Features List

Anti Virus file scanner
Nightly Anti-Virus scans (Added to our systems on 31st March 2006)

Every night our server scans your files for any viruses, no matter how they got there. The system emails us if it finds anything, and we can then alert you and help to fix the problem. This system is not a replacement for workstation anti-virus programs, but works to supplement and reinforce them. This feature is part of the File ServerModule.

Anti-Virus & Anti-Spam email filter
Scans all incoming email for spam and viruses (Added to our systems on 31st March 2006)

The anti-spam and anti-virus filters act on all incoming and outgoing emails, getting rid of any infected emails and tagging spam as such so that it can be easily identified. This feature is part of the Email ServerModule.

Authenticated Email Sending
Sending emails from anywhere. (Added to our systems on 31st March 2006)

Ever seen messages like: "Relaying Denied" or "Sorry, that domain isn't on my list of allowed domains"? This is because most ISP email servers are configured to only accept outgoing emails from known locations, so if you go somewhere, and try and send emails, your existing server will reject the message. By allowing authenticated email sending, we can allow the server to accept the message and pass it on for you. This feature is part of the Email ServerModule.

Automatic Email Archive
Email retention for compliance requirements (Added to our systems on 31st March 2007)

Some of our clients require an original copy of every email to be kept, sometimes as part of a legal compliance issue, or as part of their professional indemnity insurance policy. Our technology keeps a copy of every email sent or received via the server and files it by the date it arrived on the server. These emails are retained on the server in protected folders accessible only by persons nominated by the client. After a period of time these emails can be archived of onto read-only media such as CD or DVD. This feature is part of the Mail ArchiveModule.

CalDAV Server
Calendaring Server (Added to our systems on 31st December 2012)

As well as the more basic iCal support, we are now running a calendaring server system called Davical. It is fully compatible with the Mac Calendar, iPhone's and iPads, and Lightning, the Thunderbird email client plug-in. We have also found an non-free Outlook plug-in called iCal4OL which costs about £15 per user. This feature is part of the Base InstallModule.

CardDAV Server
Address Book Server (Added to our systems on 31st December 2012)

As well as the LDAP-based shared address book system, we are now running a contacts server system called Davical. It is fully compatible with the Mac Address Book, iPhone's and iPads. We have also found an non-free Outlook plug-in called iCal4OL which costs about £15 per user. This feature is part of the Base InstallModule.

Company Manual
Wiki-based company documention system (Added to our systems on 28th February 2009)

Using the same software as used by Wikipedia, we have customised the configuration so that you use the same username and password as you use for everything else on the server. We have created a basic framework for a "company manual" with all the pages we think you might need to centralise what you do to make it easier for your staff to find things, and to help get new staff up to speed quicker. MediaWiki is easy to learn, and even easier to use, and keeps a history of changes which is particularly useful if you are pursuing (or seaking to retain) an ISO9000 type accreditation. This feature is part of the Base InstallModule.

Email Encryption
Oportunistic encryption of incoming emails (Added to our systems on 1st March 2006)

Our email servers will give incoming mail servers the option to encrypt the connection using TLS (Transport Layer Security), so that your data is better protected from those who might want to want to try and read it. We can also enable the same feature on outgoing email should a client require it (older email servers aren't always properly configured for encryption so this part of the feature is only enabled on request). This feature is part of the

Email ServerModule.

Encepted data
Encepted file storage (Added to our systems on 31st December 2012)

We now have the ability to encrypt the file storage system, so should the server be taken, the data on it is unusable. There are some downsides to this, so it isn't something we do by default, but should you be worried about what might happen to the data if the server is stolen, we have an solution. This feature is part of the File ServerModule.

Enhanced Webmail
Alternative webmail system with enhanced features (Added to our systems on 1st December 2013)

With our enhanced webmail interface, not only do you have all of the functionality of the basic webmail system, but is a much more interactive program with lots of additional tools, including an interface to our CalDAV calendaring system. This feature is part of the Email ServerModule.

File Permissions
Secure filing areas with group permissions (Added to our systems on 30th September 2005)

We can configure the server with seperate file storage areas, so that only the right people within your organisation can access them. Most clients have at least an ACCOUNTS area, and often a DIRECTORS or PARTNERS area as well as the more generic OFFICE or STAFF file areas. This feature is part of the File ServerModule.

Learning Spam Filter
Self improving spam detection system (Added to our systems on 31st December 2013)

We have a new auto-learning spam detection system. There are folders that allow you to submit emails with have either not been detected as spam (and should have been) or emails that have been wrongly marked as spam, so that it can improve it's detection rate. This feature is part of the Email ServerModule.

