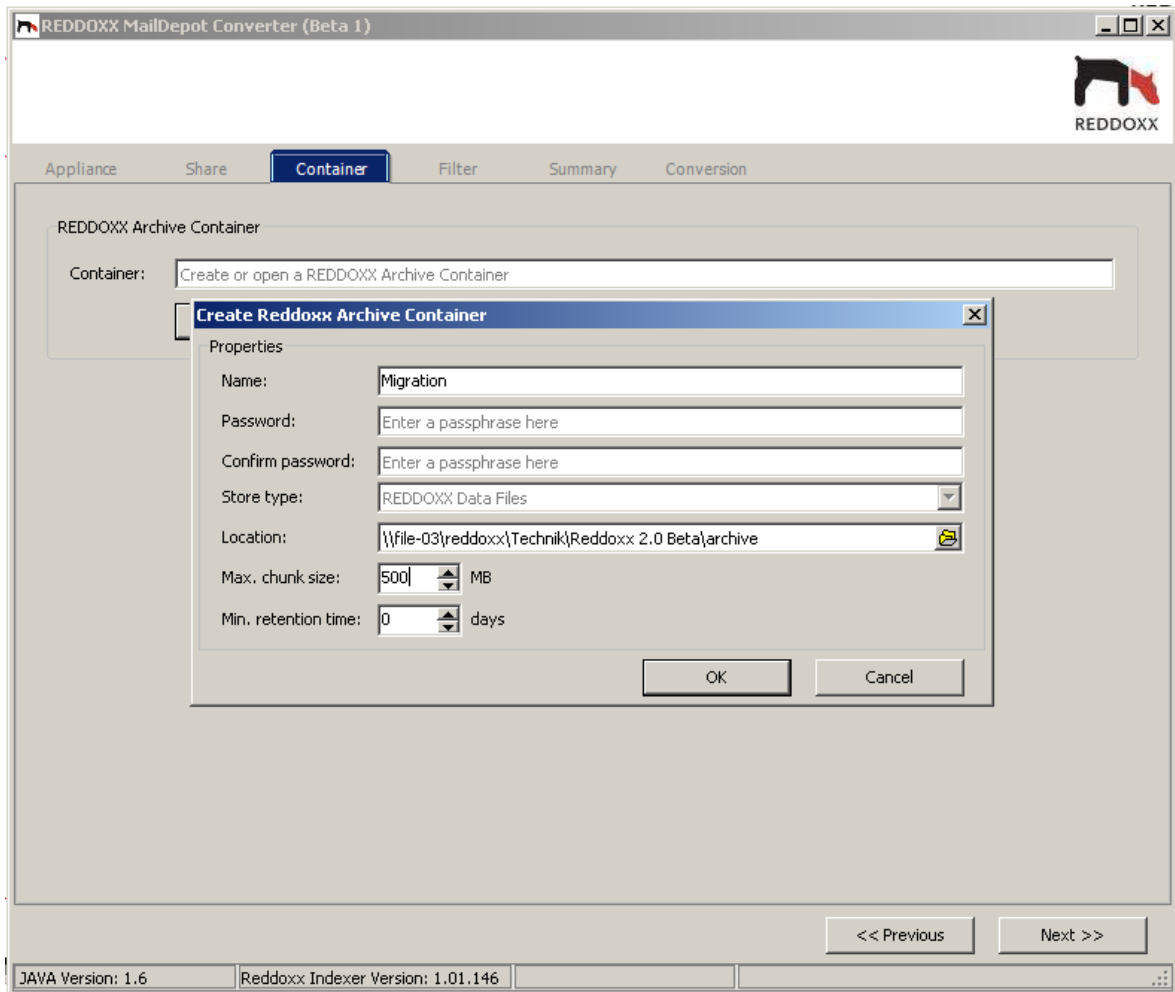


If the archived mails are found on the local server, you can also enter this directory..

For example:

C:\sfarchive

## 5. Create a container.



### Name:

Choose a name that fits the contents of the files found in the container. Choosing the time frame in which the mails are found (for example, March 2011) is also an option.

### Password:

If you enter a password, then the password will need to be entered when opening the container in the future. A password secures the container, if the container happens to end up in the wrong hands.

### Location:

Location in which the container will be saved. For the conversion, it runs better and faster when the container is saved locally. When you are finished with the conversion, it is possible to move the container to a separate storage device.

### Max. chunk size

It is best to enter a value of 4096 MB here. The value determines the maximum size allowed for an individual container file, before a new file is started. The bigger the value is, the faster the container will function.

