

# Metalogix<sup>®</sup> Archive Manager for Exchange 8.5

# **Outlook Web Access Guide**



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#### Legend

- **CAUTION:** A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.
- **IMPORTANT, NOTE, TIP. MOBILE OR VIDEO:** An information icon indicates supporting information

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# **About the OWA extension**

The Outlook Web Access (OWA) extension enables users to access and work with archived emails over the web. This extension is necessary only if you plan to allow users to access and retrieve archived emails over the web. Without this extension, the users will not be able to access the full content of the archived messages in OWA.

This guide describes how to install, configure and work with the Archive Manager OWA extension.

## System requirements

- Windows Server 2012, Windows Server 2012 R2, Windows Server 2016 or Windows Server 2019
- .NET Framework 4.7.2 or higher (<u>https://dotnet.microsoft.com/download/dotnet-framework/net472</u>)
- NOTE: In case of Windows Server 2012 / 2012 R2 / 2016 / 2019, make sure the .NET
   Framework 4.5 Features / WCF Services / HTTP Activation is checked under Server Manager
   > Add Roles and Features Wizard.

## **Supported browsers**

- Mozilla Firefox 69 and later
- Google Chrome 76 and later
- Opera 63 and later
- Microsoft Edge
- **NOTE:** A valid certificate of the server where the OWA extension is installed must be imported into the trusted certificate store of the Microsoft Exchange Server.

## **IIS configuration**

Verify that you have installed the fix for MVC applications. To find appropriate update according for your OS see <u>http://support.microsoft.com/kb/980368</u>. If you are unable to browse the MVC application, you can try to register the framework for IIS by running the followings commands:

- %windir%\Microsoft.NET\Framework64\v4.0.30319\aspnet\_regiis.exe -ir
- IISreset

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If required, uncheck **Require SSL** in IIS *SSL Settings* for OWA.

# Installing the OWA extension

The Outlook Web Access (OWA) extension can be installed on any server in the same domain where Archive Manager for Exchange is installed. However it is recommended that the extension is installed on the primary Archive Manager for Exchange server.

In this chapter

Granting the super-user impersonation permissions in Exchange Server

Steps to install the OWA extension

Upgrading the OWA extension

# Granting the super-user impersonation permissions in Exchange Server

The Archive Manager super-user must be granted impersonation permissions in the domain Exchange Server if you plan to access archived emails through OWA. Use the Exchange Management Shell to grand the super-user Impersonation permissions over all Exchange 2013/2016/2019 servers in your environment:

- 1. Start the Exchange Management Shell.
- 2. To grant the super-user Impersonation permissions, run the following command:

```
New-ManagementRoleAssignment -Name "Impersonation-MAM4Exchange" -Role
"ApplicationImpersonation" -User "<superuser-name>"
```

## Steps to install the OWA extension

- 1. Download and unzip the installer package.
- 2. Locate and run the extension installer. The default location is <installerfolder>\Metalogix\Archive Manager Installation Package\OWA Extension\Archive Manager OWA Extension Setup.exe. The Welcome window opens.

6

Archive Manager for Exchange	OWA Extension	×
	Welcome to the InstallShield Wizard for Archive Manager for Exchange OWA Extension The InstallShield Wizard will install Archive Manager for Exchange OWA Extension on your computer. To continue, dick Next.	
	< Back Next > Cancel	

3. Click **Next**. The *License Agreement* window opens.

Archive Manager for Exchange OWA Extension	×
License Agreement	
Please read the following license agreement carefully.	
Press the PAGE DOWN key to see the rest of the agreement.	
Software Transaction Agreement	^
PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THIS PRODUCT. B DOWNLOADING, INSTALLING OR USING THIS PRODUCT, YOU ACCEPT AND AGRE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. FOR ORDERS PLACE OUTSIDE THE UNITED STATES OF AMERICA, PLEASE GO TO http://quest.com/legal/sta.aspx TO VIEW THE APPLICABLE VERSION OF THI AGREEMENT FOR YOUR REGION. IF YOU DO NOT AGREE TO THE TERMS AN CONDITIONS OF THIS AGREEMENT OR THE APPLICABLE VERSION OF THI ACREEMENT FOR YOUR REGION. DO NOT ADDRESS OF THIS AGREEMENT FOR YOUR DECIDING TO THE APPLICABLE VERSION OF THIS AGREEMENT FOR YOUR DECIDING TO THE APPLICABLE VERSION OF THIS AGREEMENT FOR YOUR DECIDING TO THE APPLICABLE VERSION OF THIS AGREEMENT FOR YOUR DECIDING TO THE APPLICABLE VERSION OF THIS	E D O S D S
Do you accept all the terms of the License Agreement? If you select No, the setup will dose. To install Archive Manager for Exchange OWA Extension, you must accept this agreement. InstallShield	
< <u>B</u> ack <u>Y</u> es <u>N</u>	0

4. You can click **Print** to to take a printout of the agreement. Click **Yes** to continue. The *Choose Destination Location* window opens.

Archive Ma	nager for Exchange OWA Extension		×
	Vestination Location Ider where setup will install files.		
	Install Archive Manager for Exchange OWA Ex C: \Program Files\Metalogix	ctension to:	<u>C</u> hange
InstallShield -	< <u>B</u> ac	k <u>N</u> ext >	Cancel

 Click Change to select another folder or click Next to accept the default location and continue. The Select Archive Server window opens. You can enter the server name or click Browse to locate the Archive server. Then click Test server to verify the connection to the Archive server.

Archive Manager for Exchange OWA Extension	×
Select Archive Manager for Exchange server	
Type the name of the Archive Manager for Exchange server, or select it from the	list of servers
Archive Manager for Exchange server	
AMXSERVER	<u>B</u> rowse
The setup successfully established a connection with the Archive Manager for Exchange server.	est server
InstallShield <u>B</u> ack <u>N</u> ext >	Cancel

6. Click **Next**. The *Logon Information* window opens.

Archive Manager for Exchange OWA Extension	ı	×
Logon Information Specify super user account and password.		
Specify super user account to be used by this DOMAIN\Username. User name:	application. It must be in t	the format
		]
Password:		
Confirm password:		
•••••		]
InstallShield		
	< <u>B</u> ack <u>N</u> ext	> Cancel

Enter the superuser credentials in the User name and Password fields. The superuser was configured during the installation of Archive Manager and is usually the enterprise admin of your domain.

7. Click Next. The *Ready to Install the Program* window opens.

Archive Manager for Exchange OWA Extension	×
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, dick Back. Click Cancel to exit the wizard.	)
InstallShieldCance	

8. Click Install. When the installation completes, the configuration wizard opens. See <u>Configuring the OWA extension</u> to complete the installation.

## Upgrading the OWA Extention

- 1. Download and unzip the upgrade installer package.
- 2. Locate and run the extension installer. The default location is <installer-

folder>\Metalogix\Archive Manager Installation Package\OWA

Extension\Archive Manager OWA Extension Setup.exe. The Welcome window opens.

