

Quest® Archive Manager for Files 8.9

## **ArchiveWeb 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.

Quest® Archive Manager for Files ArchiveWeb Guide  
Updated March 2024  
Version 8.9

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# About ArchiveWeb

This application is used for viewing archived emails and files over the Internet. A user can access archived items through a web browser by navigating to the ArchiveWeb using the URL

`http://<ArchiveWebServerName>/archiveweb.`

With mobile device support your archive is at hand virtually anywhere. Mobile form factoring and simplified navigation contribute to the ease of use.

Functions:

- Browsing archived emails (archived by Archive Manager for Exchange) and files (archived by Archive Manager for Files)
- Keyword search (optional)
- Advanced search (optional) - allows searching for archived items using query-builder capabilities.
- Search template
- Export

# Requirements

## System requirements

- Windows Server 2016 , Windows Server 2019 or Windows Server 2022
- .NET Framework 4.8 or higher (<https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-web-installer>)

**i** | **NOTE:** For the Windows servers listed above, verify that the **.NET Framework 4.5 Features / WCF Services / HTTP Activation** is selected under **Server Manager > Add Roles and Features Wizard**.

## Supported browsers

- Mozilla Firefox current version
- Google Chrome current version
- Opera current version
- Microsoft Edge current version

## IIS configuration

Verify that you have installed the fix for MVC applications as described in the link below to find the appropriate update according to your OS:

- <http://support.microsoft.com/kb/980368>

If you cannot browse the MVC application, try to register the framework for IIS by running the followings commands:

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

If required, uncheck **Require SSL** in IIS's SSL Settings for ArchiveWeb.

---

# Installation

Archive Manager ArchiveWeb must be installed on the same machine that hosts the Archive Manager for Exchange or Archive Manager for Files server. Installing Archive Manager ArchiveWeb on another computer is not supported.

ArchiveWeb can be installed in one of two ways:

- automatically, by choosing the ArchiveWeb component from the unified product installer. This method installs ArchiveWeb on the same server where Archive Manager is installed.
- manually, using the *Archive Manager ArchiveWeb setup.exe* file. This method allows you to manually install ArchiveWeb on any web server in the domain where Archive Manager is installed.

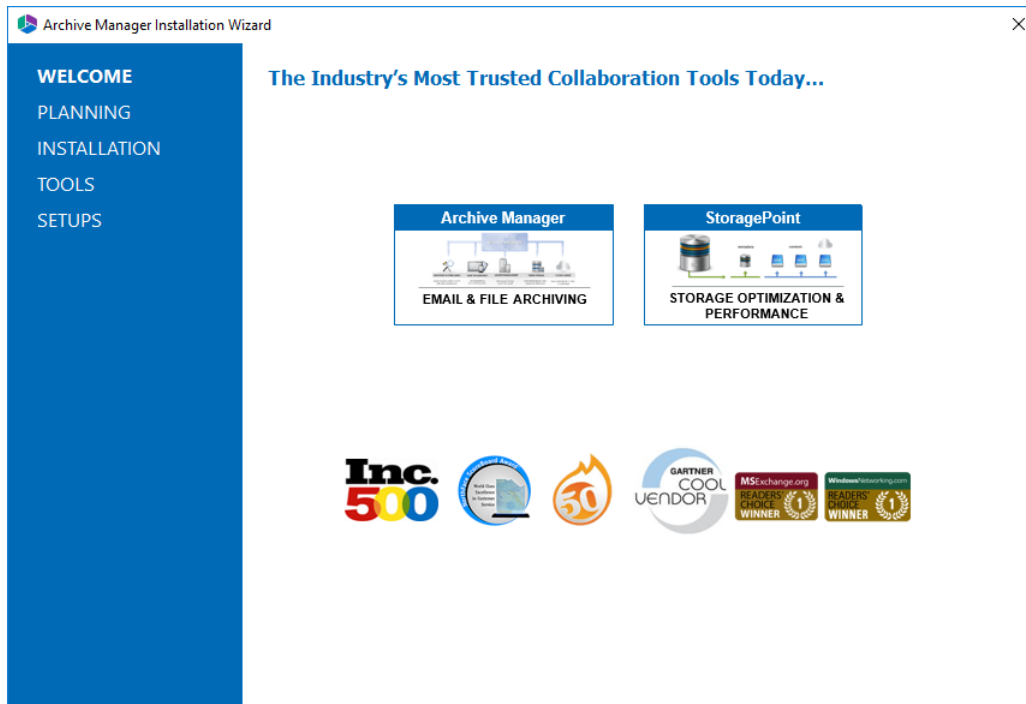
In this chapter:

- [Steps to install automatically with the product installer](#)
- [Steps to install manually with the ArchiveWeb installer](#)
- [Steps to verify the installation](#)

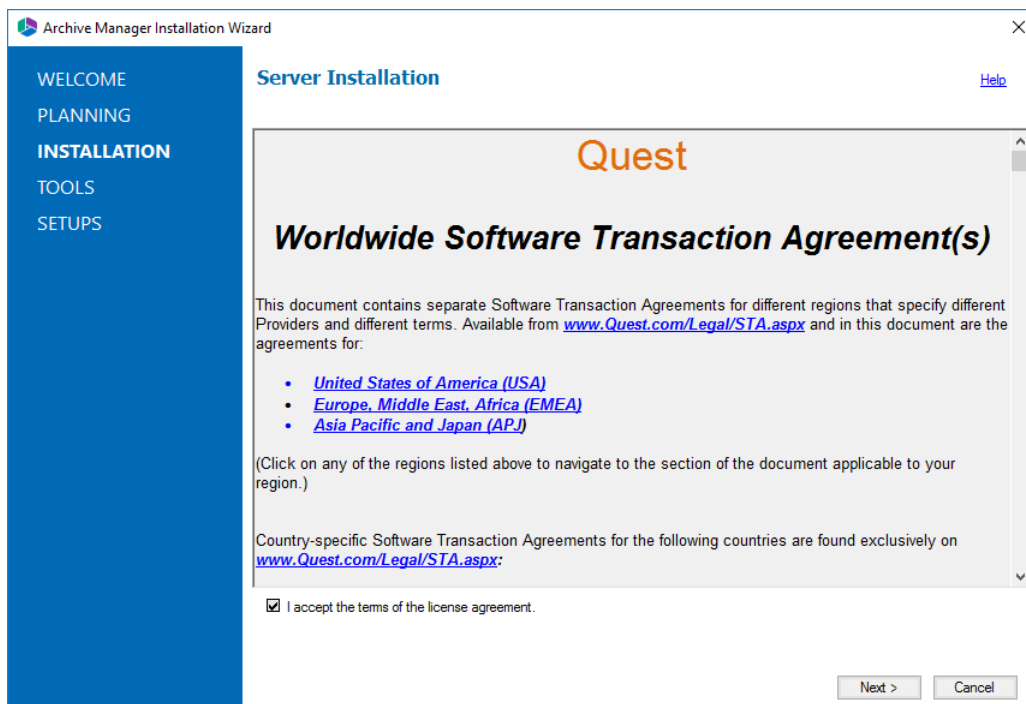
## Steps to install automatically with the product installer

1. Login with the credentials of the **administrator** (eg. **democorp\domadmin**) to the Archive Manager for Files server.
2. Download and unzip the installer if it is not already available.

3. If the installer does not start immediately, run the **MAMInstaller.exe** from your install media folder. The *Welcome* window opens.

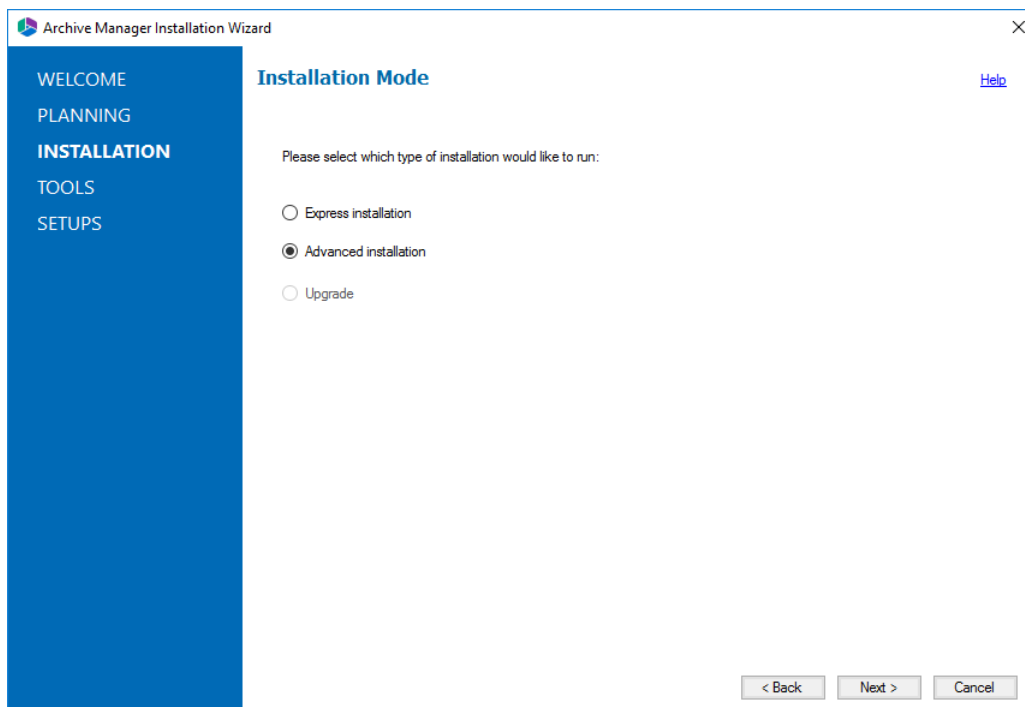


4. From the navigation panel on the left, click **INSTALLATION**. The *Server Installation* window opens.

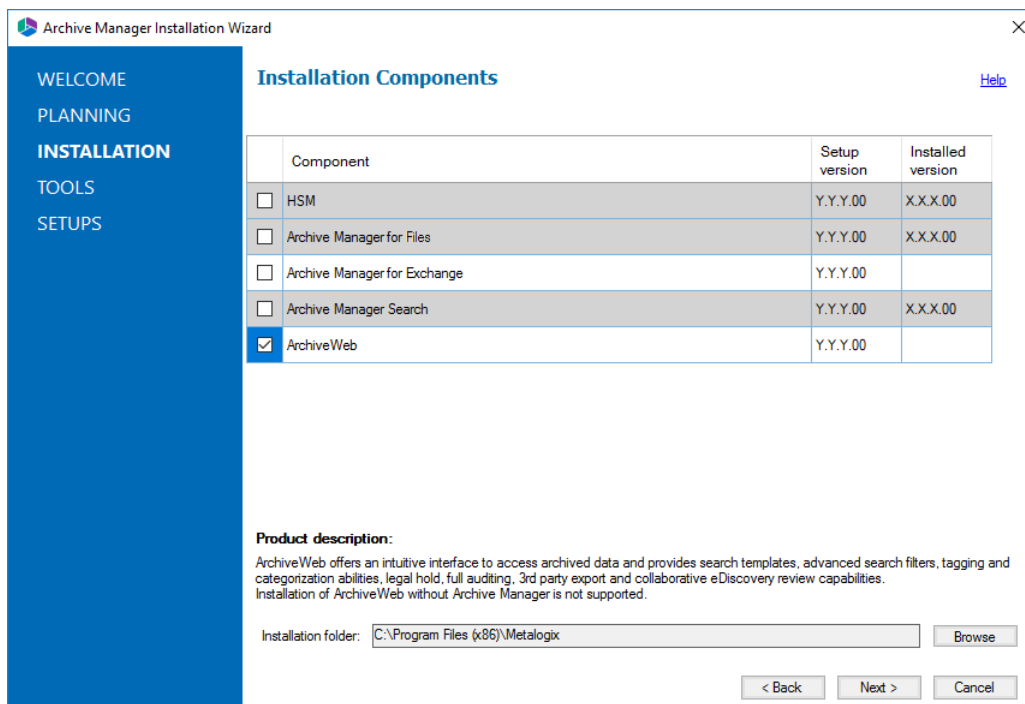


Read the **Software Transaction Agreement**. If you wish to proceed, select the **I accept the terms of the license agreement**.

5. Click **Next**. The *Installation Mode* window opens. Select the **Advanced installation** option

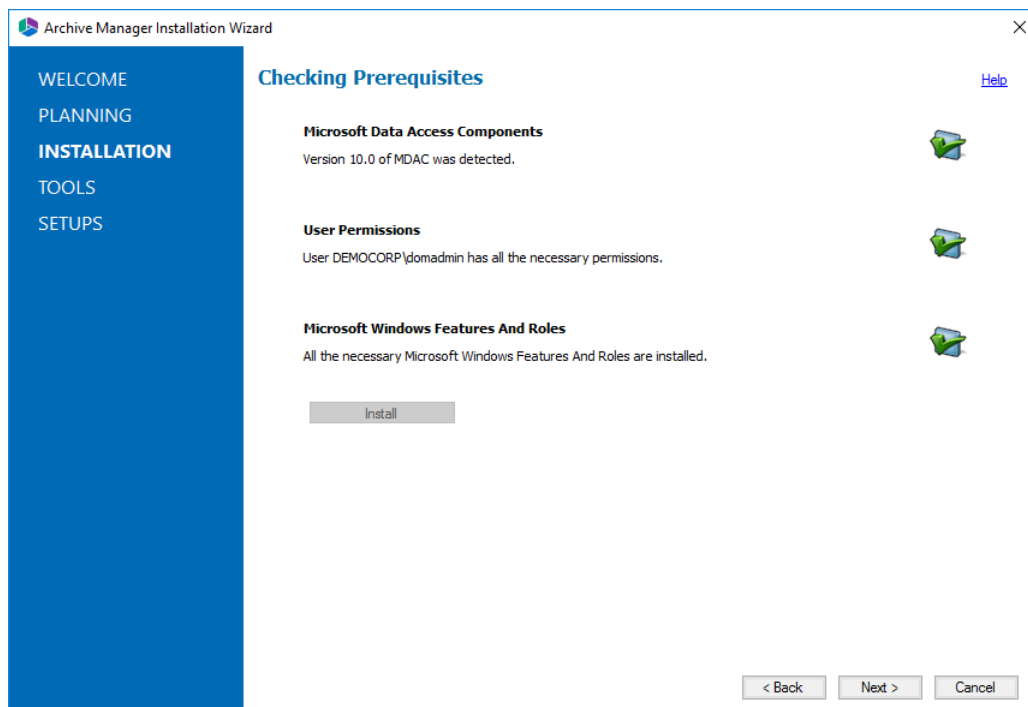


6. Click **Next**. The *Installation Components* window opens.

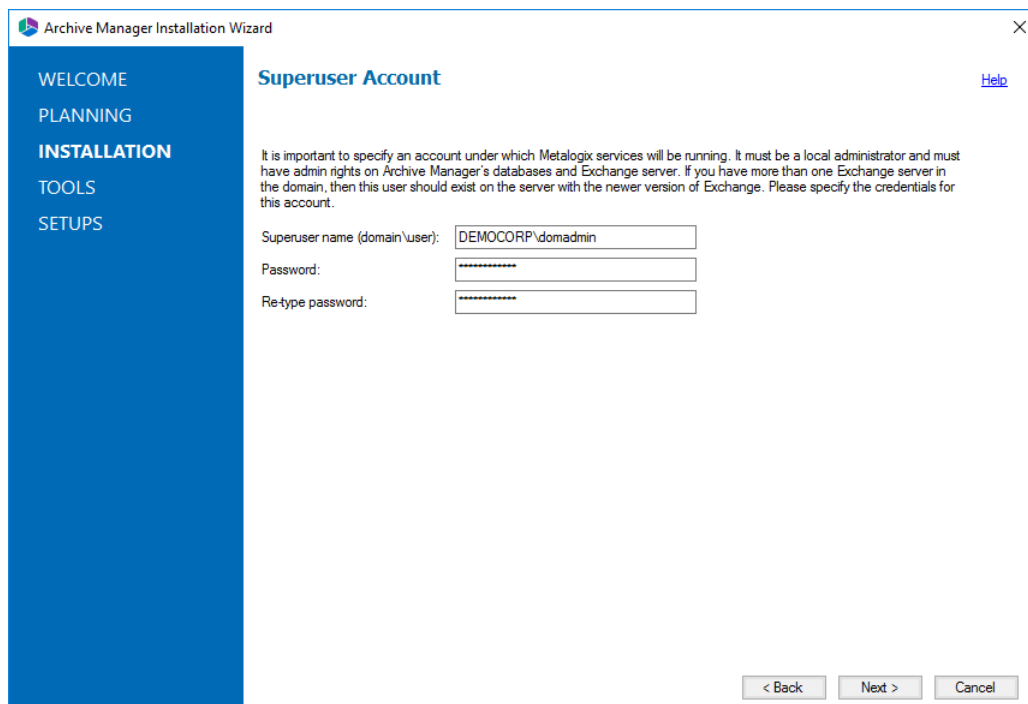


Verify that Archive Manager for Files is installed and then select **ArchiveWeb**. Click **Browse** to change the installation folder if necessary.

- Click **Next**. The *Checking Prerequisites* window opens.



- Click **Next**. The *Superuser Account* window opens.



Specify the **Superuser name** and **Password**. Enter the password again in the **Retype password** field.

- Click **Next**. The *ArchiveWeb Settings* window opens.

**Archive Manager Installation Wizard**

WELCOME  
PLANNING  
**INSTALLATION**  
TOOLS  
SETUPS

**ArchiveWeb Settings** [Help](#)

MultiTenant Web Service URL:

☐ Archive Manager for Exchange  
Exchange Web Service URL:

☒ Archive Manager for Files  
Files Web Service URL:

☒ Archive Manager Search  
Search URL:

☒ Archive Manager Auditing  
Auditing Server Name:   
Auditing Server Port:

< Back   Next >   Cancel

Specify the properties as described below:

**MultiTenant Web Service URL** - URL for MultiTenantWS web service

**Archive Manager for Exchange** - select this option to install web services for Archive Manager for Exchange.

**Exchange Web Service URL** - URL for ExchangePAMWS web service if Archive Manager for Exchange is installed.

**Archive Manager for Files** - select this option to install web services for Archive Manager for Files.

**Files Web Service URL** - URL for FilePAMWebService web service if Archive Manager for Files is installed.

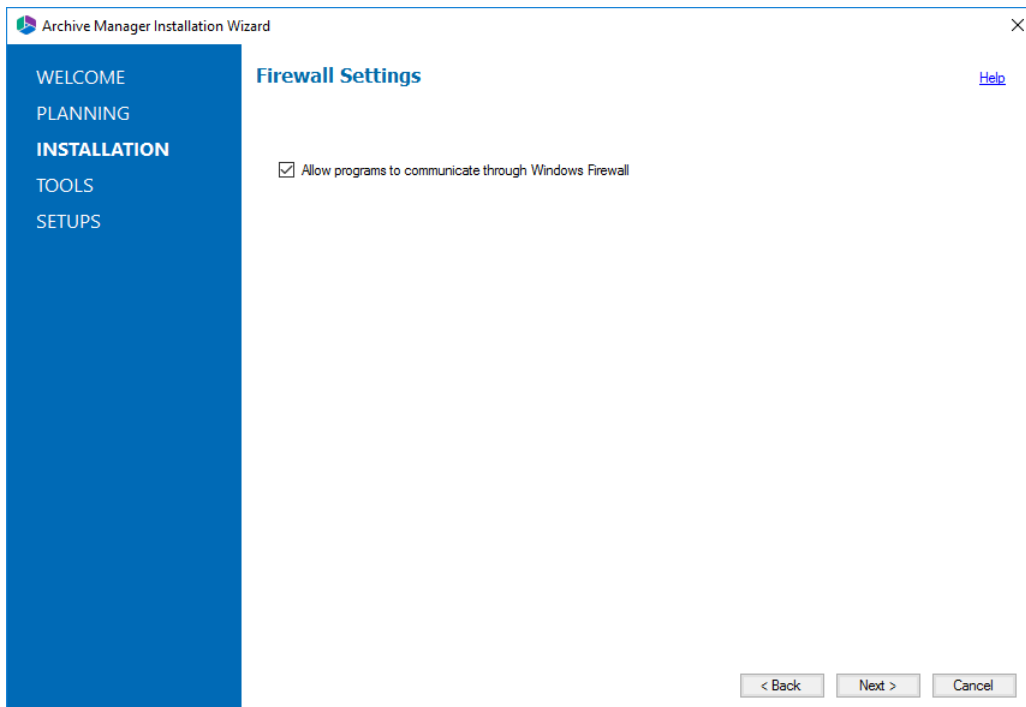
**Archive Manager Search** - select this option to install web services for Archive Manager Search.

**Search URL** - URL for PamSearch web service if Archive Manager Search is installed.

**Archive Manager Auditing** - select this option to specify the server details for Archive Manager Auditing.

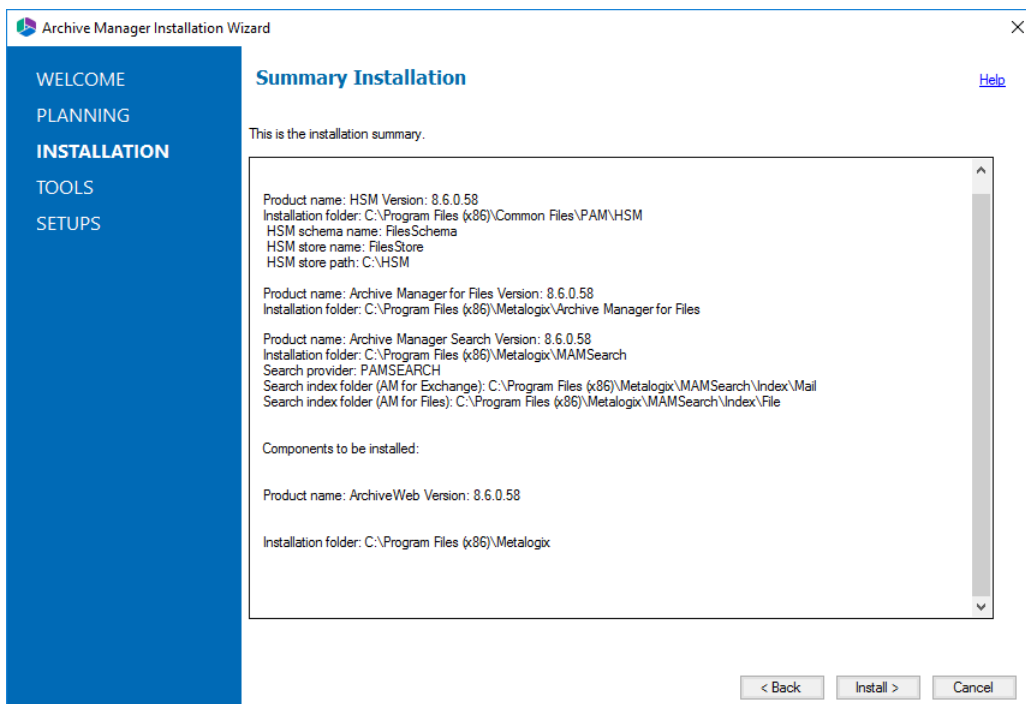
**Auditing server name & port** - specifications for the machine where auditing component is installed

10. Click **Next**. The *Firewall Settings* window opens.



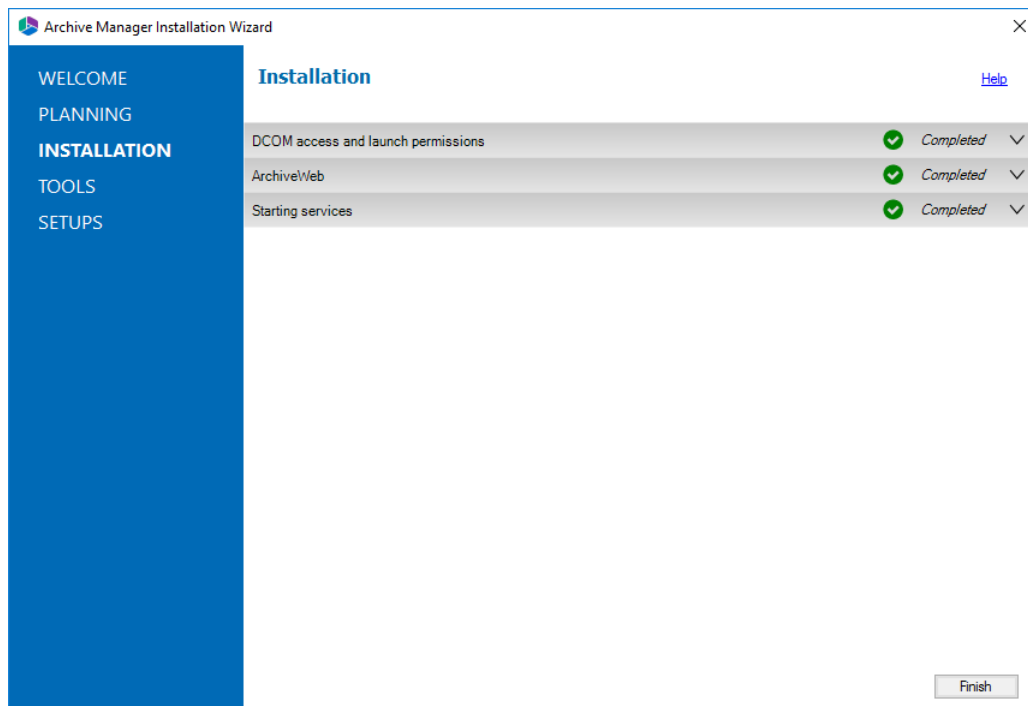
Select **Allow programs to communicate through Windows Firewall**. Archive Manager for Exchange features will be then able to communicate through the firewall.

11. Click **Next**. The *Summary Installation* window opens. The installation summary displays settings you have specified in previous steps.

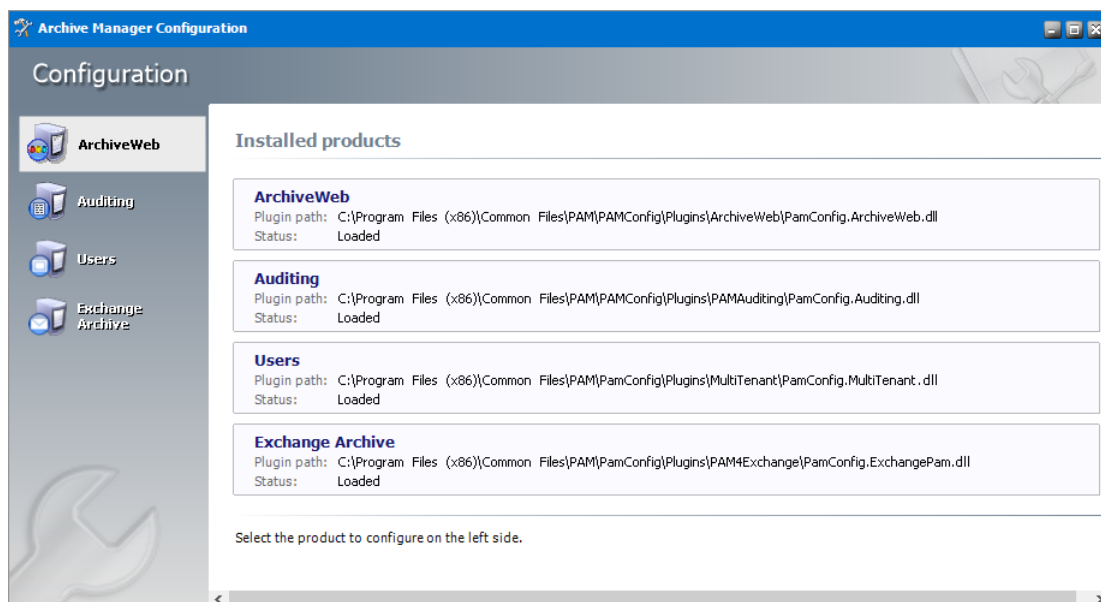




12. Click **Install** to start the installation. If a feature installation fails or completes with a warning, expand the row to view and address the problem.



13. Click **Finish** to complete the installation step.
14. To quickly verify the install, open **Start > Quest > Archive Manager Configuration**. The *Archive Manager Configuration* wizard opens and the **ArchiveWeb** tab is available..

