GWAVA

# MAKING THINGS POSSIBLE

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# About GWAVA

GWAVA is the leading provider of software solutions for Novell GroupWise. GWAVA has offices in North America as well as Europe and Asia/Pacific.

## Focus on GroupWise

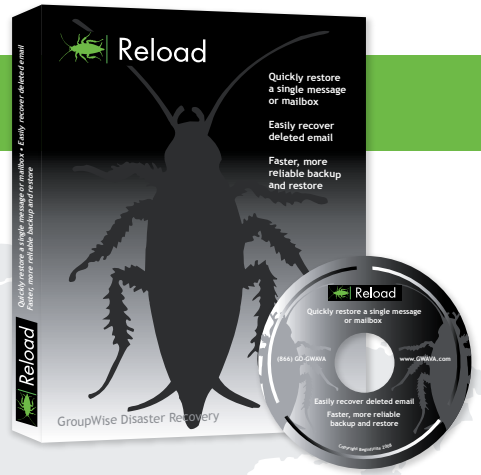
GWAVA has a rich history in the support and strengthening of GroupWise. With some of the most well known names in the GroupWise community driving the success of GWAVA, GWAVA has stayed focussed over the years at enriching the GroupWise Administrator‘s experience.

All of GWAVA‘s products and services are focussed on GroupWise. GWAVA has become the largest and most successful partner for GroupWise in the history of the GroupWise product. Millions of users have come to rely on GWAVA to fulfill their unique needs. GWAVA has found success enhancing the GroupWise experience.

GWAVA‘s people are some of the most knowledgeable and experienced in the GroupWise community. Focus on our customers is what you can expect from the men and women who make up the GWAVA team.

# Reload

# Hot Backup and Disaster Recovery

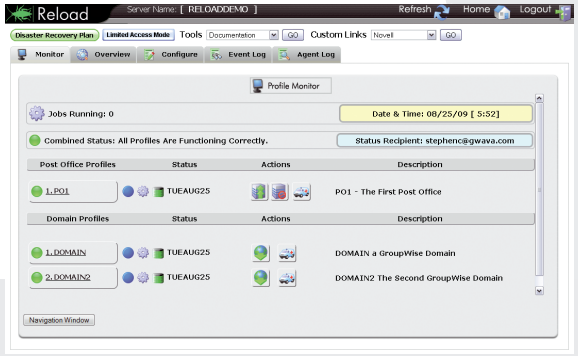



Disasters come in all shapes and sizes, from an accidentally deleted email to a complete server loss. The one thing they share is their unpredictability. Reload prepares your organization with the protection it needs.
GWAVA Reload is no crystal ball, but being prepared provides your organization with the protection it deserves.

**The Holy Grail... of GroupWise**

### Push Button Recovery

With a click of a mouse, Reload fills in as the portion of your GroupWise system that has failed until the live GroupWise system is back online. It's that simple.




*The Reload profile monitor*

### Built for Speed

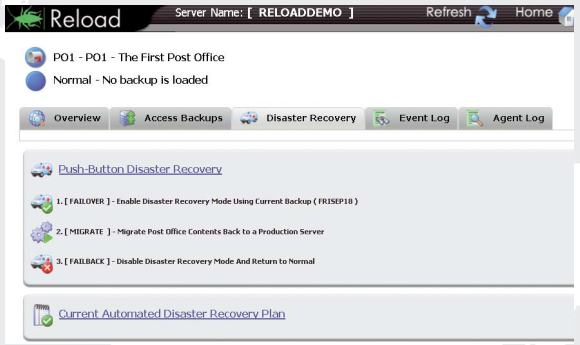
Simply put, Reload is fast! A Reload customer with seven GroupWise post offices can back up 8 times faster than their prior solution. Plus, Reload has increased backup speeds over previous versions with the addition of simultaneous backup jobs. Because of Reload's rapid backup capabilities, you can even perform intra-day backups of post office profiles – ensuring that critical messaging data is the most current.

### End-user Self Service

If the Reload administrator chooses to enable „Auto-Reload," users can then easily retrieve accidentally deleted email messages or attachments without any assistance from IT.