Archive Manager for Exchange OWA Extension	×
Welcome Repair or remove the program.	
Welcome to the Archive Manager for Exchange OWA Extension Setup Maintenance progr This program lets you modify the current installation. Click one of the options below.	am.
Reinstall all program features installed by the previous setup.	
○ <u>R</u> emove Remove all installed features.	
InstallShield	
< Back Next > Canc	el

3. Select **Repair** and click **Next**. The *Logon Information* window opens. Verify that the superuser **User name** is the same. Then re-enter the **Password** and **Confirm Password**. You can change the credentials if you want.

Archive Manager for Exchange OWA Extension	×
Logon Information Specify super user account and password.	
Specify super user account to be used by this application. It must be in the format DOMAIN\Username.	
User name:	
democorp\domadmin	
Password:	
Confirm password:	
•••••	
InstallShield	
< <u>B</u> ack <u>N</u> ext >	Cancel

4. Click **Next**. The *Select Archive Server* window opens. Verify that the Archive server is the same as before or click **Browse** to change the server.

Archive Manager for Exchange OWA Extension	×
Select Archive Server Select the Archive Server	
Type the name of the Archive Server, or select it from the list of servers	
Archive Server	
AMXSERVER	<u>B</u> rowse
Test connection The setup successfully established a connection with the Archive Manager for Exchange server.	<u>⊺</u> est server
InstallShield	Currel
< <u>B</u> ack <u>N</u> ext>	Cancel

5. Click **Next**. The *Ready to repair the program* window opens.

Archive Manager for Exchange OWA Extension	×
Ready to repair the program The wizard is ready to begin repair process.	
Click Repair to begin repair process	
If you want to review or change any of your settings, click Back. Click Cancel to exit t wizard.	he
InstallShield	Cancel

6. Click **Repair** to proceed with the upgrade. When the upgrade process completes, the Configuration setup wizard starts. If there are no changes to the previous configurations, you may click **Cancel** to exit the wizard. If you need to change the configuration, see <u>Configuring the OWA extension</u> to complete the upgrade..

# **Configuring the OWA extension**

When the OWA extension is installed or upgraded, the configuration setup wizard starts automatically. Follow the steps described below to start and configure OWA manually.

- 1. Locate and run the configuration wizard from C:\Program Files\Metalogix\MAM4Exchange\Tools\OWA\exchangePamOwaNetInstallation.exe
- 2. Select the Install/repair option.

Setup wizard	
Select an action	
<ul> <li>Publish / repair</li> <li>Publish or repair OWA support files. The application files, the configuration files and registry settings will be updated.</li> </ul>	
O Uninstall	
Uninstall all modifications in OWA.	
<back next=""> Car</back>	ncel

3. Click **Next**. The *Locate installation folder* window opens. Verify the installation path displayed. If the path is not correct, click **Change** to locate the Archive Manager for Exchange installation folder.

Setup wizard		= 🛛
Locate installation folder		
Installation folder:		
C:\Program Files\Metalogix\MAM4exchange		Change
	< Back Next >	Cancel

 Click Next. The *Configuration parameters* window opens. Select either Exchange Server or Office 365. The default exchange server selection and property values may be different. Please review and revise the values as described below.

#### For Exchange Server:

Setup wizard							
Configuration parameters							
Microsoft Exchange OWA URL:	Exchange Server	Office 365					
https://amxserver							
Archive Manager OWA Extension URL:							
https://amxserver							
Archive Manager ExchangePamWS URL:							
https://AMXSERVER/exchangePAMWS/exch	nangePAMWS.asmx						
Archive Manager MultiTenantWS URL:							
https://amxserver/MultiTenantWS/MultiTenant	tWS.svc						
Microsoft Exchange Web Service URL:							
https://amxserver/EWS/Exchange.asmx							
	< Back	Next > Can	cel				

Microsoft Exchange OWA URL - URL of the Microsoft Exchange server.

**Archive Manager OWA Extension URL** - URL of the server where the OWA extension is installed.

**Archive Manager ExchangePamWS URL** - URL for the ExchangePamWS service. This service is installed on the Archive Manager server.

**Archive Manager Multi TenantWS URL** - URL of the MultiTenantWS service. This service is installed on the Archive Manager server.

Microsoft Exchange Web Service URL - URL of the Exchange web service in the format https://<exchange-server>/ews/exchange.asmx. The Exchange Web Service is a set of web services to access the mailboxes on Exchange Server. This web service is normally installed on Exchange Servers with the CAS role.

#### For Office 365:

Setup wizard			
Configuration parameters			
Microsoft Exchange OWA URL:	O Exchange Server	Office 365	
https://outlook.office365.com			
Archive Manager OWA Extension URL:			
https://amxserver			
Archive Manager ExchangePamWS UR	RL:		
https://AMXSERVER/exchangePAMW	S/exchangePAMWS.asmx		
Archive Manager MultiTenantWS URL:			
https://amxserver/MultiTenantWS/Mult	iTenantWS.svc		
Microsoft Exchange Web Service URL:			
https://outlook.office365.com/EWS/Ex	change.asmx		
	< Back	Next > C	ancel

Microsoft Exchange OWA URL - read only property. Default value is https://outlook.office365.com

**Archive Manager OWA Extension URL** - the URL used to access OWA from the internet. If you use multiple URLs to access OWA, please use the one which is accessible to most of the users.

**Archive Manager ExchangePamWS URL** - URL for the ExchangePamWS service. This service is installed on the Archive Manager server.

**Archive Manager Multi TenantWS URL** - URL of the MultiTenantWS service. This service is installed on the Archive Manager server.

Microsoft Exchange Web service URL - read only property. Default value is https://outlook.office365.com/EWS/Exchange.asmx

5. Click **Next**. In the **Exchange Web Services Credentials** dialog fill in the credentials of the super-user which runs the Archive Manager services. It was specified during the installation of the Archive Manager.

#### For Exchange Server:

Setup wizard		= ×
Exchange Web Services	Credentials	
Please enter the supe impersonate in Excha	eruser credentials. This user will be used to nge Web Services.	
Domain:	democorp	
User:	domadmin	
Password:	*****	
Confirm password:	******	
	< Back Next >	Cancel

Enter the properties as described below:

Domain - enter the domain name

User - enter the user name

Password - enter the password

Confirm password - confirm the password you entered

For Office 365:

Setup wizard	2
Exchange Web Services	Credentials 😪
Please enter the super impersonate in Exchar	user credentials. This user will be used to ge Web Services.
User: Password: Confirm password: Endpoint type:	domadmin@democorp.onmicrosoft.com
	< Back Next > Cancel

Enter the properties as described below:

User - enter the Microsoft 365 user name

Password - enter the password

Confirm password - confirm the password you entered

Endpoint type - Choose from one of the following endpoints:

- Worldwide endpoints
- U.S. Government DoD endpoints
- U.S.Government GCC High endpoints
- Microsoft 365 Germany endpoints
- 6. Click **Next**. The *Server Information* window opens.