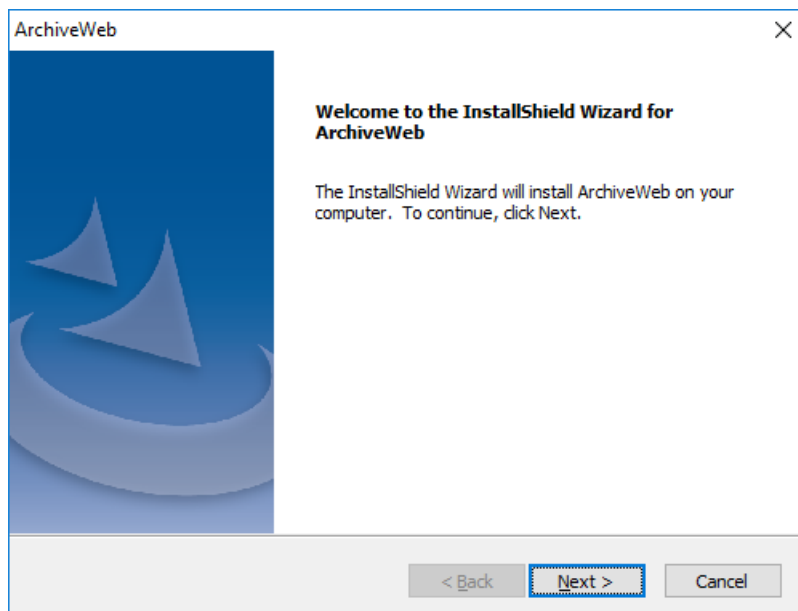


## Steps to install manually with the ArchiveWeb installer

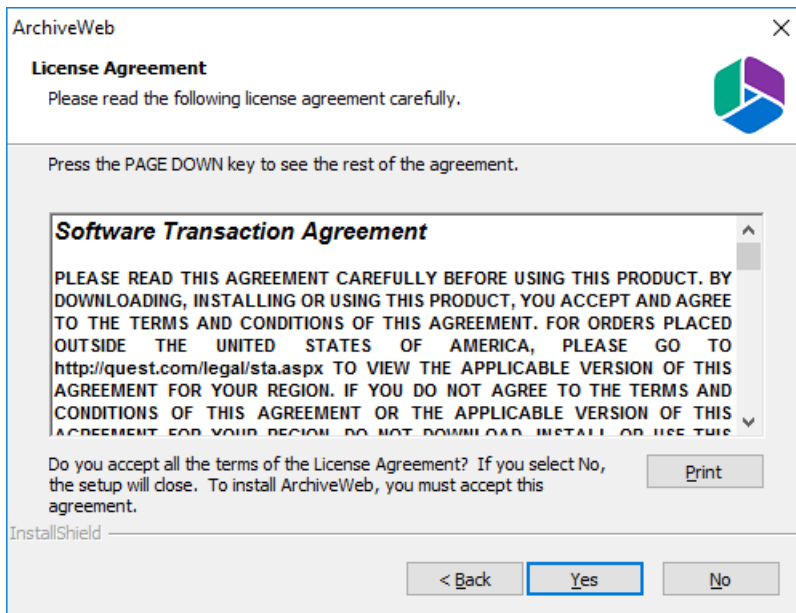
1. Login with the credentials of the **administrator** (eg. **democorp\domadmin**) to the Archive Manager for Files server.
2. Download and unzip the installation package if it is not already available.
3. Open PowerShell in Administrator mode and install the server prerequisites by running the following command:

```
Install-WindowsFeature -Name NET-WCF-HTTP-Activation45, Web-Server, Web-Static-Content, Web-Http-Redirect, Web-Stat-Compression, Web-Dyn-Compression, Web-Windows-Auth, Web-Basic-Auth
```

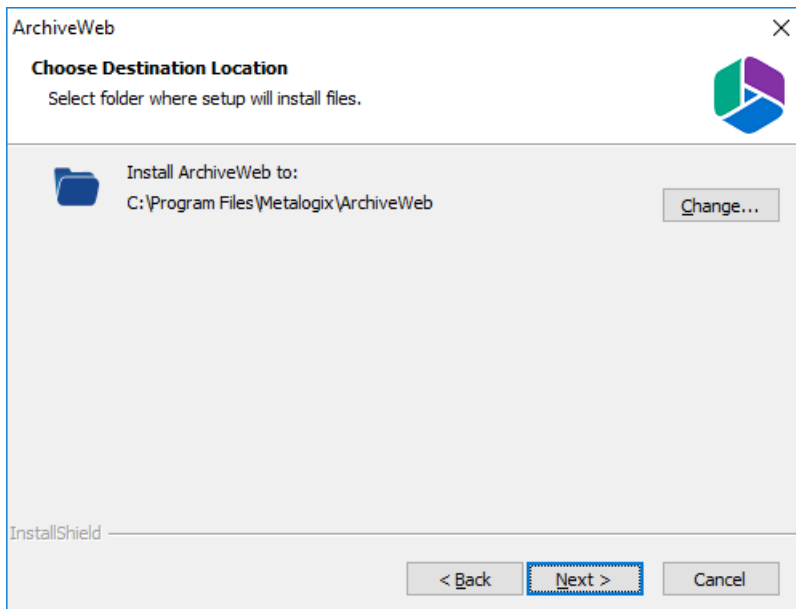
4. Run the setup file `<installer package folder>\ArchiveWeb\Archive Manager ArchiveWeb setup.exe` to start the ArchiveWeb installer wizard.



5. Click **Next**. Then *License Agreement* window opens.



6. Click **Next**. The *Choose Destination Location* window opens.



7. Click **Change** to choose another destination or click **Next** to continue. The *ArchiveWeb installation settings* window opens.

The properties are as described below:

- a. **Archive Manager for Exchange** - select this option to install features specific to Archive Manager for Exchange.
  - b. **Archive Manager for Files** - select this option to install features specific to Archive Manager for Files.
  - c. **MultiTenant Web Service URL** - location of the tenant web service on the web server. The default location is automatically specified.
  - d. **Files Web Service URL** - location of the ASP.NET Web service for the Archive Manager for Exchange features in ArchiveWeb. Activated only if **Archive Manager for Files** is selected.
8. Click **Next**. The *Component Integration* window opens.

This window allows you to specify the details of the components installed in your environment that will be integrated with ArchiveWeb.

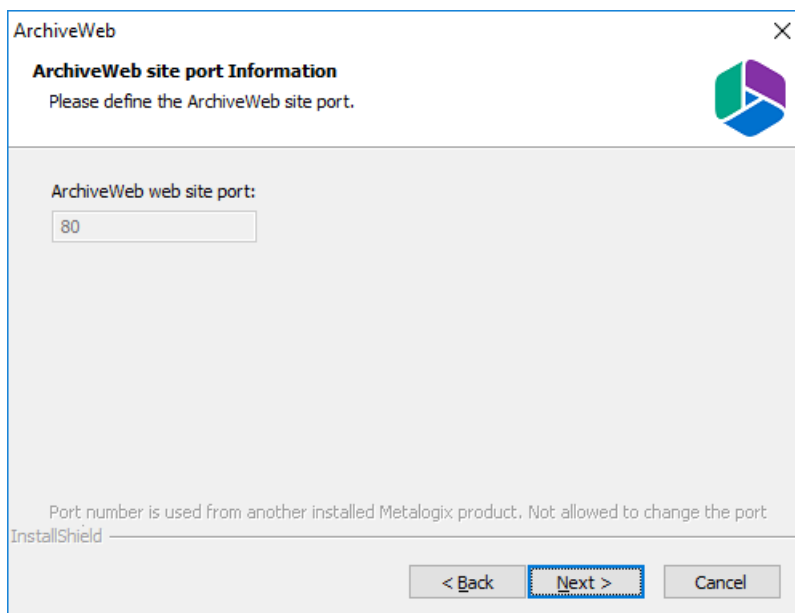
- a. **Archive Manager Auditing** - select this option if Archive Manager Auditing is installed in your environment.
- b. **Auditing Server Name** - name of the server where Archive Manager Auditing is installed.
- c. **Auditing Server Port** - port number of the Archive Manager Auditing feature. The default port number is 7783.

**i** **NOTE:** To find this information open the *Archive Manager Configuration* tool on your auditing server. Then open the *Connection* tab in the *Auditing* section.

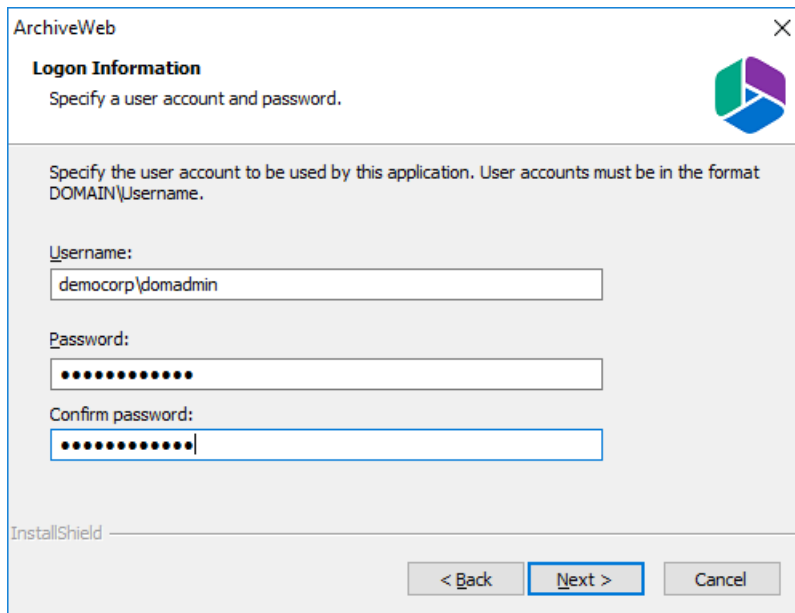
- d. **Archive Manager Search** - select this option if Archive Manager Search is installed in your environment.
- e. **Search URL** - the search URL used by the search feature in the format tcp://<search-server>:<search-port>/PamSearch.

**i** **NOTE:** To find this information open the *Archive Manager Configuration* tool on your auditing server. Then open the *Connection* tab in the *Auditing* section.

9. Click **Next**. The *ArchiveWeb site port* window opens.



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



ArchiveWeb

**Logon Information**  
Specify a user account and password.

Specify the user account to be used by this application. User accounts must be in the format DOMAIN\Username.

Username:  
democorp\domadmin

Password:  
●●●●●●●●

Confirm password:  
●●●●●●●●

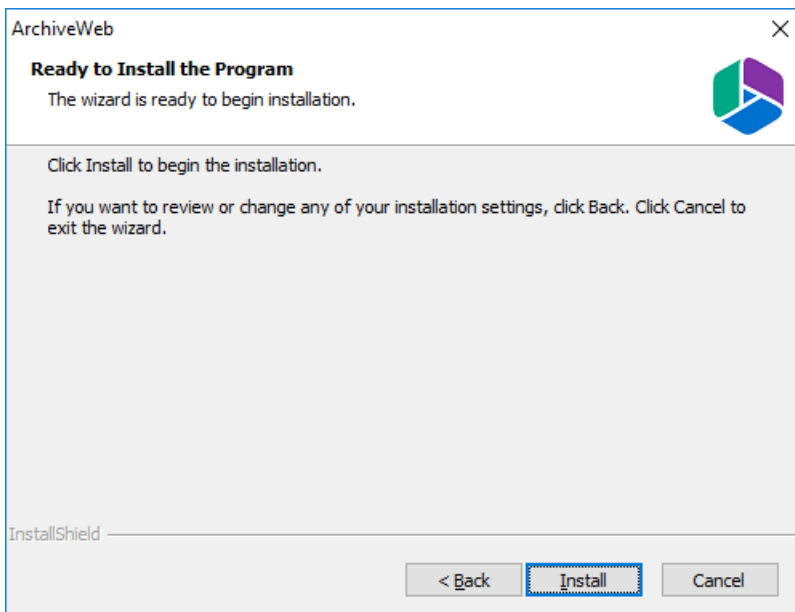
InstallShield

< Back Next > Cancel

Enter the account credentials as described below:

- Username** - username of the enterprise administrator in the format `domain\username`.
- Password** - password for the enterprise administrator.
- Confirm password** - re-enter the password for the enterprise administrator.

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



ArchiveWeb

**Ready to Install the Program**  
The wizard is ready to begin installation.

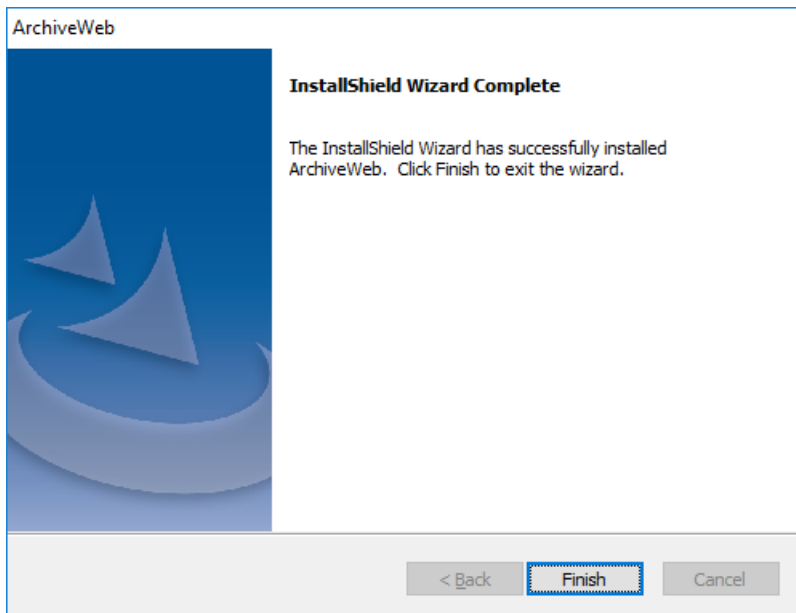
Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back Install Cancel

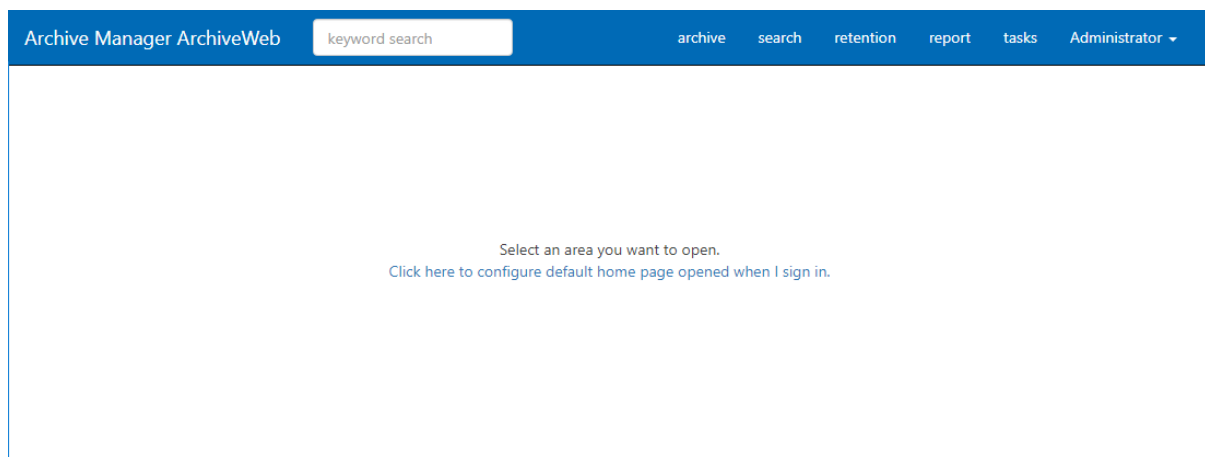
12. Click **Back** to review or revise the settings, or click **Install** to start the installation.



13. Click **Finish** to complete the setup and close the installer wizard. The *ArchiveWeb* section in the *Archive Manager Configuration* tool opens. For more information see [Configuration](#).

## Steps to verify the installation

1. Stop and restart the *Archive Manager for Files* services. If *Archive Manager for Exchange* is installed, then you must restart the services for this product as well.
2. Open a supported browser.
3. Enter the URL `<archive-manager-server-fqdn>/ArchiveWeb/Login`.
4. Verify that you can login and the ArchiveWeb page as shown below is loaded successfully.



---

# Configuration

In this chapter:

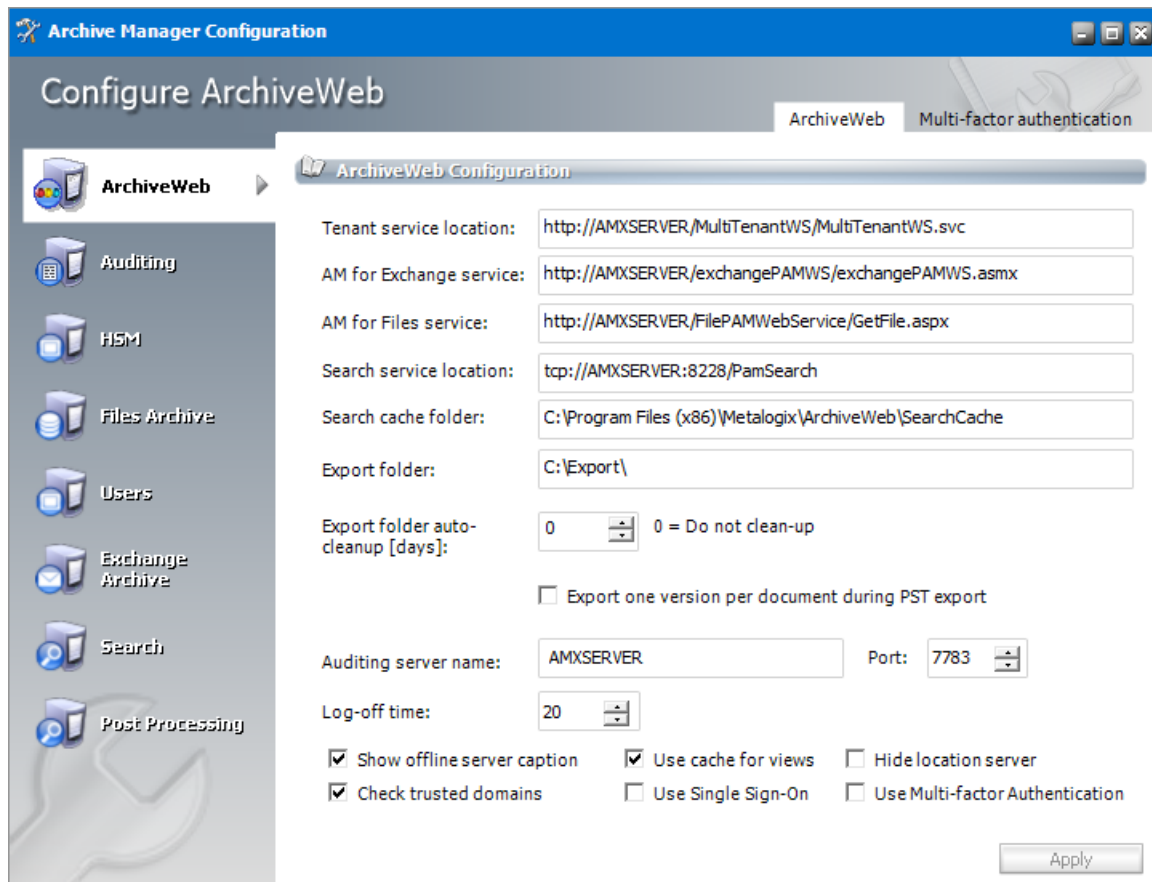
- [ArchiveWeb Setup](#)
- [Multi-factor Authentication](#)
- [Search scopes](#)
- [Post-processing](#)
- [Compliance](#)

## ArchiveWeb Setup

ArchiveWeb is configured and ready for use right after installation. No user action is required. However, should the need arise, default configuration can be adjusted in *Archive Manager Configuration* tool.

The *Archive Manager Configuration* tool is available on the ArchiveWeb server under `<installdir>/Program Files (x86)/Common Files/PAM/PAMConfig/PamConfig.exe`. Its **ArchiveWeb** tab list available configuration options. (For more information on the **Multi-factor authentication** tab see the section *Multi-factor authentication (MFA)*.)





Specify the properties as described below:

**Tenant service location** - URL for MultiTenantWS web service

**AM for Exchange service** - URL for ExchangePAMWS web service if Archive Manager for Exchange is installed.

**AM for Files service** - URL for FilePAMWebService web service if Archive Manager for Files is installed.

**Search service location** - URL for PamSearch web service

**Search cache folder** - user's temporary storage folder to store e.g. messages downloaded from Exchange server for preview functionality

**Export folder** - folder where exported files (PST export, ZIP export) are stored (download link points to this folder)

**Export folder auto-cleanup [days]** - files older than the specified number of days will be deleted from the **Export folder**.

**Export one version per document during PST export** - indicates whether to export one version per document during PST export

**Auditing server name & port** - machine where auditing component is installed

**Log-off time** - time in minutes to log off when inactive

**Show offline server caption** - select this option to show [OFFLINE] suffix for decommissioned servers in servers' list if Archive Manager for Files is installed.

**Use cache for views** - select this option to cache all grid source data after first load so that operations on grid that do not change the data will be performed quicker.

**Hide location server** - unchecked by default; indicating whether to hide Location Server Name from user's mailbox displayed in Mailboxes tree-view; if not checked, Location Server Name will be displayed as a suffix to user's email, e.g. administrator@[VMMVC5]

**Check trusted domains** - select this option to check trusted domains and read information from trusted relationships. When unchecked the entire login process can be accelerated because no additional reads (from trusted domains) are performed

**Use Single Sign-On** - select this option to activate the Single Sign-On feature for ArchiveWeb login.

**Use Multi-factor authentication** - select this option to activate the fields in the *Multi-factor authentication Configuration* window. See [Multi-factor Authentication](#) for more details.

## Multi-factor Authentication

ArchiveWeb supports multi-factor authentication (MFA) for O365 user accounts. Setting up MFA is a two-step process:

1. [Create a new application in the Microsoft Entra admin center](#).
2. [Configure ArchiveWeb with the Archive Manager Configuration tool](#).

### Create a new application in the Microsoft Entra admin center

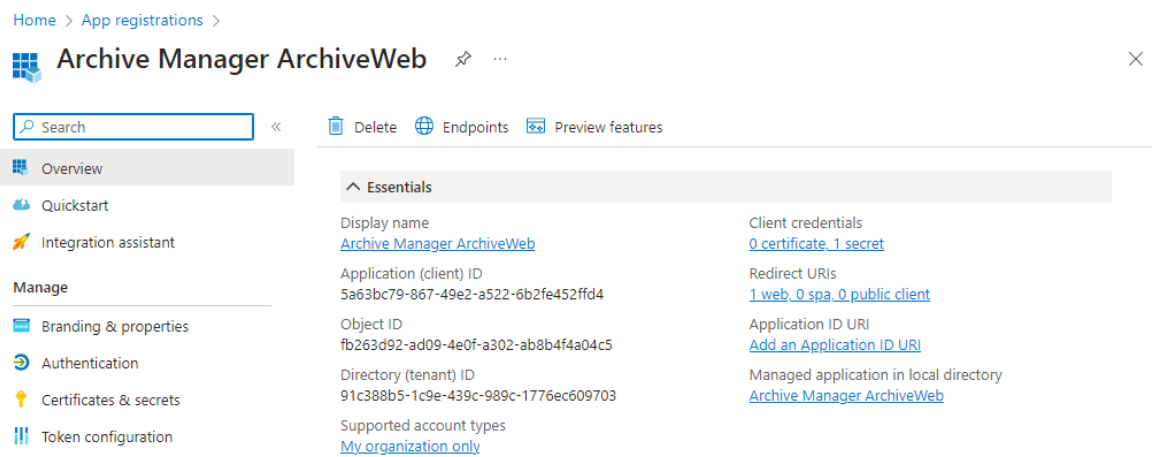
ArchiveWeb requires a specific Microsoft Entra ID registration to be created that is used to return an authentication token back to the ArchiveWeb after a user is authenticated via Microsoft portal.

1. Login to the Microsoft Entra admin center (<https://entra.microsoft.com/>) using your administrator credentials. If your account gives you access to more than one tenant, select your account in the top right corner, and set your portal session to the Microsoft Entra ID tenant that you want.
2. From the navigation pane, click **Identity > Applications > App registrations** and then click **New registration**. The *Register an Application* page opens.
3. Provide the following information on this page as described below:
  - a. **Name** - Enter a meaningful application name that will be displayed to users. For example, **Archive Manager ArchiveWeb**.
  - b. **Supported account types** - Select the account type you would like your application to support that best meets your company policy.
  - c. **Redirect URI** - from the *application type* dropdown select **Web**. In the URI field enter the ArchiveWeb URI where the user will be redirected after multi-factor authentication (eg. `https://<fullservername>/ArchiveWeb/Login`)



**NOTE:** The HTTPS protocol is required for MFA to work with O365. To ensure the HTTPS can be used by the ArchiveWeb server, follow the steps below;

1. On the ArchiveWeb server, open the IIS Management Console.
  2. Expand the server node and then expand the Sites node.
  3. Select **Default Web Site** and right-click to open the context menu. Then select Edit Bindings. The Site Bindings window opens.
  4. Click **Add**. The *Add Site Bindings* window opens.
  5. Select **https** from the **Type** dropdown and fill in the other details as required.
  6. Click **OK** to save the https site binding.
  7. Restart the IIS service from the server node and then close the IIS Management console.
4. Click **Register**.
  5. Your application is registered. Microsoft Entra ID assigns a unique application (client) ID to your application, and the application's *Overview* page opens.



6. From the navigation pane, click **Branding & properties**. Enter the URLs that your organization may use for the different branding artifacts.
7. From the navigation menu, click **Authentication** and verify that the Redirect URI parameters are as expected. If you revise any values, remember to click **Save**.

Home > App registrations > Archive Manager ArchiveWeb

## Archive Manager ArchiveWeb | Authentication

Search Got feedback?

- Overview
- Quickstart
- Integration assistant

Manage

- Branding & properties
- Authentication**
- Certificates & secrets
- Token configuration
- API permissions
- Expose an API
- App roles
- Owners
- Roles and administrators
- Manifest

Support + Troubleshooting

- Troubleshooting
- New support request

### Platform configurations

Depending on the platform or device this application is targeting, additional configuration may be required such as redirect URIs, specific authentication settings, or fields specific to the platform.

+ Add a platform

Web

Redirect URIs

The URIs we will accept as destinations when returning authentication responses (tokens) after successfully authenticating or signing out users. The redirect URI you send in the request to the login server should match one listed here. Also referred to as reply URLs. [Learn more about Redirect URIs and their restrictions](#)

[Add URI](#)

Front-channel logout URL

This is where we send a request to have the application clear the user's session data. This is required for single sign-out to work correctly.

Implicit grant and hybrid flows

Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. [Learn more about tokens](#).

Select the tokens you would like to be issued by the authorization endpoint:

8. From the navigation menu, click **Certificates & Secrets**. In the *Client secrets* section click **New client secret**. The *Add a client secret* page opens.
9. Enter values as described below:
  - a. **Description** - enter a meaningful description. For example, ArchiveWeb Client Secret.
  - b. **Expires** - set the expiry term that best meets your company policy.

### Add a client secret


Description

Expires

10. Click **Add**. the client secret is displayed on the *Certificates & Secrets* page.

**i** **IMPORTANT:** Copy and save the client secret in a safe place. It will not be available when you navigate away from this portal.

11. From the navigation menu, click **API Permissions**. and then click **Add a permission**. The *Request API permissions* page appears.
12. From the **Microsoft APIs** category, scroll down to the *Supported legacy APIs* section and select **Microsoft Graph**.



**Microsoft Graph**

Take advantage of the tremendous amount of data in Office 365, Enterprise Mobility + Security, and Windows 10. Access Azure AD, Excel, Intune, Outlook/Exchange, OneDrive, OneNote, SharePoint, Planner, and more through a single endpoint.

13. From the *Request API permissions* page for Microsoft Graph that appears, select **Delegated permissions**.

×

Request API permissions

< All APIs

What type of permissions does your application require?

**Delegated permissions**

Your application needs to access the API as the signed-in user.

**Application permissions**

Your application runs as a background service or daemon without a signed-in user.

Select permissions expand all

Type to search

PERMISSION	ADMIN CONSENT REQUIRED
<hr/>	
▶ Directory	
▶ Group	
▶ Member	
▶ Policy	
<hr/>	
▼ User (1)	
<input checked="" type="checkbox"/> <b>User.Read</b> Sign in and read user profile ⓘ	-

Add permissions
Discard

14. Click **Add permission**.
15. From the navigation menu, click **Expose an API**. In the *Scopes defined* section, click **Add a scope**. The *Add a scope* page opens.

×

Add a scope

You'll need to set an Application ID URI before you can add a permission. We've chosen one, but you can change it.

\* Application ID URI ⓘ

api://85868bd2-51e9-45d9-b6ca-f482ba3889c1

Save and continue
Cancel

Microsoft Entra ID generates an Application ID URI automatically. It is a globally unique URI used to identify this web API. It is the prefix for scopes and in access tokens, and is also referred to as an identifier URI. You can keep this value or specify a unique value in the same format.

**i** | **IMPORTANT:** Copy and save this value in a safe place.

16. Click **Save and continue**. The *Add a scope* page displays more options.

The screenshot shows the 'Add a scope' dialog box with the following fields and values:

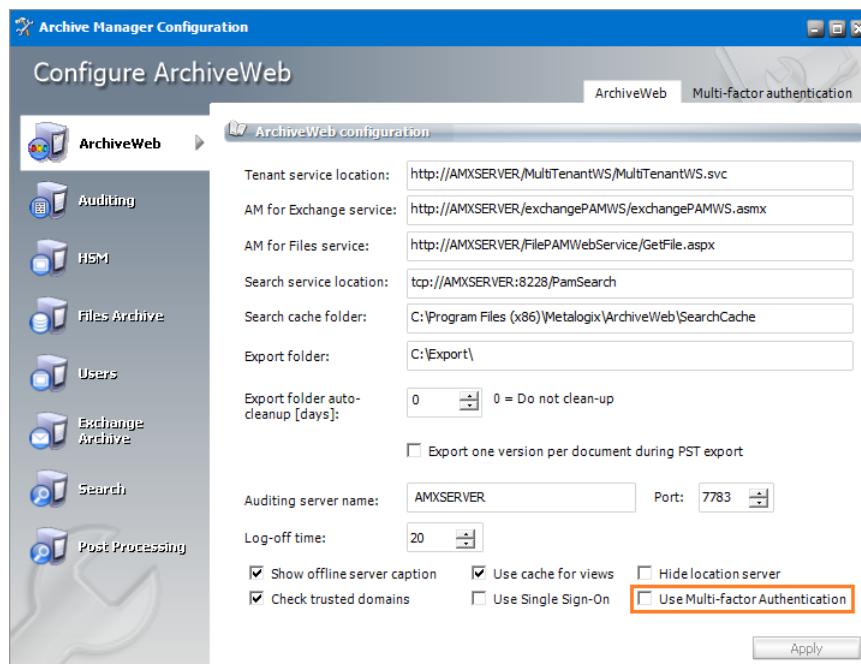
- Scope name:** Messages.Read (with a green checkmark icon)
- Who can consent?:** Admins and users (selected), Admins only
- Admin consent display name:** Read access to user messages (with a green checkmark icon)
- Admin consent description:** Allow application to read user messages (with a green checkmark icon)
- User consent display name:** Grant read access to my messages (with a green checkmark icon)
- User consent description:** Allow application to read my messages
- State:** Enabled (selected), Disabled

At the bottom, there are two buttons: **Add scope** (highlighted in blue) and **Cancel**.

