

HP Email Archiving software for Microsoft Exchange

Support Matrix



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Release history

EAsE version	Date	Major features
2.2.2	December 2011	Patch fixes
2.2.1	December 2010	Outlook 2010 32-bit support
2.2	March 2010	New features: <ul style="list-style-type: none"> • SMTP Journaling • Stealth Archiving • Exchange 2010 support
02.12.0005	September 2009	Patch fixes
02.11.0007 (2.1.1)	May 2009	<ul style="list-style-type: none"> • New HP Software versioning begins with this patch. Each EAsE component uses same version number. • OWA Extension: Support added for Exchange/OWA 2007 on Windows Server 2008
2.1	March 2009	Support for Citrix Presentation Manager 4.5 in EAs Exchange 2.1 Outlook Plug-In
	January 2009	New features: <ul style="list-style-type: none"> • Support for HP Outlook Web Access (OWA) Extension on Exchange 2007 • Support for RPC over HTTP (Outlook Anywhere) • Support for Microsoft ISA Server • Tombstone Maintenance events: Support for Folder Synchronization with IAP <p>NOTE: Support for RPC over HTTP assumes a customer-provided secure connection between Outlook clients and the IAP. This can be accomplished by using a secure proxy server in front of the IAP.</p>
2.0	July 2008	New features: <ul style="list-style-type: none"> • Quota Archive Thresholds • Folder Capture Support • Multiple Object Archiving • Outlook Integrated Archive Search • Archive Cache on Demand

Selective Archiving and Journal Mailbox Compliance Archiving

The following versions of Microsoft Exchange Server are required to run the HP EAs Exchange (EAsE) software for Compliance Archiving using journal mailboxes and Selective Archiving.

Table 1 Exchange requirements for archiving

Microsoft Exchange version	Service pack	EAsE 2.0, 2.1.x ⁺	EAsE 2.2.x ⁺⁺	EAsE 2.2.1 ⁺⁺⁺
Exchange 2010	SP1		X	X
Exchange 2007	Base, SP1	X	X	X
	SP2, SP3			X
Exchange 2003 (Enterprise and Standard Editions)	SP2	X	X	X
Exchange 2000	SP3	X		

- + EAsE 2.0: Uses Archive Engine v 2.00.0000.
EAsE 2.1: Uses Archive Engine v 2.01.0000.
EAsE 2.1.1: Uses Archive Engine v 2.11.0007.
EAsE 2.1.2: Uses Archive Engine v 2.12.0000.
- ++ EAsE 2.2: Uses archive Engine v 2.20.0000.
- +++ EAsE 2.2.1: Uses archive Engine v 2.21.0006



NOTE:

HP recommends using Exchange 2003 or later if Journal Mailbox Compliance Archiving and Selective Archiving are run concurrently.

SMTP Journaling

The following versions of Microsoft Exchange Server are required to run the HP EAs Exchange (EAsE) software for Compliance Archiving using SMTP Journaling.

Table 2 Exchange requirements for archiving

Microsoft Exchange version	Service pack	EAsE 2.2	EAsE 2.2.1
Exchange 2010	Rollup 4, SP1	X	X
Exchange 2007	Base, SP1, SP2	X	X
	SP2, SP3		X



NOTE:

SMTP Journaling is not supported with IAP 2.0.x.

Outlook Plug-In

The following versions of Microsoft Outlook and the Microsoft Windows operating system are required to install and run the Outlook Plug-In on Windows clients.

Table 3 Outlook Plug-In requirements

Outlook version	Service pack	Operating system version	Service pack	EAsE 2.0, 2.1.x ⁺	EAsE 2.2.x ⁺⁺	EAsE 2.2.1 ⁺⁺⁺
Outlook 2010, 32-bit only	Base	Windows 7 Enterprise Windows 7 Professional (32-bit and 64-bit)	Base			X
		Windows Vista (64-bit)	SP1			X
		Windows Vista (32-bit)	SP1			X
		Windows 2003 R2	SP2			X
		Windows XP Professional	SP3 SP2			X X
Outlook 2007	Base, SP1, SP2, SP3	Windows 7 Enterprise Windows 7 Professional (32-bit and 64-bit)	SP3		X	X
		Windows Vista (64-bit)	SP1	X	X	X
		Windows Vista (32-bit)	SP1	X	X	X
		Windows 2003 R2	SP2	X	X	X
		Windows XP Professional	SP3	X	X	X
Outlook 2003	SP2, SP3	Windows Vista (32-bit)	SP1	X	X	X
		Windows 2003 R2	SP2	X	X	X
		Windows XP Professional	SP3	X	X	X

- + EAsE 2.0: Uses Outlook Plug-In v 2.06.0000.
EAsE 2.1: Uses Outlook Plug-In v 2.06.0102.
EAsE 2.1.1: Uses Outlook Plug-In v 2.11.0007.
EAsE 2.1.2: Uses Outlook Plug-In v.2.12.0000.