### Enhanced Administration

The web interface for Reload encompasses all of the daily administration tasks such as health monitoring, available disk space and age of the profile. Useful statistical information is also available such as backup run time, and backup completion time. Reload can send one single consolidated daily report. In addition, email notifications can be sent to multiple recipients to alert administrators when pre-configured thresholds have been exceeded.




*Disaster Recovery is push button easy*

Since Reload is built around and designed for GroupWise, it uses native application calls to ensure perfect backups of GroupWise. These backups are made across the network to the Reload server which dramatically reduces backup times and ensures reliability. For long term storage to tape, the off line operation of Reload makes backup to tape quick and easy.
Reload backs up GroupWise post offices and domains on any platform that GroupWise runs on Linux, NetWare and Windows. Reload is fully compatible with GroupWise 8 as well as GWAVA Retain. With Reload, there is no software to install to your GroupWise servers; all of the software is installed with the Reload package to the Reload server.

## Features

- Push Button Disaster Recovery
- Single Mailbox / Message Restore
- Small Backup Windows
- Remote Disaster Recovery
- Up to 5 Simultaneous Backup Jobs

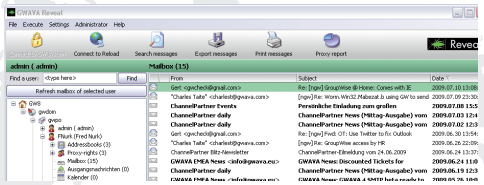
# Reveal

# Novell GroupWise Mailbox Auditing

Reveal provides the essential auditing and oversight capabilities that your legal, human resources, and auditing personnel need for your GroupWise system. Reveal is an executive level solution for GroupWise monitoring, auditing, and email policy enforcement. It is a simple desktop application which lets you maintain oversight for all email communications within your GroupWise system. Reveal ensures that organizations can conduct confidential email investigation and reduce the liability that organizations can experience while maintaining the integrity of the messaging system.

## Trust is Good... Reveal is Better

Reveal provides instant email auditing and oversight capabilities for legal, human resource, and security executives. With its intuitive interface, it allows authorized executives to review the contents of any employee's



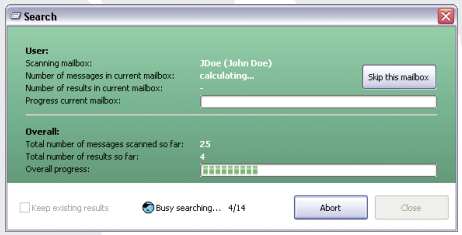
*Audit a mailbox without changing anything*

mailbox, search for messages based on key words or content, and retrieve these messages from GroupWise — all while maintaining the security of the system. With Reveal, you have oversight for all email communications in your GroupWise system. It monitors and scans all email. You can be sure that you are protected from information leaks, misuse of company email, and legal liability. Reveal lets you accurately evaluate email activity in order to properly enforce your organizations' policies and procedures.

Reveal's extensive rights management function lets you uniquely specify which accounts a Reveal user is allowed to audit. This makes it easy for department heads to review email of their direct employees or have limited access to sensitive accounts. As always, all activities of the Reveal user are logged to Redline.

### Integration with Reload from GWAVA

While Reveal can instantly audit the live information in your GroupWise environment, many customers need the ability to audit historical or archived GroupWise information. With the Reload integration, customers can audit archived data, search




*Easy search on all or selected mailboxes*

through backups, access deleted email, and apply all the other tools of Reveal to their GroupWise backups and archives.

### Integration with Advansys Archive To Go

Integration with Archive To Go lets legal, HR and other departments quickly export and audit email. With the expanded MIME support and Archive To Go viewer, users can quickly search through exported email for auditing and management purposes. With integration of Advansys Archive To Go you can create secure, portable archives that don't require any software to be installed in order to view the information.

### Integration with Redline from GWAVA

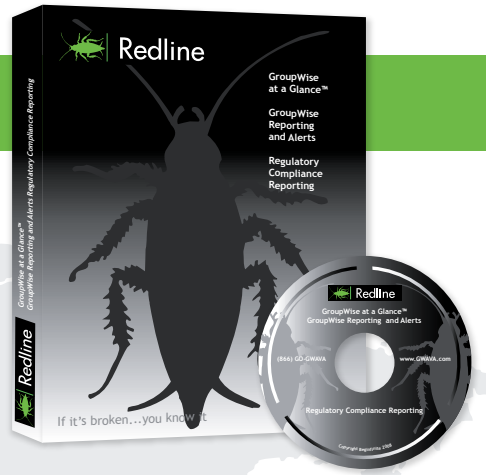
Reveal includes logging of all auditor activity to an internal log file. Integration with Redline extends that functionality to real time instant logging with pager notification and management reporting. All of the alerting, monitoring and reporting that Redline provides for GroupWise can also be used to track how Reveal is used within your organization.