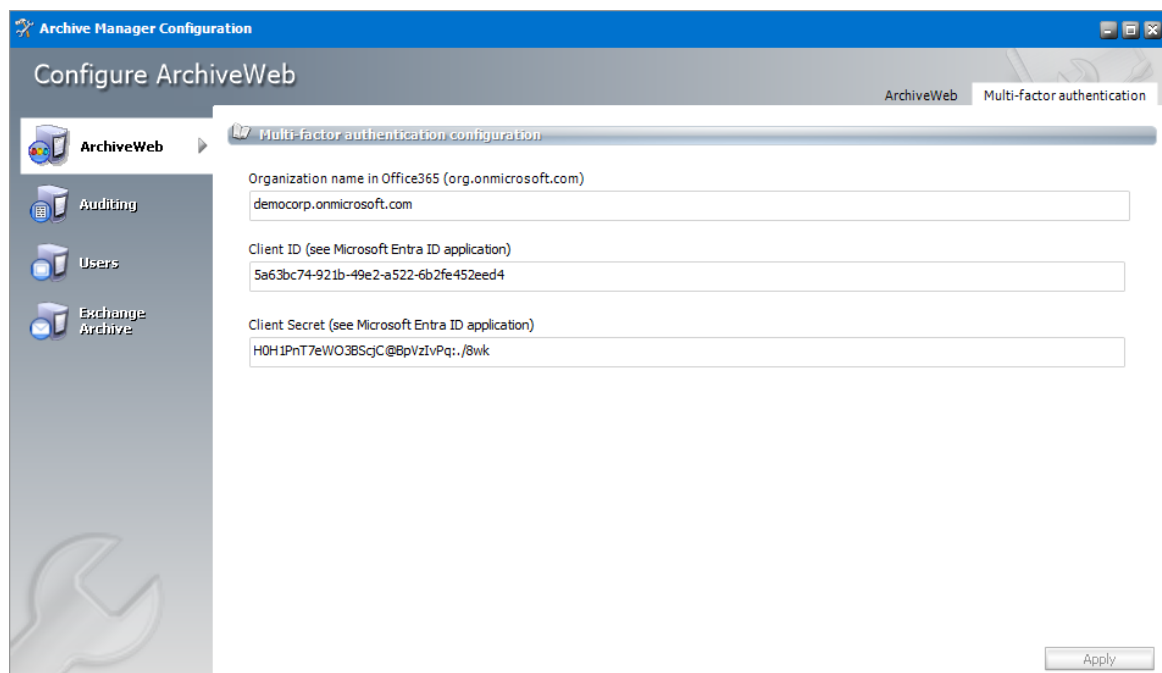
17. Click **Add scope** to complete the registration.

## Configure ArchiveWeb with the Archive Manager Configuration tool

1. Open the *Archive Manager Configuration* tool from `C:\Program Files (x86)\Common Files\PAM\PAMConfig\PamConfig.exe`
2. From the sidebar, click **ArchiveWeb**.
3. Click the **ArchiveWeb** tab. The *ArchiveWeb Configuration* page appears.



4. Select **Use Multi-factor Authentication** to activate the fields in the *Multi-factor authentication Configuration* window.
5. Click the **Multi-factor authentication** tab. The *Multi-factor authentication Configuration* window appears.



6. Enter the field values as described below:
  - a. **Organization Name in Office365** - enter the name of your O365 organization URL. For example, *democorp.onmicrosoft.com*
  - b. **Client ID** - enter the Client Id that you saved from the Microsoft Entra ID application registration steps.

- c. **Client Secret** - enter the Client Secret that you saved from the Microsoft Entra ID application registration steps.

7. Click **Apply**.



**IMPORTANT:**

When at least one user in an organization has MFA set, the Organization, Client ID and Client Secret should be set in Multi-factor authentication tab as a readiness exercise.

If only a few users in your organization have MFA activated, the **Use Multi-factor Authentication** checkbox should remain unchecked. The settings in the *Multi-factor authentication* tab will persist when the **Use Multi-factor Authentication** checkbox is unchecked. The users who have MFA activated will be prompted to enter the credentials (user email and password) and then they will be redirected to the Microsoft site where the user has to authenticate again. After a successful authentication by Microsoft, the user will be redirected back to ArchiveWeb.

When all users accounts in an organization have MFA activated, the **Use Multi-factor Authentication** checkbox can be selected. This will allow ArchiveWeb to use multi-factor authentication for all users that log in to ArchiveWeb. Users will be prompted to enter only the login email address and they will be redirected to the Microsoft login form to finish the login process.

## Search Scopes

The Archive Manager Search installer installs the Search and Post Processing services which allows a user to search and run specific tasks on each archived message. Search scopes must be configured to allow searching for archived emails with ArchiveWeb. A search scope is a specified Archive server.

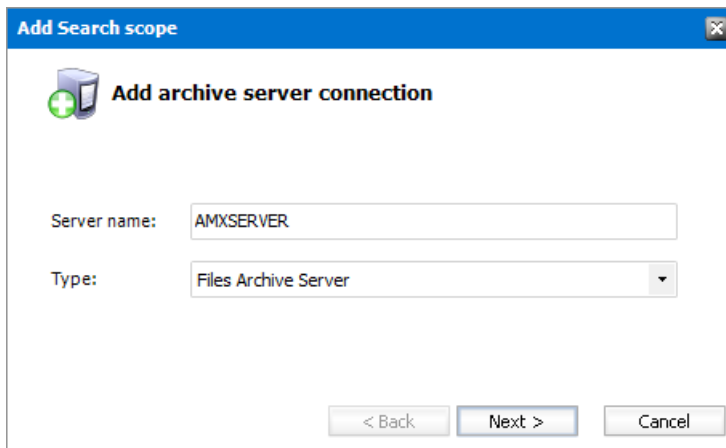


**NOTE:** If you install Archive Manager for Files with the Express or Advanced installation option, Search Scopes is automatically configured for you. If you install Archive Manager for Files manually, you must configure the Search Scopes manually.


### Steps to add Search scopes

1. From the feature panel on the left in the *Archive Manager Configuration* wizard, click **Search** and select the **Search scopes** tab.
2. Click **Add**. The *Search scope* window opens.





**Add Search scope**

 **Add archive server connection**

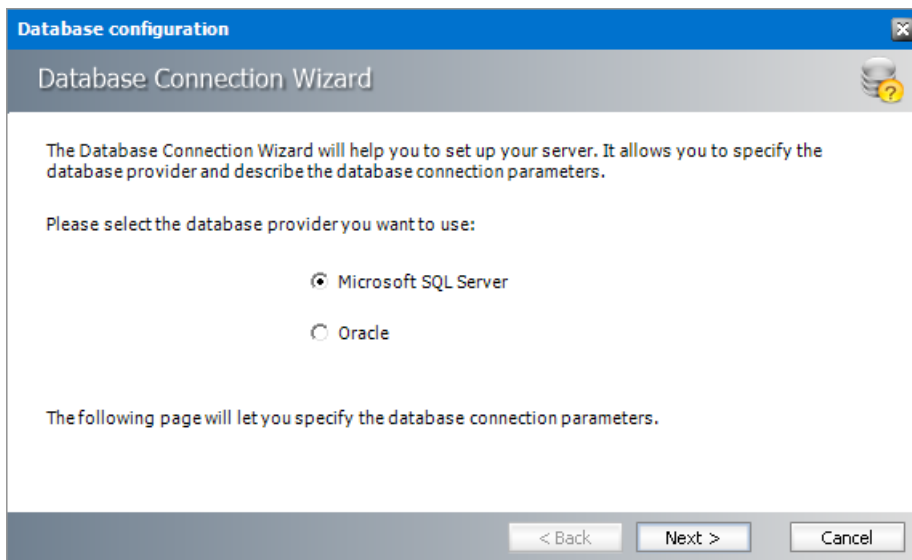
Server name:

Type:

< Back   Next >   Cancel

Enter the information and described below:

- a. **Server name** - name of the Archive Manager for Files server (eg. AMFSERVER).
- b. **Type** - Select **File Archive Server**.
3. Click **Next**. The *Set up the Archive database connection* window opens.
4. If the database already exists, click **Import**. Otherwise click **Configure** to setup the Archive Manager for Files database. The *Database Connection Wizard* opens.



**Database configuration**

**Database Connection Wizard**

The Database Connection Wizard will help you to set up your server. It allows you to specify the database provider and describe the database connection parameters.

Please select the database provider you want to use:

☒ Microsoft SQL Server

☐ Oracle

The following page will let you specify the database connection parameters.

< Back   Next >   Cancel

5. Select either **Microsoft SQL Server** or **Oracle** and click **Next**. The database connection information window opens for the selected database.

**Database configuration**

Database Connection Wizard

Set up your Microsoft SQL Server connection.

Please enter parameters which will be used to create a connection to your Microsoft SQL Server.

Server name:

Initial catalog:

Schema name:

Authentication:

Username:

Password:

< Back   Next >   Cancel

*For Microsoft SQL Server*

- a. **Server name** - name of the SQL server (eg. **AMFDB**)
- b. **Initial catalog** - name of the Archive Manager for Files database (e.g. **MAMFILE** which is the default name of the Archive Manager for Files database)
- c. **Schema name** - name of the SQL Schema (e.g. **dbo**)
- d. **Authentication** – authentication type used for the database. Choose either **Windows authentication** or **SQL Server authentication**
- e. **Username** - database login username if *SQL Server authentication* is the selected as the authentication mode.
- f. **Password** - password of the database user if *SQL Server authentication* is the selected as the authentication mode.

*For Oracle*

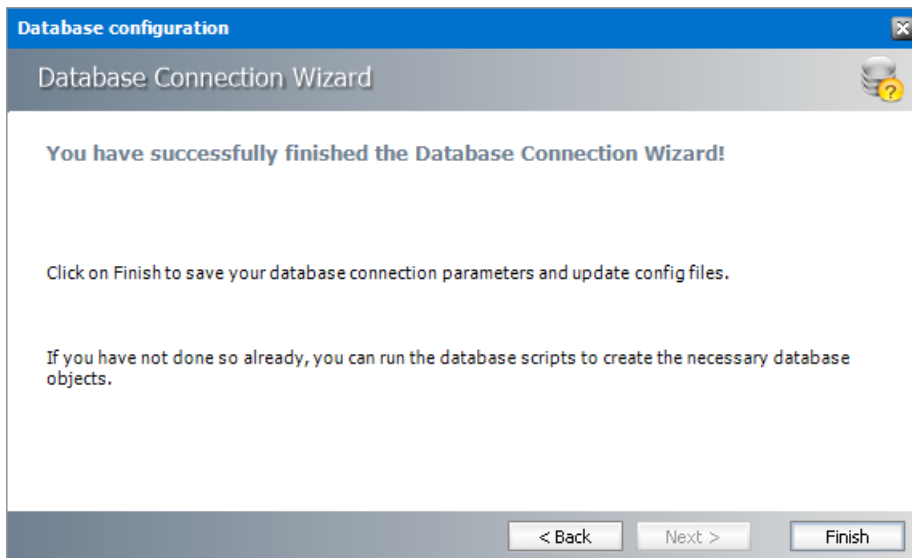
- g. **Oracle net name** - net service name that describes the network address of the HSM database in your `tnsnames.ora` file (eg. **AMFDB**)
  - h. **Schema** - name of the Archive Manager for Files database (e.g. **MAMFILE** which is the default name of the Archive Manager for Files database)
  - i. **Username** - database login username
  - j. **Password** - password of the database user
6. Click **Next** and then click **Yes** on the confirmation dialog that opens.

**Database configuration**

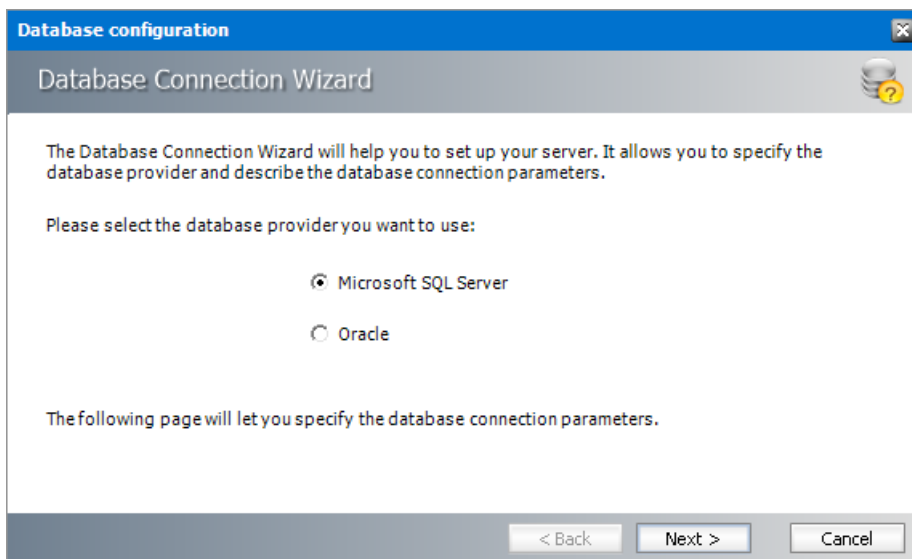
Database does not exists on the server. Shall we try to create it?

Yes   No

7. If the database connection is setup successfully, the configuration confirmation window opens.



8. Click **Finish** to close the *Database Connection* wizard. The *Setup the Index database connection* window opens.
9. If the database already exists, click **Import**. Otherwise click **Configure** to setup the Index database connection. The *Database Connection Wizard* opens.



10. Select either **Microsoft SQL Server** or **Oracle** and click **Next**. The database connection information window opens for the selected database.

**Database configuration**

Database Connection Wizard

Set up your Microsoft SQL Server connection.

Please enter parameters which will be used to create a connection to your Microsoft SQL Server.

Server name:

Initial catalog:

Schema name:

Authentication:

Username:

Password:

< Back    Next >    Cancel

*For Microsoft SQL Server*

- a. **Server name** - name of the SQL server (eg. **AMFDB**)
- b. **Initial catalog** - name of the Archive Manager for Files database (e.g. **MAMINDEX** which is the default name of the Archive Manager for Files database)
- c. **Schema name** - name of the SQL Schema (e.g. **dbo**)
- d. **Authentication** – authentication type used for the database. Choose either **Windows authentication** or **SQL Server authentication**
- e. **Username** - database login username if *SQL Server authentication* is the selected as the authentication mode.
- f. **Password** - password of the database user if *SQL Server authentication* is the selected as the authentication mode.

*For Oracle*

- g. **Oracle net name** - net service name that describes the network address of the HSM database in your `tnsnames.ora` file (eg. **AMFDB**)
- h. **Schema** - name of the Archive Manager for Files database (e.g. **MAMINDEX** which is the default name of the Archive Manager for Files database)
- i. **Username** - database login username
- j. **Password** - password of the database user

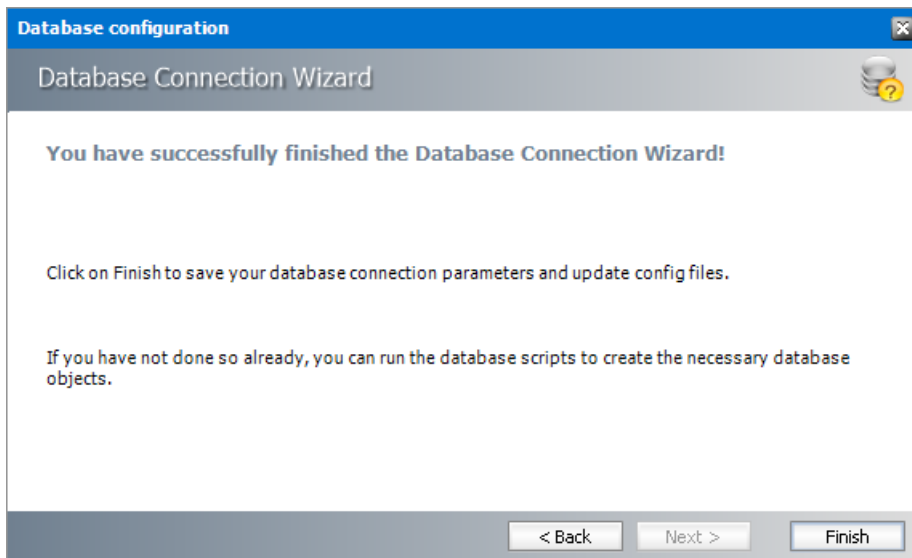
11. Click **Next** and then click **Yes** on the confirmation dialog that opens.

**Database configuration**

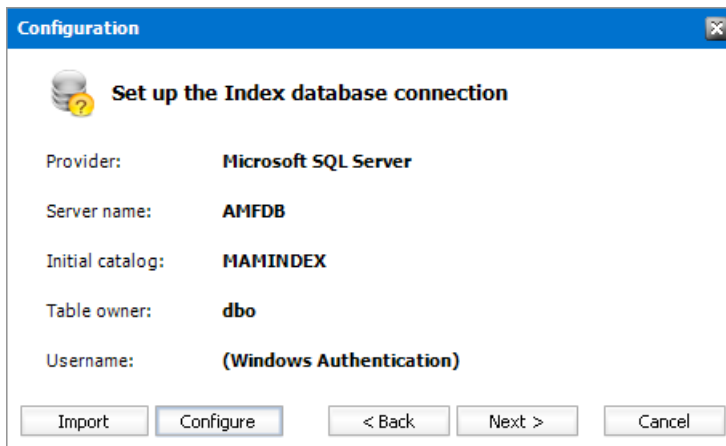
Database does not exists on the server. Shall we try to create it?

Yes    No

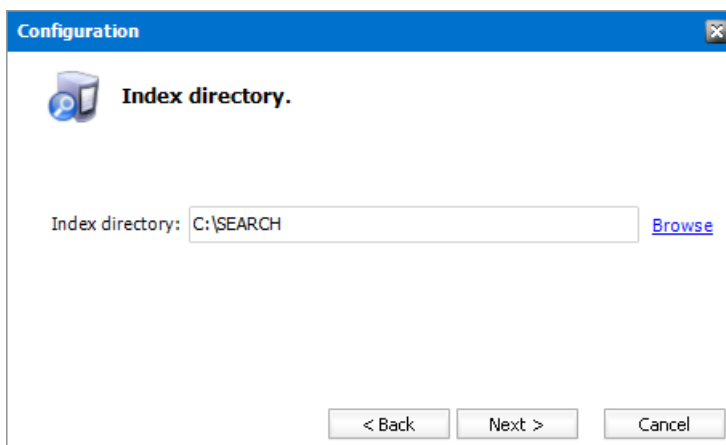
12. If the database connection is setup successfully, the configuration confirmation window opens.



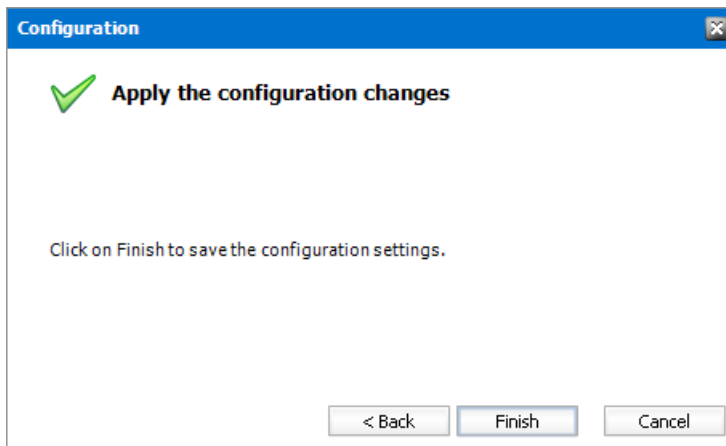
13. Click **Finish** to close the *Database Connection* wizard. The *Set up the Index database connection* window reopens.



14. Click **Next**. The *Configuration* window for the *Index directory* opens.

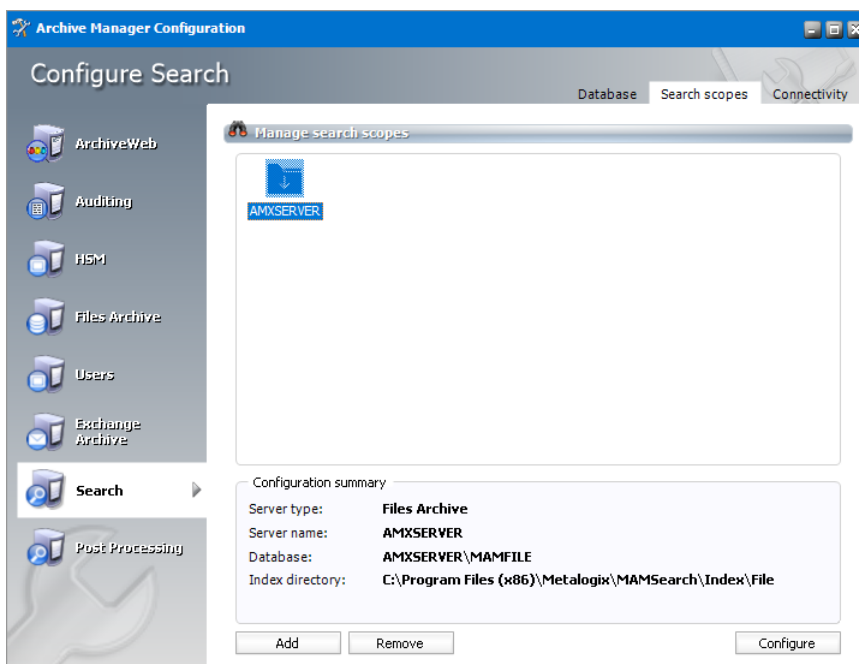


15. Click **Browse** to select or create a folder for the search index and then click **Next**. The *Apply the configuration changes* confirmation window opens.

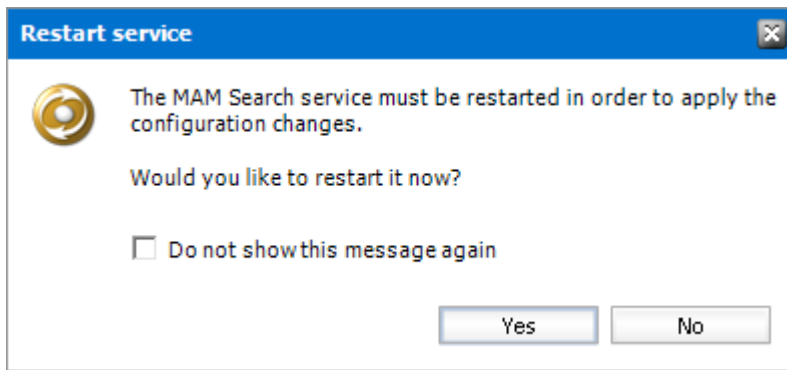


16. Click **Finish**. The Archive server for **Server type = Files Archive** is added to the *Manage search scopes* section. Click the icon for the Archive server that you added, and verify the information in the *Configuration summary* section.

**i** | **NOTE:** Search scopes for Archive Manager for Exchange and Archive Manager for Files are separate entities based on the **Server type**.



17. If the *Restart service* window opens, click **Yes** to restart the MAM service. Otherwise you must start the windows service manually.



18. Close the *Archive Manager Configuration* wizard.

## Post-processing

The Archive Manager Search installer installs the Search and Post Processing services which allows a user to search and run specific tasks on each archived message. Post processing scopes must be configured to allow specific tasks from search results in ArchiveWeb. A Post Processing scope is a specified Archive server.



**NOTE:** If you install Archive Manager for Files with the Express or Advanced installation option, Post Processing scopes are automatically configured for you. If you install Archive Manager for Files manually, you must configure the Post Processing scopes manually.

In this topic:

- [Steps to add Post Processing scopes](#)

### Steps to add Post Processing scopes

1. From the feature panel on the left in the *Archive Manager Configuration* wizard, click **Search** and select the **Search scopes** tab.
2. Click **Add**. The *Add Post processing* scope window opens.

Enter the information and described below:

- a. **Server name** - specify the name of the Archive Manager for Files server.
  - b. **Type** - select **Files Archive server**
3. Click **OK**.

To revise the configuration of an existing Post Processing scope, select the scope and click **Configure**. Then edit the information and click **OK**.

## Compliance

ArchiveWeb provides the ability to manage user access to archived files on a network share. Users must accept the security policy to be able to open archived files.

As an administrator or a user with the appropriate permissions, you can define a policy condition, agreement term, and reminder. You can define notification templates for Access Denied and Reminder messages and see a list of all users with the date of acceptance of conditions and status.

Users are notified by email when access to a protected archive file is denied and when the policy consent expires.



**NOTE:** Email notifications are sent only once. It is recommended that the administrator should send an email to all first-time users who are registered in ArchiveWeb to accept the policy agreement.

In this topic:

- [Configuring the SMTP server](#)
- [Activating compliance](#)
- [Granting compliance permissions to users](#)
- [Viewing agreements](#)

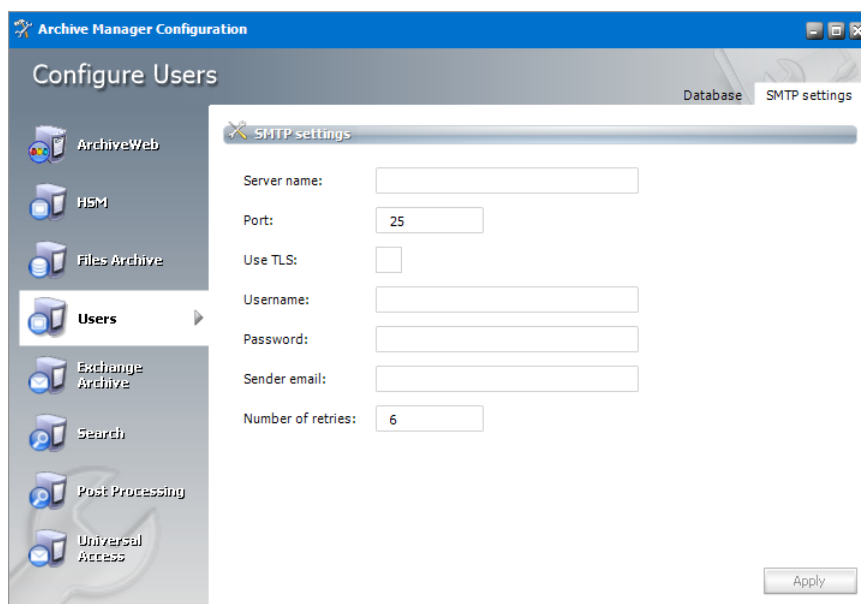


- [Configuring templates](#)
- [Configuring compliance settings](#)
- [Accepting compliance agreements](#)

## Configuring the SMTP server (PamConfig)

A working SMTP server is needed to send notification emails to users. The SMTP server must be configured with the *Archive Manager Configuration Tool*.

1. Open Archive Manager Configuration Tool from <installdir>\ Program Files (x86) \ Common Files \ PAM \ PAMConfig \ PamConfig.exe.
2. From the feature panel on the left in the *Archive Manager Configuration* wizard, click **Users** and verify that the database and scripts are up to date from the **Database** tab.
3. Click the **SMTP Settings** tab.

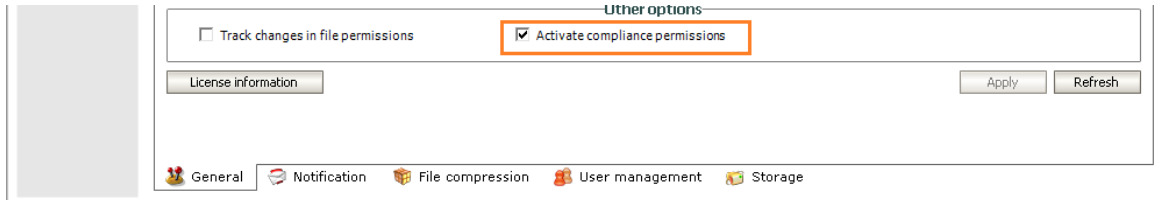


Specify the information as described below

- **Server name** -specify SMTP server name or IP address where the SMTP server is installed.
  - **Port** -specify the SMTP port.
  - **Use TLS** - select this option if the SMTP requires TLS.
  - **Username, Password** - specify SMTP credential. Username must be in the format domain/username.
  - **Sender email** - specify email address which will be used to hand-shake with the SMTP.
  - **Number of retries** - specify number of retries the SMTP will try to send the message.
4. Click **Apply** and then close the window.

## Activating compliance


1. Open Archive Manager for Files
2. Connect to the Archive Manager for Files server
3. From the navigation panel, click **Settings**.



The screenshot shows the 'Settings' page in the Archive Manager for Files. The 'Other options' section is highlighted with an orange box. It contains two checkboxes: 'Track changes in file permissions' (unchecked) and 'Activate compliance permissions' (checked). Below these checkboxes is a 'License information' button. At the bottom right of the settings area are 'Apply' and 'Refresh' buttons. A navigation bar at the bottom shows 'General' selected, with other options like 'Notification', 'File compression', 'User management', and 'Storage'.