- ++ EAsE 2.2.x: Uses Outlook Plug-In v. 2.20.0000.
Plug-In 2.1.x is supported with EAsE 2.2.

- +++ EAsE 2.2.1: Uses Outlook Plug-In v. 2.21.0006.
Plug-In 2.2.1 is supported with EAsE 2.2.



NOTE:

The Exchange Online Archive mailbox is an option available in Exchange 2010 that is accessible with Outlook 2010.

EAsE does not support archiving from the Exchange online archive mailbox.

Citrix support

The Outlook Plug-In can be installed on servers running:

- Citrix Presentation Manager 4.5, 32-bit and 64-bit
- Citrix XenApp 5.0, 32-bit and 64-bit

Install this version on Microsoft Windows Server 2008 R1 and later.

- Citrix XenApp 6.0 Enterprise 64-bit

Install this version on Microsoft Windows Server 2008 R2.

Support has been tested on these systems:

Table 4 Requirements for Citrix support

Outlook version	Service pack	Operating system version	Service pack	EAsE version	Outlook Plug-In version
Outlook 2010 32-bit NOTE: Outlook 2010 32-bit is only supported with EAsE Outlook Plug-In 2.21.x, and is supported with Citrix XenApp 6.0 Enterprise 64-bit.		Windows 2008 and later, 64-bit	SP1	2.21.x	2.21.0201
		Windows 7 Enterprise Windows 7 Professional (32-bit and 64-bit)	Base		
		Windows Vista 64-bit	SP1		
		Windows Vista 32-bit	SP1		
		Windows 2003 R2	SP2		
		Windows XP Professional	SP2		
Outlook 2007	SP2	Windows 2008 and later, 64-bit	SP1	2.21.x	2.21.0201 2.1.2 2.20.0000 2.21.0006
		Windows 7 Enterprise Windows 7 Professional 32-bit and 64-bit	Base		
		Windows Vista (64-bit)	SP1		
		Windows Vista (32-bit)	SP1		
		Windows 2003 R2	SP2		
		Windows XP Professional	SP3		

Outlook version	Service pack	Operating system version	Service pack	EAsE version	Outlook Plug-In version
			SP2		
Outlook 2003	SP3	Windows 2008 and later, 64-bit	SP1	2.1 2.1.1 2.1.2	2.21.0201
		Windows 2003 R2	SP2		2.06.0102
		Windows XP Professional	SP3		2.11.0007
			SP2		2.12.0000

The following conditions apply:

- Logging should be disabled in the plug-in.
- PST Export does not work if Outlook is running in a Citrix session.
Export only works when Outlook and the plug-in are installed on a user's local machine.

More detailed information is provided in "Using the Outlook Plug-In with Citrix Presentation Manager" in Chapter 5 of the *HP EAs Exchange Installation Guide*.

Outlook Web Access (OWA) Extension

The following versions of Microsoft Exchange Server are required to install and use the OWA Extension. OWA 2003 and 2007 only support Internet Explorer.

For Microsoft Exchange Server 2010, the OWA Extension is supported on the following browsers:

- Internet Explorer 7.0 and later (Windows)
- Firefox 3.0 and later (Windows 98 and later)
- Chrome 1.0 and later (Windows NT and later)
- Safari 3.0 and later (Macintosh)

Table 5 Requirements for OWA Extension

Microsoft server software	Service pack	EAsE 2.0	EAsE 2.1.x	EAsE 2.2.x	EAsE 2.2.1
Exchange 2010	SP1			X	X
Exchange 2007	SP1, Rollup 5 or later		X	X	X
	SP2, SP3				X
Exchange 2003 (Enterprise and Standard Editions)	SP2	X	X	X	X
Exchange 2000	SP3	X	X		

Additional requirements for OWA Extension

- IAP software Version 2.0 or later (see [IAP requirements](#))
- Exchange 2003, 2007, 2010 all require .NET Framework 2.0 with Service Pack 1 or later.

- OWA Extension for Exchange 2007, 2010:
 - Windows Server 2008 64-bit with Service Pack 1; Windows Server 2003 64-bit with Service Pack 2 (Exchange 2007 only)
 - Auto Discover and Exchange Web Services (EWS) must be configured
 - Exchange Server must have Client Access Server (CAS) role configured
- OWA Extension for Exchange 2000 and 2003:
 - WinHTTP 5.1 must be installed; must be updated if version on server is older than 5.1. Updates are available from MSDN:
 - Windows 2003: See MSDN Article KB842773, "Update for Background Intelligent Transfer Service (BITS) 2.0 and WinHTTP 5.1 Windows 2003."
 - Windows 2000: See MSDN Article KB842773, "Update for Background Intelligent Transfer Service (BITS) 2.0 and WinHTTP 5.1 Windows 2000."
 - `Proxycfg.exe` supported by WinHTTP 5.1.
The compatible version is required. A copy of the required file version is provided in the OWA Extension install bundle.