## Features

- Reduce Liability
- Meet Legal Obligations
- Protect Intellectual Property
- Maintain Email Oversight
- Manage Access Rights

Redline

# Complete GroupWise Management at Your Fingertips




### Reporting and Monitoring

Imagine the possibilities... GroupWise telling you when it has a problem, compliance reports being automatically generated every week, the ability to see the overall health of your GroupWise system in just a glance, the ability to know that your system is as secure and healthy as it should be.

Redline puts the power to manage your entire GroupWise enterprise at your fingertips. With a web-based interface and Redline's GroupWise at a Glance™ dashboard, you can see your entire GroupWise system in a matter of seconds. Redline also allows automated alerts via pager, email, or SNMP traps. You also receive compliance and capacity planning reports and the availability to drill down into a single agent to verify its configuration.

*See the overall health of your GroupWise System at just a glance*

### The Power to Know at Your Fingertips

With Redline, there are no surprises. With almost 6000 pieces of managed data, Redline is the most powerful tool on the market to manage GroupWise. Unlike other solutions that give you disjointed information or reports that just skim the surface, Redline puts it all together. Problems like messages backing up in queues, disk space hogs, SMTP failures and slow message traffic are all a thing of the past with Redline.

### GroupWise at a Glance™ Dashboard

Redline's easy to use GroupWise at a Glance dashboard provides a quick way to evaluate the overall health of your GroupWise systems. With alert indicators that tie into the monitoring infrastructure, performance indicators that show key information about GroupWise and graphs and RPM gauges that show message traffic and connected users, you will see everything you need in one screen. While everything is preconfigured out of the box, you can also customize the dashboard to your unique needs.

### System Viewer

The Redline system viewer is the most powerful component within the Redline interface. It provides a single point of administration to all monitored components, whether it's GroupWise, GWAVA or 3rd party-related. The system view lets you drill down into each component of your messaging system, providing quick and easy access to the information you need to diagnose problems, check the operations of your systems or evaluate system health.

### Message Tracking

GroupWise administrators need the ability to track the delivery and performance of email through their systems. Until now, many organizations had to guess at how long it took messages to be delivered or wait until users complained to know if mail was being delivered to or from the internet on time. With the message tracking feature of Redline, customers can now trend message traffic both internally and externally through the system. In many cases slow message delivery is just a precursor to bigger problems. Redline helps identify these issues.

### Report Designer

Use the Redline report designer to easily create complex reports with graphs, tables and charts. Redline makes it easy without any knowledge of underlying technologies like XML, SQL queries or HTML.

*Use the Redline report designer to easily create complex reports*

## Features

- Analyze system health
- Identify problem areas
- Track all message system components

# Retain

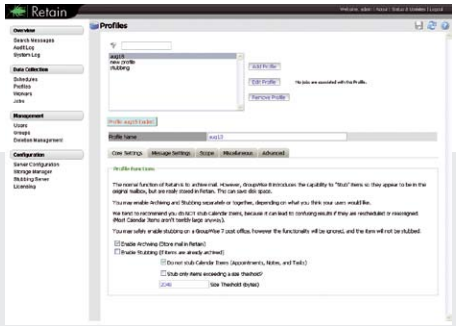
# GroupWise Archive & Retention

Your email is critical. Whether it's your email content, attachments, or messages from years ago, you need to make sure it is all securely archived and easy to find. If you don't have complete and accessible email records, your organization may be risking:

- Litigation
- Compliance audits
- Accidental deletion of critical GroupWise data

**Retain**

- is fully compatible with GroupWise 8
- supports multiple databases
- uses scalable and flexible architecture for speed
- offers flexible platform choices
- leverages latest message flags through SOAP protocol and SmartPurge for policy-based archiving




*Quick and easy setup of an archiving profile*

**Perfectly Suited for GroupWise**

Built specifically for GroupWise, Retain from GWAVA offers complete and seamless email archiving to assure business continuity and email integrity. As GroupWise continues to evolve, GWAVA is uniquely positioned to integrate and innovate alongside Novell. Compatibility with GroupWise 8 and features like Deletion Manager, stubbing, extended logging, single instance storage, SmartPurge, realtime or background indexing options and enhanced error handling make Retain the top choice for GroupWise archiving. In addition, Retain works in perfect harmony with the entire email management suite from GWAVA for security, disaster recovery and GroupWise email management.