4. In the *Other options* section select the **Activate compliance permissions** checkbox and click **Apply**.

## Granting compliance permissions to users

1. Log in to ArchiveWeb.
2. From the main menu, click the username dropdown and then select **Manage settings**.
3. From the local toolbar, click **Permissions**.
4. Click  to search and add users or groups.
5. Select the user from the left-hand panel and grant the following compliance permissions:
  - **Allow policy managed download** - grants access to archived files.
  - **Compliance management** - grants management access.
6. Add more users or groups and grant the permissions as required.
7. All users must log out and log in again to refresh compliance settings in their session of ArchiveWeb.

## Viewing agreements

1. Log in to ArchiveWeb.
2. From the main menu, click **Compliance**.
3. From the navigation panel, select **Agreements**.

Archive Manager ArchiveWeb

keyword search

archive

search

compliance

retention

report

tasks

Administrator

AGREEMENTS

TEMPLATES

SETTINGS

Result count: 10

Drag a column header here to group by that column

USERNAME	EMAIL ADDRESS	AGREEMENT DATE	STATUS	EXPIRATION DATE	
(Not set)	(Not set)		New		
Administrator	domadmin@democorp.co...		New		
Aman Ali	amanali@democorp.com		New		
David Webb	davidwebb@democorp.co...		New		
Ishna Mohan	ishnamohan@democorp.c...		New		
Juan Christie	juanchristie@democorp.c...		New		
Karl Jordan	karljordan@democorp.com		New		
Niki Portman	nikiportman@democorp.c...		New		
Pablo Neruda	pabloneruda@democorp...		New		
Tim Ashford	timashford@democorp.co...		New		

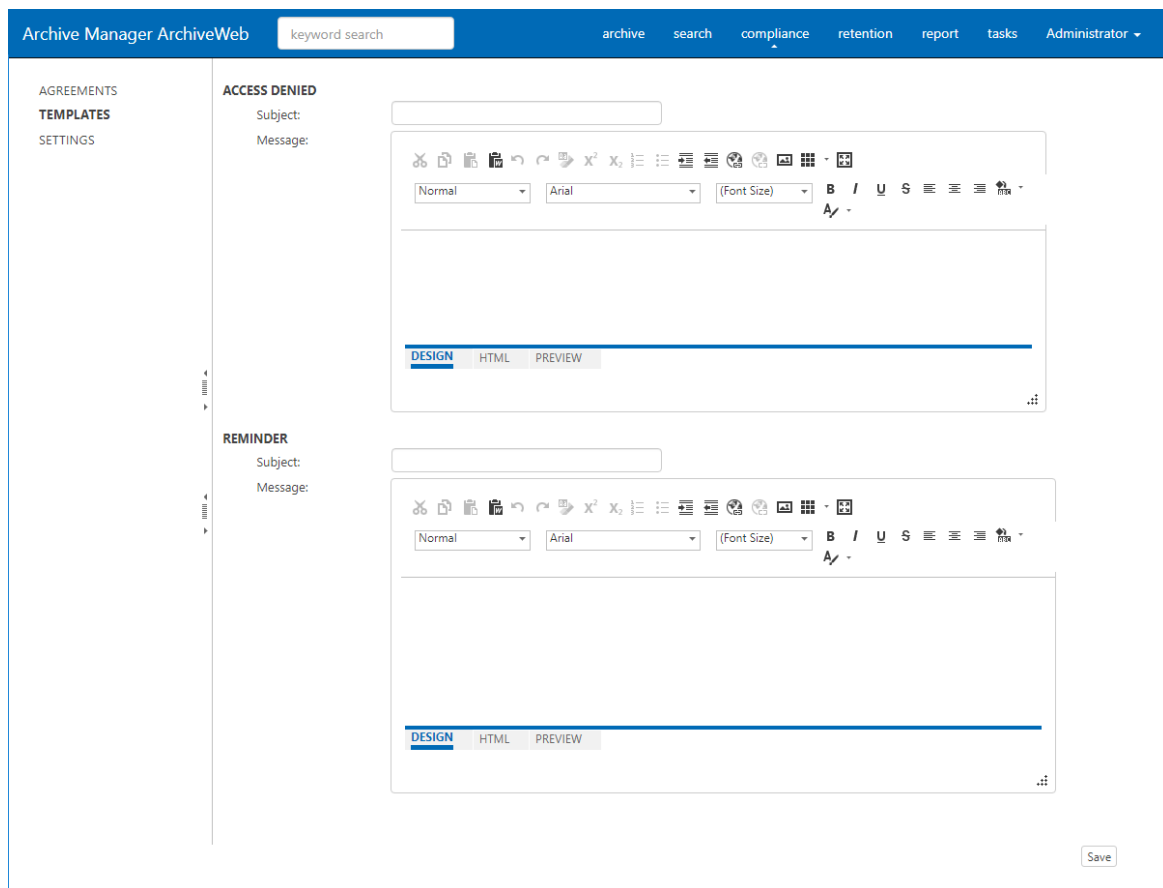
Page 1 of 1 (10 items)

The columns are described below:

- Username** - Name of the user
- Email address** - email address of the user
- Agreement date** - date and time when the compliance policy was accepted.
- Status** - status of the compliance policy. the status value are as follows:
  - Approved** - User has confirmed their agreement to the policy.
  - Rejected** - User has declined the policy.
  - New** - Administrator has granted the **Allow policy managed download** permission, but the user has not yet accepted the policy agreement.
  - Canceled** - Administrator has changed the policy settings and canceled all user agreements.
  - Expired** - the policy term has ended.
- Expiration date** - Date and time when the compliance policy expires.

## Configuring templates

- Log in to ArchiveWeb.
- From the main menu, click **Compliance**.
- From the navigation panel, select **Templates**.



4. In the top section, prepare the template for the *Access Denied* message in the template editor.
5. In the bottom section, prepare the template for the *Reminder* message in the template editor.
6. Click **Save** at the bottom right corner to commit any changes.

## Configuring compliance settings

1. Log in to ArchiveWeb.
2. From the main menu, click **Compliance**.
3. From the navigation panel, select **Settings**.

Archive Manager ArchiveWeb keyword search archive search compliance retention report tasks Administrator

AGREEMENTS  
TEMPLATES  
SETTINGS

Agreement term: 0 Months

Remind user before expiration: 0 Days

Policy:

DESIGN HTML PREVIEW

Save

Configure the settings as described below:

- a. **Agreement term** - Number of months during which the policy is active.
  - b. **Remind user before expiration** - Number of days before the policy expires when a reminder message will be sent to the user.
  - c. **Policy** - prepare the policy statement using the template editor.
4. Click **Save** at the bottom right corner to commit any changes.
  5. In *Cancel Agreement* dialog click **Yes** to cancel all agreements with users. Users must accept the new policy agreement. Click **No** to change the policy for new users only (or when saving a policy for the first time).

Archive Manager ArchiveWeb keyword search archive search compliance retention report tasks Administrator

AGREEMENTS  
TEMPLATES  
SETTINGS

Agreement term: 12 Months

Remind user before expiration: 3 Days

Policy:

DESIGN HTML PREVIEW

Save

**CANCEL AGREEMENT**


Do you want to cancel all user agreements?

Yes No Cancel

## Accepting compliance agreements

When users who have been granted the **Allow policy managed download** permission log in to ArchiveWeb, then will see the *Policy Agreement* page. Users must accept the Policy Agreement to work with protected archived files. This page is also available to users from the [User display name] > *Manage Settings* > *Profile* > *Policy Agreement* page, if they want to accept the agreement at a later time.

1. Select **I agree**.
2. Click **Save** at the bottom right corner to commit any changes.



The screenshot shows the 'POLICY AGREEMENT' page. At the top, the title 'POLICY AGREEMENT' is in blue. Below it, the 'Email address:' field contains 'user001@107demo4.local'. The 'Policy:' section contains a text box with the heading 'Before you continue to ArchiveWeb' and the text 'Accept these rules to allow access to archived files.' Below the text box, there is an 'I agree:' label followed by an unchecked checkbox. At the bottom right, there is a 'Save' button. A vertical scrollbar is visible on the right side of the page.

## General Data Protection Regulation

ArchiveWeb now supports General Data Protection Regulation (GDPR) regulations.

## Retention

Users with the requisite permission can create a retention change request for archived Exchange and Files items from its context menu. When a request is created, approvers get an email notification and can review the request. Users who created a request are informed through an email notification once an approver has processed the request. Users and approvers can track the requests in ArchiveWeb from the Retention tab. Users and approvers can see open, approved,

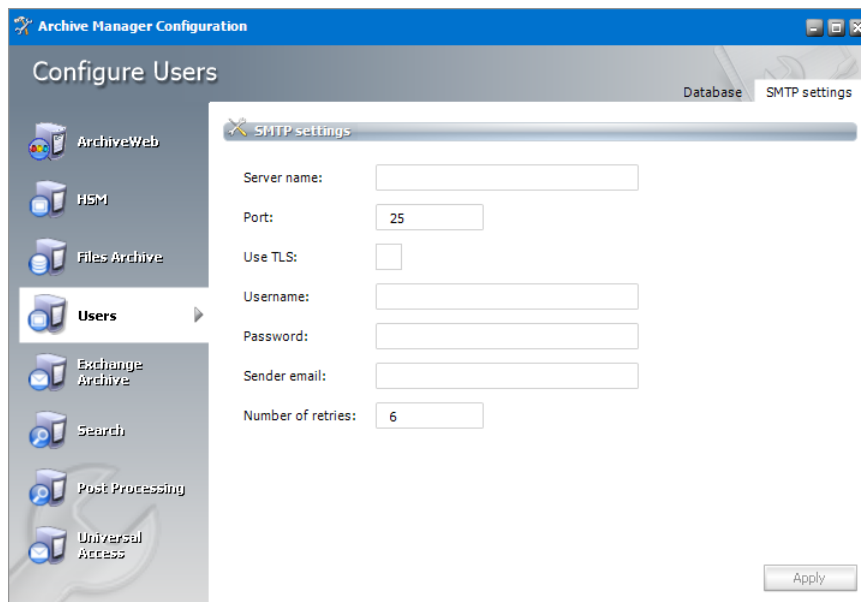
denied requests and request history. Additionally, approvers can export all items from a request to a ZIP file, deny the entire request and approve all or selected items from the request.

To use all retention features, a working SMTP server is needed, however SMTP is not mandatory for retention functionality. The SMTP service is used to send notification emails to approvers and retention requesters.

## To setup the SMTP service (PamConfig)

A working SMTP server is needed to send notification emails to users. The SMTP server must be configured with the *Archive Manager Configuration Tool*.

1. Open Archive Manager Configuration Tool from <installdir>\ Program Files (x86) \ Common Files \ PAM \ PAMConfig \ PamConfig.exe.
2. From the feature panel on the left in the *Archive Manager Configuration* wizard, click **Users** and verify that the database and scripts are up to date from the **Database** tab.
3. Click the **SMTP Settings** tab.



Specify the information as described below

- **Server name** -specify SMTP server name or IP address where the SMTP server is installed.
  - **Port** -specify the SMTP port.
  - **Use TLS** - select this option if the SMTP requires TLS.
  - **Username, Password** - specify SMTP credential. Username must be in the format domain/username.
  - **Sender email** - specify email address which will be used to hand-shake with the SMTP.
  - **Number of retries** - specify number of retries the SMTP will try to send the message.
4. Click **Apply** and then close the window.

## To grant permissions in ArchiveWeb

1. Log in to ArchiveWeb.
2. From the main menu, click the username dropdown and then select **Manage settings**.
3. From the local toolbar, click **Permissions**.
4. Grant the permissions to users and approvers as indicated below. For detailed steps about granting permissions, see [Permissions](#).

Permission	Default value	Meaning
Approve retention change requests	Denied	Allows to approve or denied the retention change request and export items
Create retention change request	Denied	Allow to create a new retention change request and to display Retention tab at the top of the navigation bar with ability to list open, approved, denied requests and history.

## To create a retention change request

Users with the **Create retention change request** permission can create a retention change request from the context menu for selected item(s).

1. Log in to ArchiveWeb.
2. Click Archive from the main menu and select the **Files** tab.
3. Select one or more archived items.
4. For a single archived item
5. Click **Menu** in the preview pane and then select Log in to ArchiveWeb.



Restore
Add tags
Remove tags
Lock document
Unlock document
Export to ZIP
Mark for deletion
Extend retention time
Create retention change request

6. For selected items, the context menu appears automatically. Select **Create retention change request**.

7. The **Create Retention Change Request** dialog opens

CREATE RETENTION CHANGE REQUEST ×

Task name

☐ Delete request
 ☐ Set retention time to: 

m/d/yyyy

☐ Delete items after the retention expires.

Reason for request (mandatory)

Send request

8. Enter the information as described below:

- **Task name** – name for retention change request
- **Delete request** – select to create a delete request
- **Set retention time to** – select to set a new retention time in months. The purpose for this option is create a retention change request to decrease retention time
- **Delete items after the retention expires** – by selecting this option the expired items will be automatically deleted
- **Reason for request** – description of request

9. Click **Send request** to submit the request for approval. Newly created retention change requests appear in the **Open** and **History** lists in the **Retention** tab. Only items which have no Legal hold flag set will be added to retention change request.

10. If the SMTP service is configured correctly, a notification email is sent to approvers who have been granted the **Approve retention change requests** permission. A sample email is shown below.

#### Request Notification

administrator@devx.local

Sent: Mon 4/30/2018 5:48 PM

To: Administrator

Dear Approver

DEVX\administrator has created a Retention request task **Fi-folders** [#151c6585ee94dff4d2d8fad20321787d] on 4/30/2018 5:48:17 PM.

Request details:

Obsolete files.

Please Log in ArchiveWeb and [review the request](#).

Thank you.

DEVX\administrator

## Retention tab

This menu option is available to all users with either the **Create retention change request** or **Approve retention change requests** permissions. The user can see list of open, approved, denied requests and history.

## OPEN REQUESTS

Archive Manager ArchiveWeb

keyword search

archive

search

retention

report

tasks

Administrator

OPEN REQUESTS

APPROVED REQUESTS

DENIED REQUESTS

HISTORY

Result count: 1

Drag a column header here to group by that column

TASK NAME	REQUEST TYPE	REQUESTED RETENTION	AUTOMATIC DELETION	SUBMITTED BY	DATE CREATED	AFFECTED ITEMS	STATUS	REASON FOR REQUEST
Obsolete files	Change retention request	1/9/2023	<input checked="" type="checkbox"/>	DEMOCORP\domadmin	10/13/2022 8:54:58 ...	2	Waiting	Files can be removed
Audit files	Change retention request	4/24/2023	<input type="checkbox"/>	DEMOCORP\domadmin	10/13/2022 8:54:58 ...	2	Waiting	Files retained for audit
Delete files	Change retention request	12/19/2022	<input type="checkbox"/>	DEMOCORP\domadmin	10/13/2022 8:54:58 ...	2	Waiting	Files can be removed

First

Prev

Page: 1 of 1

Next

Last

Items per page: 20

Displays all requests that are created but have not been approved or denied. Click any request to view the items included in the request in the preview pane. The columns are described below:

Column	Description
Task name	Retention change request task name
Request type	Request type:  Change retention request – request to decrease retention time Delete request – request to delete item
Requested retention	Contains retention time requested in Change retention request task; for Delete request this column is empty
Automatic Deletion	Informs if the option "Delete items after the retention expires" is activated for the given item

Submitted by	Name of the user who submitted the request
Date created	Date-time when the request was submitted
Processed by	Name of the user who approved/denied the request
Date processed	Date-time when the request was approved/denied
Submitted items	Number of items in submitted request
Status	Request task's status
Reason	Approve/Denied reason
Reason for request	Reason the submitter entered

## To approve a request

1. Click the **Retention** tab and then click **Open Requests**.
2. Select a request to view the items included in the request. Select one or more items or select the checkbox in the column header to select all items.

Result count: 25 Total rows selected: 25 <a href="#">Clear selection</a>				
<input checked="" type="checkbox"/>	FOLDER	NAME	WARNING	
<input checked="" type="checkbox"/>	C:\FILETY\050.items\	file01.txt		
<input checked="" type="checkbox"/>	C:\FILETY\050.items\	file02.txt		
<input checked="" type="checkbox"/>	C:\FILETY\050.items\	file03.txt		
First Prev Page: 1 of 2 Next Last Approve selected Deny all Export all				

3. Click **Approve selected**. The *Request Approval* dialog opens.

**REQUEST APPROVAL**
×

Reason for change (mandatory)

*Retention time for the selected items will be changed. This change cannot be reversed and the document will be irretrievably deleted (based on the new retention time). The process is logged.*

☐ I understand that the process is not reversible

Approve

Cancel

- **Reason for change** - enter text to explain why the change is necessary.
  - **I understand that the process is not reversible** - select this checkbox to confirm the approval
4. Click **Approve**. The selected items will be asynchronously processed and their retention settings will be changed.

5. If SMTP is correctly set up, the requester will be informed through email. A sample notification email is shown below:

From: administrator@devx.local  
To: JohnYoung@devx.local  
Cc:  
Subject: Request Reviewed

Dear DEVX\JohnYoung [JohnYoung@devx.local]

Your Retention request task **Ex3-del** [#e2c0ea1003b695642003910c51ffa709] from 4/30/2018 8:29:39 AM has been reviewed.  
Review details:  
Approver: DEVX\administrator  
Detail: Ok, approved.  
Request status: Approved [4/30/2018 8:31:45 AM]

Thank you.  
DEVX\administrator

## To deny a request

1. Click the **Retention** tab and then click **Open Requests**.
2. Select a request to view the items included in the request. All items will be included for denial.
3. Click **Deny all**. The *Deny Request* dialog opens.

**DENY REQUEST** ×

Reason for deny (mandatory)

- **Reason for deny** - enter text to explain why the request is being denied.
4. Click **Deny**. All items will be denied. No operation from retention change request will be processed.
  5. If SMTP is correctly set up, the requester will be informed through email. A sample notification email is shown below:

## To export items

1. Click the **Retention** tab and then click **Open Requests**.
2. Select a request to view the items included in the request. Select one or more items or select the checkbox in the column header to select all items.

Result count: 25 Total rows selected: 25  
[Clear selection](#)

<input checked="" type="checkbox"/>	FOLDER	NAME	WARNING
<input checked="" type="checkbox"/>	C:\FILETY\050.items\	file01.bt	
<input checked="" type="checkbox"/>	C:\FILETY\050.items\	file02.bt	
<input checked="" type="checkbox"/>	C:\FILETY\050.items\	file03.bt	

First Prev Page: 1 of 2 Next Last

Approve selected Deny all Export all

3. Click **Export all**. All items will be exported to a ZIP file. There is option to encrypt the output ZIP file with a password.

## APPROVED REQUESTS

Displays all requests that are approved. Click any request to view the items included in the request in the preview pane. The columns are described below:

Column	Description
Task name	Retention change request task name
Request type	Request type:  Change retention request – request to decrease retention time Delete request – request to delete item
Requested retention	Contains retention time requested in Change retention request task; for Delete request this column is empty
Automatic Deletion	Informs if the option "Delete items after the retention expires" is activated for the given item
Submitted by	Name of the user who submitted the request
Date created	Date-time when the request was submitted
Processed by	Name of the user who approved/denied the request
Date processed	Date-time when the request was approved/denied
Affected items	Number of items approved
Status	Request task's status.
Reason	Reason for approval

## DENIED REQUESTS

Displays all requests that are approved. The columns are described below:

Column	Description
Task name	Retention change request task name
Request type	Request type:

	Change retention request – request to decrease retention time
	Delete request – request to delete item
Requested retention	Contains retention time requested in Change retention request task; for Delete request this column is empty
Automatic Deletion	Informs if the option "Delete items after the retention expires" is activated for the given item
Submitted by	Name of the user who submitted the request
Date created	Date-time when the request was submitted
Processed by	Name of the user who denied the request
Date processed	Date-time when the request was denied
Affected items	Number of items that were denied
Status	Request task's status
Reason	Reason for denial

## HISTORY

Display the list of all requests (open, approved and denied). The columns are described below:

Column	Description
Task name	Retention change request task name
Request type	Request type:  Change retention request – request to decrease retention time Delete request – request to delete item
Requested retention	Contains retention time requested in Change retention request task; for Delete request this column is empty
Automatic Deletion	Informs if the option "Delete items after the retention expires" is activated for the given item
Submitted by	Name of the user who submitted the request
Date created	Date-time when the request was submitted
Processed by	Name of the user who denied the request
Date processed	Date-time when the request was denied
Affected items	Number of items that were denied
Status	Request task's status
Reason for Request	Reason for approval or denial

Select any request in the **History** view to see the affected items in the preview pane. The columns are as described below:

Folder	Folder name
Name	File name
Approved	Indicates whether the item was approved
Error	Contains error message, if any

The preview pane in the History view contains two predefined filters:

- **Processed** – contains list of processed items.
  - For **Change retention request** – items with selected checkboxes in the **Approved** column have been processed, retention time have been changed; if error occurred the **Error** column will contain a message.
  - For **Delete request** – items with selected checkboxes in the **Approved** column have been processed by a *Delete* job, and items have been deleted; if error occurred the **Error** column will contain a message.
- **Waiting** – contains list of items waiting to be processed.
  - For **Delete request** – items with selected checkboxes in the **Approved** column are waiting for a *Delete* job to process the items.

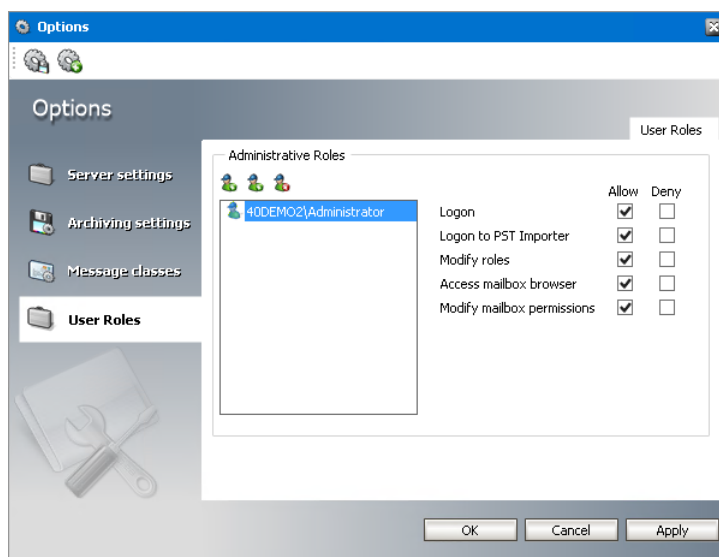
# ArchiveWeb Settings

As default, only the super-user specified in Archive Manager for Exchange or Archive Manager for Files (see note below) can access ArchiveWeb and all its functions. If another user/group should be able to manage roles, super-user can allow access for them in the following ways:

- in ArchiveWeb under logged on user / **Manage settings** / **Permissions**
- in Archive Manager for Exchange Administration Center on the **Tools** / **Options** / **User Roles** the given user has to be added with **Modify roles** option checked
- in the Archive Manager for Files Administration Center on the **Settings** / **User management** tab the given user must have the **User management** permission allowed

Please note: Super-user is specified in:

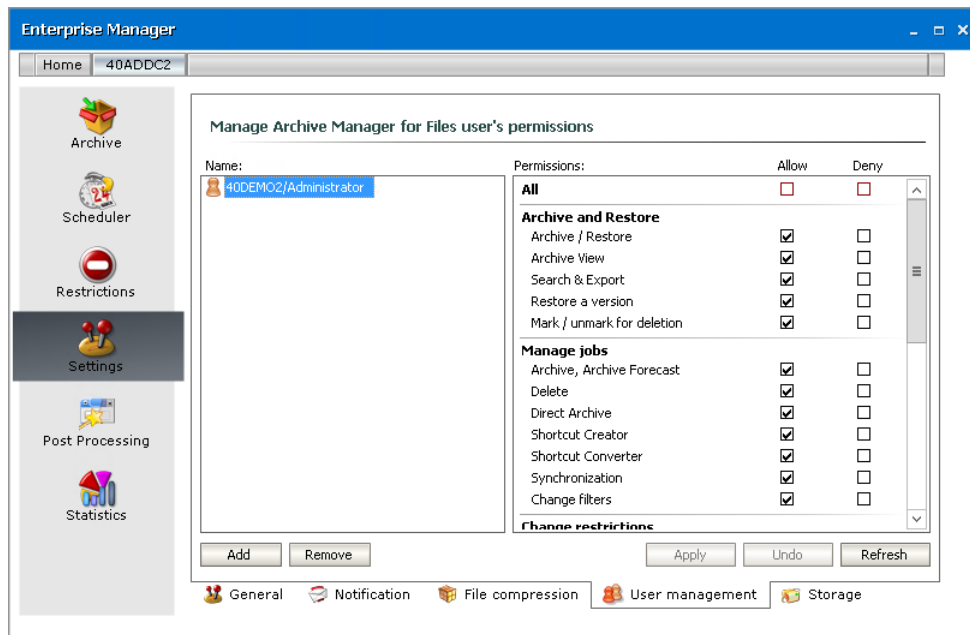
- Archive Manager for Exchange Administration Center / Tools / Options / User Roles)



or

- Archive Manager for Files (Enterprise Manager / Settings / User management)





Roles and Permissions pages allow permission management on user/group level. Individual users can inherit permission or can be granted direct permissions. The priority of permissions follows this order:

1. Direct permission defined for a user (blue highlight under Permissions) on a server
2. Global direct permission defined for a user (blue highlight under Permissions)
3. Inherited permission (yellow highlight under Permissions) on a server
4. Global inherited permission (yellow highlight under Permissions)
5. Default settings (no highlight under Permissions)

All defined permissions apply only for the given instance of ArchiveWeb.

On these pages you can allow or deny access to ArchiveWeb features and menu options for individual users or groups, i.e. allow or deny roles. Under **Roles**, users are assigned to roles. Under **Permissions**, roles are assigned to users.

## Roles

The *Roles* page displays permissions categorized by roles. These permission sets can be granted to users and groups either globally or by server and location. The *Roles* page helps you revoke or grant a specific permission to one or more users and groups. See the [Permissions](#) page to revoke or grant one or more permissions to a specific user or group.

### Steps to access the Permissions page

1. Log in to ArchiveWeb.
2. From the main menu, click the username dropdown and then select **Manage settings**.
3. From the local toolbar, click **Roles**.

## Steps to grant a permission to users or groups:

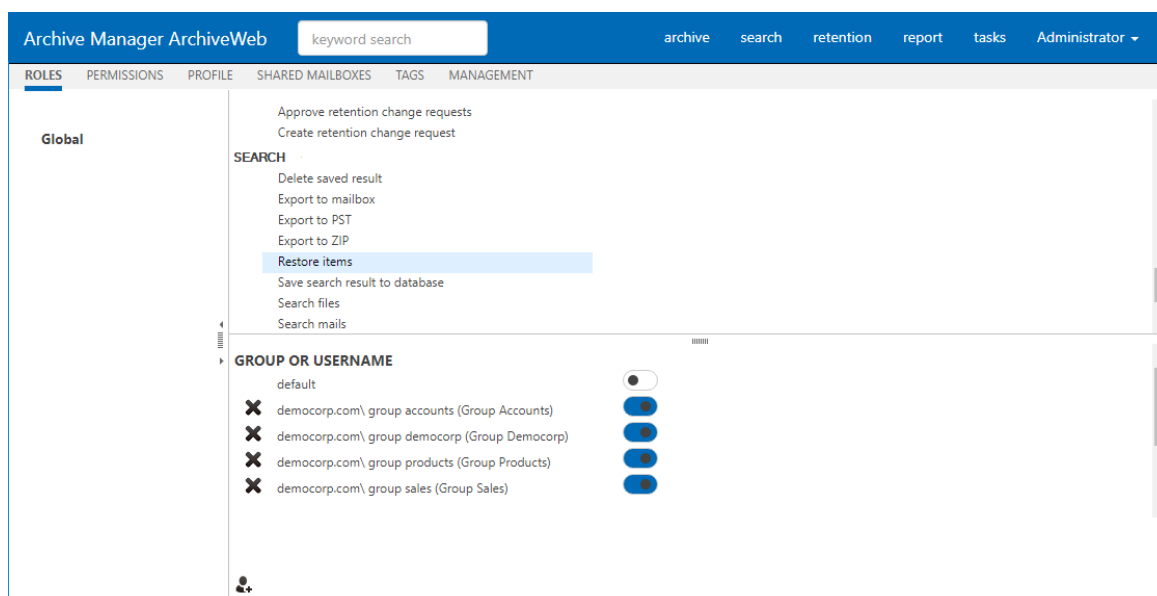





### NOTE:

If the **UseGlobalPermissionsForAllServers** key is set to **true** or this key does not exist in the *web.config* file, the *Roles* page lists **Global** settings. In this case permissions for users and groups are set globally and are applicable to all servers.

If the **UseGlobalPermissionsForAllServers** is set to **false** in the *web.config* file, all available servers will be listed and permissions can be set for users or groups for a selected server or location. Using this option can slow down the login process because all accessible servers and locations must be searched for role assignments.

1. Either click **Global** or select a server to display the permissions in the right-hand pane.
2. Select a permission from the right-hand pane. In the *Group and Username* section, **Default** indicates the default settings for this permission. Specific users and groups can be added to this section to change their default permissions setting.