Note the following:

- The Exchange Online Archive mailbox is an option available in Exchange 2010 that is accessible with Outlook 2010. EAsE OWA and Outlook Plug-in do not support retrieval of tombstones from the Exchange online archive mailbox.
- For Microsoft Exchange Server 2010 and 2007, OWA Premium is required to retrieve tombstoned messages. Archived appointment and calendar items cannot be retrieved in OWA 2007 and 2010. Customers who are considering an upgrade to Exchange Server 2010 and 2007 should be aware of this reduced functionality.
- For Microsoft Exchange Server 2003, HP strongly recommends use of OWA Premium.

PST Import Manager

The following versions of Microsoft Outlook and the Microsoft Windows operating system are required to install and run the PST Import Tools on Windows clients.

Table 6 PST Import Tools requirements

Outlook version	Service pack	Client operating system version	Service pack	EAsE 2.0, 2.1.x ⁺	EAsE 2.2.x ⁺⁺	EAsE 2.2.1 ⁺⁺⁺
Outlook 2010 32-bit only		Windows 2003 R2	SP2			X
		Windows XP Professional	SP3			X
Outlook 2007	Base, SP1, SP2	Windows 2003 R2	SP2	X	X	X
		Windows XP Professional	SP3	X	X	X
Outlook 2003	SP2, SP3	Windows 2003 R2	SP2	X	X	X
		Windows XP Professional	SP3	X	X	X
Outlook 2000	SP3	Windows 2003 R2	SP2	X		
		Windows XP Professional	SP3	X		

- + EAsE 2.0: Uses PST Import Tools v 2.00.0000.
EAsE 2.1: Uses PST Import Tools v 2.01.0000.
EAsE 2.1.1: Uses PST Import Tools v 2.11.0007.
EAsE 2.1.2: Uses PST Import Tools v 2.12.0000.

- ++ For EAsE 2.2.x, the PST Import Tools were unified into a single PST Import Manager application.
PST Import Manager 2.2 requires Microsoft Management Console 3.0

- +++ PST Import Manager 2.2.1 requires Microsoft Management Console 3.0



NOTE:

The PST Import Manager require .NET Framework 2.0 with Service Pack 1 or later.

Localization and supported character sets

The following table lists the character sets that are supported for Exchange messages archived by the IAP.

Table 7 HP EAsE and IAP character set support

Supported character set	Description
ISO-8859-1	Western European, extended ASCII
ISO-8859-15	Western European, variant of ISO-8859-1
WINDOWS-1252	Western European (Windows variant of ISO-8859-1)
US-ASCII	7-bit American Standard Code for Information Interchange
UTF-8	Unicode/Universal Character Set (all modern languages)
ISO-8859-2	Eastern European
KOI8-R	Cyrillic (Russian and Bulgarian)
ISO-8859-5	Cyrillic (Bulgarian, Belarusian, Russian)
WINDOWS-1251	Cyrillic
WINDOWS-1254	Turkish (Windows variant of ISO-8859-9)
ISO-8859-9	Turkish
GB18030	Chinese (Mainland)
BIG5	Chinese (Taiwan)
GB2312	Chinese (Mainland)
GBK	Chinese, simplified extension of GB2312 (Mainland)
ISO-2022-KR	Korean
EUC-KR	Korean
KS_C-5601-1987	Korean
ISO-2022-JP	Japanese
EUC-JP	Japanese
SHIFT-JIS	Japanese

The following table lists the languages in which the HP EAs Exchange components and documentation are localized.

Table 8 Localization

Component/document	EAsE 2.0/2.1/2.2.x
Outlook Plug-In user interface	English, French, German, Spanish, Portuguese (Portugal), Japanese, Korean, Simplified Chinese, Traditional Chinese, Italian*
HP EAs Exchange User Guide	English, French, German, Spanish, Portuguese (Portugal), Japanese, Italian*
HP EAs Exchange Administrator Guide	English, Japanese
HP EAs Exchange Installation Guide	English

* Italian added in 2.2.x.

IAP requirements

Email Archiving software for Exchange is specifically designed as an application connector to the HP Integrated Archive Platform (IAP). IAP is the only compatible archiving platform for HP EAs Exchange.

The following versions of IAP software are compatible with HP EAs Exchange.

Table 9 HP EAs Exchange and IAP software compatibility

EAsE version	IAP software version
2.2	2.1
	2.0.3 and later (SMTP Journaling is not supported with IAP 2.0.x.)
2.1	2.0
2.0	2.0

For further information, refer to the IAP Support Matrix: http://support.openview.hp.com/sc/support_matrices.jsp#IAP.

Single Sign On support

Single Sign On (SSO) is an IAP feature. The supported client operating system version for SSO support is Microsoft Windows XP Professional SP2.

IAP Web Interface

The IAP Web Interface can be accessed with the following browsers:

- Microsoft Internet Explorer 7.0x and 8.x (recommended)
- Mozilla Firefox 3.58