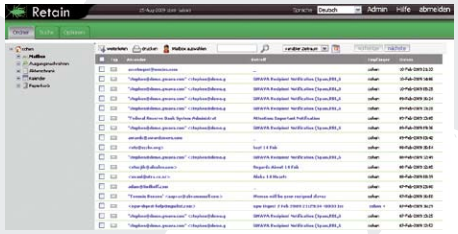
**Cost-effective, Flexible, Fast**

Retain strikes the perfect balance between cost-effective storage and lightning fast retrieval of messaging data. It is the highest performing email archiving solution for GroupWise.

Retain's interface allows administrators and users to tab between tasks, perform diagnostics, monitor statuses and work with increased efficiency.

Retain supports the most popular database formats – Oracle 10 and 11, MySQL, MS SQL 2000 and 2005, PostgreSQL and XML.

Retain supports storage platforms such as Centera, NetApp Snaplock and Hitachi HDS




*Users can search by using the web interface*

for WORM functionality and long term storage. Retain also facilitates the storage of messaging data in a document management system such as Open Text LiveLink to eliminate silos of corporate data.

**Policy-Based Deletions**

Retain provides granular control over the date, content and frequency of information you select for deletion. With Retain's end user ACL (Access Control List), you can submit a list of proposed deletions and perform a dry run before actually purging data. This way, you can double check information to be deleted and better enforce organizational policies. In addition, you can opt to include or exclude users and their various mailboxes from an archive indexing job.

**Easy Audit Management**

Extended auditing features let you and security personnel pick out patterns of users deleting or forwarding email and even identify the recipient of forwarded messages and attachments. With Retain, you can schedule clearing of the audit logs to make management simpler.

## Features

- Intuitive web interface
- Single instance storage
- Windows, Linux & NetWare
- Runs virtually
- Supports stubbing

# Customer Success and References

Attema

CHVB

Globetrotter

Hirostavbet

Hotelschool the Hague

Hydra Computer

Kempinski

Orion

Pragoprojekt

ReiseBank

Sisecam

Värmdö Kommun

By using GWAVA products companies get even more out of their GroupWise investment. GWAVA offers unique Products for the special and individual needs of GroupWise Customers. Whether it is for large enterprise accounts, smaller business or governmental or educational customers.

## The Leader in Novell GroupWise Solutions

Today GWAVA is the largest partner of its kind to Novell GroupWise in the world. GWAVA solutions are used by over 15 million users in 60 different countries. GWAVA products have been field-tested and proven in many large messaging infrastructures. And companies all over the world benefit from functionalities like anti-spam and anti-virus, email archiving or backup and disaster recovery.

More than 5.000 companies world-wide benefit from GWAVA Solutions. What about you?
To learn more about GWAVA Products and to see how a business near you has benefited from GWAVA's unique products, please visit www.GWAVA.com.

# References

## Customer Success Stories

**Panic Turns to Recovery - North West Provincial Government of South Africa**

The North West Provincial Government is a state government for the North West province in the Country of South Africa. The North West Provincial Government's IT department is tasked with providing services to their many constituents. With more than 4,000 GroupWise (8 Domains and 6 Post Offices, 2 GWIA's and 1 WebAccess) users to administer, Thys de Beer, has his hands full.