3. To add a user or group:
  - a. Click  in the *Group and Username* section.
  - b. In the *Find Users or Groups* window, enter a group or user name in the search field. You can use the asterisk (\*) as a wildcard in the search criteria or leave the field blank to include all entities. Users can be searched by user-name, logon-name or display-name. To search for Microsoft 365 users, select **Office 365 user** and then search for the user.
  - c. Select the users or groups to add. You can use **Select all** to add all users and groups in the search result.
  - d. Click **OK** to add the selected users and groups to the permission.
4. Set the toggle switch to  to grant the permission. Set the toggle switch to  to revoke the permission.

5. To remove a user or group, click **X** next to the user or group. The default setting will be applied to all removed users and groups.

## Permissions

The *Permissions* page helps you to revoke or grant one or more permissions to a specific user or group.


In this topic:

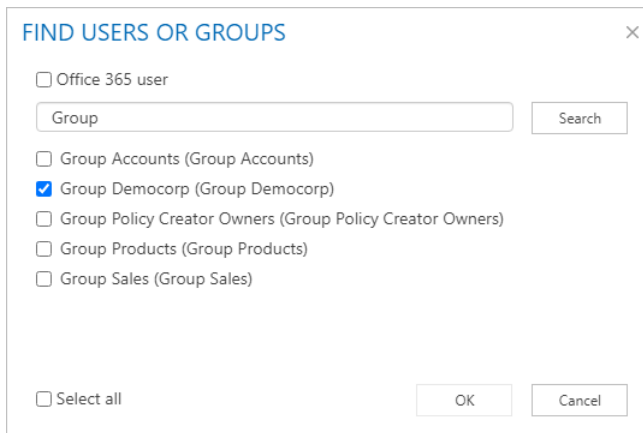
- [Opening the Permissions page](#)
- [Adding users or groups](#)
- [Removing users or groups](#)
- [Synchronizing groups and sub-groups](#)
- [Viewing group members](#)
- [Granting permissions to users or groups](#)

### To open the Permissions page

1. Log in to ArchiveWeb.
2. From the main menu, click the username dropdown and then select **Manage settings**.
3. From the local toolbar, click **Permissions**.

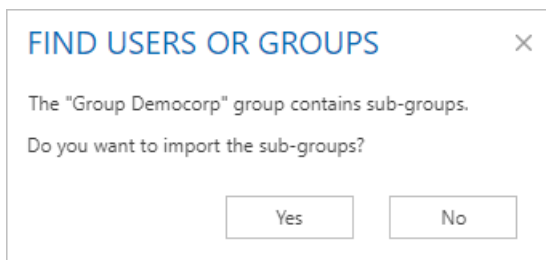
### To add users or groups:

1. Click  in the left-hand pane.
2. In the *Find Users or Groups* window, enter a group or user name in the search field. You can use the asterisk (\*) as a wildcard in the search criteria or leave the field blank to include all entities. Users can be searched by user-name, logon-name or display-name. To search for Microsoft 365 users, select **Office 365 user** and then search for the user.




**NOTE:** Microsoft 365 users, groups and subgroups must be imported into Archive Manager for Exchange.

3. Select the users or groups to add. You can use **Select all** to add all users or groups.
4. Click **OK** to add the selected users and groups to the *Permissions* page. The user or group will remain on the *Permissions* page if a permission of the user or group is modified in the current ArchiveWeb session.
5. If a group has subgroups a confirmation window opens. Select **Yes** to add the subgroup. Only subgroups of the parent group will be added. If a subgroup has more subgroups, they will not be added. Select **No** to ignore the subgroup and add the parent group only.



## To remove users or groups:

1. Click  in the left pane.
2. In the **Remove users or groups** window, select the users or groups to remove. You can remove only users or groups if a permission of the user or group has been modified in the current ArchiveWeb session.
3. Click **OK**.

## To synchronize groups and sub-groups:

1. Click **Refresh All** in the left pane. The *Refresh* window opens.

**REFRESH ALL**

Process sub-groups ☐

Remove deleted groups/mailboxes ☐

Process Cancel

2. Click the toggle buttons to enable additional synch features as described below:
  - a. <No toggle button enabled> - all imported groups will be synchronized with the Active Directory (only content in the right-hand pane will be updated).
  - b. **Process sub-groups** - all imported groups will be synchronized with the Active Directory and new subgroups will be imported.
  - c. **Remove deleted groups/mailboxes** - all imported groups will be synchronized with the Active Directory and deleted groups or mailboxes will be removed from the left-hand pane.
3. Click **Process** to begin the sync process.

## To view group members:

1. Click next to the group for which you want to view the members. The members are listed in the right-hand pane.
2. Enter a search criteria for any of the columns and click the search filter to select a search operation. You can set search criteria for multiple columns. The **Result count** indicates the number of members in the group.
3. Click **Refresh** to get the latest list of members if users or subgroups are added or removed from the group in active directory while you are logged in to ArchiveWeb. If users or groups are added or removed, a confirmation window opens. Click **Yes** to confirm whether you want to add or remove a user or subgroup.
4. If groups have more members than can be displayed on the page, they are presented in multiple pages. You can use the scroll buttons at the bottom of the right-hand pane to scroll through multiple pages.

Archive Manager ArchiveWeb keyword search archive search compliance retention report tasks Administrator

ROLES PERMISSIONS PROFILE SHARED MAILBOXES TAGS MANAGEMENT

**DEMOCORP.COM\GROUP SALES**  
GROUP MEMBERS




Result count: 4 Refresh

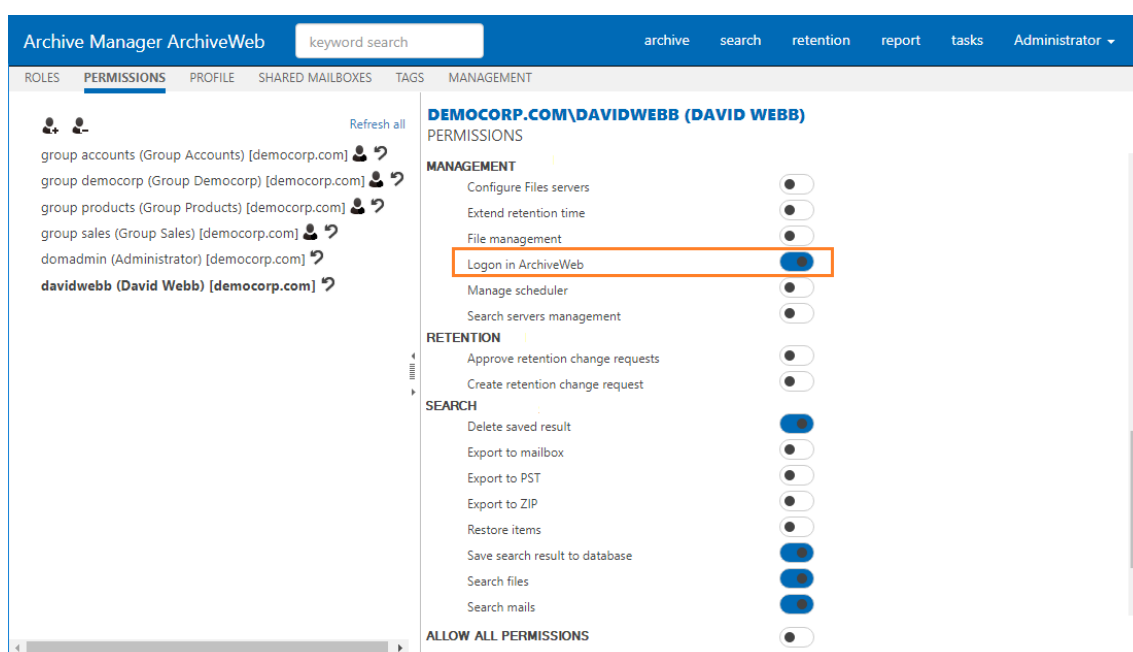
Drag a column header here to group by that column


GIVEN NAME	SURNAME	USERNAME	EMAIL ADDRESS	SID	DISTINGUISHED NAME
Administrator		domadmin	domadmin@democorp.com	S-1-5-21-3596543122-2248959635-284132064-500	CN=domadmin,CN=Users,DC=democorp,DC=com
Aman	Ali	amanali	amanali@democorp.com	S-1-5-21-3596543122-2248959635-284132194-500	CN=domadmin,CN=Users,DC=democorp,DC=com
David	Webb	davidwebb	davidwebb@democorp.com	S-1-5-21-3596543122-2248959635-564332064-500	CN=domadmin,CN=Users,DC=democorp,DC=com
Devika	Sharma	devikasharma	devikasharma@democorp.com	S-1-5-21-3596543122-4765859635-284132064-500	CN=domadmin,CN=Users,DC=democorp,DC=com

Page 1 of 1 (1 items) 1 2

## To grant permissions to users and groups:

1. Select the user or group from the left-hand pane. If the user or group is not listed, click  and use the *Find user or group* window to add the user or group.
2. The permissions available for the user or group are listed in the right-hand pane. They are categorized for ease of use.
3. Locate the permission that you want to grant or revoke. Set the toggle switch to  to grant the permission. Set the toggle switch to  to revoke the permission. For example, all users are allowed to log in to ArchiveWeb because the **Logon to ArchiveWeb** permission is granted by default. Only the super-user or administrator has the ability to grant or revoke this permission for a user or group.



4. You can grant or revoke all permissions for a user or group by setting the **Allow all permissions** toggle switch at the bottom of the right-hand pane.
5. You can reset the permissions to default settings when you click  next to the user or group in the left-hand pane.

## Permissions list

The table below lists default ArchiveWeb permissions categorized by roles.

Permission	Default value
<b>Auditing</b>	
Access all mailboxes	Denied

Apply tags	Denied
Auditor access	Denied
Export auditing logs	Denied
Export results to ZIP	Denied
Show auditing logs	Denied
<b>Compliance</b>	
Allow policy managed download	Denied
Compliance management	Denied
<b>Exchange</b>	
Add comments to mails	Denied
Apply tags	Allowed
Compare mailbox with archive	Allowed
Delete item	Denied
Restore items	Denied
Set "Legal Hold" flag	Denied
Show "Legal hold" flag	Denied
Show comments	Denied
Show lost data	Allowed
Show own mailbox	Allowed
Show public folders	Allowed
Show shared mailbox	Allowed
<b>File</b>	
Add comments to files	Denied
Apply tags	Allowed
Delete files	Denied
Restore files	Denied
Set "Legal Hold" flag	Denied
Show "Legal hold" flag	Denied
Show comments	Denied
Show files server	Allowed
<b>Journaling</b>	
Access journal	Denied
<b>Management</b>	
Configure Files servers	Denied

Extend retention time	Denied
File management	Denied
Login in ArchiveWeb	Allowed
Manage scheduler	Denied
Search servers management	Allowed
<b>Retention</b>	
Approve retention change requests	Denied
Create retention change request	Denied
<b>Search</b>	
Delete saved result	Allowed
Export to mailbox	Denied
Export to PST	Denied
Export to ZIP	Denied
Restore items	Denied
Save search result to database	Allowed
Search files	Allowed
Search mails	Allowed
<b>Statistics</b>	
Export statistics	Allowed
Files - Show statistics	Denied
Mails - Show statistics	Denied

## Auditor Access


Journals in Exchange Server are used to enforce legal, regulatory, and organizational compliance in organizations by recording all or targeted email messages. In addition to journals, mailbox audit logs are also used to track who logs on to the mailboxes in your organization and what actions are taken by delegate users.

**Auditor Access** grants users the ability to view all mailbox journals that are imported, audit logs, retentions and search. Use this powerful feature with discretion.

To use this feature you must grant **Auditor access** permissions to at least two users. The two-user authentication mechanism works as follows: If John wants to log in as an auditor, he must have the **Auditor access** permission, and he must be able to specify the username of another user who has the **Auditor access** permission, before he can successfully log in as an auditor.



## Steps to grant the Auditor access permission to a user

1. Log in to Archive Manager ArchiveWeb with the credentials of a user who has the ability to grant permissions to other users.
2. From your account name dropdown, select **Manage Settings**. Then select the **Permissions** tab.
3. Click the **Add User** icon and locate the user from the **Find Users or Groups** search window.
4. Select the user from the user list on the left to display the permission set in the right-hand pane.
5. Set the toggle switch to  to grant the **Auditor access** permission to the user.

**i** | **NOTE:** No user is granted this permission by default. As a result auditor access is denied to all users including the super-user or the administrator.

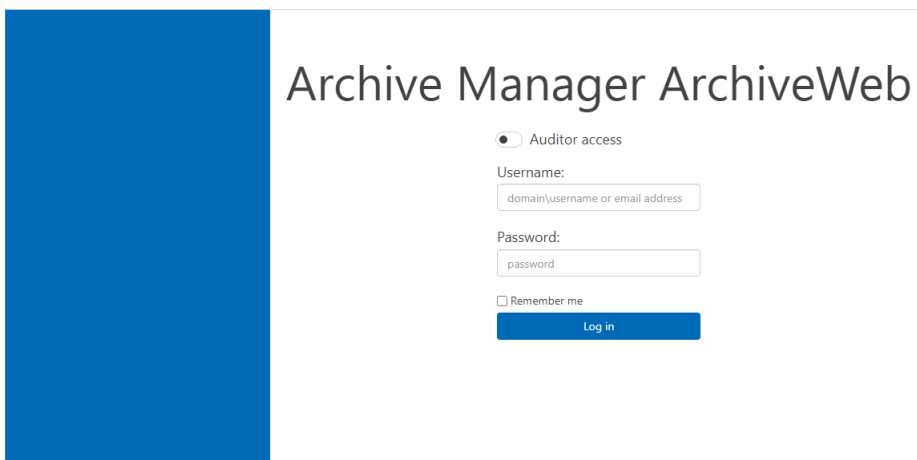
6. In the confirmation dialog that appears, click **Yes** to grant the **Auditor access** permission.

**i** | **NOTE:** Granting the **Auditor access** permission automatically grants all permissions of type **Auditing**.

7. Repeat the above steps to grant the **Auditor access** permission to at least one or more users as needed.

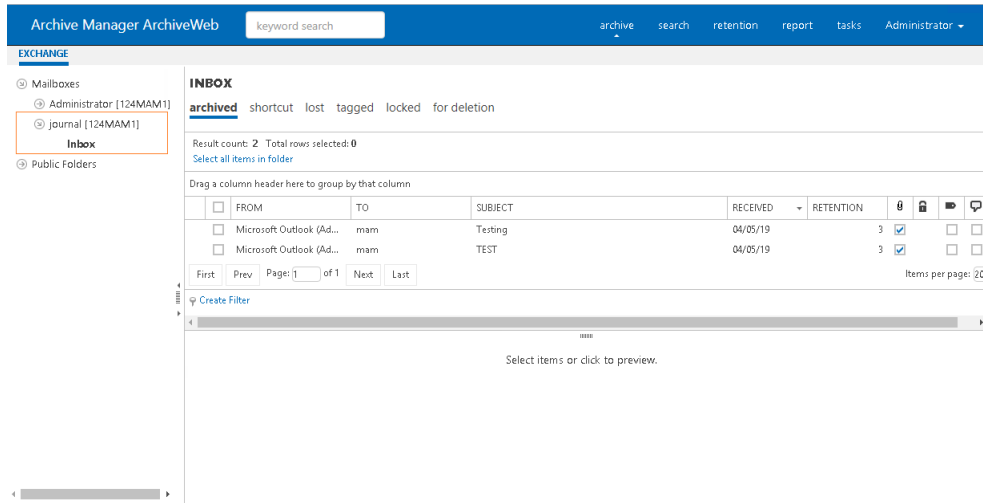
## Steps to log in as an auditor

1. If you have the **Auditor access** permission, enter your username and password in the ArchiveWeb log in page.
2. Toggle the **Auditor access** button to turn on the feature. Notice that the username field label changes to **Auditor 1 username**. This is the account that will be used to log in as an auditor.
3. Click **Log in**. The **Auditor 2 username** field appears.



4. Enter the username of another user who has the **Auditor access** permission in the format *domain\username*.

5. Click **Log in** again.
6. If the two-user authentication succeeds, the Archive Manager workspace appears.
7. From the top bar, click **archive** to open the archive view.
8. Click the **Exchange** tab.
9. Expand the **Mailboxes** node and select a journal to view its contents.



**NOTE:** If you have added a journal mailbox but cannot see its contents, check the **Mailbox type** property of the mailbox.

**To specify a journal type mailbox follow the steps below:**

1. Select the journal mailbox, and right-click to open the context menu
2. From the context menu select **Properties** to open the Properties window.
3. In the **General** tab, locate the **Mailbox type** property.
4. Set this value to **Journal** by selecting the value from the dropdown.
5. Click **OK** to confirm the change and return to the mailbox.

**journal [6] Properties**

General Member Of Other Advanced

**Mailbox properties**

RDN: journal

Display name: journal

Alias: journal

E-mail: journal@124demo1.local

Home server: 124EX1

Addresses: journal@124demo1.local;

Mailbox DN: /o=124demo1/ou=Exchange Administrative Gro

GUID: F5997031DBC5D0489BC1D86442EEDDB3

☒ Mailbox is activated

☐ Mailbox is on legal hold

**Mailbox type**

Journal

OK Cancel Apply

## Profile

The **Profile** page helps you set the display preferences of logged in users.

In this topic:

- [Steps to open the Profile page](#)
- [Steps to set global defaults](#)
- [Steps to customize the profile](#)

### PROFILE HOMEPAGE

- [Homepage](#)

### PROFILE SETTINGS

- [Style settings](#)
- [Tasks settings](#)
- [Search settings](#)
- [Treeview settings](#)
- [Grid settings](#)
- [File settings](#)
- [File Management settings](#)
- [Audit settings](#)

## Steps to open the Profile page

1. Log in to ArchiveWeb.
2. Click your username from the top-right corner.
3. Select **Manage settings** from the dropdown.
4. Click **Profile** from the local menu bar and click **Settings**.

## Steps to set global defaults

### To create a default profile:

When the administrator or super-user changes the default settings and Home page choices the administrator or super-user must click **Set as default** at the bottom-right of the page. These settings will be updated in the database as serves as the most current default settings.

### To set a default profile for all users:

When a default profile exists, click **Set default values for all users** at the bottom- right of the page. By clicking this button all user profiles stored in the database will be replaced by the latest default settings. For users who do not have a stored profile, the latest default profile will be used. Personalized shared mailboxes and tags stored in the user's profile will not be replaced.

## Steps to customize the profile

### To customize a personal profile:

When a user makes changes to the settings or Home page tabs, the user must click **Apply changes** at the bottom-right of the page, to save the customized profile in the database.

### To reset a profile:

The user can click **Reset** at the bottom-right of the page, to replace their profile with the latest default profile from the database. Personalized shared mailboxes and tags stored in user's profile will not be replaced.

## Home Page

Under the Home Page node select which page should be displayed after you log in to ArchiveWeb.

## Style settings

### STYLE

Language:\*  ▼  
\* Please re-login for the changes to take effect.

Date/Time format:  ▼

Maximum preview size [MB]:

- **Language** - select the language for the application. The default language depends on the Windows local setting of the Archive Manager server. If you change this setting, you must log out and log in again.
- **Date/Time format** - select your preferred date and time format. The default value depends on regional settings of your computer and the language selected in the Profile. When profile language is changed, date/time format is changed accordingly
- **Maximum preview size [MB]** - sets maximum file size that can be opened in a preview-pane. Displaying large item (with size more than 20MB) can cause out-of-memory exception. Default value is 20 MB.

## Tasks settings

### TASKS

Automatic refresh interval (in seconds):  ▼

Delete completed task: ☒

- **Automatic refresh interval** (in seconds) - determines how often the *Tasks* list will be refreshed. Setting small intervals may cause performance issues. The default interval is 10 seconds.
- **Delete completed task** - switch on this option to automatically delete completed task which do not return a value like database tasks such as *Add/Remove Tag*, *Set/Unset legal hold flag*, *Mark for deletion* and *Extend retention time*. If the option is switched off, all completed tasks will be listed.

## Search settings

### SEARCH

Show search field in header:	<input checked="" type="checkbox"/>
Remember last mailbox / server selection:	<input checked="" type="checkbox"/>
Maximum number of search results:	<input type="text" value="10000"/>
Keyword:	<input checked="" type="radio"/> Exact phrase <input type="radio"/> Starts with *, e.g. *test <input type="radio"/> Ends with *, e.g. test* <input type="radio"/> Enclosed in *, e.g. *test*
Match highlight:*	<input type="checkbox"/> * This function is available only for Exchange
Match highlight color:	<input type="text" value="#FFFF80"/>
Keyword search behavior:	<input type="radio"/> Search only in my mailbox <input checked="" type="radio"/> Search in all accessible mailboxes
Set default search scope:	<input checked="" type="checkbox"/> Exchange <input checked="" type="checkbox"/> Files

- **Show search field in header** - switch on this option to display the keyword search field in the page header. Switch off this option to hide the keyword search field in the page header. The Administrator can permanently hide the keyword search in the page header by adding the `ShowTopSearchPanel` key in the **Web.config** file. The default folder is `C:\Program Files (x86)\Quest\ArchiveWeb`.

```
<appSettings>
...
...
<add key="ShowTopSearchPanel" value="false"/>
</appSettings>
```

When the key value is set to false, the **Show search field in header** setting will not be available in the **Profile** page and users will not be able to display the keyword search field.

- **Remember last mailbox / server selection** - when *Archive Manager for Exchange* is installed and this option is switch on, all mailboxes that were selected in the previous search operation are selected by default in *Search > Mailboxes* for subsequent search operations as long as the user has permissions to search those mailboxes. When this option is switched off, the user must select the mailboxes before a search operation. Similarly, when *Archive Manager for Exchange* is installed and this option is switch on, all servers that were selected in the previous search operation are selected by default in *Search > Servers* for subsequent search operations as long as the user has permissions to search those servers. When this option is switched off, the user must select the servers before a search operation.

- **Maximum number of search results** - determines the maximum number of search results are returned from a search.
- **Keyword** - choose a wildcard format to use with the keyword search.
  - **Exact phrase** - no wildcards are added. The user can add a wildcard manually if needed.
  - **Starts with \*** - A wildcard is added at the beginning of a keyword e.g. \*sunshine
  - **Ends with \*** - A wildcard is added at the end of a keyword e.g. sunshine\*
  - **Enclosed in \*** - A wildcard is added at the beginning and end of a keyword e.g. \*sunshine\*
- **Match highlight** - switch on this option to highlight the search phrase in the search results. Available only for *Archive Manager for Exchange*.
- **Match highlight color** - color picker to choose a color for the highlight.
- **Keyword search behavior** - sets the default **Search scope** for keyword search setting in the *Search* tab only for *Archive Manager for Exchange*. Choose from the following options:
  - **Search only in my mailbox** - by default only the logged on user's mailbox is pre-selected for a keyword search operation.
  - **Search in all accessible mailboxes** - by default all accessible mailboxes are pre-selected for a keyword search operation.
- **Set default search scope** - choose the default search scope for keyword search.
  - **Exchange** - allows you to search in archived emails. Available if *Archive Manager for Exchange* is installed.
  - **Files** - allows you to search in archived files. Available if *Archive Manager for Files* is installed.

## Treeview settings

### TREEVIEW

Maximum text length:

255

**Maximum text length** - the Treeview's node text will be trimmed to the number of characters specified.

## Grid settings

### GRID

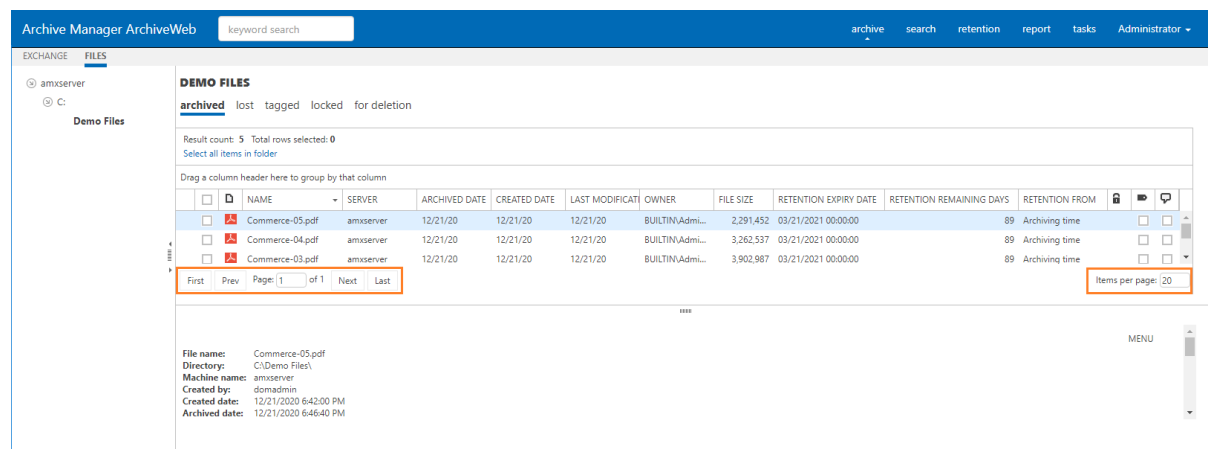
Journal highlight color:

#A4E3FF

Items per page:

20

- **Journal highlight color** - choose a color from the color picker control to highlight the journal items.
- **Items per page** - sets the number of items to be displayed per page.



## File settings

### FILES

Columns: Archive:

Search:

Navigation frame: ☒ TreeView ☐ ListView (pagination)

- **Columns** - sets the columns and the order that they are displayed in a list.
  - **Archive** - these column headers are used in the Archive page: *Select All, Name, Server, Archived date, Created date, Last modification date, Owner, File size, Retention expiry date, Retention remaining day, Retention from, Locked, Tagged, Commented*
  - **Search** - these column headers are used in the Search results page: *Select All, Name, Folder, Server, Archived date, Owner, File size, Version, Locked, Commented*
- **Navigation frame** - allows users to display the folder structure in following formats:
  - **TreeView** - (default). Displays file folders in a hierarchical order. Recommended for most folder structures that are not too large.
  - **ListView** - presents file folders with pagination. Recommended for large folder structure in excess of 10,000 folders. The pagination improves navigation performance.

## File Management settings

### FILE MANAGEMENT

Columns: Scheduler:

- **Columns** - sets the columns and the order that they are displayed in a list.



- **Scheduler** - these column headers are used in the Archive page: *Select All, Name, Type, Status, Start time, Run interval, End date, Maximum runtime, Notification, Operation, Activated*

## Audit settings

### AUDIT

Columns:

Report:

LogLevel;LogDate;Method;Computer;UserName;Category;IsTagged

- **Columns** - sets the columns and the order that they are displayed in a list.
  - **Report** - these column headers are used in the Archive page: *Select All, Log level, Log date, Method, Computer, User, Category, Tagged*

## Tags

Tags are used to categorize your archived items. You can create as many categories as you want, assign them colors, and then apply them to your archived items. This make it easy to search through your tagged items and distinguish e.g. important emails, documents related a particular project, etc.

Tags are centrally managed in the **Manage Settings > Tags** tab.

In this topic:

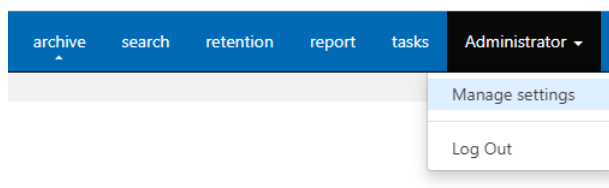
- [Steps to create a tag](#)
- [Steps to edit a tag](#)
- [Steps to delete a tag](#)
- [Steps to add tags to items](#)

## Steps to create a tab

Tags can be created in several ways.

### Create a tab from the Tags tab

1. Log in to ArchiveWeb. Then click your user display name and select **Manage Settings**.



2. Click **Tags** from the local menu bar. All tags are listed, added, edited or deleted here.



**NOTE:** Managing **Tags** from the Settings view requires special permissions. For more information see [Roles](#) and [Permissions](#).

- Click **New** in the list header. A new row will be added to the list view. Enter the tag properties as described below:

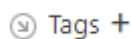
New	TAG NAME	BACKGROUND COLOR	APPLY FOR
<a href="#">Update</a> <a href="#">Cancel</a>			
<a href="#">Edit</a> <a href="#">Delete</a>	Audit	<span style="color: red;">■</span> #FF0000	Auditing
<a href="#">Edit</a> <a href="#">Delete</a>	Labor	<span style="color: orange;">■</span> #FF7F00	Exchange archive
<a href="#">Edit</a> <a href="#">Delete</a>	Market	<span style="color: yellow;">■</span> #FFD700	Exchange archive
<a href="#">Edit</a> <a href="#">Delete</a>	Riga	<span style="color: green;">■</span> #00FF00	Auditing;File archive
<a href="#">Edit</a> <a href="#">Delete</a>	Sparta	<span style="color: blue;">■</span> #0000FF	File archive
<a href="#">Edit</a> <a href="#">Delete</a>	Training	<span style="color: purple;">■</span> #4B0082	Global
<a href="#">Edit</a> <a href="#">Delete</a>	Venice	<span style="color: magenta;">■</span> #9400D3	Global

- **Tag Name** - enter descriptive name, e.g. "Personal", "Marketing" or any other
- **Background Color** - click the dropdown and select the tag color or specify a custom color.
- **Apply For** - scope of the tag. Choose one or more from the following options
  - **Global** - tags are available for Archive Manager for Exchange, Archive Manager for Files and Audit.
  - **Exchange archive** - tags are available for Exchange archive
  - **Files archive** - tags are available for File archive
  - **Auditing** - tags are available for Archive

- Click **Update** to save the changes. The new tab will be added to the tab list.

