



FAQ

Frequently Asked Questions

Do I need to install any software component in the Microsoft Exchange Server?

No, KEAC runs on a standalone machine and connects to the Microsoft Exchange Server using a MAPI client like Microsoft Outlook 2003 or 2007.

What versions of Microsoft Exchange Server are supported by KEAC?

Currently, KEAC supports Microsoft Exchange Server 2007 (even with backward compatibility) and Microsoft Exchange Server 2003.

How does KEAC manage the security?

KEAC honors Microsoft Exchange Security Policies so only users with the proper permissions can search and view private Exchange items. These permissions are directly taken from Microsoft Exchange and Active Directory in real time. Of course, content declared as Public will be always available for the whole organization.

What are the required tools to manage KEAC tool?

You have the "KEAC Configuration" console to fill the required information about Microsoft Exchange, Database connection, License Server and GSA. You also have the "Mailbox Configuration Tool" to choose which mailbox folders or public folders will be monitored and made available through the GSA.

For more information see the user and installation guide.

What privileges do I need to set up KEAC?

Because of the strong relation between Microsoft Exchange Server and KEAC, the logged user must have administrator privileges on the local machine and must also be a member of the "KeacConfigurationUsers" group, which is created during the installation process.

Take into account that after the setup finishes, you should add your logged user into the "KeacConfigurationUsers" group in order to access to the KEAC Configuration console.

Also, KEAC needs a MAPI profile to connect to Microsoft Exchange. This profile must have Exchange Permissions to access the monitored folders and must be member of Exchange Administrators Group.

Does KEAC support all version of GSA?

KEAC supports all version of Google Search Appliance except Mini.

What versions of Microsoft SQL Server does KEAC support?

KEAC supports Microsoft SQL Server 2008, 2005 and 2000.

What kinds of Microsoft Exchange objects are supported? Does KEAC support subfolders and custom folders?

KEAC supports all Microsoft Exchange objects: mails, appointments, contacts, notes and tasks and also subfolders and custom folders.

Are Public Folders supported by KEAC?

Yes, they are. KEAC supports not only Microsoft Exchange Server 2003 but also Microsoft Exchange Server 2007 with Public Folders. You can configure a Public Folder any other folder with the "Mailbox Configuration Tool". Please take into account that synchronizing subfolders from favorite Public Folder does not work.

For more information see the user and installation guide.

Does KEAC have a maximum number of supported documents?

No, it doesn't. The limit is given by the maximum document capacity that GSA supports.

Does KEAC allow me to open an entire mail, including attachments and recipients?

Yes, it does. When you open an item you will see it exactly as it is stored in Microsoft Exchange, even with its attachments and recipients.

I have just deleted some e-mails from a synchronized folder but I still see them when I search on GSA. After trying to open that e-mails, I get a "Message not found". What is really happening?

After you delete any object from a monitored folder, KEAC deletes them from GSA but you have to wait a few minutes until GSA updates its index. Then, all deleted e-mails will disappear from GSA.

Why do I see wrong characters when a searched result has extended characters?

Because you need to set up your browser to use UTF-8 encoding.

I get a "License Server error" message when I want to open a searched item in GSA. What should I do?

In first place, you should check whether the License Server service is running or not by opening the KEAC Monitor. If the service is running, you should verify in the installation directory that your license hasn't expired.

I changed a synchronized folder from Public to Private, but I can still see its items as Public. What is wrong?

This is the way that KEAC works, whenever you make changes in a folder configuration, the new configuration is applied for new items because the existed ones were crawled by GSA using the previous configuration. If you want to apply the changes to all the items of a folder, you have to use the "Reindex folder" option.

In the Mailbox Configuration Console, what is the difference between unchecking a folder but still serving its contents and deleting it from the GSA?

Unchecking a folder but still serving its contents means that the folder isn't synchronized anymore although you can still search for the items of that folder that the GSA already crawled. In the other hand, deleting a folder from the GSA means that KEAC will stop indexing new items and will also remove all the items from this folder that were crawled by the GSA.

How can I limit the number of licenses that KEAC is going to consume?

You can limit the number of licenses by using the filters section. KEAC allows you to index the type of objects you want (for example: index mails and its attachments or index tasks and contacts but not their attachments). Also, you can define the extension of the attachments that you want (.doc and .docx, just .pdf, all, etc.). Finally, you can also set up a filter period in which the items created on it will be indexed and the rest will be discarded.

Can I modify the Filters after uploading items to GSA?

Yes, you can change the filters every time you need because KEAC resynchronizes the information with the GSA every time the filters are changed.

I don't see the indexed attachments from a private folder, what's missing?

Check that the attachments were selected in the filter section. After that, you need to provide the GSA with credentials for crawling these documents. Refer to *step 3* in the GSA Configuration at the installation guide.

Do you provide any evaluation time to try the product?

Yes we do. An evaluation license is included with the installation package.

What should I do if I want to buy KEAC?

You can contact our sales department by sending us an email to: sales@kayxo.com or calling to:

Sales America phone: +1-952-882-0077

Sales Europe phone: +45-4693-1515



*Kayxo is a registered trademark of Quantum System
Microsoft Outlook is a registered trademark of Microsoft Corporation in the United States and/or other countries.*



W W W . K A Y X O . C O M