*„I knew about the disaster recovery option from Reload, but hadn't set it up before-always tomorrow - you know how it goes in IT, always something else that must be done now […]. GWAVA Reload works brilliantly. If you are a GroupWise administrator, get yourself GWAVA Reload and set up disaster recovery for all post offices and domains before disaster strikes. Once it is set up and tested it is merely a 'flip of the switch' while your users can work seamlessly and uninterrupted."*

*(Thys de Beer, North West Provincial Government of South Africa)*

**Set It and Forget - Pattishall, McAuliffe**

In Chicago, the intellectual property law firm of Pattishall, McAuliffe, Newbury, Hilliard & Geraldson LLP is especially mindful of the need to produce email in the discovery process. Dale Qualls, Director of Information Technology for Pattishall, McAuliffe, explains that they use GroupWise 7.02 on a single server, running on NetWare and are moving soon to a Linux platform. There are about 90 users, but huge amounts of data being sent through the post office have bloated it to around 200 GB. All of their systems are running virtualized.

*"One of the things I like best about Retain is the easy web interface. It's smooth and easy to run through. It gives good feedback on how a job is progressing. Not only that, but GWAVA has some of the biggest names in GroupWise email working on their products."*

*(Dale Qualls, IT Director Pattishall, McAuliffe)*

**Enhance the collaborative capabilities - Globetrotter**

Globetrotter has enhanced its Novell GroupWise environment with a range of GWAVA Solutions. Redline helps IT administrators monitor the GroupWise servers, while Reload simplifies backup and restore processes. GWAVA supplements the security features already built into GroupWise to enhance antivirus and spam-filtering capabilities. Finally, Vertigo makes mailbox management as simple and fast as possible with a number of time-saving administrative tools.

*"[…] The time-saving features provided by Novell GroupWise and the GWAVA Solutions are helping the IT team focus on important projects rather than basic administration."*

*(Bjoern Kuschel, IT Support Leader Globetrotter Ausrüstung Denart & Lechhart GmbH)*

**Law enforcement requires to restore emails of some users - Şişecam**

With over 17,000 employees, Şişecam is primarily a manufacturer of glass and chemicals in Turkey. It is the leader in its field of business, encompassing all the key areas of glass-making (flat glass, glassware, glass packaging and glass fiber) as well as soda ash products and chromium chemicals. It has facilities in eight countries. At Şişecam, they have encountered situations where law enforcement required them to restore emails of some users.

*"With traditional backups, we would not be sure of recovering all e-mails and it could take days to do the restore. With Reload, we are 100% certain that we are recovering all emails in a short time without missing a single message."*

*(Vincent Paul Okello, Technical Support Engineer, Şişecam)*

**For more information**

To read more customer success stories, please visit www.GWAVA.com.

# Retain

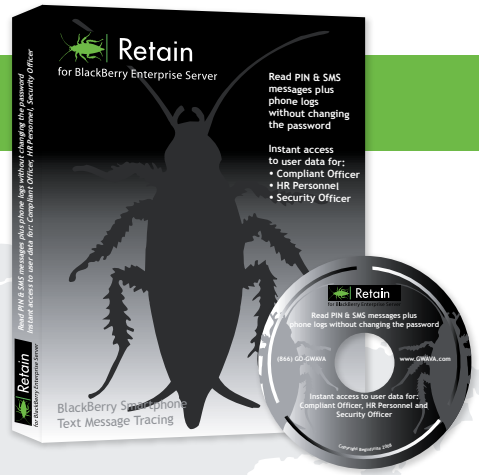
# Retain for BlackBerry Enterprise Server

Every day, thousands of SMS/PIN messages flow in and out of your organization. Instant communication for nearly every department. Driving business forward as a competitive advantage. Regardless of the size of your organization or type of industry, understanding, preserving and having ready access to company information contained in these text messages is necessary and, in the event of litigation or a compliance audit, vital. What's more is that this same valuable data, unless secured can move easily from a disgruntled employee to your competition.

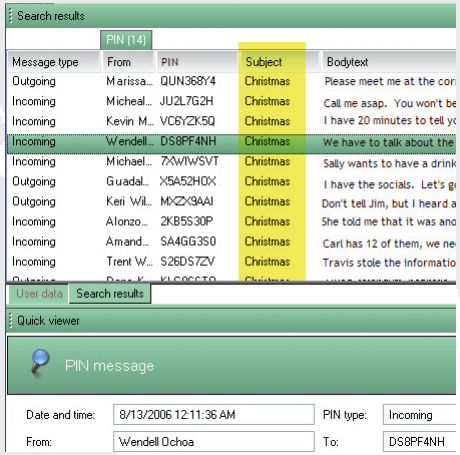
**The Retain Solution**

Retain for BlackBerry Enterprise Server enables productivity gains for the entire organization without sacrificing security in case of litigation or compliance audit.