#### **Create a Tag from the Archive > Files view or Report > Audit view**

- Log in to ArchiveWeb and open the **Archive > Files** view or **Report > Audit** view.
- Click the + icon next to the **Tags** node in the navigation pane.



- Enter the tag details in the **Add New Tag** dialog.

4. Click **OK** to save the tag.

### **Create a tag from item preview**

1. Log in to ArchiveWeb and search for any archived items.
2. Select any item. from the preview pane click the + icon next to the **Tags** property.

**File name:** DOC-37NIR6001.txt  
**Directory:** C:\Export\  
**Machine name:** amxserver  
**Created by:** domadmin  
**Created date:** 5/29/2023 10:32:00 AM  
**Archived Date:** 5/29/2023 10:32:48 AM  
**Owner:** BUILTIN\Administrators  
**Size:** 85 B  
**Size on disk:** 4 KB  
**Shortcut size:** 4 KB  
**Version:** 1  
**Tags:** +  
**Name:** Peter Parker  
**Address:** 40 Adams Street, Cupertino, CA 95014  
**SSN:** 550-74-1575

3. Click + **Add new tag** in the **Add Tag** window that opens.
4. Enter the tag details in the **Add New Tag** dialog.

5. Click **OK** to save the tag.

## **Steps to edit a tag**

1. Click your user display name and select **Manage Settings > Tags**.
2. Click **Edit** for the tag that you want to change.

3. When you are done with your changes, click **Update** to save your changes.

## Steps to delete a tag

4. Click your user display name and select **Manage Settings > Tags**.
5. Click **Delete** for the tag that you want to remove.
6. Click **Yes** in the confirmation dialog.

## Steps to add and remove tags from items

Tags can be added to:

- emails - if the tag is applicable to Global or Exchange archive
- documents - if the tag is applicable to Global or File archive
- auditing items - if the tag is applicable to Global or Audit

1. Locate the item under Archive > Exchange view or Archive > Files or Report > Auditing tab, or search for an archived item.
2. Select the item to view the item details in the preview pane.
3. To add a tag, do one of the following:
  - Use the MENU option
    - a. Click **MENU** from the right upper corner in the preview pane.
    - b. Click **Add tags**. From the **Add Tag** window that opens, select the tags you want to add to the item, and click **OK**.
  - Use the Tags + property in the item details
    - a. Click the + icon next to the **Tags** property.
4. In the **Add Tag** window that opens select one or more tags that you want to add to the item and click **OK**. Once the tag has been added to the items, it will be visible in the list view and preview.
5. To remove a tag, do one of the following:
  - Use the MENU option
    - c. Click **MENU** from the right upper corner in the preview pane.
    - d. Click **Remove tags**. From the **Remove Tag** window that opens, clear the tag checkboxes that you want to remove from the item, and click **OK**.
  - Use the Tags property in the item details
    - b. Click **X** next to the tags that you want to remove from the **Tags** property. Click **Yes** in the confirmation window that opens.

# Management

Management section constitutes centralized dashboard where user with appropriate permissions can manage specific configuration settings in the following sections:

- **File Management**

Adding, editing and removing of Archive Manager for Files servers which together establish the file archive system. Additionally, with Scheduler capabilities, Archive Manager for Files jobs are easily managed in the same way as on the Scheduler tab of the Enterprise Manager (Archive Manager for Files).

- **Search Management**

Registering and managing search servers in the environment.

## File Management

File management section under Manage Settings / Management is displayed only if Archive Manager for Files is installed and the appropriate permission is set for the user. This section allows managing Archive Manager for Files:

- **Archive Servers** - managing archive and retrieve servers
- **Scheduler** - managing scheduler jobs

### Archive Servers

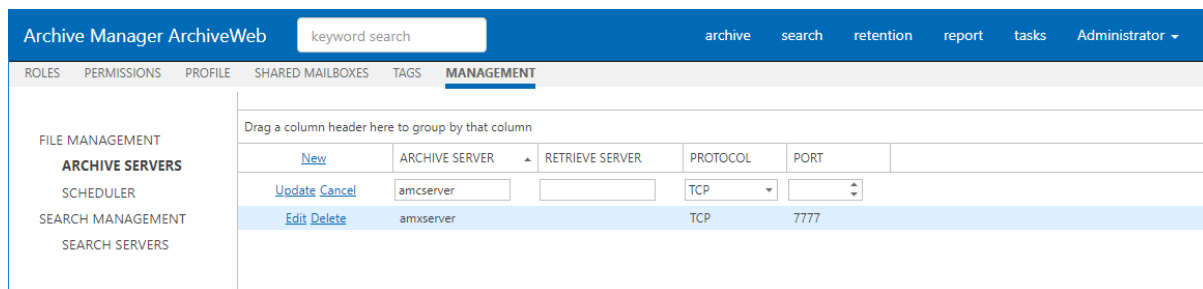
After clicking the **Archive Servers** tab, the available Archive Manager for Files servers will be listed in the main pane.

You can change the display name, protocol or port for the given server by clicking the **Edit** option next to the given server.

By clicking the **Delete** option the respective server will be deactivated in the ArchiveWeb, i.e. it will not be accessible for the users via ArchiveWeb and it will not be possible to search it either.

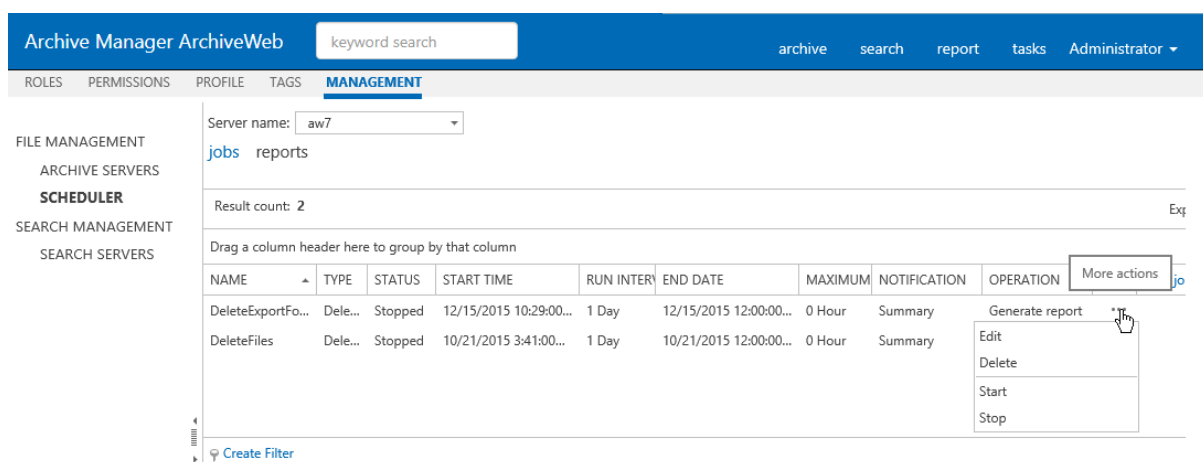
To add a new Archive Manager for Files server click **New** option in the list header. It will add new row to the list where you can specify the File Archive Server properties. Each server (*Archive Server*) can be **backed-up** when you enter another server with installed Archive Manager for Files as a *Retrieve Server*. The *Archive Server* folders and files will be accessible via ArchiveWeb even when the server is decommissioned/inaccessible. (For more information on this feature see the “*Alternate Access Servers*” document.)

Finally click **Update** for the newly added server. The new server will be listed on the **Files Archive tab**.



## Scheduler

After clicking the **Scheduler** tab, you can manage Archive Manager for Files jobs or preview job reports on you Archive Manager for Files server. This tab basically offers the same functionality as the *Scheduler* tab of the Enterprise Manager (Archive Manager for Files).



## Jobs

To manage jobs user has to select a server from **Server name** dropdown. If any job exists (ArchiveWeb currently supports only Delete jobs) for the specified server, the grid will be populated.

For each listed job, a More actions menu appears by clicking the More actions icon "...". This menu contains functions for **Edit**, **Delete**, **Start** and **Stop** the job.

New job can be created by clicking **New job** link in the grid header.

Edit or new job pop-up window is the same (see below) and contains two tabs:

- Settings - contains job description information

- Folder - defines folders that will be affected by a job

**NOTE:** For job to process data, folders must be specified.

### Settings tab

**Job name** - enter name for the job

**Job type** - in the dropdown select the job type (currently only Delete jobs are supported); for more information on job types see the *Archive Manager for Files Administration Guide*.

**Activated** - select the checkbox to activate the job.

**Email notification** - select the checkbox to send notifications about the given job as configured in the *Archive Manager Administration Center* on the Settings/Notification tab (for more information see the *Archive Manager for Files Administration Guide*)

**Notification type** - *Summary* or *Detailed* can be selected

**Operation mode** - this setting is available just for *Delete* job (and *Synchronization* job in the *Archive Manager Administration Center*)

Click on the Operation mode field. Then click on the down arrow and select the operation mode:

- Reporting mode - no action is being taken just a report is generated. This is useful as administrators first have a report on what is going to be done. The report can be checked and modified if necessary.
- Process report mode – files from the previously generated report are processed. Administrator is able first to check and modify the list of files going to be processed (i.e. deleted or synchronized)
- Process immediately mode – processing files without any report (not recommended)

The Report file field displays the path to the generated report (e.g.<installdir> \fsaPamLogs \sync \ sync.report).

**Start time** - specify the first day when the job should run

**Run interval** - specify how often the job should run

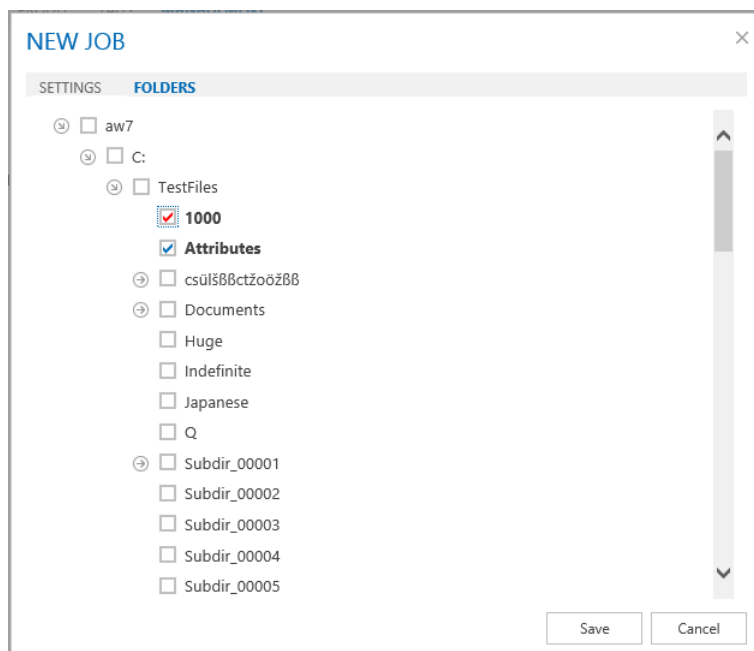
**End date** - specify the last day when the job should run

**Maximum runtime** - specify the maximum time (in hours) during which the job will be running

### Folders tab

Job scope must be defined on the Folders tab. Folders for the job to process are selected by clicking in a respective check-box.

**NOTE:** Red check-box (☒) specifies that the folder will be processed recursively.



When all is configured as desired, click **Save**.

### *Reports*

This section is a report viewer for jobs.



By selecting a job created/performed time the right pane will be populated by job's information

Overview – job description information

Summary log – information about running

Detailed log – contains links for download.

According to "Operation mode" (listed in overview):

- Generate report – list of items to be "Affected" by a job
- Process report – links to download "Succeeded" and if any "Failed" items

## Search Management

Search Management section is displayed only if appropriate permission is set for the user. This section allows managing of Search servers installed in the environment. Specifying search servers on this tab is prerequisite of search functionality. With no search server defined, search is not available.

After clicking on the **Search servers** menu, the available Search servers will be listed in the main pane.

**NOTE:** If web.config file contains information about Search server(s) (this is applicable if upgrading from previous versions of ArchiveWeb) the list will be automatically populated.

By clicking the **Delete** option the respective Search server will be removed, i.e. it will not be used for Searches.

To add a new Search server click **New** option in the list header. It will add a new row to the list where you can specify the Search server properties.

**NOTE:** Avoid using *localhost* as Server Name.

By clicking the **Edit** option next to the given server, you can change server properties. The **Search Scope** marks for which Archive Manager the given search server has been installed (Archive Manager for Files/Exchange).

**For Location** - this property is applicable only for Archive Manager for Exchange search servers. For a Search server you can specify a location which the respective Search server "covers" by selecting a location from a "FOR LOCATION" dropdown. This dropdown lists all locations defined in Archive Manager for Exchange in a location where the logged in user has active mailbox. (For more information on locations see the *Archive Manager for Exchange Administration Guide*.)

Provided there are more Archive Manager for Exchange locations in the environment and each has its own search server, the given search servers must be listed with correct location.



**NOTE:** If there are more locations but only one search server for locations, leave the **For Location** property blank.

Archive Manager ArchiveWeb					
keyword search					
archive search retention report tasks Administrator					
ROLES PERMISSIONS PROFILE SHARED MAILBOXES TAGS MANAGEMENT					
Drag a column header here to group by that column					
New					
Edit Delete					
Edit Delete					
SERVER	PROTOCOL	PORT	SEARCH SCOPE	FOR LOCATION	
amxserver	TCP	8228	EXCHANGE		
amxserver	TCP	8228	FILES		

## Federated Search

If you're using more locations, you can setup a Search service for each location. Each Search service will index items on its location.

To setup Federated search (search over more search servers) in ArchiveWeb you have to modify the Search servers ([Search Management](#)) by specifying "FOR LOCATION" value.

Federated search allows you to collect results from more search servers in one search request. You can perform federated search over all available (according to permissions) search areas:

- Exchange
- Files
- Common

# ArchiveWeb Interface and conventions

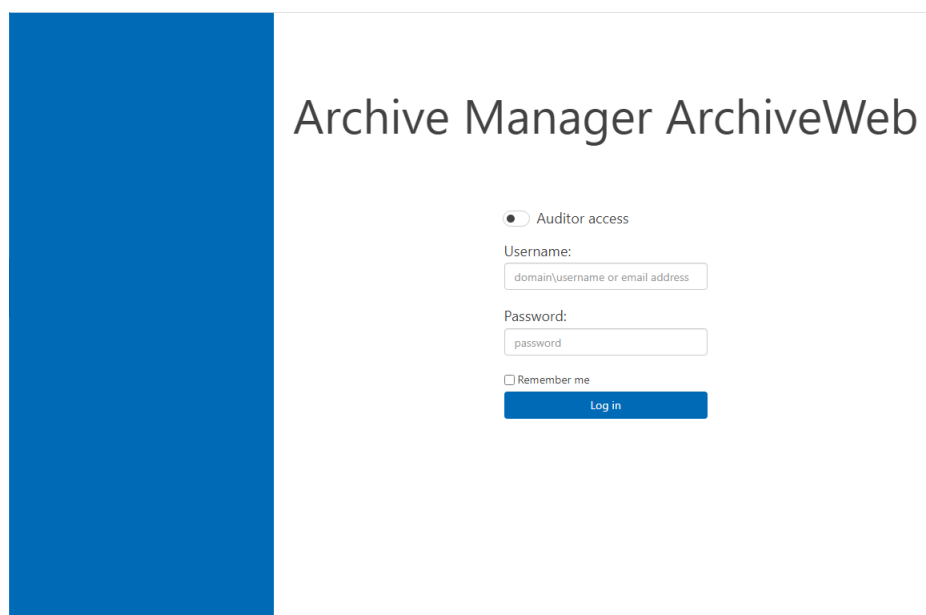
After browsing the ArchiveWeb URL (<http://<ArchiveWebServerName>/archiveweb>), the Login window gets displayed. Users are asked to enter their name (or “domain name\username” or “email address”) and password. Email address should be:

- Office365 email address
- Active Directory Domain email address in format <name>@domain.com.

Please note: johnSmith@ateam.com is equivalent to ateam\johnSmith.

Default language depends on the Windows local setting of the Archive Manager server.

NOTE: When Integrated Windows authentication is turned on, the login page is skipped and the logged-in user’s credentials are used. This is set in C:\Program Files\ Common Files\ PAM\ Web \ ArchiveWeb \ Web.config where <authentication mode = “windows”>.



After logging in correctly, the ArchiveWeb application opens. The top-page main bar contains search box (keyword searching in e-mail body, attachments, file content) and tabs – archive, search, report – representing the activated features of Archive Manager. Once you click one, the grey sub-bar under the main pane displays additional options.

Further, in the right upper corner you may see the logged on user. Click it to unfold the dropdown menu offering the following options:

- Manage settings option provides access to further settings based on user permissions:

- Log out option is to be used when logging off

After clicking Manage Settings, the following menu options appear on the displayed menu bar:

The Roles option is available if the user has necessary permissions. Under this option you can manage user/ArchiveWeb roles assignment based on roles (see the “Roles” section).

The Permissions option is available if the user has necessary permissions. Under this option you can manage user/ArchiveWeb roles assignment based on users (see the “Permissions” section).

The Profile option allows you to adjust ArchiveWeb layout to your liking (see the “Profile Settings” section).

The Shared Mailboxes option is available only when Archive Manager for Exchange is installed and configured for ArchiveWeb.

When shared mailboxes are set for a currently logged user in Archive Manager for Exchange -> Tools -> Mailbox Rights Manager the grid will be populated and a user can select which mailbox(es) the user likes to be listed in Archive’s mailboxes tree and in searchable mailboxes.

Under the Tags option one can create tags for archive or auditing items (see the “Tags” section).

The File Management option is available if the user has necessary permissions. Under this option you can manage file servers and scheduled jobs (see the ["File Management"](#) section).

The Keyword search box in the upper part of the window was designed for fast and easy searching in archives - Archive Manager for Exchange archive as well as Archive Manager for Files archive. Enter the expression and click Enter.

NOTE: Email attachments, email bodies and file contents are searched through only if Keyword search is installed.

## List view conventions

With advanced list view functionality provided with every ArchiveWeb list view you can easily search even in huge lists of items and adjust the list to your specific needs. List view functions are the same as for all ArchiveWeb lists. In the main pane you can switch between these types of items by clicking on the respective filter:

- archived - all folder archived items except items marked for deletion
- shortcut - archive items with shortcut in mailbox
- lost - archived items with no reference in mailbox/file system
- tagged - archived items with tag(s)
- locked - locked archived items
- for deletion - archived items that are marked for deletion, i.e. they will be deleted when their retention period expires (and delete job runs)

**Preview** (if available) of any item you click on appears below the list view. To open **More actions** menu for the item click the **More actions** link (MENU) on the right bottom below the list.

*Pop-up preview* feature is also available for Exchange, Files, Auditing and Search results items. When a user double-clicks anywhere in the item's line, the item opens in pop/up window full

screen mode with all functionality as in normal view, such as multi/action menu (MENU), and comments area.

Archive Manager ArchiveWeb

keyword search

archive

search

retention

report

tasks

Administrator

EXCHANGE

FILES

amxserver

C:

Demo Files

DEMO FILES

archivedlosttaggedlockedfor deletion

Result count: 5 Total rows selected: 0

Select all items in folder

Drag a column header here to group by that column

		NAME	SERVER	ARCHIVED DATE	CREATED DATE	LAST MODIFICATION	OW
<input type="checkbox"/>		Commerce-05.pdf	amxserver	12/21/20	12/21/20	12/21/20	BUI
<input type="checkbox"/>		Commerce-04.pdf	amxserver	12/21/20	12/21/20	12/21/20	BUI

FirstPrevPage: 1 of 1NextLast

File name: Commerce-05.pdf

Directory: C:\Demo Files\

Machine name: amxserver

Created by: domadmin

Created date: 12/21/2020 6:42:00 PM

Archived date: 12/21/2020 6:46:40 PM

Owner: BUILTIN\Administrators

Size: 2 MB

Size on disk: 2 MB

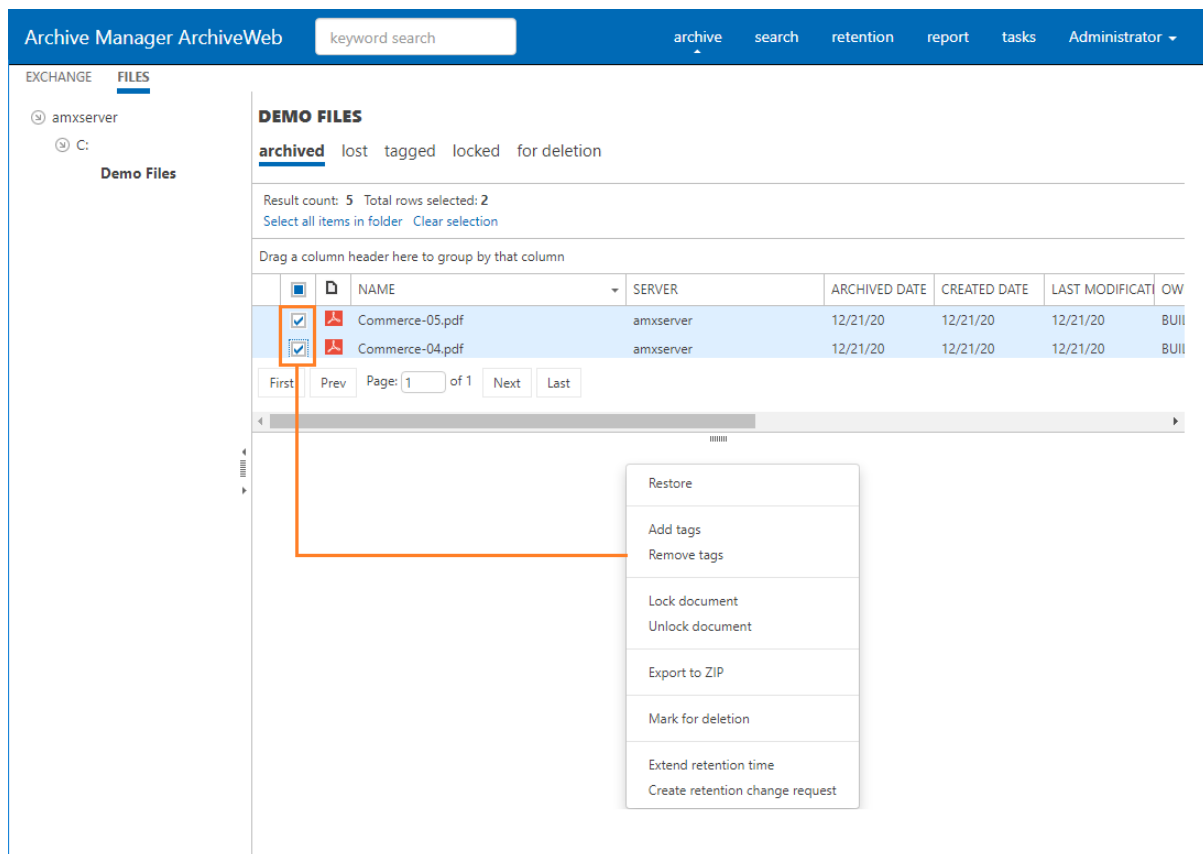
Shortcut size: 4 KB

Version: 1

Tags: +

MENUDownloadRestoreAdd tagsRemove tagsLock documentMark for deletionExtend retention timeCreate retention change request

checkboxes are designed for multi-select. If MORE THAN ONE item is selected, **More actions** menu appears automatically below the list.



Batch selection/unselection of items is done by clicking the **Select all rows (Select all items in folder)/Clear selection** action links just above the list. When **Select all rows/Select all items in folder** action links are selected, operations are performed over all items in the given folder.

It is also possible to change the column order by simple drag-and-drop action. Individual columns can be shown or hidden - these settings are managed in user profile after clicking **<UserName> / Manage Settings / Profile** in *Columns* section.

Further, lists can be:

- **sorted** Change the column sorting order by selecting the given column header and clicking its down/up arrow on the right (in case the arrow is not visible adjust the width of the column by dragging the line)
- **grouped** Group table data by any column. To do so, drag the column header to the bar right above the table. Generated groups can be expanded by clicking the arrows next to them. As usual, the sorting order can be changed by clicking the little arrow in the dragged column header

Asynchronous folder operations over folder are available for Simple Grid. Click the **Select all items in folder** link to perform operation over all items in a specified folder.

**NOTE:** The link does not appear on filter tabs such as “shortcut”, “lost”, “tagged”, “locked” and “for deletion”.

When a user clicks on the **Select all items in folder** link, the **Total rows selected** label will show the same number as **Result count** label shows. No item will be selected (see picture below).

Additionally, the preview pane displays the folder operations menu (according to user permissions) except **Restore** functions. **Restore** operations are not allowed as folder operations.

**i** | **NOTE:** Only one task can be performed at a time.

Exchange	Files	Audit
<div>FOLDER OPERATIONS</div> <div><input type="checkbox"/> Include subfolders</div> <div>Add tags</div> <div>Remove tags</div> <div>Lock document</div> <div>Unlock document</div> <div>Export to PST</div> <div>Export to ZIP</div> <div>Mark for deletion</div> <div>Extend retention time</div> <div>Create retention change request</div>	<div>FOLDER OPERATIONS</div> <div><input type="checkbox"/> Include subfolders</div> <div>Add tags</div> <div>Remove tags</div> <div>Lock document</div> <div>Unlock document</div> <div>Export to ZIP</div> <div>Mark for deletion</div> <div>Extend retention time</div> <div>Create retention change request</div>	<div>FOLDER OPERATIONS</div> <div>Add tags</div> <div>Remove tags</div> <div>Export to XLS</div>

By selecting any operation from FOLDER OPERATIONS action menu, a confirmation dialog appears:

FOLDER OPERATIONS

×

Do you really want to perform the operation on each item in folder?

Yes

No

Only when a user confirms this dialog the operation will be added to the *Task list* queue. The *Task list* is regularly checked for new tasks. When task arrives and no other is running, the given task will be run. Otherwise the task will wait in a queue.

# Archive

This tab is displayed in ArchiveWeb if Archive Manager for Files is installed in the environment. It allows access to all items archived via Archive Manager for Files from the configured servers. After clicking the **Archive** from the main bar and then **Files** from the grey sub-bar, left navigation pane displays accessible file archive servers offering access to all folders with archived documents. By clicking the arrow sign next to the server/folder, user can unfold the structure down to the folder.

**i** **IMPORTANT:** If **Activate compliance permissions** is selected in the Archive Manager Administration Center (AMAC) for Files, then all the following must also be set before you can access Archived files. See [Compliance](#) for more information.

1. The following compliance permissions must be granted to end users:
  - **Allow policy managed download**
  - **Compliance management**
2. Users must accept the Policy Agreement to work with protected archived files. This page is also available to users from the *[User display name] > Manage Settings > Profile > Policy Agreement* page, if they want to accept the agreement at a later time.

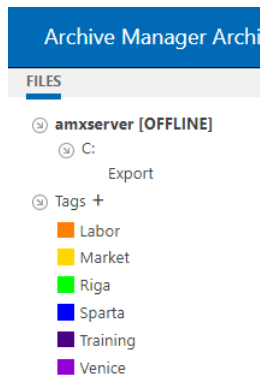
Navigation pane can be:

- TreeView – classic treeview
- ListView (pagination) – new type of navigation with pagination

The default setting is TreeView. (Set under Manage Settings / Profile.)

**NOTE:** [OFFLINE] text next to the file server in the left tree-view (as “amxserver [OFFLINE]” in the screenshot below) indicates that the given server has been decommissioned in your environment and is accessible only via ArchiveWeb. This access must be configured under Manage settings/Management/File Management/Archive Servers.





The content of the folder selected in the left pane is displayed in the main pane of the window. The list can be filtered by categories as listed above the list view:

- archived – all folder archived items are visible
- lost – items that were archived but later deleted from the file system are visible; these LOST ITEMS are not accessible in the file system any more
- tagged – items marked with any tag are visible
- locked – items that were locked are visible
- for deletion – items that were marked for deletion are visible; they are still in the archive and may be also visible in the file system as usual, but when their retention time elapses, they will be completely deleted (see “Mark for deletion” option in the “More actions” section)

For further filtering options see the “List view” section further.

## List view

With advanced list view functionality provided with every ArchiveWeb list view you can easily search even in huge lists of files and adjust the list to your specific needs. In short, list can be:

- sorted by any column – click the little arrow in the column header
- grouped by any column – drag the column to the bar just above the list
- filtered – click the filter link with icon (🔍) to create/modify the filter

(For more details see the “List view conventions” section.)

The following information are included directly in the list:

- version indicator (↻) - little arrow next to the list item indicates that the given file has also other version(s) in the archive; click the arrow to display it
- file format icon
- file name
- server
- archived date
- created date
- last modification date
- owner

- file size
- retention expiry date
- retention remaining days
- retention from - document archive lifetime starting point (as specified in the Archive Manager for Files console at retention category creation); possible values: file creation time, archiving time or last modification time. The "override" value indicates that the original retention has been changed in ArchiveWeb.
- lock status (🔒) – yellow lock icon if the file is locked
- Tagged status (🏷️) – checked if the file is tagged
- Commented status (💬) – checked if there are comments associated with the file

List columns can be managed (show/hide) in the *Columns* section of the user profile (click <UserName> / Manage settings / Profile / Settings).

When you select the document in the main pane, its properties (date of creation, size, shortcut size etc.) are displayed under the list view in the preview pane. Preview is available only for some file types, e.g. for media files (image, video, audio files, and PDF) there is also preview available.

