

Message Log Search

FREQUENTLY-ASKED QUESTIONS & ANSWERS

What is Message Log Search?

As the message security service processes your messages, data about these messages is captured and stored in a log. The Message Log Search feature enables you to run searches on this data using different criteria. You can then view the search results and drill down to details about specific messages.

Use Message Log Search to track messages for inbound and outbound traffic, and to track all messages for a specific sender, recipient, domain, or MTA address ([mail server](#)). You can also use Message Log Search to confirm whether a specific filter was triggered by a message and confirm the disposition. If necessary, you can later analyze filter settings that may be affecting traffic.

How do I get started?

To get started with Message Log Search, log in to the Administration Console, and click the Log Search tab. If you need help running a search, see the Log Search section of the [Administration Guide](#), or click the Help link in the Console.

What are the benefits of Message Log Search?

Message Log Search is part of our commitment to provide new features to our customers. This feature provides visibility into how your messages are processed, filtered and delivered; insight into the traffic patterns for your domain; and it offers these features:

- Allows administrators to track an inbound or outbound message and view how it was processed -- whether it was quarantined, archived, encrypted, or other disposition -- and whether the message triggered a specific filter.
- Enables administrators to track all messages for a specific sender, recipient, domain, or IP address.
- Helps Postini for Google Apps Premier administrators analyze all incoming and outgoing traffic for their Google Apps Gmail account.
- Ability to create detailed reports and search queries for messages through the Administration Console.

Google's infrastructure provides the scalability and the best infrastructure to store and index millions of log messages. For the Message Log feature, the log data is transferred from the Postini data centers and stored in Google data centers.

Which services include Message Log Search?

The Message Log Search feature is included with Google Message Filtering, Google Message Security, Google Message Discovery, and Postini for Google Apps.

Do all Postini customers have access to the Log Search feature?

Message Log Search is available for all customers on Systems 5, 6, 7, 8, 9, and 200, and will be available on System 201 beginning in mid-May. At this time, Message Log Search is not offered to accounts in Systems 20. (Find out [your system number](#)).

Where is my data located?

Systems 5, 6, 7, 8 and 9 log data is stored in data centers located in the United States. For Log Search customers on Systems 200 and 201, log data is stored in data centers located in the European Union.

How long is the data kept?

Log search data is available for 45 days. You will have access to the past 45 days of data through Message Log Search.

What about security and privacy?

The storage of the log data follows the same rigorous security policies of the Google data centers. Log data is encrypted using an individual customer key so that no Google employee can manually access the data. Authorized Google support staff can access log data only through the Message Log feature. For more information, see the Google Apps [security and privacy article](#).

Also, customers' administrators can control who in their organization can access the Message Log feature and data for their account.

Details on how log data is transferred and stored:

- Only the log data, which includes message headers and processing information, and not the message body is stored in the datacenter.
- Data containing specific information, such as email addresses, domain names, and mail host address, is encrypted before storing.
- Data is encrypted using an individual key per customer, so only authenticated customer administrators can access their log data through the Administration Console.
- Within Google data centers, data can be unencrypted only through the Message Log feature.

What if I don't want my log data transferred?

The Message Log Search feature is supported only through log data stored in the Google infrastructure.

If you do not want your data transferred:

- If you have access to the [Postini Support Portal](#), submit a support ticket.
- If you purchased your Postini service online, submit a request through this [support form](#).
- If you purchased your Postini service from a reseller, contact your reseller for support.

After receiving your request, or your reseller's request, we will disable the Message Log feature for your account, and stop the transfer of your log data to the Google data centers.

Does this affect my pricing or contract?

No, there is no change. Your pricing and service agreement for all Postini services remain the same.