Built specifically for the BlackBerry Enterprise Server, Retain from GWAVA offers complete and seamless archiving of SMS and PIN messages and phone usage data. Unlike other archiving products, Retain requires no software be loaded on the smartphone - dramatically easing the IT support and maintenance burden. In addition, Retain offers powerful audit and administration features that let you specify which smartphone users' information auditors are allowed to check. Access to sensitive accounts can be limited to key personnel with appropriate security clearance. Of course all activities are logged and included in a detailed audit trail. Finding a particular message is easy.




Search criteria may be based upon key words, dates, date ranges and predefined regular expressions such as "Social Security Numbers." Search results are retrieved from the BlackBerry Enterprise Server SQL archive and can be exported to Microsoft Excel, Adobe PDF and MS-XPS formats.




*Display the results to be exported for reporting*

All of the reasons your organization chose to archive email apply to the retention of text messages. Retain integrates with Zantaz, Assentor, EVault and any email archiving solution that supports SMTP. Retain converts each text message into an individual piece of email, so all of your archived data can be stored in a single repository. Retain also supports all email platforms including Microsoft Exchange, IBM/Lotus Notes and Novell GroupWise.

Retain for BlackBerry Enterprise Server lets your organization have mobile freedom and is a critical component to a data loss prevention strategy. Retain preserves a precise audit trail, reporting exactly which messages were reviewed and by whom. It is simple to deploy and requires minimal changes to your network infrastructure and hardware.

## Features

- Archives SMS/PIN messages
- Supports all major email systems
- User rights management
- Easy deployment

Vertigo

# Enterprise Mailbox Management

Whether you are managing the mailbox settings for 10,000 users or attempting to turn off a vacation rule for a single mailbox, Vertigo puts all GroupWise mailboxes in your control. Vertigo is the premiere Enterprise Mailbox Management tool for GroupWise. Vertigo lets you manage these mailboxes from a single intuitive administrative tool. You can report, print or export information about proxies, rules, junk mail, address books, signatures and mailbox environments on a system, domain, post office and user level.

Vertigo shows you a complete overview of proxy rights for a single or multiple selected users. With Vertigo, you can add to or remove users from a proxy access list and change proxy access rights.

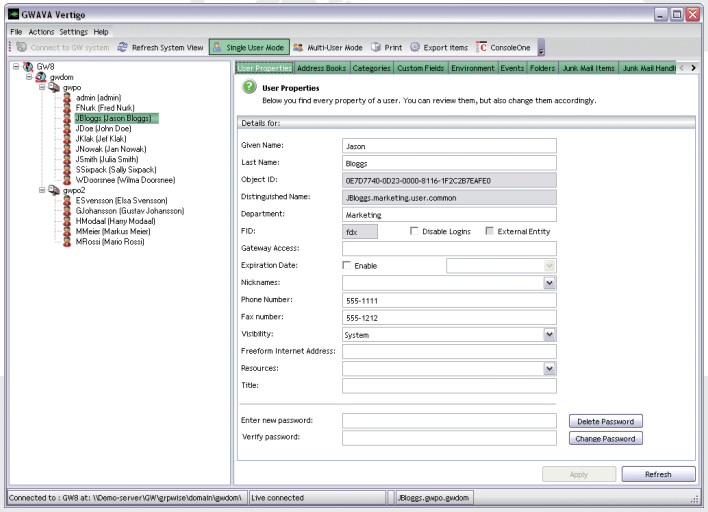
Rules are also easy to control with Vertigo. You can see a complete overview of rules and manage them — including enabling, disabling and deleting.

To help you manage junk mail, Vertigo displays a complete overview of junk mail settings and junk mail lists. You can change the junk mail settings as well as add and remove address and/or domains from junk mail lists.