The screenshot shows the Archive Manager ArchiveWeb interface. The top navigation bar includes 'archive', 'search', 'tasks', and 'user001'. The left sidebar shows a tree view with 'EXCHANGE' and 'FILES' tabs. Under 'FILES', there's a list of folders: '121mam2', '121ex2', 'C:', 'FILETY', '010.docs', '010.image', '010.items', '050.items', 'Tags +', 'Labor', 'Market', 'Riga', 'Sparta', 'Training', and 'Venice'. The main pane displays a table of files under the '010.DOCX' folder. The table has columns: NAME, SERVER, CREATED DATE, OWNER, FILE SIZE, RETENTION EXPIRES ON, and icons for lock, tag, and comment. The file 'file02.doc' is selected. Below the table, there's a 'Create Filter' button and a 'Preview' pane. The 'Preview' pane shows details for 'file02.doc', including its directory, machine name, creation date, archived date, owner, size, and version. At the bottom of the preview pane, there's a 'Comments' section with a plus icon and a double arrow icon pointing to the right.

NAME	SERVER	CREATED DATE	OWNER	FILE SIZE	RETENTION EXPIRES ON	Lock	Tag	Comment
file01.doc	121mam2	06/02/15	BUILTIN\Admini...	3,055,104	12/18/2019 00:00:00			
file02.doc	121mam2	06/02/15	BUILTIN\Admini...	2,214,912	12/18/2019 00:00:00			✓
file03.doc	121mam2	06/02/15	BUILTIN\Admini...	34,304	12/18/2019 00:00:00			
file04.doc	121mam2	06/02/15	BUILTIN\Admini...	34,304	12/18/2019 00:00:00			
file05.doc	121mam2	06/02/15	BUILTIN\Admini...	369,152	12/18/2019 00:00:00			

File name: file02.doc  
Directory: C:\FILETY\010.docs\  
Machine name: 121mam2  
Created by: Administrator  
Created date: 6/2/2015 8:08:00 AM  
Archived date: 9/18/2019 2:14:16 PM  
Owner: BUILTIN\Administrators  
Size: 2 MB  
Size on disk: 2 MB  
Shortcut size: 4 KB  
Version: 1  
Tags: +

Comments 1

In the **Preview** pane, it is possible to add comments to files. Scroll down in the **Preview** pane. Then ⊕ next to the **Comments** heading. Enter a note in the provided text box and click **Yes**. The comment with creation details is displayed under the **Comments** heading. Should the number next to the heading indicate some comments but none is visible, click the show/hide double-arrow (↕) to the right (see the screenshot below). The comments will be displayed.

**NOTE:** Not all **File Archive** tab functions may be available for the logged-on user. The functions must be allowed for the user. For more information see the **Roles** and **Permissions** sections.

## More actions

In ArchiveWeb the user can search in archived documents, lock them or adjust the list view. All these and also other tasks are accessible through the **More actions** menu.

Use the **Download** option to download the selected documents.

Performance hint: If Files server contain large files (with size more than 20 MB) it is possible to speed-up the download time and save some system resources. Administrator can set the following keys under <appSettings> in the ArchiveWeb *web.config* file:

- Pam4HSMWS - defines URL of PAM4HSMWS web-service
- Pam4HSMWSMethod - defines download method used, possible values: 1 (file is downloaded to cache first), 2 (file is accessed directly in HSM server). Preferred value is 2.
- DownloadChunkSize - size of the chunks used for download (default value is 32768 bytes)

Example of settings:

```
<add key="Pam4HSMWS" value="http://AW7:7782/PAM4HSM/PAM4HSMWS.asmx" />
<add key="Pam4HSMWSMethod" value="2" />
<add key="DownloadChunkSize" value="32768" />
```

Via the **Restore** option you can restore the whole archived item to the current shortcut location (the item in the archive is not changed in any way).

Use the **Add tags / Remove tags** options to tag your items. You can use already created tags or create new ones directly in the pop-up dialog.

Use the **Lock document / Unlock document** option to handle document locks (for more information see the “Legal hold – lock documents” section).

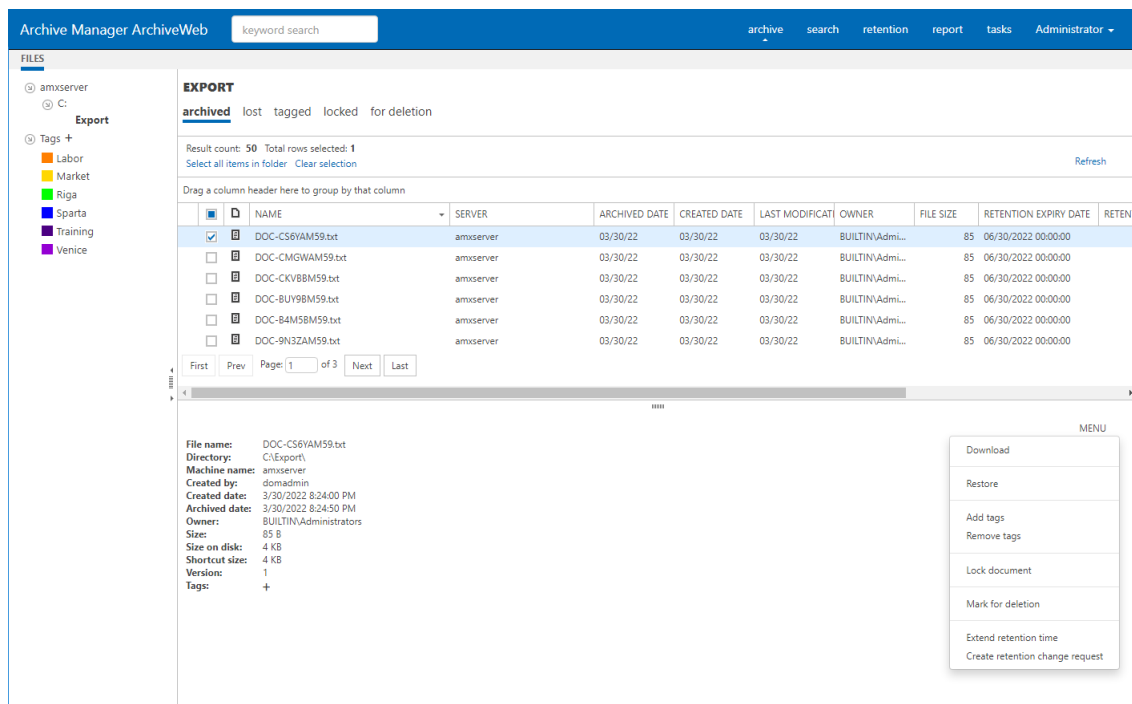
The **Mark for deletion** option marks the given item(s) for deletion in the archive, i.e. when the retention time elapses, the item(s) will be completely deleted from the archive. Until then they stay unchanged.

To display only items marked for deletion, click the deleted category above the list view.

Use the **Extend retention time** option to INCREASE the time for which the item cannot be deleted from the archive. Retention time is set by selecting a date. Retention time that points to the past cannot be set. After the specified date the item can be deleted manually or by a Delete job if such is scheduled in the Enterprise Manager (for Files).

HSM defines retention as a number of months from the time when the document was stored in HSM or from the time when the retention was changed. These different approaches cause that retentions in Archive Manager and HSM do not match. Especially if file’s creation/modification date is used for document’s life-cycle or the retention of the document is changed. In such situation the document in HSM is always protected longer than in Archive Manager. Because of this, the document can remain in HSM and can’t be deleted by the delete job until HSM retention expires.

The difference between HSM and Archive Manager retention can be up 2 months.



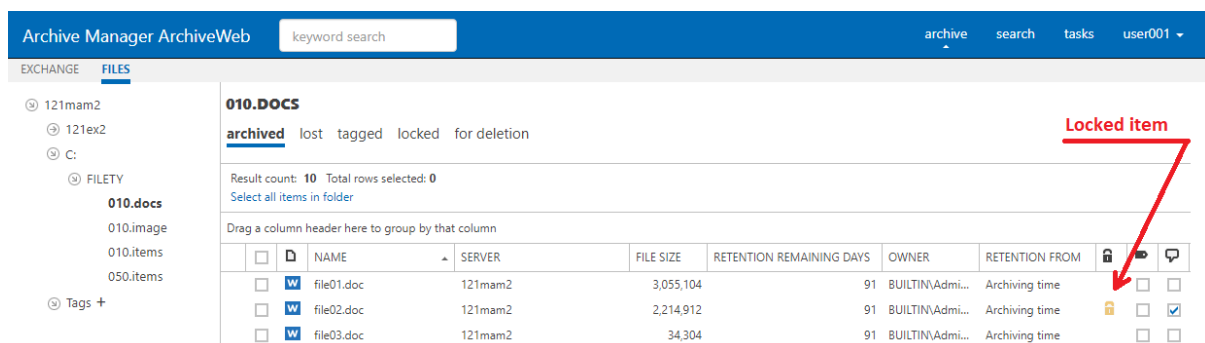
Under the File Archive tab the user can access all files that were archived. Even if the archived file was deleted from the file system, it is accessible in ArchiveWeb. Such items, i.e. archived items which have no shortcut in the file system, are so called **LOST ITEMS**.


On the **ALL** tab it is not possible to distinguish between these lost items and normal items with shortcuts. However, to see only lost items of the given folder, select the **LOST** tab above the list view.

## Legal hold – lock documents

For audit purposes documents can be locked by the user. When the document is locked, it remains in the state in which it was locked, i.e. it cannot be deleted, edited etc. simply it cannot be changed in the system.

To lock documents, select the documents in the main pane. In the right upper corner of the preview pane click the **More actions** link (MENU).



From the menu select **Lock document**. Locked documents will be displayed with a lock icon (). The lock icon is yellow if you have locked the item and grey if it has been locked in a shared folder by another user.

**NOTE:** Unlock documents by selecting **Unlock document** from the **More actions** menu.

**NOTE:** To display only locked items in the given folder, click the LOCKED tab above the list view.

---

# Search

ArchiveWeb offers two types of search capabilities:

**Keyword search** - this type of search uses keywords to search through archived emails and files. If you have installed *Archive Manager for Exchange* and *Archive Manager for Files* on the same server, you can use the keyword search capability to search for archived items across both products at the same time.

**Advanced Search** - this type of search uses an expanded set of search criteria with product-specific search capabilities. If you have installed *Archive Manager for Exchange* and *Archive Manager for Files* on the same server, you can use the advanced search to search for archived items in one product at a time.

## Requirements

1. Archive Manager Search must be installed. This is installed by default during an Express installation or you can choose to install it using Advanced installation. For more information see the Archive Manager for Files Advanced Installation Guide.
2. Optical Character Recognition (OCR) search is an optional feature that can also be activated through the *Archive Manager Configuration* tool.
3. Requisite Roles and Permissions must be granted to users who can use the search feature.

In this chapter:

- [Keyword Search](#)
- [Advanced Search](#)
- [Search Results](#)
- [Search History](#)
- [Search Templates](#)

# Keyword Search

Keyword search provides a fast and flexible search for keywords in the email body and attachments of messages in *Archive Manager for Exchange*, and file content in for *Archive Manager for Files*. When both products are installed, you can search for the same keyword across both products.

## Prerequisites

- Archive Manager Search is installed
- The post-processing plugin is configured in the Archive Manager Configuration Tool > Post Processing > Post Processing scopes for both *Archive server for Exchange* and *Archive server for Files* depending on the products that are installed.

## Steps to use keyword search

The steps described below assume the following default settings on the [Profile](#) page of ArchiveWeb.

- **Show search field in header** is selected which displays the keyword field in the header.
- **Keyword** is set to **Exact phrase**. No wildcards are added. The user can add a wildcard manually if needed.
- **Set default search scope** is set for both **Exchange** and **Files**.

The steps are as follows:

1. Log in to ArchiveWeb.
2. Enter a word, phrase or combination of words with logical operators like AND and OR in the keyword field in the header.
3. Press the **Enter** key on your keyboard.

-or-

1. Log in to ArchiveWeb.
2. Click **Search** from the main menu. The *Search* view opens.
3. Click the **Search** tab and then click **Criteria** from the navigation pane.
4. For the **Search Scope**, select the **Exchange** checkbox.

5. Click the **Search** button at the bottom right-hand corner of the page. The search results are displayed on one or two tabs depending on whether one or both products are installed. See [Search Results](#) for more information.

- Exchange Search Results
- Files Search Results

## Wildcards

Keyword search supports wildcards as described in the table below:

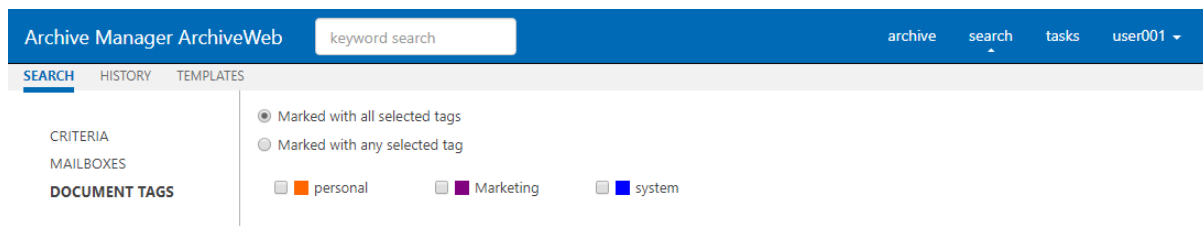
Wildcard	Description	Example	SQL representation
*	A substitute for zero or more characters. You can insert wildcards before, after, or before and after a word.	*.htm	LIKE '%.htm'
?	A substitute for a single character to match	Clas?ic film.mpg	LIKE 'Clas_ic film.mpg'

## Document tags

The *Document Tags* page displays the tags that you can specify in a search. See [Tags](#) for more information about setting up document tags. To search for emails that are tagged, do the following:

1. Select one or more document tags.
2. Select a search option as described below:
  - a. **Marked with all selected tags** - select this option to search emails which are tagged with *all* the selected tags.
  - b. **Marked with any selected tag** - select this option to search emails which are tagged with any of the selected tags.



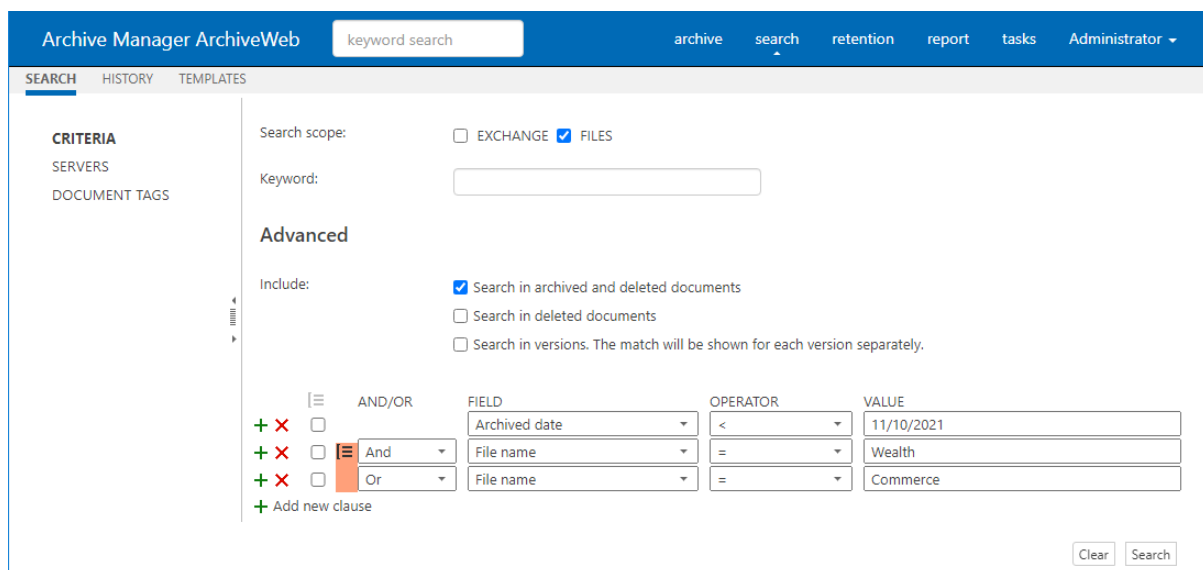


## Advanced Search

Advanced search uses an expanded set of search criteria with product-specific search capabilities. Advanced search uses three parts to build the search: **Criteria**, **Servers** and **Document Tags**. When all search specifications have been set, click **Search** in the bottom right-hand corner of the search view.

### Criteria

The Criteria page presents the scope, context and file properties of the search. The scope and context of the search are mandatory. If you have installed *Archive Manager for Exchange* and *Archive Manager for Files* on the same server, then advanced search can be used for only one product at a time.



### Steps to create an advanced search criteria

1. Click **Search** from the main menu. The *Search* view opens.
2. Click the **Search** tab and then click **Criteria** from the navigation pane.
3. For the **Search Scope**, select the **Files** checkbox.
4. Ignore the **Keyword** field.
5. **Include** options allow you to specify the category of documents to search.




- **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.

- In the search *Criteria* pane, click **Add new clause**  and enter the search criteria using the fields as described below:
  - And/Or** - select two or more checkboxes to create a nested search phrase with the  icon as described in the example below.
  - Field** - select a property for the file from the dropdown.
  - Operator** - select an operator from the dropdown.
  - Value** - enter a text value to search. For date fields, enter the date in the format *m/d/yyyy*.
- You can remove a specific row by clicking the **Delete** . To reset the search criteria, click **Clear** in the bottom right corner of the window.

## Example of a nested search query


Consider the following search request: *All files that were archived on the specified server(s) before 10th November 2020 and the file name contains either the words Wealth or Commerce.*


Search criteria contains only file properties. Therefore the nested search criteria can be written as follows:

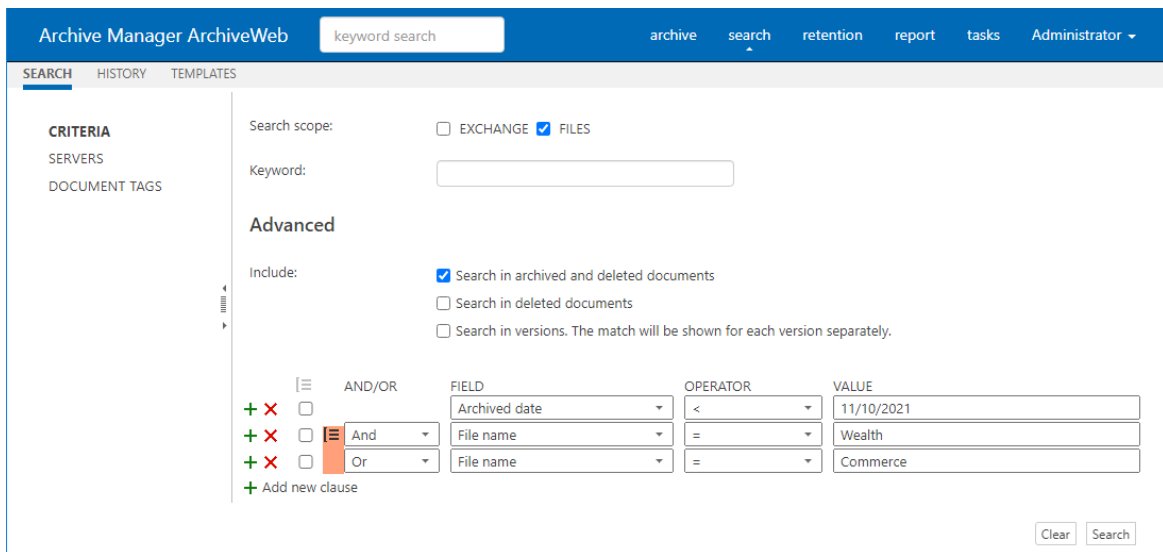
```
Archived Date < 11/10/2020 AND (File name contains Wealth OR File name contains Commerce)
```

The context of the search query is restricted to the servers selected in the **Servers** page.

To define a nested query in the search page, follow the steps described below:

- Click **Search** from the main menu. The *Search* view opens.
- Click the **Search** tab.
- In the search *Criteria* pane, click **Add new clause**  and enter the search criteria using the fields as described below:
  - Field:** Archived Date
  - Operator:** <

- c. **Value:** 11/10/2020
5. Click **Add new clause** and enter the search criteria using the fields as described below:
  - a. **And/Or:** And
  - b. **Field:** File name
  - c. **Operator:** Contains
  - d. **Value:** Wealth
6. Click **Add new clause** and enter the search criteria using the fields as described below:
  - a. **And/Or:** Or
  - b. **Field:** File name
  - c. **Operator:** Contains
  - d. **Value:** Commerce
7. Since *File name Contains Wealth Or File name Contains Commerce* are nested criteria, select the two checkboxes where the **Field** value is *File name*. Then click the  icon that is activated. The fields that are grouped are marked as shown on the image below:



Archive Manager ArchiveWeb

keyword search

archive search retention report tasks Administrator

SEARCH HISTORY TEMPLATES

**CRITERIA**

SERVICES

DOCUMENT TAGS

Search scope: ☐ EXCHANGE ☒ FILES

Keyword:

**Advanced**

Include: ☒ Search in archived and deleted documents

☐ Search in deleted documents

☐ Search in versions. The match will be shown for each version separately.

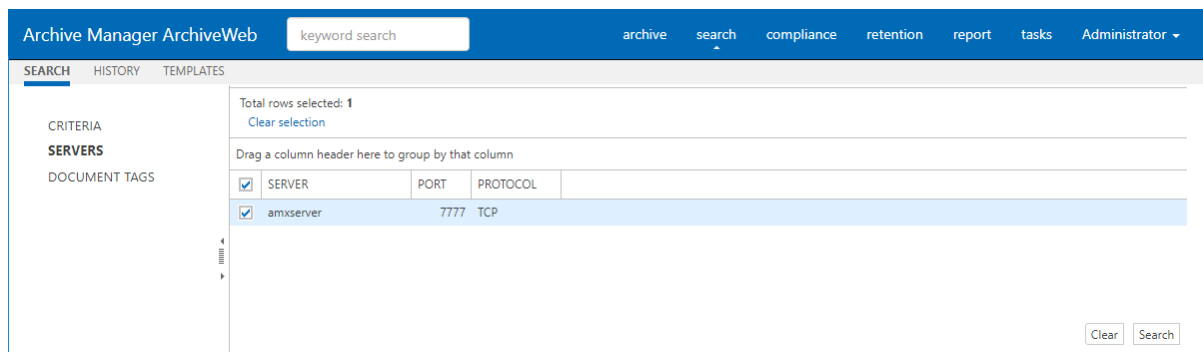
	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/>	Archived date	<	11/10/2021
+ X	<input checked="" type="checkbox"/>	File name	=	Wealth
+ X	<input type="checkbox"/>	File name	=	Commerce

+ Add new clause

Clear Search

## Servers

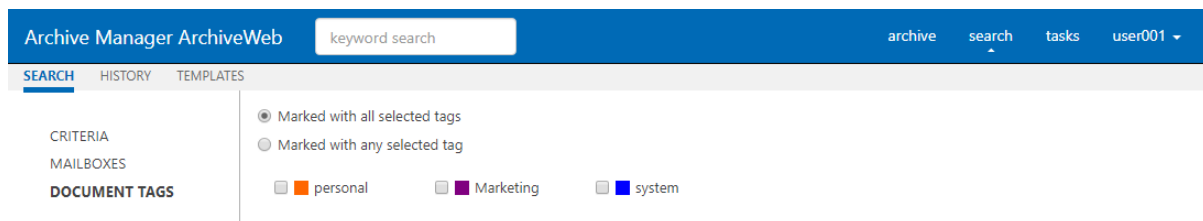
Click Servers in the left pane to select which servers you want to search through. At least one server must be checked to allow searching. The specified selection is preserved across sessions unless the option **Remember last mailbox / server selection** in the [Profile](#) page is unchecked.



## Document tags

The *Document Tags* page displays the tags that you can specify in a search. See [Tags](#) for more information about setting up document tags. To search for files that are tagged, do the following:

1. Select one or more document tags.
2. Select a search option as described below:
  - a. **Marked with all selected tags** - select this option to search files which are tagged with *all* the selected tags.
  - b. **Marked with any selected tag** - select this option to search files which are tagged with any of the selected tags.



# Search Results

## Keyword search

When both *Archive Manager for Exchange* and *Archive Manager for Files* are installed on the same server, keyword search results are listed in separate tabs.

The screenshot shows the Archive Manager ArchiveWeb interface. The top navigation bar includes 'archive', 'search', 'retention', 'report', 'tasks', and 'Administrator'. The 'search' tab is active, and the 'keyword search' input field is visible. Below the navigation bar, there are tabs for 'EXCHANGE SEARCH RESULTS' and 'FILES SEARCH RESULTS'. The 'FILES SEARCH RESULTS' tab is selected, and the 'archived' filter is active. The search results show 2 items, with 1 row selected. The table columns are: FILE PATH, FILE NAME, FILE SIZE (MB), ARCHIVED DATE, ARCHIVED BY, FILE OWNER, VERSIONS COUNT, and DELETED DATE. The selected row is 'C:\Export\English Grammar.pdf' with a size of 2.89 MB, archived on 10/12/22 by domadmin. The other row is 'C:\Export\Talent is Overrated.pdf' with a size of 2.16 MB, also archived on 10/12/22 by domadmin. The interface includes pagination controls (First, Prev, Page 1 of 1, Next, Last) and a 'Items per page' dropdown set to 20. A detailed view of the selected file is shown on the right, including file name, directory, machine name, created/archived dates, owner, size, and retention information.

FILE PATH	FILE NAME	FILE SIZE (MB)	ARCHIVED DATE	ARCHIVED BY	FILE OWNER	VERSIONS COUNT	DELETED DATE
C:\Export	English Grammar.pdf	2.89	10/12/22	domadmin	BUILTIN\Admi...	1	
C:\Export	Talent is Overrated.pdf	2.16	10/12/22	domadmin	BUILTIN\Admi...	1	

## Advanced search

For advanced search, the search result uses an expanded set of search criteria with product-specific search capabilities.

For example, the advanced search query [File Name] End With 'PDF' returns

The screenshot shows the Archive Manager ArchiveWeb interface with the 'advanced search' query '[File Name] End With 'PDF''. The search results show 4 items, with 0 rows selected. The table columns are: FILE PATH, FILE NAME, FILE SIZE (MB), ARCHIVED DATE, ARCHIVED BY, FILE OWNER, VERSIONS COUNT, and DELETED DATE. The results are: 'C:\Export\A Dose of Laughter.pdf' (1.24 MB), 'C:\Export\Commerce-01.pdf' (3.72 MB), 'C:\Export\English Grammar.pdf' (2.89 MB), and 'C:\Export\Talent is Overrated.pdf' (2.16 MB). The interface includes pagination controls (First, Prev, Page 1 of 1, Next, Last) and a 'Items per page' dropdown set to 20. A message at the bottom says 'Select items or click to preview.'

FILE PATH	FILE NAME	FILE SIZE (MB)	ARCHIVED DATE	ARCHIVED BY	FILE OWNER	VERSIONS COUNT	DELETED DATE
C:\Export	A Dose of Laughter.pdf	1.24	10/12/22	domadmin	BUILTIN\Admi...	1	
C:\Export	Commerce-01.pdf	3.72	10/12/22	domadmin	BUILTIN\Admi...	1	
C:\Export	English Grammar.pdf	2.89	10/12/22	domadmin	BUILTIN\Admi...	1	
C:\Export	Talent is Overrated.pdf	2.16	10/12/22	domadmin	BUILTIN\Admi...	1	

When you highlight an item from the list, the details of the item is displayed in the pane below the list. The contents of the item are also displayed. If the item is an email with an attachment or a file, the contents of the attachment or file are visible only if the application to view the attachment is also installed on the server. For example, the contents of a PDF file will be visible only if a PDF viewer is installed on the server.

## Search Operations

Search operations are asynchronous. When you select one or more items or select all items, you can choose an action from a menu to operate on the highlighted or selected item. Every search operation is listed in the [Tasks](#) page.

**Edit query** - redirects you to the previous search page where you can perform a new search after editing the existing query.

List columns can be managed (show/hide) in the Columns section of the user profile (click [UserName] > Manage settings > Profile).

## How to build search queries

This topic describes how to build search conditions using the keyword search and advanced search capabilities of Archive Manager for Files. 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](#)
- [Keyword search](#)

## 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.

Query

Archive Manager ArchiveWeb keyword search

archive search retention report tasks amadmin

SEARCH HISTORY TEMPLATES

CRITERIA  
SERVERS  
DOCUMENT TAGS

Search scope: ☐ EXCHANGE ☒ FILES

Keyword:

Advanced

Include: ☐ Search in archived and deleted documents  
☐ Search in deleted documents  
☐ Search in versions. The match will be shown for each version separately.

