



MessageSolution Enterprise Email Archive User Manual

For End-Users

This manual accompanies the end-user web consoles provided by MessageSolution Enterprise Email Archive (EEA). Information is organized according to the web console’s navigation structure.

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1. Introduction

MessageSolution Enterprise Email Archive (EEA) makes copies of an organization's emails and attachments according to a company's retention policies. MessageSolution EEA may also remove messages and attachments from the email server and end-users' inboxes, if a company so chooses.

All of a user's archived emails and attachments can be found by browsing or searching through MessageSolution EEA's web console.

2. Logging In

The MessageSolution Enterprise Email Archive (EEA) web console can be found at:

<http://mail.messagesolution.com:8888/index.jsp>

MessageSolution EEA allows end-users to log in to the archive web console using their normal email username and password. Please input these credentials to enter the archive.

Once you have entered the archive web console, you should see a left hand navigation panel with these options:

Search Emails

Log

Folders

You can click any of these options to expand your options. We will cover how to use the options in the following sections.

You may also see a **Supervisees** option. This means your archive administrator has given you permission to search through all or select archived items belonging to your supervisees.

3. Searching Your Archive

Search Summary

The powerful search engine provided in MessageSolution Enterprise Email Archive (EEA) is a very flexible, intuitive search tool for end-users. EEA can search for keywords in the contents of popular file formats like

- MS Word
- MS Excel
- MS PowerPoint
- Adobe PDF
- HTML
- XML
- Plain text
- And others

Some of the most popular search features that the EEA provides are listed below.

- Multiple search query parameters (I.E. subject, content & attachments, file extension, etc)
- Restore Emails
- Delete Stored Emails (Administrator only)
- Search within the results
- Download selected results
- Send/Email selected results
- Save Searches to a Basket
- Suggestions for misspelled words

How to Search Your Archive

To search for emails in the archive:

On the left menu bar, click **Search Emails** to expand your options. Then click the **Archive** link in the Search Emails section. This should open up a search interface on the right. See *Figure 1*.

Figure 1. Basic Search Features

Archived Emails ashley.c.

Subject	contains all of	<input type="text"/>
Content & Attachment	contains all of	<input type="text"/>
Sender	is	<input type="text"/>
Recipient	is	<input type="text"/>
All Other Fields:	contains all of	<input type="text"/>
Message Size From:	<input type="text"/> KB	To <input type="text"/> KB
File Extension:	<input type="text"/>	
Attachment Filename:	<input type="text"/>	
Messages for:	Last twelve months	
Repository:	<input type="text"/>	
Start Date:	June	- 3 - 2008
End Date:	June	- 3 - 2009

EEA provides a very comprehensive interface to allow users define their search criteria. You can search by any field in the email: subject, content and attachment, sender, recipients, message size, attachment file extension, and date.

All fields have AND relations. You can enter the search term for any field or a combination of several or all fields.

Press the **Search** button to run the search.

Search Functions:

Figure 2 demonstrates what the full search interface should look like. Below please find a description of each search field in the search interface and how to use it.

Figure 2. Expanded Search Interface

The screenshot shows the MessageSolution Enterprise Email Archive search interface. The current path is Search Emails -> Archived Email. The search form includes the following fields and options:

- Subject: contains all of [dropdown] [text input] Not
- Content: contains all of [dropdown] [text input] Not
- Attachment: contains all of [dropdown] [text input]
- Sender: is [dropdown] [text input]
- Recipient: is [dropdown] [text input]
- All Other Fields: contains all of [dropdown] [text input]
- Message Size From: 0 [text input] KB To 0 [text input] KB
- File Extension: [text input]
- Attachment Filename: [text input]
- Messages for: Last twelve months [dropdown]
- Start Date: September [dropdown] 25 [text input] - 2007 [dropdown]
- End Date: September [dropdown] 25 [text input] - 2008 [dropdown]
- Repository: [dropdown]
- E-Mail Type: [dropdown]
- Tags: [dropdown]
- remote search:
- Messages Per Page: 1000 [dropdown]

Subject:

Enter content keywords or a phrase in the Subject field. If you do not remember the exact keywords, you can search by similar words or phrases. Select “contains phrase near” in the selection list to run a proximity search.

Content & Attachment:

Enter keywords or phrases in the Content & Attachment field. EEA supports keyword search, phrase search, and proximity search. Select “contains phrase near” in the selection list to run a proximity search. EEA will search through all popular attachment file types such as Microsoft Word, Excel, PowerPoint, Adobe PDF, HTML, XML, plain text, etc.

Sender and Recipient:

Enter the complete email address or partial email address in the Sender or Recipient fields to search by email address. Besides searching by address, you can also search by the sender/recipient's first and/or last name - just enter the first and/or last name in the Sender or Recipient fields.

All Other Fields:

You can search by certain email headers by specifying them in the All Other Fields textbox.

