From: "Reeman Iain Mr (ISD)"
Date: Mon, 12 Apr 2010 12:44:29 +0100
To: Jim Norton, Dir Info Services
Cc: "Williams Lisa Ms (VCO)"
"will_50@, ALASTAIRMUIR RUSSELL
Peter Clarke , "Reeman
Iain Mr (ISD)"
Subject: RE: UEA Central E-Mail Domain

Dear Jim,

All emails to the University are delivered to our email gateways. These are Unix servers which host the MX record for "uea.ac.uk", filter all emails for virus and spam (Can-It) and deliver them via Unix sendmail to the appropriate email service.

Departments do not run separate email services and all email services are run from the centre. We run two different email services; an Microsoft Exchange service for staff which uses the standard MAPI, IMAP and POP protocols and a Unix email service (EXIM/Dovecot) for students which uses IMAP and POP protocols. However it should be noted that a number of staff have requested that their email account be hosted on the Unix email service. This is mainly Science research staff and including CRU researchers.

For the majority of users current emails are backed up daily. The Exchange service backs up 30 days of live emails and once an email has been deleted the latest version will be kept for 90 days. Within the Unix email service "inbox" and "sentitems" are single files. Fourteen versions of "Inbox" is backed up (normally 2 weeks) and "Sentitems" is backed up for 4 weeks. Once an email has been deleted it will be retained for 60 days. The exception to these rules is for users that have configured POP to delete the emails from the server. For these users the only copy is on the PC where the email was downloaded and they will need to ensure the data is secured.

Let me know if you need any further information.
Iain

Iain Reeman
ICT Systems Director
ITCS Building
University of East Anglia
Norwich NR4 7TJ

Information Services

>-----Original Message-----
>From: Jim Norton
>Sent: Thursday, April 08, 2010 11:55 AM
>To: Dir Info Services (ISD)
>Cc: Williams Lisa Ms (VCO); will_50@; ALASTAIRMUIR RUSSELL; Peter
>Clarke; Reeman Iain Mr (ISD)
>Subject: Re: UEA Central E-Mail Domain
>
>DearDir Info Services
>
>Thanks. It would be very helpful if Iain could respond on Monday as we have
>a meeting of our full team on Tuesday (13/4)...
>
>All the very best.
>
>Jim
>
>On 08/04/2010 11:29, "Colam-French Jonathan Mr (ISD)"
>wrote:
>
>> Dear Jim,
>>
>> I will ask Iain Reeman to provide you with a detailed response to these
>> questions, he is away this week but back next week.
>>
>> With regards,
>> Dir Info Services
>>
>>
>> -----Original Message-----
>> From: Jim Norton
>> Sent: Thursday, April 08, 2010 8:42 AM
>> To: Dir Info Services (ISD)
>> Cc: Williams Lisa Ms (VCO); will_50@; ALASTAIRMUIR RUSSELL;
>Peter
>> Clarke
>> Subject: UEA Central E-Mail Domain
>> Importance: High
>>
>> Dear Dir Info Services
>>
>> Just a few of quick questions please. How is the main university e-mail
>> domain "uea.ac.uk" supported please? Is this on Microsoft Exchange Server
>> complex or some thing different? Are their separate systems by
>> Faculty/Department? Did CRU by any chance have a separate server? For how

>> long are e-mails retained on backups of your central e-mail systems?
>>
>> Many thanks for your help...
>>
>> Jim
>
>--
>Prof. M. J. Norton D.Eng
>Chartered Director, Chartered Engineer & Chartered IT Professional
>FIOD, FIET, FBCS