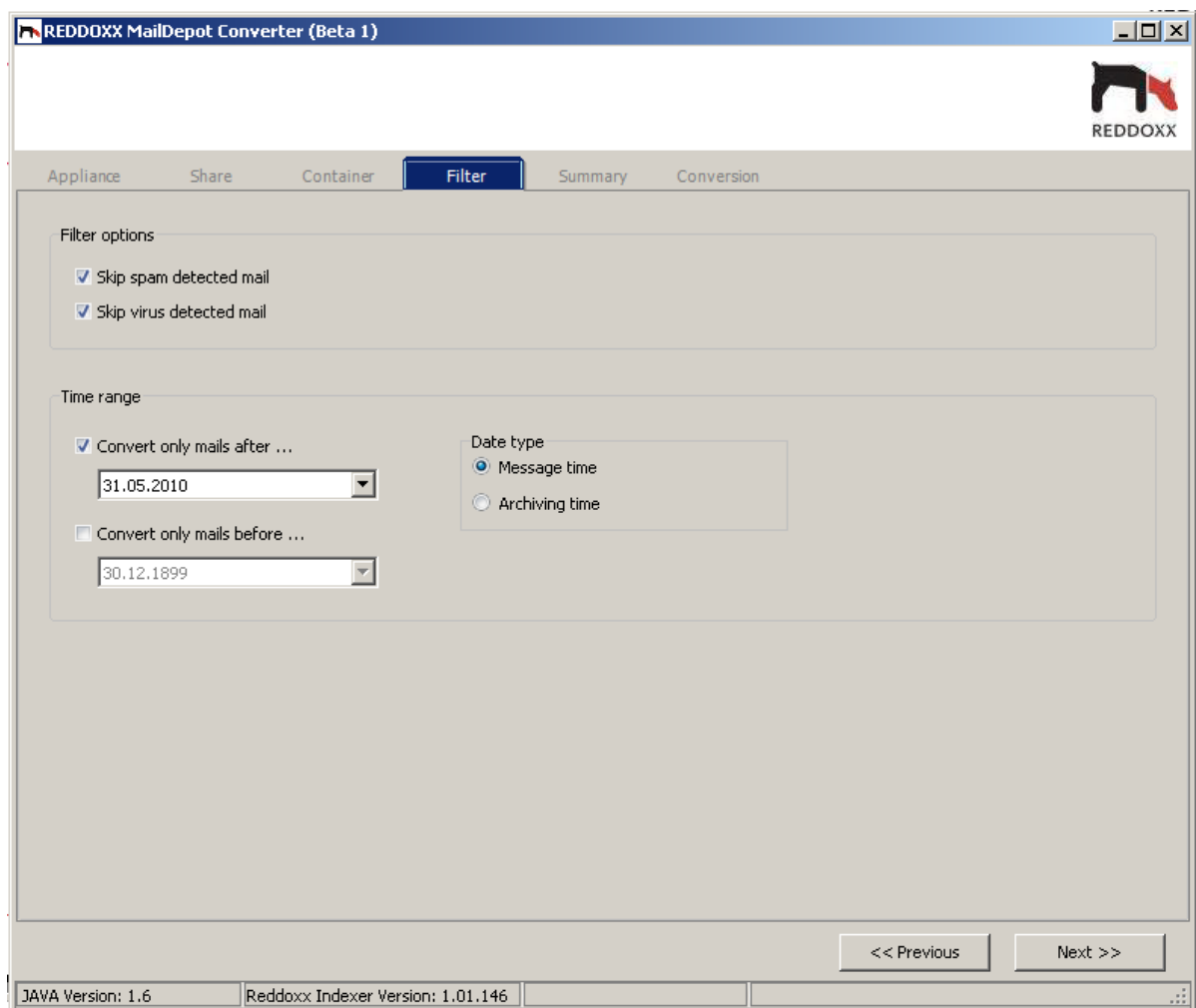
### Min. retention time

This value determines the length of time a mail within the container will be archived. If this value is set, a mail cannot be deleted or moved until this time has passed.

## PLEASE NOTE:

If you want to repeat the complete conversion, create a new container, instead of using the existing one.

6. Select the mails that you would like to convert. There are different filter options from which to choose.



### Filter options

#### Skip spam detected mail

Mails which were originally classified as spam, but are nevertheless saved in Maildepot 1.0, will be filtered out by selecting this option.

#### Skip virus detected mail

Mails which were originally classified as a virus but are nevertheless saved in Maildepot 1.0, will be filtered out by selecting this option.