Mailing Lists
Self managed mailing lists (Added to our systems on 1st March 2009)

A mailing list system is a very easy way of maintaining a list of people who want to receive specific emails from you on a regular basis, for example a news letter. Our mailing list system allows the recipients to automatically subscribe and unsubscribe simply by sending an email, allowing you to comply effortlessly with the data protection laws. You can also bulk import addresses, and either subscribe them automatically or send an invitation to join simply by replying. A mailing list can be used for announcements only, such as a newsletter, or can be for discussions. Archives are automatically kept so that you can look back through a decision making process, or just check to see what was said. This feature is part of the Email ServerModule.

Offsite Backup
Remote backup system (Added to our systems on 30th September 2005)

Every night our system copies all of your data that has changed since the last backup. This happens every night. When the backup has finished, we take a snapshot of your data and store it so that future backups will not overwrite it. This means that we can retrieve older copies of your documents, in case something important got overwritten rather than just deleted. We keep daily snapshots for a week, weekly snapshots (copied from the Saturday night backups) for a month, and monthly snapshots (copied from the last backup of the month) for a year. On at least two separate servers. So by the end of a complete cycle, we have at least 40 copies of your data. We enhanced the system in Dec 2008 to allow us to control the amount of bandwidth the process uses, and have optimised the code so that the smaller, more frequently changed files are given priority over larger files. In 2010 we added the ability to run additional backup scripts both pre and post the main backups so that we could easily customised any additional backups a client wanted to perform at the same time. This feature is part of the BackupModule.

OpenVPN
Remote Access via OpenVPN (Added to our systems on 1st June 2008)

Originally only available as part of the Advanced Firewall package, we have now integrated OpenVPN into our main server install. VPN stands for "Virtual private Network" and allows a remote user to access the office network, including printers and network scanners, as if they were there. There are OpenVPN clients for both Windows and Apple MAC computers, and OpenVPN is particularly good at traversing routers that block other VPN systems. This feature is part of the Base InstallModule.

Out Of Office
Unattended "Out Of Office" replies (Added to our systems on 31st March 2006)

Our servers are capable of generating automatic replies back to the sender to tell them that you will not be able to read their email because you are on holiday, or out of the office for a day, etc. This feature is set via the web mail interface, but you do not have to use Web Mail on a daily basis if you do

not want to. Also see "Server Side email rules". This feature is part of the Email ServerModule.

Password Change

Web based password changing (Added to our systems on 31st December 2013)

We have added a "Password" icon to the server web interface, which you can use to easily change your password at any time, from any where. This is especially useful if you use a Mac, or are out of the office and can use any device to change you password in the event of an issue. This feature is part of the Base InstallModule.

PDF Virtual Printer

Centralised PDF Printer (Added to our systems on 31st August 2006)

Ever needed to produce a document as a PDF? This centralised printer system allows any computer on the network to print a PDF file. This file is saved into a folder in each user's private area on the server until you are ready to retrieve it. This feature is part of the File ServerModule.

PPtP VPN

Remote access via Microsoft PPtP VPN (Added to our systems on 31st December 2012)

We now support Microsoft's Point to Point Tunnelling protocol for VPN. VPN stands for "Virtual private Network" and allows a remote user to access the office network, including printers and network scanners, as if they were there. PPtP clients are included with Windows PC's and Apple MAC computers, iPhones and iPads. This feature is part of the Base InstallModule.

Recycle Bin

Server Recycle Bin (Added to our systems on 31st December 2012)

On request, we can now add a Network Recycle Bin, where any files you delete are saved in to in case of mistakes. On most servers, once the file is gone, you would have to get it back from a backup, which might not include all the latest changes. This feature is part of the File ServerModule.

Redundant Hard Drives

Mirrored hard drives on all servers (Added to our systems on 30th September 2005)

All our client's servers have mirrored hard drives, often called RAID Level 1. This means that every time a bit of data is written, it is actually written to two hard drives. This means that if one of the hard drives fails you will lose no data. In fact you won't even notice. We will though, because the server will email us to let us know so that we can turn up with a spare and swap it. This feature is part of the Base InstallModule.

Roaming Profiles

Support for Windows' "Hot Desking" system (Added to our systems on 1st December 2013)

We have recently added support for Microsoft's roaming profiles. This is a sort of hot desk system so your "desktop" follows you around to whichever computer you log in at. This generally only works for desktop computers that are of the same type of operating system (so all Windows 7 pro, or all Windows XP Pro, but not a mix), and can slow down the logging in process, but it has the benefit of backing up your profile to the server each time you log out, and copying it to whichever computer you log in to next. This feature is part of the File ServerModule.

Server Side email rules

Advance server-based email filtered rules (Added to our systems on 28th February 2009)

Using a standardised system called "sieve", you are able to automatically process emails that arrive in your Inbox. You can forward them on to other people, move them into another folder, send a notification message, or send an out-of-office vacation message. All these rules can be filtered and customised as much as you want. A number of email clients have the ability to use sieve, but in case your email software isn't one of them, you can also use the web mail software to manage your rules. This feature is part of the Email ServerModule.