Setup wizard	- 8
Server information	
Primary Archive Server:	
amxserver	
Secondary Archive Server:	
amxserver	
OWA cache folder path:	
C:\Program Files\Metalogix\MAM4exchange\Web\OWACache\	Browse
Install OWA with new application ID *	
* Select this option to install OWA for multiple Archive servers in multiple loc	ations
Kack Nex	kt > Cancel

Enter the information as described below:

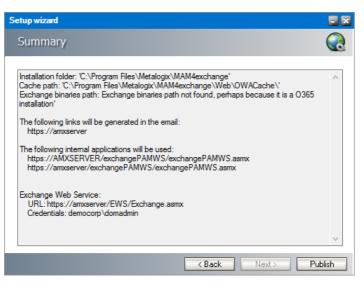
**Primary Archive Server** - name of your Archive Manager *Archive* Server.

**Secondary Archive Server** - name of your Archive Manager *Retrieve* Server. For a single-server deployment, the server name is the same as the **Primary Archive Server**. The secondary server will be used if the primary is not available.

**OWA cache folder path** - By default, the cache folder is created under the **Web** folder. Use the **Browse** button to change the OWA cache path, if necessary.

**Install OWA with new application ID** - select this option to install OWA for multiple Archive servers in multiple locations. The unique identifier ensures that the Archive servers can reliably detect the OWA extension in different locations.

7. Click Next. The Summary window opens.



8. Click **Publish**. The *Installation* window opens and the the upgrade progress is displayed. When the upgrade completes, the *Maintenance Complete* window opens.

Archive Manager for Exchange	OWA Extension
	Maintenance Complete
	InstallShield Wizard has finished performing maintenance operations on Archive Manager for Exchange OWA Extension.
	< Back Finish Cancel

- 9. Click **Finish** to close the configuration setup wizard.
- **i** NOTE: The new settings will not be applied immediately. Either you will have to wait until the system recognizes the changes (done approximately every hour) or you will have to reset the owa application pool: either by recycling the application pool or by resetting IIS. In the latter case connected users will be disconnected and will have to log on again.

# Working with the OWA extension

When the OWA Extension is installed and configured correctly, the Metalogix Archive Manager OWA extension appears as an icon in the ribbon of the Outlook desktop client, or a menu option in the *More Actions* menu of any Office 365 Outlook email body. With this extension, you can archive emails with different retention categories, restore archived emails and search for archived emails.

In this chapter:

- <u>Steps to access the OWA extention in Office 365 Outlook</u>
- <u>Steps to access the OWA extention in Outlook desktop</u>

The following topics are described with a reference to an on-premise Outlook client. The same descriptions apply to an O365 Outlook web page:

- Non-archived emails
- <u>Archived emails</u>
- Full text search

## Steps to access the OWA extention in Office 365 Outlook

- 1. Enter https://outlook.office365.com in your web browser and log in to your instance of Outlook.
- 2. Open any email and click **More Actions** from the email pane. The *More Actions* menu opens.

	Outlook	,∕⊂ Search	ତ ଢ଼େଇ 💿 ମ 🖨 🚺
=	New message Keply all	🗊 Delete 🖂 Archive 🚫 Jur	nk 🗸 🚿 Sweep 🗈 Move to 🗸 🧭 Categorize 🗸 💿 Snooze 🗸 🏷 Undo \cdots
	⊙ Inbox 🖈	Filter ~	Trilithic Meters More action
	David Webb Cost of Equipment Anna Smith	Tue 09-22	$\begin{array}{c} \hline \upsilon \\ har 2020-9.211532 \\ \mbox{Ter} Miss Benet \\ \hline \end{array}$
	Service Contract Rob Miller	Tue 09-22	Trilithic Meter 0809.docx.html
	Field Report	Mon 09-21	T K3 Reply an Forward
	O Jordan Davis Trilithic Meters	00 Mon 09-21	Trilithic is at the forefront of the communications industry with their comprehensive portfolio of broadcast, cab other reply actions technology solutions engineered to meet the increasingly demanding needs of this highly complex and compe
	Lucy Jones Account Review	Mon 09-21	world's leading providers of telecommunications testing and measuring equipment, innovative thinking and ex been integral to Tilithic's success over the past 2 decades. From broadband measurement solutions including I analyzers, certification meters, handheld spectrum analyzers and portable field analyzers to RF/microwave com Mark as unread
	David Webb Factory Order # AD4HJ88	2020-08-26	attenuators, fixed and tunable filters, switches and terminators, Trilliter has your wired and wireless communica covered. Let Trillithic put their considerable engineering expertise to work for you and success is certain!
	David Webb Factory Order # BG3360J	2020-08-26	Reply Forward Add to Safe senders
	Rob Miller West Coast market review	2020-08-26	Security options >
	Marcus Henry Outage statistics	2020-08-26	Print View >>
	MyAnalytics MyAnalytics   Wellbeing Edition	2020-07-13	<b>q</b> OneNote
	MyAnalytics MyAnalytics   Wellbeing Edition	2020-07-06	Metalogix Archive Manager
RR			Insights H' Get Add-ins
0			Advanced actions >
Ø			

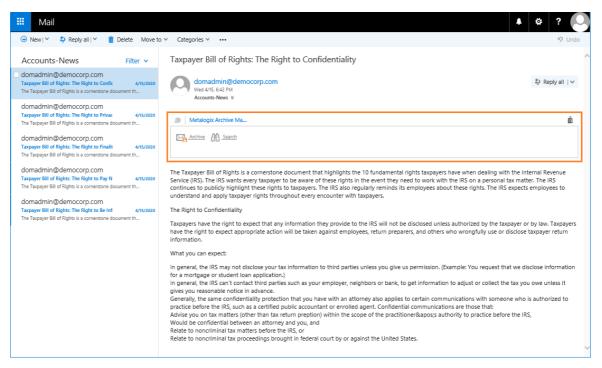
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3. Click **Metalogix Archive Manager**. The *Metalogix Archive Manager OWA Extension* panel opens.

	Outlook	O Search	ତ 🕫 ପ୍ 🐵 ୧ 🖨 🚺
=	New message 🐇 Reply all 🖂 🗎	Delete 🖻 Archive 🛇	Junk 🗸 🖋 Sweep 🗈 Move to 🗸 🖉 Categorize 🗸 💿 Snooze 🗸 🗇 Undo \cdots 🕟 Metalogix Archive Ma 🗡
	⊙ Inbox ☆	$Filter \lor$	Trilithic Meters
	David Webb Cost of Equipment	Tue 09-22	Jordan Davis Mon 2020-09-21 15-32 △ 5 % → ····
	Anna Smith Service Contract	Tue 09-22	To: Melissa Bennet
	Rob Miller Field Report	Mon 09-21	Trilithic Meter 0809.dock.html
	O Jordan Davis Trilithic Meters	0 Mon 09-21	Trilithic is at the forefront of the communications industry with their comprehensive portfolio of broadcast, cable and RF/microwave technology solutions engineered to meet
	Lucy Jones Account Review	Mon 09-21	the increasingly demanding needs of this highly complex and competitive market. Now one of the world's leading providers of telecommunications testing and measuring equipment,
	David Webb Factory Order # AD4HJ88	2020-08-26	innovative thinking and exemplary customer service has been integral to Trilithi's success over the past 2 decades. From broadband measurement solutions including broadband meters, cable analyzers, certification meters, handheld spectrum analyzers and portable
3	David Webb Factory Order # BG3360J	2020-08-26	field analyzers to RF/microwave components including attenuators, fixed and tunable filters, switches and terminators, Trilithic has your wired and wireless communication technology
	Rob Miller West Coast market review	2020-08-26	needs covered. Let Trilithic put their considerable engineering expertise to work for you and success is certain!
8	Marcus Henry Outage statistics	2020-08-26	Reply Forward
	MyAnalytics MyAnalytics   Wellbeing Edition	0 2020-07-13	
1	MyAnalytics MyAnalytics   Wellbeing Edition	2020-07-06	

## Steps to access the OWA extention in Outlook desktop

- 1. Enter https://<exchange-server-fqdn-name>/owa in your web browser.
- Open any email and click the Metalogix Archive Manager extension link in the message pane. The Archive Manager extension panel expands to display the options available. For nonarchived emails, the Archive and Search options are displayed. For non-archived emails, the Preview, Restore and Search options are displayed and the functions that the user is permitted to use depending on what rights they are assigned in the Archive Manager Administration Center (AMAC).