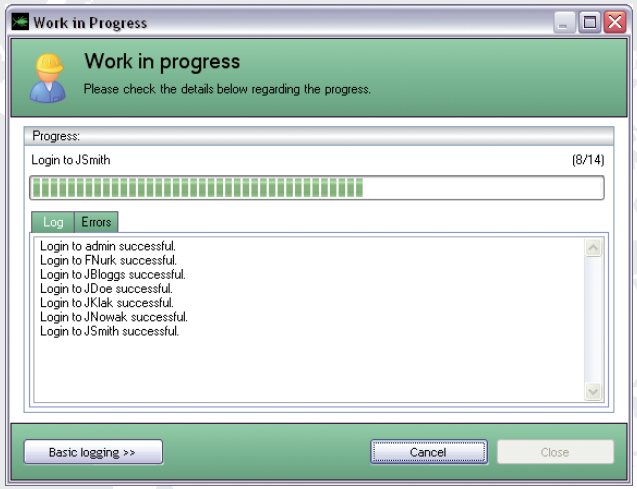
With Vertigo, you can quickly view an overview of a user's mailbox settings such as "Cleanup Options," "Archive Location" and "Disk Space Management." You can also view a complete overview of all users, including FID, expiration date, disabled logins, visibility, system, domain and post office properties. Additionally, you can view document properties.

Vertigo also lets you manage folders for each mailbox. You can view both the folder structure and details about each folder. You also have total management control over address books, including copying, modifying, printing, exporting and deleting individual address book entries. You can also copy, modify and delete entire address books and address book shares.

If you want to make sure that all users' signatures look consistent throughout your organization, Vertigo can help. It lets you copy, modify, print and export signatures for easy management. You can also set users' default signatures.




*Easy to insert a new user or to change user properties*




*Create single- or multi-user reports*

## Features

- Proxy management
- Rights management
- Folder management
- Signature management
- Junk mail handling

GWAVA

# Protecting Novell GroupWise

The company's flagship product, GWAVA, gives you full control over what email content flows both into and out of your environment. It is a total solution to protect your email from spam and viruses and keep your organization's information safe and secure from both internal and external threats. GWAVA stops not only incoming spam and viruses, but additionally scans for any viruses from the inside out. GWAVA is the only anti-virus product that can scan the encrypted message store in the GroupWise post office and remove infected files. GWAVA is a total email surveillance solution that makes spam and virus protection fast and transparent.

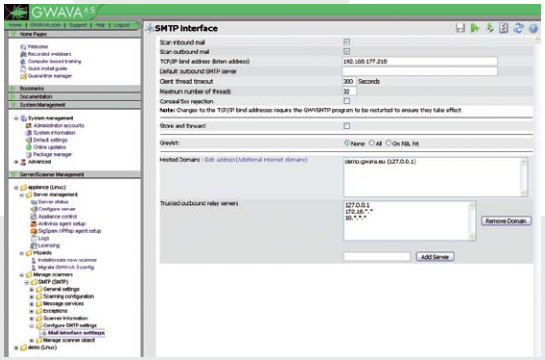
**Complete Virus Surveillance**

Integrated with Kaspersky, GWAVA protects your GroupWise system from inbound email-borne viruses. Hourly KAV updates assure that your system is protected from the latest cyber attacks. GWAVA shields your system using a unique API co-developed by GWAVA and Novell. This exclusive architecture ensures that anti-virus protection continues deep into your GroupWise databases. Viruses entering from other sources such as memory sticks are not impervious to GWAVA. Only GWAVA checks every layer of the GroupWise message flow (GWIA, MTA and post offices), protecting the GroupWise system from the inside out.

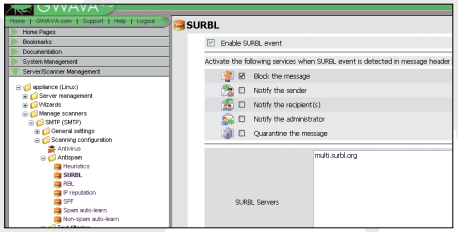
**Comprehensive Spam Protection**

GWAVA's multi-layer pro-active defense starts with the SMTP gateway scanner to stop spammers from ever penetrating your system. The SMTP scanner sits at the perimeter and supports multiple email systems, including GroupWise, Exchange and Lotus Notes/Domino.

GWAVA's unique SmartBlocker™ intelligent signature engine provides state-of-the-art anti-spam technology, actively modifying itself to new threats and aggressively defending against future attacks. It then works from inside the GroupWise system to catch even more spam. This innovative technology gives GWAVA the highest spam blocking rates, with near 0% false positives.