Shared Address Book

LDAP based address book (Added to our systems on 31st March 2006)

This Shared Address Book is based on a well established directory protocol called LDAP, or Lightweight Directory Access Protocol. It is an open standard and used by both Microsoft and Novell as part of their Directory systems. What we have done is to create a web interface that allows you to store all your addresses in a single place and access them from many different applications. Not only can most email applications use LDAP to look up addresses, but some phone handsets and a number of multi-function fax-printers. We have also added an export to Palm based PDA's via the HotSync file-link facility. This feature is part of the Base InstallModule.

Shared Calendar

An iCal based system that easily allows you to share your diary. (Added to our systems on 31st October 2005)

iCal is a open standards based calendar format, and can be exported and imported into many desktop applications. We also supply a web-based

viewing application so that other staff can easily find out what your movements and availability is, and some applications, like the excelent Mozilla Sunbird, allow you to manage multiple calendars from your desktop. This feature is part of the Base InstallModule.

Shared CD/DVD drive
Using the server's CD/DVD drive from a workstation (Added to our systems on 28th February 2009)

This feature has been added as a way of allowing a virtual machine (see elsewhere in this document) to access a CD/DVD drive, because it is also useful when installing a program to a number of workstations as they can all access the CD at the same time. The system will also prevent someone from ejecting the CD if the server thinks someone is still using it. This feature is part of the File ServerModule.

Shared Email Folders
Easy access to special mailboxes (Added to our systems on 30th September 2005)

We can configure mailboxes on the server to be "shared", so that they can easily accessed by all (or just some) of your staff, making it much easier to manage sales@ or info@ type mailboxes. These shared folders do not need to be just for incoming emails, they can also be used to centralise specific groups of emails, by client, for example, to allow others within the organisation to access them. Since the initial feature was rolled out we have further enhanced it with group permissions and multiple email addresses per folder. This feature is part of the Email ServerModule.

Spam Source blacklisting
Our servers will refuse to accept email from known sources of spam mail (Added to our systems on 30th September 2005)

Different to filtering, we use blacklisting to block emails from known spam sources, and we use greylisting to delay emails from new spam sources long enough for them to be blacklisted. Currently around 95% of all email in the world are spam. These technologies help us reject many of this massive number of emails before they are passed to the anti-spam filters. This feature is part of the Email ServerModule.

Virtual Machine
Server based virtual machines (Added to our systems on 28th February 2009)

With technology now common in many new processors, we are also to allow you to run a number of "virtual PC's" on our servers. Whether this is an old machine running legacy software, or a new install of Quickbooks that needs a Windows-based computer to run on, we can run this on the server, saving expense, hardware costs and power. In order to use this we may have to upgrade the server to newer hardware, or add more memory. This feature is part of the Virtual Host ServerModule.

Web File Browser
Web based remote access to files (Added to our systems on 31st March 2006)

Ever needed to retrieve a file but had no way of accessing your files from outside the office? Our web-based file browser allows you to browse, open and download files from any web browser in any location, just as long as you can remember your password. We enforce encryption so it is secure as well. This feature is part of the File ServerModule.

Web Mail
Web based access to your emails (Added to our systems on 31st October 2005)

With our webmail interface, not only can you access all of your emails (including the read ones), but all of your server based email folders as well. This means that you can work just as efficiently from web-mail as you can from your desktop. You can also access shared folders, and access the shared address book. You also use this interface to set your Out-Of-Office message. This feature is part of the Email ServerModule.

WebDAV file browser
Remote access using WebDAV (Added to our systems on 1st December 2013)

Our File Server module comes with a WebDAV interface that allows you to browse your files over the Internet. In Most modern computers support WebDAV, and there are Apps for iPhone, iPad and Android as well. This feature is part of the File ServerModule.

Wiki
Wiki software for company manual (Added to our systems on 31st December 2011)

All our servers have a copy of the MediaWiki software, which is the same software as used by Wikipedia. We thought it would be an ideal solution for storing all those disparate bits of information we all acquire about our own businesses over the years and never know quite how or where to save it. We have pre-loaded an example of a company manual in there, which you can use as a foundation to start your own, or we can just delete it and let you start afresh. This feature is part of the Base InstallModule.

WINMAIL.DAT attachment decoder
YTNEF filter to decode WINMAIL.DAT email attachments (Added to our systems on 31st July 2006)

WINMAIL.DAT is the result of the sender using a propriety Microsoft email format only found in Microsoft Outlook. Whenever an email is sent in MS Outlook in "Rich Text Format" (or RTF), it is encoded in a format called YTNEF, and can normally only be read by another copy of Outlook. While even Microsoft will tell you that this is the sender's fault, it is hard to tell them this if they are a client. With this decoder, emails are automatically converted to the standard format, so you can continue use your favourite email application rather than being forced to buy a copy of MS Outlook (which isn't even an option if you are an Apple Mac user). This feature is part of the Email ServerModule.