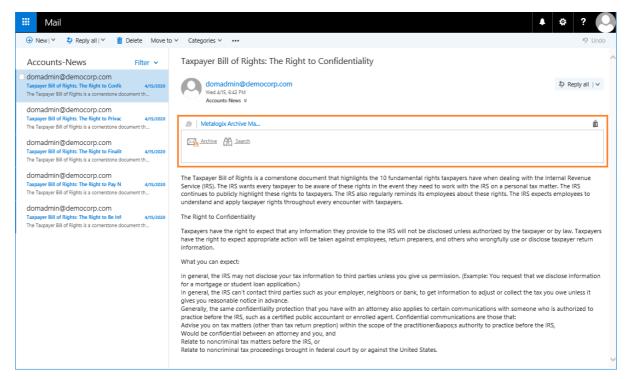


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**i** NOTE: Users can be granted or denied the permission to archive, restore or search for archived emails. The permissions are managed with the Archive Manager Administration Console (AMAC) in the *Manager view* > *Settings* > *Outlook Addin permissions* pane. For more information about permissions, see the *Metalogix Archive Manager for Exchange Administration Guide*.

## **Non-archived emails**

When you open messages that are not archived, the **Archive** and **Search** options are displayed in the *Metalogix Archive Manager* extension panel.



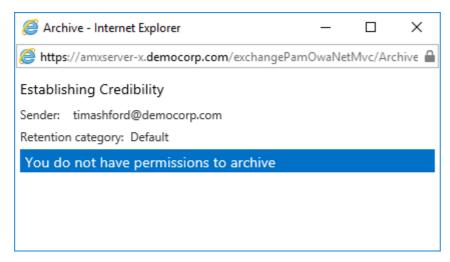
For steps to search through archived emails, see Full text search.

## Steps to archive an email

1. In the *Metalogix Archive Manager* extension panel, click **Archive**. The *Archive* page opens.

Archive - Internet Explorer	_		×
https://amxserver-x.democorp.com/exchanged	gePamOwaNetN	/lvc/Ar	chive 🔒
Taxpayer Bill of Rights: The Right to Con Sender: domadmin@democorp.com	fidentiality		
Sender: domadmin@democorp.com Retention category: Default		<b>v</b> D	7
			-8

- 2. Choose a **Retention category** from the drop down if you have the permission to choose a retention category.
  - **i NOTE:** If you don't have the permission to choose a retention category, the Retention category field is read-only. Retention Categories and permissions are managed through the Archive Manager Administration Center (AMAC). For more information about retention categories and permissions, see the *Metalogix Archive Manager for Exchange Administration Guide*.
- 3. Click **Archive** to archive the email. If you don't have the permission to archive the email you will receive a message as shown below.



## **Archived emails**

When you open messages that are not archived, the **Preview**, **Restore** and **Search** options are displayed in the *Metalogix Archive Manager* extension panel.

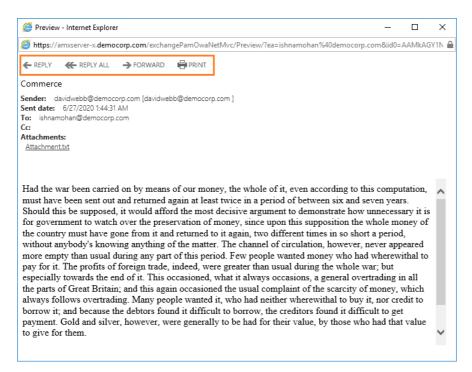
	Mail									Ļ	¢	?		
🕀 Ne	ew   🌱 💼 Delete 🧧 Archive	⊵ Junk Ƴ	Sweep Mo	ove to Y Categorie	s ∨ •••							9	Undo	
Establis In the b timas	DX casharma@democorp.com shing Credibility with the Emotional Co ousiness world, we like to think that our co shford@democorp.com shing Credibility	Filter ▼ 6/27/2020 ollea	Comi	davidwebb@der Sat 6/27, 1:44 AM Ishna Mohan ¥	mocorp.com						Re	ply all	<b>Y</b>	^
juano <sub>Comm</sub>	it hurdle persuaders must overcome is the hristie@democorp.com erce es were given for the encouragement eith	6/27/2020		Download		~							æ	1
Comm	webb@democorp.com erce essage was archived Attachment.bt Open	6/27/2020 ema		Metalogix A		Search							0	
Comm	shford@democorp.com erce mable commodities, it is said, are soon de	0 6/27/2020 stroy		This message wa	is archived						c	)pen en	ail	1
Comm	oneruda@democorp.com erce s they were, however, those arguments co	6/27/2020 nvin		Had the war been can returned again at leas argument to demonst whole money of the c knowing anything of t	st twice in a period trate how unnecess country must have g he matter. The cha	of between six ary it is for go jone from it an nnel of circula	x and seven years wernment to watc nd returned to it a ation, however, ne	s. Should this be sup th over the preservation gain, two different tire over appeared more	posed, it would af ion of money, sinc nes in so short a p empty than usual (	ford the r e upon th eriod, wi during an	most dec his suppo thout any iy part of	isive sition ti /body's this per	iod.	
Comm	anaka@democorp.com erce ealth consists in money, or and silver, is a	<b>6/27/2020</b> pop		Few people wanted n war; but especially to and this again occasi neither wherewithal to payment. Gold and si	wards the end of it. oned the usual com o buy it, nor credit to	This occasion nplaint of the s o borrow it; an	ned, what it alway scarcity of money, nd because the de	vs occasions, a gene , which always follow abtors found it difficu	ral overtrading in a rs overtrading. Ma It to borrow, the cr	all the pa ny people editors fo	rts of Gre e wanted ound it di	at Brita	in; had	
Wealth	ortman@democorp.com n proportion between the different metals in	<b>6/27/2020</b> 1 the		Regards David										
karlic	ordan@democorp.com		v											~

The format of an archived email is similar to a non-archived email. The format shown in the image above has been customized to use an HTML template. Message formats are managed with the Archive Manager Administration Center (AMAC) in the *Manager view* > *Settings* > *Shortcut templates* pane. For more information about permissions, see the *Metalogix Archive Manager for Exchange Administration Guide*.