*New in GWAVA: The SMTP scanner*




*SURBL configuration in GWAVA 4.5*

GWAVA uses a variety of connection level scanning techniques such as IP reputation, greylisting and Sender Policy Framework (SPF). That way, spammers or other suspicious sources can be found and stopped before their email comes into your system.

GWAVA SmartBlocker™ also features conversation tracking which trains itself to recognize those you do business with. Instant recognition of friends makes sure you get the emails you need while keeping out those you don't want.

**Flexible for Any Enterprise**

GWAVA architecture adapts to any enterprise. Choose from multiple scanners and interfaces to run on any GroupWise platform. GWAVA's award-winning SmartBlocker™ technology lets you install and walk away, while its advanced customization options let you uniquely configure GWAVA for your environment.

GWAVA supports GroupWise for Linux, NetWare and Windows. Plus, you can use your favorite web browser anywhere to access the GWAVA Management Console.

## Features

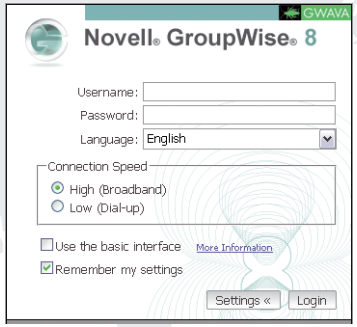
- Multi-layer GroupWise protection
- SMTP scanner blocks spam
- SmartBlocker™ engine uses advanced technology
- Kaspersky integration for virus protection

# WASP

# Anti-Virus Protection for GroupWise WebAccess

WASP (Web Access Server Protection) is a content scanning solution for GroupWise WebAccess. WASP plugs seamlessly into the GWAVA security solution and extends its functionality to include protection for emails sent and received via WebAccess.

WASP hooks into the WebAccess servlet, working between the message composition interface of WebAccess and the WebAccess agent. This way, WASP can scan all messages for viruses and any defined content before they are sent to the GroupWise server. If a problem is found, the message will not be sent and the user is notified of the problem. Effectively, WASP fills the protection gap in WebAccess for the GroupWise mail system.



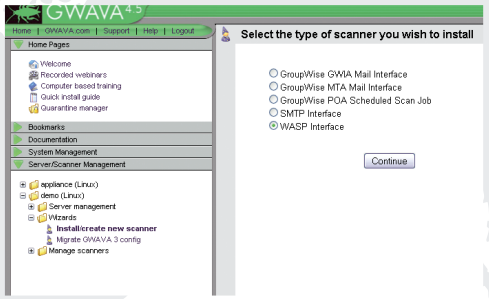

*WASP integrates seamlessly into the GroupWise WebAccess*

WASP uses the GWAVA management interface. It can be used in conjunction with GWAVA and looks like an additional scanner in the interface. If GWAVA is not installed, WASP installs the GWAVA administration interface with the WASP scanner as the only scanner available. Both methods allow for WASP to be set up to use any of the A/V engines that can be used with GWAVA, and the scanner can be set up to block and/or quarantine. The scanner can also use any of the advanced scanning features included with GWAVA, such as exceptions and filtering.

**Only WASP secures the GroupWise WebAccess**

**Integration with Redline from GWAVA**

While WASP can instantly block attachments and unwanted content from infiltrating your GroupWise post office, you may need the ability to monitor WASP to ensure that it is operating as expected. GWAVA Redline provides monitoring




*WASP is easy to install within the GWAVA user interface*

and reporting capabilities for WASP in addition to all of its other monitoring functionality.

**WASP Features**

Like GWAVA, WASP provides multiple anti-virus engine support. WASP's architecture lets it stop virus-infected attachments at the WebAccess gateway before it enters the GroupWise system. WASP can scan the file and determine its nature even if the file extension has been renamed (fingerprinting). With WASP, you can be sure that malicious files with unknown or changed extensions will always be blocked. Other features include oversize attachment blocking, exceptions and filtering.

WASP provides a descriptive notification system so you can understand exactly what is happening during the processes of scanning and quarantining. WASP works on NetWare, Linux and Windows and requires no additional hardware.

## Features

- Scans and protects WebAccess message
- Integrates with GWAVA & Redline
- Includes Fingerprinting Technology

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