Message Size:

You can search by size. For example, enter 100 and 1000 in Message Size From field to search for an email size between 100KB and 1MB. If you want to search messages with a size above 2MB, you can enter 2000 in the From field and a large number like 500000 (500MB) in the To field.

File Extension:

You can search by attachment file extension. If you know the email you want to find contains an attachment with a Word file, you can enter doc in the File Extension field.

Attachment Filename:

You can search by attachment filename. If you know the email you want to find contains an attachment with a particular filename, such as EEA User Manual, you can enter the filename in the Attachment Filename field.

Messages for:

The Messages for field is for specifying the search time range. The default time range is one year. You can select from the list of pre-defined time ranges or you can pick your own time range using the Start Date and End Date boxes.

Repository:

You can search in any specific repository if you have multiple repositories available. By default, it searches through all repositories.

E-mail Type:

Email Type allows you to include Public Folders emails in your search. Default search does not include Public Folders items.

Messages per Page:

Default search results will show 50 messages per page. You can select a different number of search results per page by using the Messages per Page drop down box. The maximum is 1,000 messages per page.

Search Results

After hitting Search, the returned listed messages will be shown in the Search Results page (see *Figure 3 below*). The results can be sorted by clicking on the column headers: Sender, Recipient, Subject, Date, or Size.

Figure 3. Search Results

Archived Emails ashleyc [Search](#) [Logout](#)

Total Messages: 4
Page 1 / Total Page 1

<input type="checkbox"/>	Sender	Recipient	Subject	Date	Size
<input type="checkbox"/>	aboudaram@ttt.ch	ashleyc@messagesolution.com	timeframe for the sharepoint doc	2009-06-03 08:28	9.5KB
<input type="checkbox"/>	ashleyc@messagesolution.com	aboudaram@ttt.ch	RE: timeframe for the sharepoint doc	2009-06-03 08:27	5.7KB
<input type="checkbox"/>	josh@messagesolution.com	ashleyc@messagesolution.com	FW: Thank You - Procedo	2009-05-29 22:52	3.55MB
<input type="checkbox"/>	josh@messagesolution.com	kathyh@messagesolution.com	RE: MessagingArchitects Comparison	2009-05-28 03:33	596.1KB

[Top](#)

Select Basket

Save to Basket

The **Basket** function on the Search Results page (and on the left hand navigation console under Search Emails) allows administrators and users to store predefined/historical searches. Baskets can be created after a search has been executed in *Search Emails* → *Archive*. The user should then select the emails to be saved and name the basket.

Note: Baskets are static by nature and do not update search results after they have been saved.

Searching Supervisees' Emails

All Supervisees

This search window provides supervisors the ability to search the archived email messages of every user for whom they are a supervisor.

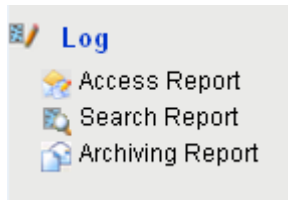
<Name>

This search window provides supervisors the ability to search a specific supervisee's archived email messages.

4. Log

Log is the second option listed on the left hand navigation pane. Click **Log** to expand your options. (See Figure 4)

Figure 4. Logs expanded view



Access Report

This audit log will record all access to the EEA server. The actions that will be logged are log in, send, view message, delete, restore, and download.

Note 1: Non-administrator user accounts will only be able to view personal access reports

Search Report

This audit log will record all search queries done in the EEA server. The search log will display who conducted the search, whose emails were being searched, and search criteria, such as subject, content, sender, recipients, etc.

Note 1: The "Frequent Search" button will show the top ten searches.

Note 2: Non-administrator user accounts will only be able to view personal search reports

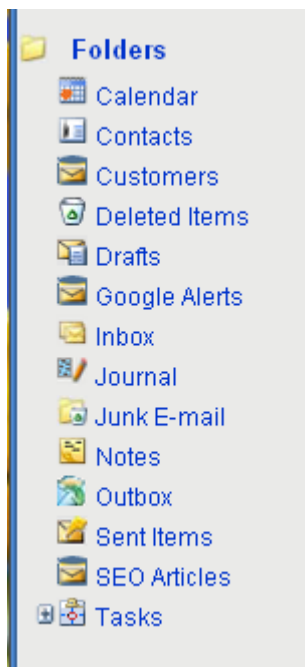
Archiving Report

This report shows how many emails and how much archiving space a user has in the archive. This report is updated once per day.

5. Folders

Click **Folders** on the left hand navigation pane to expand your options. Assuming your company is archiving all your email inbox folders, you should see an exact replication of your email inbox folder structure (See Figure 5).

Figure 5. Sample Folder structure



You can click on any folder to bring up an itemized list on the right hand pane of all items archived from that folder.

Thank you for choosing MessageSolution to supply your live archiving solution!

In order to provide all of our customers with the best products and services, we encourage our existing customer to tell us about their experiences with MessageSolution and our products.

If you have suggestions about how MessageSolution could improve our offerings or if you just want to tell us what features you like or use most, please email us at support@messagesolution.com.