For steps to search through archived emails, see <u>Full text search</u>.

## Steps to preview an archived email

1. In the *Metalogix Archive Manager* extension panel, click **Preview** 2. The *Preview* page opens.



- 2. The standard features: **Reply**, **Reply All**, **Forward** and **Print**, are available. You can also download attachments that were included with this email.
  - **NOTE:** If you use the reply, reply all, or forward feature on an archived email, the recipient will receive the shortcut to the email. Recipients within the same exchange domain will be able to view the contents of the email. However, recipients outside the exchange domain will not be able to access the email message.

## Steps to restore an archived email

- 1. In the *Metalogix Archive Manager* extension panel, click **Restore** 1. The *Restore* page opens.
- 2. Confirm the action in the dialog box to restore the email.

## Search

In this topic:

- Steps to perform a keyword search
- Steps to perform an advanced search
- How to build search queries
- Working with search results

## Steps to perform a keyword search

Keyword search is used for searching through archived emails, attachments and OCR search (this technology has some limitations, e.g. too small text may not be correctly recognized). Keyword search works for any email that has been archived even if it was subsequently restored. Keyword search is available when the Archive Manager Search feature is installed and configured on the Archive server and the user has the permission to search email items.

1. Open any email and click **Search** in the *Metalogix Archive Manager* extension panel. The Search page opens.

<u>@</u> 9	earch	- Internet Explorer					_		×	
<i></i> ể h	ttps://	amxserver-x.democorp.com	/exchangePamOwaNetMvc/Search/?ea=is	hnamohan%40	)democorp.com&id0=	AAMkAGY1	NjgxMmM2LTQ3Mm	QtNDhIOC1	hZn 🔒	
Key	word:	word: and Search Clear								
<b>)</b> (	Querie	5								
Res	ult co	unt: 4 Total rows selected:	0							
Drag	a colu	umn header here to group b	y that column							
	0	FROM	SUBJECT	SIZE	RECEIVED	VERSION	ARCHIVED	FOLDER		
		davidwebb@democorp	The Adventures of Augie March	: Adventures of Augie March 9,684 6/27/2020 1:44 AM 1 8/		8/30/2020 2:48 PM	Inbox			
		davidwebb@democorp	@democorp Arias 8,211 6/27/2020 1:44 AM		1	8/30/2020 2:48 PM	Inbox			
	<b>~</b>	davidwebb@democorp	@democorp Commerce 11,961 6/27/2020 1:44 AM 1			1	8/30/2020 2:48 PM	Inbox		
		davidwebb@democorp	Division of Labour	9,105	6/27/2020 1:44 AM	1	8/30/2020 2:48 PM	Inbox		
Fir	First Prev Page: 1 of 1 Next Last Items per page: 20									

- 2. In the **Keyword** field, enter a keyword which will be used to search through the subject, body and attachments of all emails. The entered words can be used in combination with the logical operators AND, OR. The operator AND is not mandatory. If no logical operator is included, the full-text search query engine searches for documents containing all the given words.
  - i NOTE: Keyword search is not case sensitive, but operators such as AND, OR and NOT must be in uppercase.

The table below provides examples of some operators and wildcard characters that can be used:

Character	Description	Example
?	single character wildcard; replaces any single character	te?t matches text, test etc.
*	multiple character wildcard; replaces 0 or more characters	test* matches test, tests, tester etc.

NOT	excludes documents that contain the term after NOT. This is equivalent to a difference using sets. Note: The NOT operator cannot be used with just one term. For example, the following search will return no results: NOT "test server".	"test data" NOT "test server" searches for documents that contain "test data" but not "test server"
-	same as NOT	"test data" -"test server" searches for documents that contain "test data" but not "test server"
+	includes documents that contain the term after the "+" symbol; basically the same function as AND operator	"test data" +"test server" searches for documents that contain "test data" and also "test server"

**NOTE:** The wild card characters like ? or \* cannot occur as the first 2 characters of the search phrase.

## Steps to perform an advanced search

- 1. Open any email and click **Search** in the *Metalogix Archive Manager* extension panel. The *Search* page opens.
- 2. Click the **Queries** link to expand the advanced search criteria settings panel.

<ey< th=""><th>/word:</th><th>keyword sea</th><th>ch</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>Sear</th><th>ch</th><th>Clear</th><th></th></ey<>	/word:	keyword sea	ch								Sear	ch	Clear	
~ (	Querie	s												-
	🖌 Sea	arch in archived	and delete	d documer	nts 🗌 Search ir	n versions. T	he match will be sł	nown fo	r each version se	eparately.				
	Sea	arch in deleted		FIELD			OPERATOR		VALUE					
					ad data	Ŧ	=	+	6/27/2020					
	+ X Received date				'ed date	•	-	•	6/27/2020					
ł	۲×	And	-	Archiv	ed date	-	=	-	8/30/2020					
	+ Ad	d new clause												
		unt: 4 Total r Imn header he			column									
g				p by that	column		SIZE	RECE	IVED	VERSION	ARCHIVED	FOLDER		
ıg	a colu	ımn header he	e to grou	p by that		ugie March	SIZE 9,684		IVED 7/2020 1:44 AM	VERSION	ARCHIVED 8/30/2020 2:48 PM			
ıg	a colu	ımn header he FROM	e to grou lemocorp	p by that S .com T	SUBJECT	igie March		6/27				Inbox		-
	a colu	imn header he FROM davidwebb@o	e to grou lemocorp lemocorp	p by that s .com T .com A	SUBJECT The Adventures of Au	igie March	9,684	6/27	7/2020 1:44 AM	1	8/30/2020 2:48 PM	Inbox Inbox		
ag	a colu	ımn header he FROM davidwebb@ davidwebb@	e to grou lemocorp lemocorp	p by that .com T .com A .com C	SUBJECT The Adventures of Au Arias	igie March	9,684 8,211	6/27	7/2020 1:44 AM 7/2020 1:44 AM	1	8/30/2020 2:48 PM 8/30/2020 2:48 PM	Inbox Inbox	page: 20	

- 3. Choose the search settings as described below:
  - *No selection* only archived documents are searched. Previous versions of these documents are not included.

Select one of the following options:

- Search in archived and deleted documents all documents will be searched. Previous versions of these documents are not included.
- Search in deleted documents deleted documents and documents that are marked for deletion will be searched. All other archived documents will be ignored. Previous versions of these documents are not included.

Add an additional criteria:

- Search in versions Previous versions will be included for the document category specified. The match will be shown for each version separately.
- 4. Click Add new clause and enter the search criteria using the fields as described below:
  - a. **Field** click the drop down to select the property of the email to be searched. For example, select Subject as the field to search.
  - b. **Operator** click the drop down and select a search operator.
  - c. Value Specify the search text. If the selected Field requires a date value, a date picker icon appears to help you choose a date. This field supports wild card characters as described in the table below:

WildcardDescriptionExample
----------------------------

*	A substitute for zero or more characters	*.pdf
?	A substitute for a single character to match	Sales201?.pdf

- 5. To add more criteria, click **Add new clause** again. When you add more than one search clause, the logical operator drop down box appears. You can select either the And or the Or operator. The default operator is And.
  - **NOTE:** You can group clauses to create nested search criteria by selecting consecutive check boxes and clicking the [ $\equiv$  icon.
- 6. Click **Search** to search for archived emails based on the selection criteria and the settings that are applied.