#### Time range:

In this field you can enter a defined time range. Only the mails found within this time range will be converted.

#### Convert only mails after ...:

Select this option when you would only like to convert mails found in MailDepot 1.0 after a defined date. The day of the date given begins at 0:00 o'clock. If this option is left unselected, all mails from the beginning of operation will be converted.

#### Convert only mails before ...:

Select this option when you would only like to convert mails found in MailDepot 1.0 before a defined date. The day of the date given ends at 23:59 o'clock. If this option is left unselected, all mails found before the starting time of the conversion will be converted.

#### Date type

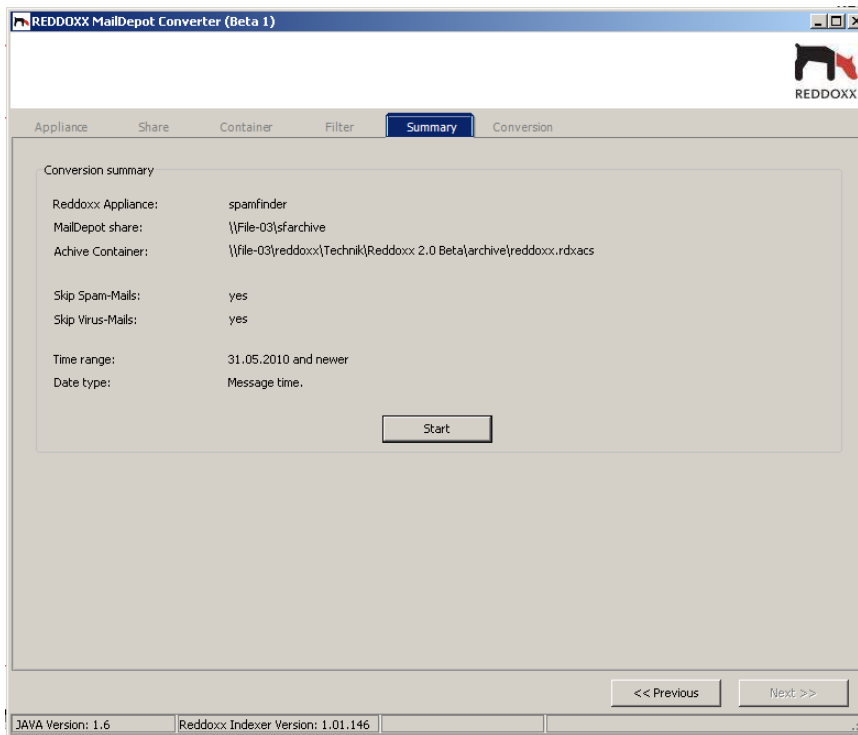
##### Message time:

The date on which the mail is created is used in determining the message time. The creation date is saved in the header data of the mail and generated through the mail client.

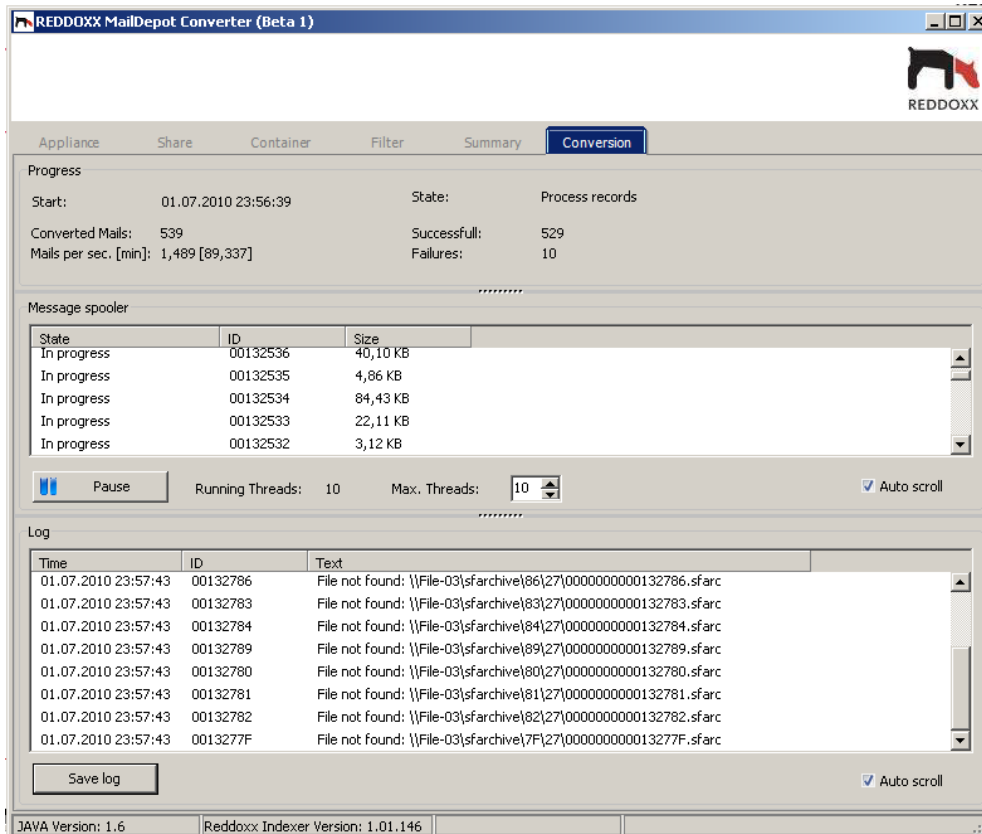
##### Archiving time:

