

IV. Review of Archival Email Tools and Software

1. [Aid4Mail](#)

About

Aid4Mail supports [over 40 email formats](#) and mail client programs, as well as many popular webmail services and remote accounts through IMAP. As a result, you'll be able to process just about any type of mailbox that comes your way.

Local mail folders and files can easily be processed when disconnected from their email client, including those stored on external hard drives and media like DVD and USB devices. Aid4Mail can read mbox files from Mac and Linux systems without prior conversion.

Aid4Mail easily handles very large messages and attachments, and huge mailbox files. It often succeeds in extracting mail from corrupt mailboxes and fixing malformed emails. Aid4Mail can also restore deleted and unpurged emails from many mailbox formats and IMAP mail accounts.

Aid4Mail can rebuild emails, producing a format that is as faithful as possible with the original RFC message. Source metadata like SMTP header fields are recovered, status information and dates restored, and attachments and embedded contents copied back into the email.

Cost

e-Discovery includes conversion to PDF/A 1a \$299 (with a 10% non-profit discount)

Pros and Cons

Aid4Mail is designed primarily for Windows so it does not offer conversion for .olm files or Mac exports, but it has a Mac launcher and can connect directly to remote servers (Office 365, imap, etc.).

Aid4Mail includes options for exporting to PDF/A, and other non-email formats. This link lists all formats: <http://www.aid4mail.com/email-ediscovery>

The interface is more user-friendly than Emailchemy, another premier email conversion/forensics tool

2. [Emailchemy](#)

About

Emailchemy converts email from the closed, proprietary file formats of the most popular (and many of yesterday's forgotten) email applications to standard, portable formats that any application can use. These standard formats are ideal for importing, long term archival, database entry, or forensic analysis and eDiscovery.

- Converts proprietary email formats to the official Internet standard format for maximum compatibility
- Convert all your old email files with a single product
 - cross-platform solution runs on Windows, Mac, and Linux
 - no need to re-install or run old email programs
 - convert Windows email files on a Mac or Linux computer, and vice-versa

- Industrial-strength accuracy relied upon by law enforcement and forensic agencies around the world
- Embedded IMAP email server to simplify importing
- Utilities for splitting, sorting and merging email archives, and harvesting email addresses from email archives.

Cost

\$299 Forensic Edition (\$239 for non-profit)

Pros and Cons

The primary difference between this Emailchemy and Aid4Mail is that this program can work with Mac, Linux, and Windows.

We have found through testing the trial version that the interface is less robust than Aid4Mail and doesn't allow as much flexibility with output settings.

3. [libPST](#)

About

This is an open source tool for converting PST files to MBOX format. It would mostly like be used in conjunction with other tools because of its limited functionality.

Cost

Free

Pros and Cons

This only converts PST files to MBOX and we found while testing that there isn't a system for evaluating data loss. When converted mbox files were ingested into ePADD, there was missing metadata.

4. Citizen Archive

About

This tool is being developed by [Digitalia](#), a research center formed by South-Eastern Finland University of Applied Sciences, University of Helsinki and The National Library of Finland. They have written a script for converting PST files into PDF/A-3b format. Although this script is open source, it is not yet ready for the public.

Cost

Free

Pros and Cons

This tool could be used in conjunction with libPST for an open source, low-cost solution to converting email. The results would not be as accurate as a more robust tool like Aid4Mail or Emailchemy, and

would rely on continuing the tools development in the future. Both Aid4Mail and Emailchemy have been actively developed since 1999 and are more securely funded.

5. Office 365

About

In previous versions of Microsoft Exchange, email management was rarely imposed unless forced disposal was required to free up storage or improve server performance. In these cases, users were expected to get their space quota down through their own methods, which required little strategic management.¹

Benefits of Office 365²:

- **Space:** Office 365 allows for a 50GB mailbox, relieving the client and server administrator of space constraints.
- **'Archive' Setting:** If 50GB is not enough space, an 'Archive' folder setting can be turned on to free space in a user's primary mailbox. Messages can be moved by dragging into the Archive or by setting up unique rules to automate the process.
- **Auto Retention:** Office 365 'Retention Policies' can be enacted through folder settings which move messages to the Archive mailbox or force deletion of specified items after a chosen time period.
- **Legal Holds:** Users may delete messages anytime before a Retention Policy rule has been implemented. If an institution needs to guarantee messages for a certain period of time, a Retention Policy can be used in combination with a setting for a 'Litigation Hold,' or, 'In-Place Hold.'
- **Organization:** 'Rule' settings allow more comprehensive labeling and auto organization of messages determined by data found in the header or body of an email.
- **Access:** This application allows PST files to be ingested via import or drag and drop. This provides a way to share files among staff, or to review past mail.

¹ Palarchio, J. (2015, June 29). Office 365: Is the "Archive Mailbox" still relevant? Retrieved from <http://blogs.perficient.com/microsoft/2015/06/office-365-is-the-archive-mailbox-still-relevant/>

² Technet, (2017, March 8), Archive features in exchange online archiving: Exchange online archiving service description," Retrieved from <https://technet.microsoft.com/en-us/library/archive-features-in-exchange-online-archiving.aspx>