## How to build search queries

This topic describes how to build search conditions using the advanced search capabilities of Archive Manager for Exchange. A search condition (or query) can contain zero or more search clauses that are combined using operators and grouping of search clauses.

In this topic:

- Simple Conditions
- AND/OR Operators
- Grouping
- <u>Keyword Search</u>

## **Simple Conditions**

A simple search conditions needs no search clause or can contain just one search clause.

### Example 1

Click **Search** without adding a search clause. In this case, you will get back all the archived items.

🤌 Se	earch	- Profile 1 - Microsoft Edge				-						
Ô	htt	ps:// <b>ex19</b> /exchangePamC	)waNetMvc/Search/?ea=amadmin%40am19.local&id	0=AAMkADc3Y	2JiMzJkLTMyOE	ktNDhlZC	1hNjI4LTA1					
Key	Keyword search Search Clear											
> Queries												
Res	ult co	unt: <b>91</b> Total rows selected	: 0									
Drag	a colu	ımn header here to group by	r that column									
	0	FROM	SUBJECT	SIZE	RECEIVED -	VERSION	ARCHIVED					
				1,520	7/21/2021 11:2	1	8/19/2021 4:10					
	<b>~</b>	amadmin	"Who gave the report?" inquired Shcherbinin, taking the	141,678	2/9/2021 3:02	1	8/19/2021 4:11					
		amadmin	voice addressing the publican. "What have you killed a	3,870	2/9/2021 3:02	1	8/19/2021 4:11					
		amadmin	a seventy-pound weight were tied to it. He could run no	5,328	2/9/2021 3:02	1	8/19/2021 4:11					
		· ·		145,000	0.00.0001.0.00		0/10/0001 4.10					
Fir	st	Prev Page: 1 of 5	Next Last									
4												

Add a single search clause with a condition where the field *Subject* contains the word "them". When you click **Search**, you will get back all the archived items where the *Subject* contains the word "them".

😓 Search - Profile 1 - Microsoft Edge — 🗆 🗙												
ĉ	http	os://ex19/exchangeParr	n OwaNetMvc/Search/?ea=amadm	in%40a	m 19.loca	ıl&id0=.	AAMkADc3Y2J	iMzJkLTM	lyODktN	DhIZC1h	NjI4LTA	l
Keyword search Search												
▼ Queries												
Search in archived and deleted documents 🛛 Search in versions. The match will be shown for each version separately.												
□ Search in deleted documents [												
-+	- ×		Subject +	Cont	ains	-	them					
	+ Ad	ld new clause										
		amadmin	French since Suvorov met them. He	e feared t	that Bonap	art	4,520	2/9/2021	2:46	1	8/19/202	21 4:09 .
	<b>~</b>		so jaded that at a meeting of the hu	untsmen	it was dec	ide	91,404	2/9/2021	2:46	1	8/19/202	21 4:10 .
			splashing with blood those near the	em.			4,529	2/9/2021	2:46	1	8/19/202	21 4:10 .
	<b>v</b>		of them had yet seen the manifesto	o, but the	y all knew	it h	94,020	2/9/2021	2:46	1	8/19/202	21 4:10 .
First Prev Page: 1 of 1 Next Last												
4												+

## **AND/OR operators**

The AND/OR operator is used between two search clauses. With these operators, you can combine two or more search clauses. The AND operator will return a search result if both the search clauses separated by the AND operator are fulfilled. The OR operator will return a search result if any one of the search clauses separated by the OR operator are fulfilled. The AND operator has a higher priority over the OR operator. When a search condition contains both the AND and OR operators, the search clauses that are combined with the AND operator must be fulfilled first.

To find all items where the Subject contains word "them" AND the Sender is "amadmin", you must combine two search clauses as shown:

🤌 Se:	💊 Search - Profile 1 - Microsoft Edge — 🗆												
ĉ	https://e	x19/exchangePa	mOwaNetMvc/Search/?ea=a	madmi	in%40am19.local8	kid0=,	AAMkADc3Y2JiMzJkLTN	MyODktNDhlZ	C1hNj	jI4LTA1			
Key	Search		Clear										
• Q (	Queries Search in archived and deleted documents Search in versions. The match will be shown for each version separately. Search in deleted documents												
		AND/OR	FIELD		OPERATOR		VALUE						
+	<b>X</b> 🗆		Subject	*	Contains	*	them						
+	× 🗆	And 🔹	From	-	-		amadmin						
	🕇 Add ne	w clause											
Firs	t Pre	v Page: 1	of 1 Next Last								ltems		
•													

### Example 2

To find all items where the Subject contains word "them" OR the Sender is "amadmin", you must combine two search clauses as shown:

🤌 Sea	arch	- Profile 1 - Microsoft Edg	je							-		×
ĉ	http	os:// <b>ex19</b> /exchangePa	mOwaNetMvc/Search/?ea=amad	mir	n%40am19.local&	id0=,	AAMkADc3Y	2JiMzJkLTMy	ODktNDhi	ZC	1hNjl4LTA1.	
Keyn	Keyword: keyword search Sear											
¥ Q	uerie	5										
_	_	arch in archived and dele		ns. T	The match will be sh	own fo	or each version	separately.				
□ Search in deleted documents [≡ AND/OR FIELD OPERATOR VALUE												
+	×		Subject	•	Contains	•	them					
+	×	🗆 Or 🔹	From		=	Ψ.	amadmin					
-	+ Ad	dd new clause										
		amadmin	voice addressing the publican. "W	'hat	have you killed a		3,870	2/9/2021 3:02		Т	8/19/20214:	11
		amadmin	a seventy-pound weight were tied	l to	it. He could run no .		5,328	2/9/2021 3:02		1	8/19/2021 4:	11
	~	amadmin	"Who gave the report?" inquired S	Shcł	nerbinin, taking the .		145,802	2/9/2021 3:02		1	8/19/2021 4:	10
		1.1	2 11 2 di 12 ma	л.,	1 191 I		0.074	0.00.0001.0.00		4	0/10/0001 4	10
First	t	Prev Page: 1	of 4 Next Last									lt
4												Þ

## Grouping

Sometimes simple combinations of search clauses with the AND and OR operators are not enough. Grouping is a good solution to change the priority between the operators. The grouped search clauses have a higher priority than the operator before or after the group. The examples in this section describe how the grouping works.

To find all items where the *Subject* contains the word "them" AND the *Sender* is "amadmin", and all these items must also have an attachment then the search condition is as shown:

🍤 Search	- Profile 1	- Microsoft B	dge							-		×
🖯 htt	ps:// <b>ex19</b>	/exchangel	PamC	waNetMvc/Search/?ea=amadm	in‰	40am 19. local &id	)=AAN	/IkADc3Y	2JiMzJkLTMyODI	ktNDhIZC	1hNjl4LTA1	
Keyword	keywo	rd search					Se	arch	Clear			
✓ Queries Search in archived and deleted documents Search in versions. The match will be shown for each version separately. Search in deleted documents												
		AND/OR		FIELD		OPERATOR		VALUE				
+ ×				Subject	*	Contains	-	them				
+ ×		Or	٣	From	•	=	Ŧ	amadmi	n			
+ ×		And	-	Has attachment	•	=	-	Yes			-	
<b>+</b> A	dd new cla	use										
	amadmir	1		blood under his arm. "No, I am wou	ndeo	l and the horse i		95,305	2/9/2021 3:02	1	8/19/2021 4	10
					•	×		017.047	0.0000000000000	-	0.0000004.4	44
First	Prev	Page: 1	of 1	Next Last								lte
4												×.