The time at which the mail is saved to the MailDepot is used in determining the archiving time. This value can help to differentiate between the time the mail was created, or the time the mail was processed, in case problems should arise concerning the message time.

- Please review the data that has been entered to ensure that everything is correct. Start the conversion when ready.



- Progress report of the conversion



## 5 Troubleshooting

Mails which could not be converted will be saved in a subfolder named „Conversion Errors“ within the following file “<Archive-ID>.eml”.

There you have the possibility to view the mails with your choice of e-mail program to determine the relevance of the mails.

The following table will explain the different errors and their meanings.

<b>Error</b>	<b>Explanation</b>	<b>Solution</b>
File not found	The archived file is no longer found on the share.	Select the correct share or retrieve the archived file from a backup.
Internal Java Error: ...	*1)	After viewing, delete the archived file
DecodePart: Unknown data start pos.	*1)	After viewing, delete the archived file
Mail Transaction Error. There is not Action with index (1) stored	*1)	After viewing, delete the archived file
Invalid file format: C:\...	*1)	After viewing, delete the archived file
Cannot open file "C:\DOKUME~1\User\L OKALE~1\Temp\..."	The archived file is currently in use through a different program.	Run the conversion again
data error	The archived file is unable to be completely decrypted. The file is corrupt and cannot be recovered..	No solution available. Delete the file.
Invalid file format	The archived file cannot be decrypted. In most cases, an empty file. The file is corrupt and cannot be recovered .	No solution available. Delete the file
CopyFile2Storage2: File System IO Error	Data cannot be written anymore into the container file. Either the connection to the network share is broken or the local hard disk is damaged.	Solve the problem with the network or hard disk first, then repeat the conversion, but this time choose the directory „Conversion-Errors“ and not the original maildepot share.

\*1)

In most cases, this involves a mail which is not correctly formatted, and therefore, cannot be correctly analyzed. This is usually due to it being a spam mail.

## 6 Installing Release 2027 on the Appliance

As soon as the conversion has finished, you are able to install Version 2027 on your Reddoxx Appliance. It is important to note that you will no longer have access to the old MailDepot. Carefully read through the Release Announcement and follow the instructions.

Instructions on installing updates can be found in the Administrator Manual:

→ <http://support.reddoxx.net/manual/?t=admin&l=en&b=2027&s=4.3.5.Updates>

## 7 Creating a new Default Container

After the update, you will need to create a new default container. New, incoming mails will be routed into this container. Mails arriving during this time will be saved in the Transaction Spooler. Instruction on how to create a container, and how to connect containers to an external storage device, can be found in the Administrator Manual:

<http://support.reddoxx.net/manual/?l=en&b=2027&s=5.The%20Appliance%20Manager>

Label the new container as „Default Container“ (→.Settings) and activate the Autostart Option. In not more than a minute's time, the Spooler transfers the surplus mails into the Default Container. Observe the Live-Log during this process.

Learn the new functions of MailDepot 2.0 by reading Chapter in the Administrator Manual.

### Warning

Do NOT attach the container with the converted mails until the Delta conversion has finished. There is a possibility of destroying the container and files contained within the container!

Opening a container more than once to inscribe data is not possible!

## 8 The Delta Conversion

From the time the first conversion started until the upgrade to Version 2027, additional mails have probably been received and saved in MailDepot 1.0, and these mails must also be converted. You will need to restart the conversion process and enter a time frame between the first conversion time until the current time (without any restrictions): You may choose between using the container from the first conversion, or creating a new container.