Query: (Subject contains "them" OR Sender is "amadmin") AND has attachment

We can split this search condition into two parts

- 1. (Subject contains "them" OR Sender is "amadmin") which is a group
- 2. AND has attachment

Since a grouping has a higher priority, the search condition in the group must be fulfilled first. In this case each item in the search result will have a *Subject* that contains the word "them" AND the *Sender* is "amadmin", and the item will also have an attachment

### Example 2

To find all items where the Subject contains word "them" or, the Sender is "amadmin" and at the item must have an attachment, then the query is as shown:

🕽 Search - F	Profile	1 - Micros	oft Edg	e						-		×
🖯 https	s://ex	19/exchar	ngePar	mOwaNetMvc/Search/?ea=an	nadmi	n%40am19.local8	kid0=	AAMkADc3Y	2JiMzJkLTMyODł	<tndhlzc< td=""><td>1hNjI4LTA1</td><td></td></tndhlzc<>	1hNjI4LTA1	
Keyword:	key	word searc	h						Se	arch	Clear	
🗌 Sear	rch in	deleted do		ted documents 🛛 🗌 Search in ve ts	rsions.	The match will be sl	10wn f	or each version	separately.			
	[= 4	AND/OR		FIELD		OPERATOR		VALUE				
+ ×				Subject	*	Contains	•	them				
<b>+ x</b>		Or	*	From	*	=	*	amadmin				
+ ×		And	-	Has attachment	-	=	Ŧ	Yes			-	
+ Add	d new	clause										
	amadr	nin		blood under his arm. "No, I ar	n wou	nded and the horse i		95,305	2/9/2021 3:02	1	8/19/2021 4	4:10
	amadr	nin		not wish it. In a word, I make	no proi	mise. And I beg you		317,946	2/9/2021 2:58	1	8/19/2021 4	k11
				and the second contract				111.110	1/0/1001 1-50	-	0.00.00014	.10
First	Prev	Page:	1 0	of 1 Next Last								

Query:Subject contains "them" OR Sender "admin" AND has attachment

This query can be split into two parts

- 1. Subject contains "them" OR
- 2. Sender is "amadmin" AND the item has an attachment

The AND operator has a higher priority so the search clauses combined with the AND operator must be fulfilled first. In this case the search result will contain items where the item must have an attachment and the *Sender* must be "amadmin", or *Subject* should contain the word "them".

#### Example 3

To find all items where the *Subject* contains the word "them" and the *Sender* is "amadmin", or the item has attachment, and the item must be in the "Inbox" folder then the search condition is as shown:

🍤 Search - F	Profile 1 -	- Microsoft I	Edge							-		×
🖯 https	://ex19,	/exchange	PamO	waNetMvc/Search/?ea=an	nadmin%4	40am 19. local &	id0=AAN	/kADc3Y2JiMzJkLTN	NyODktNDł	nlZC1hl	NjI4LTA1	
Keyword:	keywo	rd search							Search		Clear	
🗌 Sear	ch in del	leted docum		documents 🗌 Search in ve	rsions. The		own for ea					
		AND/OR		FIELD		OPERATOR		VALUE				
+ ×	_			Subject	-	Contains	*	them				
+ ×	□ [≡	And	•	From	-	=	•	amadmin				
+ ×		Or	-	Has attachment	-	=	Ŧ	Yes			Ŧ	
+ ×		And	•	Folder path	-	=	•	Inbox				
+ Add	new cla	use										
First	Prev	Page: 1	of 1	Next Last								ltems
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Query:Subject contains "them" AND (Sender is "amadmin" OR has attachment) AND Folder path is "Inbox"

This query can be split into three parts

- 1. Subject contains "them" AND
- 2. (Sender is "amadmin" OR the item has an attachment)

3. AND Folder path is "Inbox"

The grouped search clauses have the higher priority in this query so the search condition in the group must be fulfilled first. In this case the search result will contain items where the *Subject* must contain the word "them" + *Sender* should be "amadmin" or the item has an attachment + the folder path must be "Inbox".

#### **Example 4**

To find all items where the Subject contains the word "them" and Sender is "amadmin", or the item has an attachment and these items should be in the "Inbox" folder then the search query is as shown:

https://ex19/exchangePamOwaNetMvc/Search/?ea=amadmin%40am19.local&id0=AAMkADc3Y2JiMzJkLTMyODktNDhIZC1hNjl4LTA1          Keyword:       keyword search       Search       Clear         Clear       Queries       Search in archived and deleted documents       Search in versions. The match will be shown for each version separately.         Search in deleted documents       Search in versions. The match will be shown for each version separately.         Search in deleted documents       OPERATOR       VALUE         + X       Subject       Contains       them         + X       And       From       =       amadmin								
Queries     Search in archived and deleted documents     Search in versions. The match will be shown for each version separately.     Search in deleted documents     AND/OR     FIELD     OPERATOR     VALUE     VALUE     Contains     them								
Search in archived and deleted documents Search in versions. The match will be shown for each version separately. Search in deleted documents AND/OR FIELD OPERATOR VALUE  Xubject OPERATOR VALUE								
Image: AND/OR     FIELD     OPERATOR     VALUE       + ×     Subject     Contains     them								
+ X 🗆 And 🔻 From 💌 = 💌 amadmin								
+ X Or • Has attachment • = • Yes •								
+ X  And  Folder path  Folder path  Inbox								
+ Add new clause								
🔲 🔲 amadmin French since Suvorov met them. He feared that Bonapar 4,520 2/9/2021 2:46 1 8/19/2021 4:09								
First     Prev     Page:     1     Of 1     Next     Last								
4								

Query:Subject contains "them" AND Sender is "amadmin" OR has attachment AND Folder path is "Inbox"

#### This query can be split into two parts

- 1. Subject contains "them" AND Sender is "amadmin" OR
- 2. Item has attachment AND Folder path is "Inbox"

The AND operator has a higher priority in this query so the conditions with the AND operators must be fulfilled first. In this case the search result will contain all items where *Subject* contains the word "them" and *Sender* is "amadmin" or the item must have an attachment and the folder path must be "Inbox".