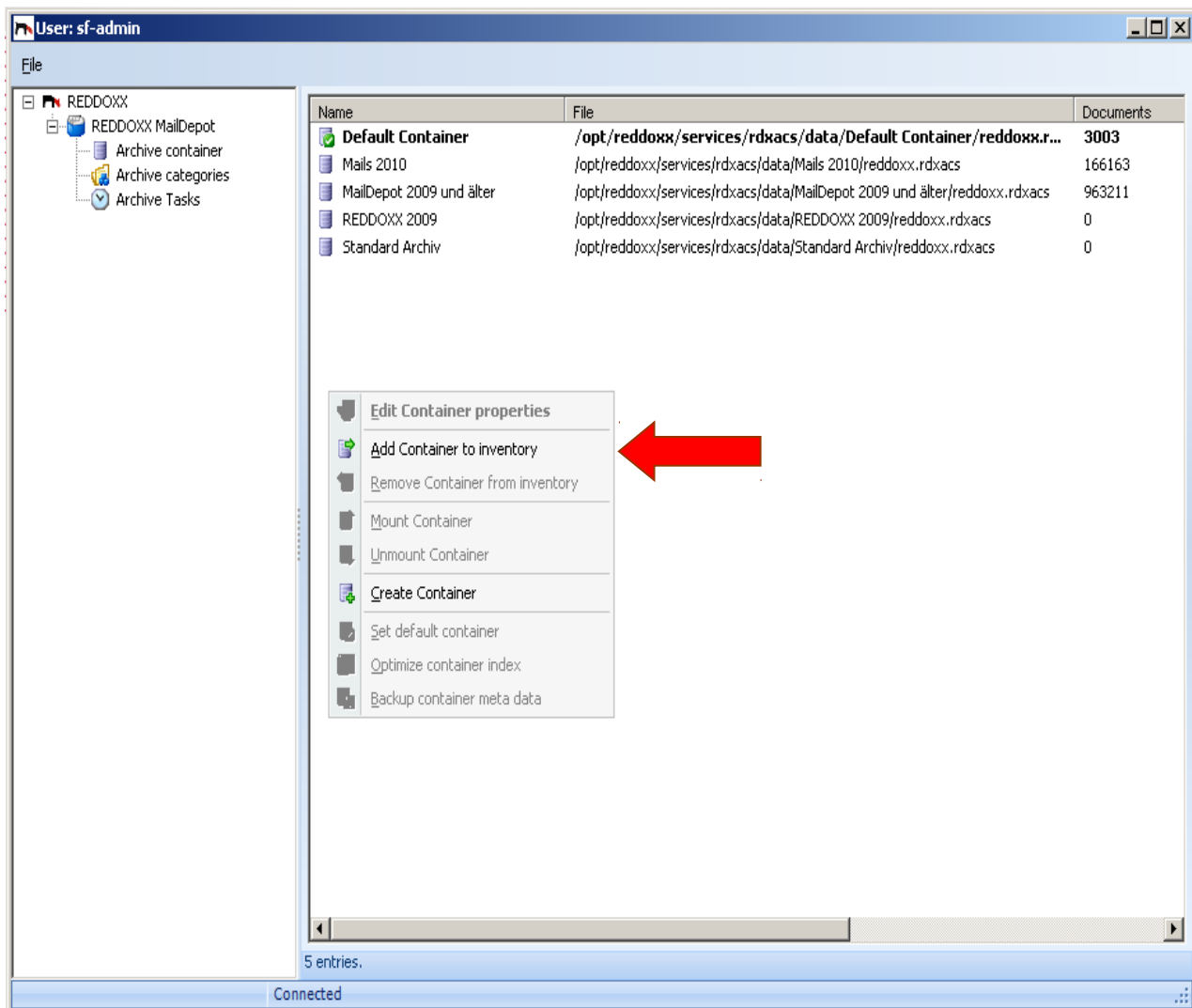
### PLEASE NOTE:

Mails will not be converted more than once, if the time frame overlaps. The Message ID prevents the mails from being doubly archived.

## 9 Integrating the conversion container with the Appliance

When the Delta conversion has finished, you can now integrate the container with the converted MailDepot files with the Reddoxx Appliance.

1. Open the Appliance Manager (rdxadmin2.exe) and log on.
2. Under REDDOXX MailDepot in the navigation tree, select Archive Container.
3. Right click in the field on the right side and select „Add Container to Inventory“.



Additional information can be found in the Reddoxx Administrator Manual under:

→ <http://support.reddoxx.net/manual/?t=admin&l=en&b=2027&s=5.5.2.6.Container%20zum%20inventar%20hinzufügen> .