To find all items where the Subject contains word "them" or these items are in the "Inbox" folder, and the Sender is "amadmin" or the item has an attachment, then the query is as shown:

🤌 Search - F	Profile 1	- Microsoft E	dge							-		×
https://ex19/exchangePamOwaNetMvc/Search/?ea=amadmin%40am19.local&id0=AAMkADc3Y2JiMzJkLTMyODktNDhlZC1hNji4LTA1												
Keyword search Search								Clear				
Queries     Search in archived and deleted documents     Search in versions. The match will be shown for each version separately.     Search in deleted documents												
		AND/OR		FIELD		OPERATOR		VALUE				
+ ×	□ [≡			Subject	•	Contains	•	them				
+ ×		Or	-	Folder path	•	=	-	Inbox				
+ ×	+ × 🗆 🖪 And 🔹 From				•	=	*	amadmin				
+ ×		Or	*	Has attachment	•	=	-	Yes			-	
+ Add new clause												
	amadmir	n		minute," said the resolute Dunyasha	takir	ng a needle that		16,360	2/9/2021 3:02	1	8/19/2021 4:1	10
					. :			11 501	1 (0 (1011 1.01	-	0/10/2021 4-1	10
First	Prev	Page: 1	of 2	Next Last								lte
4	4										×.	

Query: (Subject contains "them" OR Folder path is "Inbox") AND (Sender is "amadmin" OR has attachment)

#### This query can be split into two parts

1. (Subject contains "them" OR Folder path is "Inbox") AND

#### 2. (Sender is "amadmin" OR item has attachment)

The grouped condition has the higher priority in this query so the conditions in the group must be fulfilled first. In this case the search result will contain items where Subject should contain "them" word or folder path should be "Inbox" + Sender should be "amadmin" or the item should have an attachment.

### Example 6

To find all items where the Subject contains the word "them" or, these items are in the "Inbox" folder and the Sender is "amadmin", or the item has an attachment, then query is as shown:

Profil	e 1 - Micros	oft Edg	e						_		×
s://ex	<19/exchar	ngePar	n OwaNetMvc/Search/?ea=	am a <b>d</b> m ir	n%40am19.local&i	id0=/	AAMkADc3Y2JiN	//zJkLTMyOD	tNDhIZC	1hNjl4LTA1.	
rd: keyword search Search								Clear			
rch in	deleted do			versions. 7	The match will be sho	own fo	or each version sep	arately.			
[=	AND/OR		FIELD		OPERATOR		VALUE				
			Subject	Ψ.	Contains	•	them				
Or • Fo			Folder path	-	=	•	Inbox				
	And <b>*</b> From <b>*</b> = <b>*</b> amadmin										
	Or 🔹 Has attachment 💌 = 💌 Yes					*					
d new	/ clause										
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 $\ensuremath{\mathsf{Query}}\xspace$  Subject contains "them" OR Folder path Inbox AND Sender is "amadmin" OR item has an attachment

#### This query can be split into three parts

- 1. Subject contains "them" OR
- 2. Folder path is "Inbox" AND Sender is "amadmin"
- 3. OR item has an attachment

The AND operator has a higher priority so the conditions with the AND operator must be fulfilled first. In this case the search result will contain items where *Subject* must contain the word "them" or folder path must be "Inbox" and *Sender* must be "amadmin" or the item has an attachment.

### **Keyword Search**

Keyword search provides a fast and flexible search for keywords in the email Subject, body, and attachments of messages in Metalogix Archive Manager for Exchange. If you leave this field empty, then the search result will show all archived messages. If you enter a word or phrase in the keyword field and click Search the result of the search will show all the archived messages where the Subject, body or attachment contains the entered word or phrase.

### Example 1

You can combine keyword searches with advanced search clauses to find specific messages. Keyword searches are combined with advanced search conditions with the AND operator. The search result will contain items that have the keyword and the advanced search conditions as well. To find all messages where the Subject, body or attachment contains word "mother" and the Subject also contains the word "them", the search query is as shown:

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First	Prev Page: 1 c	f1 Next Last								items
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## Working with search results

The results of the simple or advanced search are displayed in the search result list. You can preview a message by selecting it. The message is then displayed in a preview pane just below the grid.

🥝 Search - Internet Explorer 📃 🗖 🗙									
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Page 1	of 3 (46 items) 🕢 🚺	2 3 🕑							
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Click the **MENU** link to display the actions that available for the email. Users may see the full set or a partial set of actions depending on the permissions granted to the user.

- Download as MSG file downloads the email in specified format
- Download as EML file download the email in specified format
- Restore restores the selected email
- Restore to restores the selected email to a desired location
- Reply opens Reply dialog
- Reply All opens the Reply all dialog
- Forward opens the Forward dialog
- Print email can be printed.

When you select more than one item in search result list and click the MENU link, the the following actions appear. Users may see the full set or a partial set of actions depending on the permissions granted to the user.

- Export to ZIP allows export
- **Restore** restores the selected emails
- Restore to restores the selected emails to a desired location.

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In some cases it is not possible to install the Metalogix Archive Manager with PowerShell. Information pop-up dialog will be displayed:

		×
l	The application Metalogix Archive Manager was not possible to install with PowerShell. Please, add the application into your store from the Exchange Admin Portal.	
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"The application Metalogix Archive Manager was not possible to install with PowerShell. Please, add the application into your store from the Exchange Admin Console."

Manual adding of Metalogix Archive Manager addin in Exchange Admin Center (EAC) is required in these scenarios. To do so, follow these steps:

- 1. Log in to the Archive Manager for Exchange Server
- 2. Open the EAC by using a URL such as the following:

https://<exchange server>/ecp/?p=installed

- 3. Log on to the Exchange server by using a valid user name and password.
- 4. Navigate to Organization / Apps.
- 5. Select the plus sign (+) to add a new extension.
- 6. From the drop-down list, select Add from file
- 7. Browse to the file path:

C:\Program Files \ Metalogix \ MAM4Exchange \ Web \ exchangePamOwaNetWeb \ exchangePamOwaNet.xml

and then select Install.

8. Double click the added Metalogix Archive Manager app in the list. In the pop-up dialog make sure that the **Make this app available...** option is checked. Then activate the application by selecting either the **Optional, enabled by default** option or **Mandatory, always enabled** option. Finally click **Save**.

re apps for Outlook at the Office Store Apps let your users do and see m vithout leaving their mailbox. The follo wing list shows apps that ha installed for the organ - 🗆 X Edit App Settings - Windows Internet Exp +-/ = 2 NAME PROVIDER USER DEFAULT Metalogix Archive Manager Action Items Microsoft Enabled Bing Maps Microsoft Enabled  $\blacksquare$  Make this app available to users in your organization Metalogix Archive Manager Metalogix Softw Mandatory pecify user defaults: My Templates Microsof Enabled Optional, enabled by default flanager Exchange o or from Metalog Suggested Meetings Microsoft Enabled Optional, disabled by default Unsubscribe Microsoft Enabled O Mandatory, always enabled. Users can't disable this app on in the active tion. The app may be read or modified save cancel **a** 100%

After you install the mail extension, you can sign out of the EAC and return to the respective Outlook rich client to test the extension. Alternatively, without signing out of the EAC, you can continue to use Outlook Web App or OWA for Devices to test the extension. To do this, select the user name in the upper-right corner of the window, and select My Mail to switch to your email to test the extension.

# About Us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit <u>www.quest.com</u>.

# **Contacting Quest**

For sales or other inquiries, visit <u>www.quest.com/contact</u>.

## **Technical Support Resources**

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <a href="https://support.quest.com">https://support.quest.com</a>

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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