+ Add new clause

AND/OR FIELD OPERATOR VALUE

Clear Search

## Result

Archive Manager ArchiveWeb keyword search

archive search retention report tasks Administrator

SEARCH HISTORY TEMPLATES

EXCHANGE SEARCH RESULTS FILES SEARCH RESULTS

**FILES SEARCH RESULTS**

archived tagged locked

Result count: 17 Total rows selected: 1  
 Select all rows Clear selection Edit query Refresh

Drag a column header here to group by that column

	FILE PATH	FILE NAME	FILE SIZE (MB)	ARCHIVED DATE	ARCHIVED BY	FILE OWNER	VERSIONS COUNT	DELETED DATE
<input checked="" type="checkbox"/>	C:\Export	A Dose of Laughter.pdf	1.24	10/12/22	domadmin	BUILTIN\Admini...	1	
<input type="checkbox"/>	C:\Export	Commerce-01.pdf	3.72	10/12/22	domadmin	BUILTIN\Admini...	1	
<input type="checkbox"/>	C:\Export	DOC-0N4MLN4.docx	0.01	10/12/22	domadmin	BUILTIN\Admini...	1	
<input type="checkbox"/>	C:\Export	DOC-RCV0RR2.txt	0.00	10/12/22	domadmin	BUILTIN\Admini...	1	
<input type="checkbox"/>	C:\Export	DOC-RM5TORR2.txt	0.00	10/12/22	domadmin	BUILTIN\Admini...	1	
<input type="checkbox"/>	C:\Export	DOC-STXQ0RR2.txt	0.00	10/12/22	domadmin	BUILTIN\Admini...	1	
<input type="checkbox"/>	C:\Export	DOC-SOMJ0RR2.txt	0.00	10/12/22	domadmin	BUILTIN\Admini...	1	

First Prev Page: 1 of 1 Next Last Items per page: 20

File name: A Dose of Laughter.pdf  
 Directory: C:\Export\  
 Machine name: amxserver  
 Created by: domadmin  
 Created date: 10/12/2022 12:07:00 AM  
 Archived date: 10/12/2022 12:15:48 AM  
 Owner: BUILTIN\Administrators  
 Size: 1 MB  
 Size on disk: 1 MB  
 Shortcut size: 4 KB  
 Version: 1  
 Retention from: Archiving time  
 Retention remaining days: 92  
 Retention expiry date: 1/12/2023 12:00:00 AM  
 Tags: +

Preview 1 / 208 73%

## Example 2

Add a single search clause with a condition where the field *File Name* contains the value "10". When you click **Search**, you will get back all the archived items where the *File Name* contains the value "10".

## Query

## 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.

### Example 1

To find all items where the *File Name* contains the value "10" AND the *Folder Path* contains the value "10", you must combine two search clauses as shown:

#### Query



## Example 2

To find all items where the *File Name* contains the value "10" OR the *Folder Path* contains the value "10", you must combine two search clauses as shown:

### Query

The screenshot shows the Archive Manager ArchiveWeb search interface. The top navigation bar includes 'archive', 'search', 'retention', 'report', 'tasks', and 'amadmin'. The left sidebar has 'SEARCH', 'HISTORY', and 'TEMPLATES'. The main area is titled 'Search scope: EXCHANGE FILES' and 'Keyword:'. Below this is the 'Advanced' section with 'Include:' options. The query builder table is as follows:

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/>	File name	Contains	10
+ X	<input type="checkbox"/>	Folder path	Contains	10

Buttons for 'Clear' and 'Search' are at the bottom right.

## 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 and what is the difference between the grouped queries and queries without grouping.

### Example 1

To find all items where the *File Name* contains the value "10" OR the *Folder Path* contains the value "10", and all these items must also have bigger file size than 1.5MB then the search condition is as shown:

**Query:** (File Name contains "10" OR Folder Path contains "10") AND File Size > 1.5MB

Archive Manager ArchiveWeb keyword search

archive search retention report tasks amadmin

SEARCH HISTORY TEMPLATES

CRITERIA  
SERVERS  
DOCUMENT TAGS

Search scope: ☐ EXCHANGE ☒ FILES

Keyword:

Advanced

Include: ☐ Search in archived and deleted documents  
☐ Search in deleted documents  
☐ Search in versions. The match will be shown for each version separately.

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/> Or	File name	Contains	10
+ X	<input type="checkbox"/> Or	Folder path	Contains	10
+ X	<input type="checkbox"/> And	Size (MB)	>	1.5

+ Add new clause

Clear Search

We can split this search condition into two parts

1. (File Name contains "10" OR Folder Path contains "10") which is a group
2. AND File Size is bigger than 1.5MB

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 File Name contains the value "10" OR the Folder Path contains the value "10", and the item must be bigger than 1.5MB.

## Example 2

To find all items where the *File Name* contains the value "10", or the *Folder Path* contains the value "10" and at the item size must be bigger than 1.5MB, then the query is as shown:

**Query:** File Name contains "10" OR Folder Path contains "10" AND File Size > 1.5MB

Archive Manager ArchiveWeb keyword search

archive search retention report tasks amadmin

SEARCH HISTORY TEMPLATES

CRITERIA  
SERVERS  
DOCUMENT TAGS

Search scope: ☐ EXCHANGE ☒ FILES

Keyword:

Advanced

Include: ☐ Search in archived and deleted documents  
☐ Search in deleted documents  
☐ Search in versions. The match will be shown for each version separately.

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/> Or	File name	Contains	10
+ X	<input type="checkbox"/> Or	Folder path	Contains	10
+ X	<input type="checkbox"/> And	Size (MB)	>	1.5

+ Add new clause

Clear Search

This query can be split into two parts

1. File Name contains "10" OR
2. Folder Path contains "10" AND File Size > 1.5MB

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 size must be bigger than 1.5MB and the Folder Path must contain the value "10", or the File Name should contain the value "10".

### Example 3

To find all items where the *File Name* contains the value "10", and the *Folder Path* contains the value "txt" or the item size is bigger than 1.5MB, and the item Archived Date is older than 9/4/2021 then the search condition is as shown:

**Query:** File Name contains "10" AND (Folder Path contains "txt" OR File Size > 1.5MB) AND Archived Date < 9/4/2021"

The screenshot shows the 'Archive Manager ArchiveWeb' search interface. The 'SEARCH' tab is active. On the left, there are links for 'CRITERIA', 'SERVERS', and 'DOCUMENT TAGS'. The main area has a 'Search scope' section with 'EXCHANGE' unchecked and 'FILES' checked. Below that is a 'Keyword' input field. The 'Advanced' section includes 'Include' checkboxes for 'Search in archived and deleted documents', 'Search in deleted documents', and 'Search in versions'. The core of the interface is a table for building search clauses:

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/>	File name	Contains	10
+ X	<input type="checkbox"/>	Folder path	Contains	txt
+ X	<input type="checkbox"/>	Size (MB)	>	1.5
+ X	<input type="checkbox"/>	Archived date	<	9/4/2021

Buttons for 'Clear' and 'Search' are at the bottom right.

This query can be split into three parts

1. File Name contains "10" AND
2. (Folder Path contains "txt" OR File Size > 1.5MB)
3. AND Archived Date < 9/4/2021"

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 File Name must contain the value "10" + Folder Path should contain "txt", or the item size should be bigger than 1.5MB + Archived Date should be older than 9/4/2021.

### Example 4

To find all items where the *File Name* must contain the value "10" and the *Folder Path* must contain the value "txt", or the item size is bigger than 1.5MB and the item Archived Date must be older than 9/4/2021 then the search query is as shown:

**Query:** File Name contains "10" AND Folder Path contains "txt" OR File Size > 1.5MB AND Archived Date < 9/4/2021"

The screenshot shows the 'Archive Manager ArchiveWeb' search interface. The 'SEARCH' tab is active. On the left, there are links for 'CRITERIA', 'SERVERS', and 'DOCUMENT TAGS'. The main area is titled 'Advanced' and contains several options: 'Search scope' (EXCHANGE and FILES, with FILES selected), a 'Keyword' input field, and 'Include' checkboxes for 'Search in archived and deleted documents', 'Search in deleted documents', and 'Search in versions. The match will be shown for each version separately.' Below these is a table for building the query:

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/>	File name	Contains	10
+ X	<input type="checkbox"/> And	Folder path	Contains	txt
+ X	<input type="checkbox"/> Or	Size (MB)	>	1.5
+ X	<input type="checkbox"/> And	Archived date	<	9/4/2021

At the bottom of the table is a link '+ Add new clause'. At the bottom right of the interface are 'Clear' and 'Search' buttons.

This query can be split into two parts

1. File Name contains "10" AND Folder Path contains "txt" OR
2. File Size > 1.5MB AND Archived Date < 9/4/2021"

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 File Name must contain the value "10" and the Folder Path must contain the value "txt", or the item size is bigger than 1.5MB and the item Archived Date must be older than 9/4/2021.

## Example 5

To find all items where the *File Name* contains the value "10" or *Archived Date* is newer than 9/4/2021, and the item size is bigger than 1.5MB or the *Folder Path* contains the value "image", then the query is as shown:

**Query:** (File Name contains "10" OR Archived Date > 9/4/2021) AND (File Size > 1.5MB OR Folder Path contains "image")

Archive Manager ArchiveWeb keyword search

archive search retention report tasks amadmin

SEARCH HISTORY TEMPLATES

CRITERIA  
SERVERS  
DOCUMENT TAGS

Search scope: ☐ EXCHANGE ☒ FILES

Keyword:

Advanced

Include: ☐ Search in archived and deleted documents  
☐ Search in deleted documents  
☐ Search in versions. The match will be shown for each version separately.

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/> Or	File name	Contains	10
+ X	<input type="checkbox"/> Or	Archived date	>	9/4/2021
+ X	<input type="checkbox"/> And	Size (MB)	>	1.5
+ X	<input type="checkbox"/> Or	Folder path	Contains	image

+ Add new clause

Clear Search

This query can be split into two parts

1. (File Name contains "10" OR Archived Date > 9/4/2021) AND
2. (File Size > 1.5MB OR Folder Path contains "image")

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 File Name should contain value "10" or Archived Date should be newer than 9/4/2021 + item size should be bigger than 1.5MB or the Folder Path should contain "image".

## Example 6

To find all items where the *File Name* contains the value "10" or *Archived Date* is newer than 9/4/2021 and the item size is bigger than 1.5MB or the *Folder Path* contains the value "image", then query is as shown:

**Query:** File Name contains "10" OR Archived Date > 9/4/2021 AND File Size > 1.5MB OR Folder Path contains "image"

Archive Manager ArchiveWeb keyword search

archive search retention report tasks amadmin

SEARCH HISTORY TEMPLATES

CRITERIA  
SERVERS  
DOCUMENT TAGS

Search scope: ☐ EXCHANGE ☒ FILES

Keyword:

Advanced

Include: ☐ Search in archived and deleted documents  
☐ Search in deleted documents  
☐ Search in versions. The match will be shown for each version separately.

	AND/OR	FIELD	OPERATOR	VALUE
+ X	<input type="checkbox"/> Or	File name	Contains	10
+ X	<input type="checkbox"/> Or	Archived date	>	9/4/2021
+ X	<input type="checkbox"/> And	Size (MB)	>	1.5
+ X	<input type="checkbox"/> Or	Folder path	Contains	image

+ Add new clause

Clear Search

This query can be split into three parts

1. File Name contains "10" OR
2. Archived Date > 9/4/2021 AND File Size > 1.5MB
3. OR Folder Path contains "image"

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 File Name should contain value "10" or Archived Date must be newer than 9/4/2021 and item size must be bigger than 1.5MB or Folder Path should contain "image".

## Keyword search

Keyword search provides a fast and flexible search for keywords in the file content in Archive Manager for Files. If you leave this field empty, then the search result will show all archived files. If you enter a word or phrase in the keyword field and click Search the result of the search will show all the archived items which contains the entered word or phrase.

### Example 1

You can combine keyword searches with advanced search clauses to find specific item. 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 items where the *File Content* contains the word "outside" and the *File Name* also contains the value "10", the search query is as shown:

### Query

The screenshot shows the Archive Manager ArchiveWeb search interface. The top navigation bar includes 'archive', 'search', 'retention', 'report', 'tasks', and 'amadmin'. The left sidebar has 'SEARCH', 'HISTORY', and 'TEMPLATES'. The main search area is titled 'keyword search' and includes a search scope dropdown set to 'FILES'. The keyword field contains 'outside'. Below the keyword field is the 'Advanced' search section. It includes an 'Include' section with three checkboxes: 'Search in archived and deleted documents', 'Search in deleted documents', and 'Search in versions. The match will be shown for each version separately.' Below this is an 'AND/OR' section with a dropdown set to 'AND/OR'. The 'Add new clause' button is visible. The main search area also includes a table with columns 'FIELD', 'OPERATOR', and 'VALUE'. The table contains one row: 'File name', 'Contains', and '10'. At the bottom right, there are 'Clear' and 'Search' buttons.


# Search History

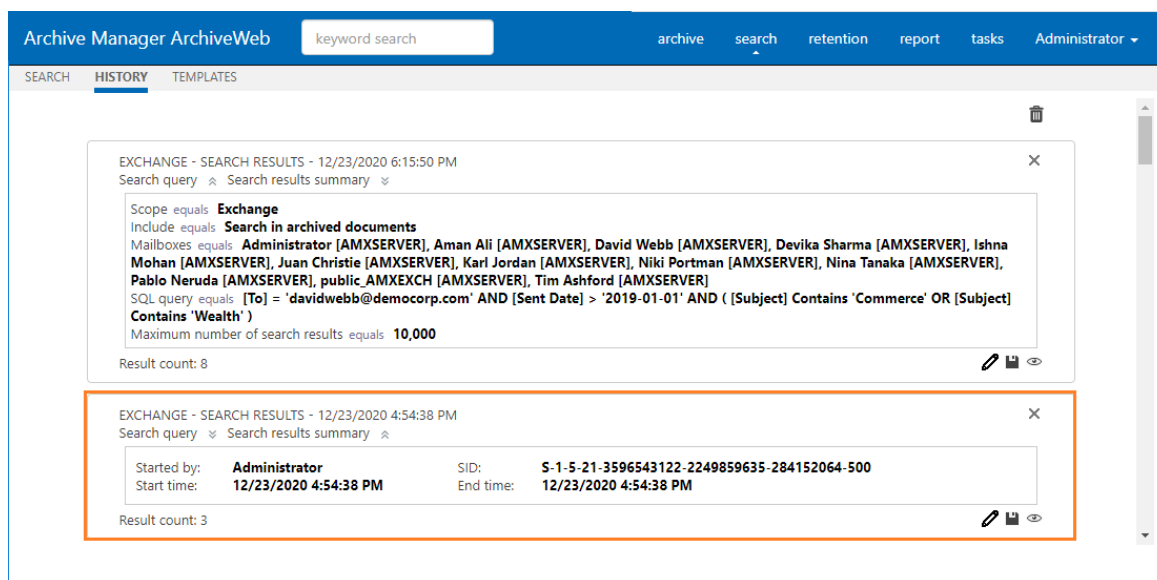
Every search in ArchiveWeb is logged and displayed in the **History** page. Search history is stored in the search history cache separately for each logged in user who runs a search. Each search history log entry indicates the search type (Exchange, File or Keyword) and the start date and time of the search in the log entry header.

In this topic:

- [Viewing the search result summary](#)
- [Viewing the search query](#)
- [Viewing the search results](#)
- [Editing the search query](#)
- [Saving the search query](#)
- [Extending search history](#)
- [Cleaning up search history](#)


## Viewing the search result summary

1. Click **Search** on the main menu and then click **History**.
2. Click  to show the **Search result summary** section.




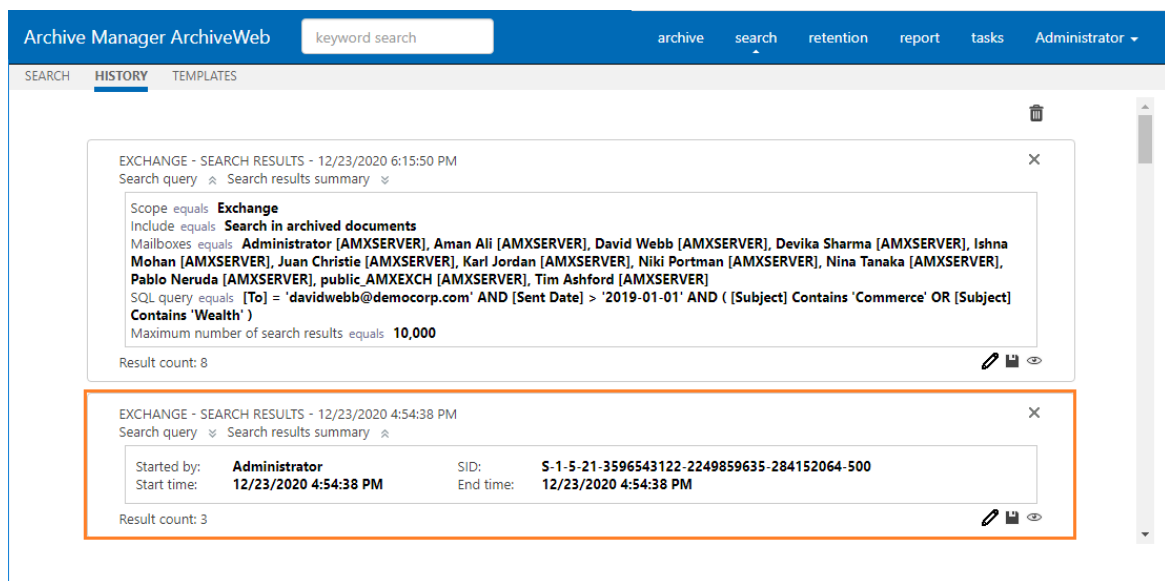
The search result summary section presents the following information

- a. **Started by** - username of the person who ran the search.
- b. **Start time** - date and time the search was started.


- c. **SID** - unique search identifier.
  - d. **End time** - date and time the search was completed.
3. Click  to hide the **Search result summary** section.

## Viewing the search query


1. Click **Search** on the main menu and then click **History**.
2. Click  to show the **Search query** section.



The search query section presents the following information


- a. **Scope equals** - the application data that is searched.
  - b. **Include equals** - the data set within the search scope that is included in the search.
  - c. **Mailbox equals** - the mailboxes that are included in the search.
  - d. **SQL Query equals** - SQL query that was used to search for archived items.
  - e. **Maximum number of search results equals** - the upper limit of the result set that was configured for ArchiveWeb when the search was started.
3. Click  to hide the **Search query** section.

## Viewing the search results


1. Click **Search** on the main menu and then click **History**.
2. Locate the search you want to review.
3. Click  to rerun the search. The search results page will open with the search results.

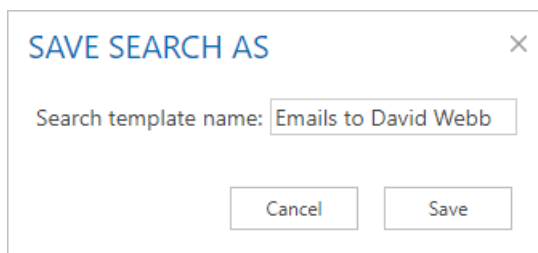


## Editing the search query

1. Click **Search** on the main menu and then click **History**.
2. Locate the search you want to review.
3. Click  to edit the search query. The main search page opens where you can review and revise the search options and query.

## Saving the search query

1. Click **Search** on the main menu and then click **History**.
2. Locate the search you want to review.
3. Click  to save the search query. The *Save Search As* dialog opens.



4. Enter a suitable name in the **Search template name** field. Then click **Save** to save the search query as a template.

## Extending search history

The search history page displays the last 10 searches by default. To customize the display limit follow the steps described below:

1. Open the C:\Program Files\Quest\MAMSearch\PamSearch.exe.config file.
2. Add a new section name (if it does not exist) under the <configSections> node

```
<?xml version="1.0" encoding="utf-8"?>
  <configuration>
    <configSections>
      .
      .
      .
      <section name="SearchHistory"
type="System.Configuration.NameValueFileSectionHandler,System,
Version=1.0.3300.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089" />
    </configSections>
```

### 3. Create a new **SearchHistory** section (if it does not exist)

```
<?xml version="1.0" encoding="utf-8"?>
  <configuration>
    <configSections>
      .
      .
      .
      <section name="SearchHistory"
type="System.Configuration.NameValueFileSectionHandler, System,
Version=1.0.3300.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089" />
    </configSections>
    <SearchHistory>
      <add key="maxcount" value="20" />
    </SearchHistory>
    .
    .
    .
  </configuration>
```

4. The **maxcount** value can be any number between 1 and 2147483647. When this key is missing from the *PamSearch.exe.config* file, the default value 10 is used.

## Cleaning up search history

Search history is stored in SQLite files in a cache folder. The default location is `C:\Program Files (x86)\Quest\MAMSearch\SearchCache\<userSID>\*.sqlite` and the cache is periodically cleaned. To customize the search history cache retention time limit follow the steps described below:

1. Open the `C:\Program Files\Quest\MAMSearch\PamSearch.exe.config` file.
2. Add a new section name (if it does not exist) under the `<configSections>` node

```
<?xml version="1.0" encoding="utf-8"?>
  <configuration>
    <configSections>
      .
      .
      .
      <section name="SearchHistory"
type="System.Configuration.NameValueFileSectionHandler, System,
Version=1.0.3300.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089" />
    </configSections>
```

### 3. Create a new **SearchHistory** section (if it does not exist)

```
<?xml version="1.0" encoding="utf-8"?>
  <configuration>
    <configSections>
```

```

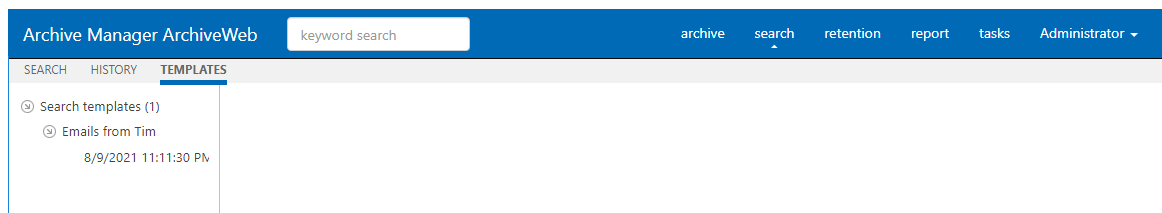
        .
        .
        .
        <section name="SearchHistory"
type="System.Configuration.NameValueFileSectionHandler,System,
Version=1.0.3300.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089" />
    </configSections>
    <SearchHistory>
        <add key="timelimit" value="365.23:59:59" />
    </SearchHistory>
        .
        .
        .
    </configuration>

```

4. The **timelimit** format is `days.hours:minutes:seconds`. For example, the value **365.23:59:59** indicates that the search history entries will be stored for 365 days, 23 hours, 59 minutes and 59 seconds.

## Search Templates

When you expand the **Search > Templates** node, you may see a list of search templates that have been saved so far (search results can be saved from **History** tab as described in the “*History*” section).



Click on the arrow next to the template to expand the template node. Under this node you will see the link to respective search results - with the date and time when they were saved.

Clicking the search results link will display the search results in the main pane. Here you can benefit from the filtering functionality as in all ArchiveWeb lists – grouping, filtering by status (tagged, locked etc.) and creating custom filters.

The MENU link in the top right corner of the item detail pane offers additional actions for the selected item:

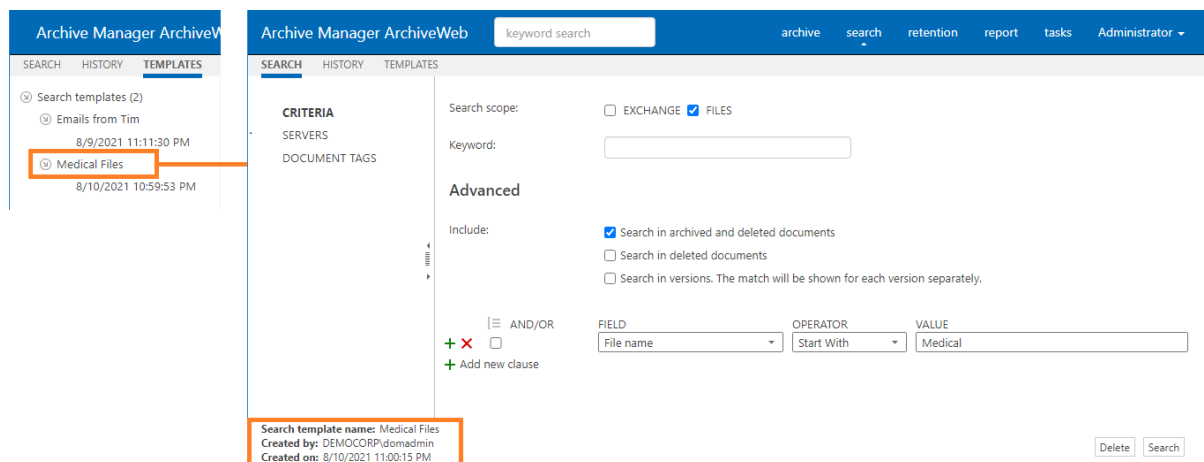
- **Download** – download the selected item.
- **Restore** – restore the selected archived item to original item.
- **Add tags** or **Remove tags** – adds or removes a tag from the selected item.
- **Lock/Unlock document** – locks or unlocks selected item.
- **Mark for deletion** – marks the selected item for deletion. The item will be deleted according to the retention category in use.
- **Extend retention time** – increase the time for which the item cannot be deleted from the archive. Setting shorter retention than the actual retention is not supported. After the specified period (in months) the item can be deleted manually or by a *Delete job* if such is scheduled in respective Enterprise Manager.
- **Create retention change request** – send a request to the approving person for selected item deletion or increased retention time when it can't be deleted from the archive. The *Approver* who is the person with adequate permission in Archive Manager, will receive the request through email notification if Archive Manager SMTP is properly configured.

## Templates handling

When you click on any template name under the **Templates** node, ArchiveWeb redirects you to the given search criteria page. It can be either Exchange, Files or Common search depending on the template. All search criteria are configured by the template. You can click **Search** to perform the same search with the search settings specified in this template.

On the screenshot below you can see how the template is displayed once you click its name under the **Templates** node. The main pane presents the usual Exchange/Files/Common search window. The only difference is the bottom part of the windows. There you see the template metadata (name, user, date of creation etc.) and action buttons:

- **Search** – runs search query
- **Delete** – deletes the template completely from the Templates node



---

# Report

With Report functionality at hand, users have overview of their email and/or file archives. Clear concise information in terms of how many items were archived, when, what is their size – original or shortcut etc. Files features also information on retrieved items.

Report section consists of two tabs - **Statistics** tab with information on archived emails/items and **Audit** tab with logs of user actions.

Please note that full access to this functionality must be granted to the user under Permissions (see the Roles & Permissions section).

## Statistics

This tab was designed to give the administrator fast, reliable and comprehensive information about archived emails/files. The number of emails/files, their size as well as space saved on the disc at archiving – all these essential data can be sorted by folder, user or time period. Exporting the statistics is also possible.

Statistics are available for:

- Exchange Archive
- Files Archive

**NOTE:** Not all **Statistics** functions may be available for the logged-on user. The user must be granted the necessary permissions. For more information see the **Roles** and **Permissions** sections.

### Exchange Archive statistics

To generate the Archive Manager for Exchange statistics click on the **Report** from the main menu bar. Then from the grey sub-bar click **Statistics** and unfold the **Exchange Archive** node. Then select whether you want to display statistics for:

- **Archived messages** (count of messages) or
- **Archived size** (size of original message; shortcut size etc.)

**NOTE: DATE RANGE SELECTION IS ALSO POSSIBLE (TO IMPROVE PERFORMANCE).** The statistics can be generated also in Archive Manager for Exchange Enterprise Manager.

## Files Archive statistics

To generate the Archive Manager for Files statistics click on the **Report** from the main menu bar. Then from the gray sub-bar click **Statistics** and unfold the **Files Archive** node. Then select whether you want to display statistics for:

- **Archived** (details on archived files) or
- **Restored** (detailed on restored files)
- **Archived versions** (details on files with versions in the archive)
- **Retention** (details on files whose retention ends at the listed date) - a new column "Retention remaining days" and pagination have been added

**NOTE:** The statistics can be generated also in Archive Manager for Files Enterprise Manager.

Archive Manager ArchiveWeb

keyword search

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STATISTICS AUDIT

Exchange Archive

Archive size

Archived messages

Files Archive

Archived

Archived Versions

Restored

Retention

Range: 9/3/2018 - 9/18/2019

Generate

Export

Drag a column header here to group by that column

YEAR	MONTH	DAY	HOUR	COUNT
2019	7	13	9	3
2019	5	22	10	35
2019	5	22	9	20

Create Filter

Statistics table functions are similar to ArchiveWeb table functions:

- Change the column sorting order by selecting the given column header and clicking its down/up arrow on the right (in case the arrow is not visible adjust the width of the column by dragging the line)
- Group table data by any column. To do so, drag the column header to the bar right above the table. Generated groups can be expanded by clicking the arrows next to them. As usual, the sorting order can be changed by clicking the little arrow in the dragged column header.

To export the data, click **Export** at the top-right of the table. The *Export* menu opens and you can choose to export the statistics to Excel, CSV, PDF or RTF.

Archive Manager ArchiveWeb

keyword search

archive search retention report tasks Administrator

STATISTICS AUDIT

Exchange Archive  
Archive size  
Archived messages  
Files Archive

Range: 9/3/2018 - 9/18/2019 Generate

Drag a column header here to group by that column

YEAR	MONTH	DAY	HOUR	COUNT
2019	7	13	9	3
2019	5	22	10	35
2019	5	22	9	20

Create Filter

Export  
Export to CSV  
Export to PDF  
Export to RTF  
Export to XLSX

## Audit tab

This tab is accessible if:

- Auditing is configured (see the “Auditing” manual) and
- logged-on user has Auditing permissions activated

Auditing feature allows administrator (or other users defined in web config) to log defined user actions in the email archive, i.e. the administrator has an overview of archived / restored / retrieved emails and performed keyword searches. Even all actions made in Enterprise Manager console (both for Archive Manager for Exchange and for Files) are logged.

To view the logs, from the main pane click **Report**, then **Audit** from the grey sub-bar. Then unfold the **Email Archive** node to access the Archive Manager for Exchange logs or **Archive Manager for Files** node to access the Archive Manager for Files logs. Then you can browse through different types of logs – archive actions (Archive node), retrieve actions (Retrieve node) etc.

**NOTE:** Not all **Audit** tab functions may be available for the logged-on user. The functions must be allowed for the user. For more information see the **Roles** and **Permissions** sections.



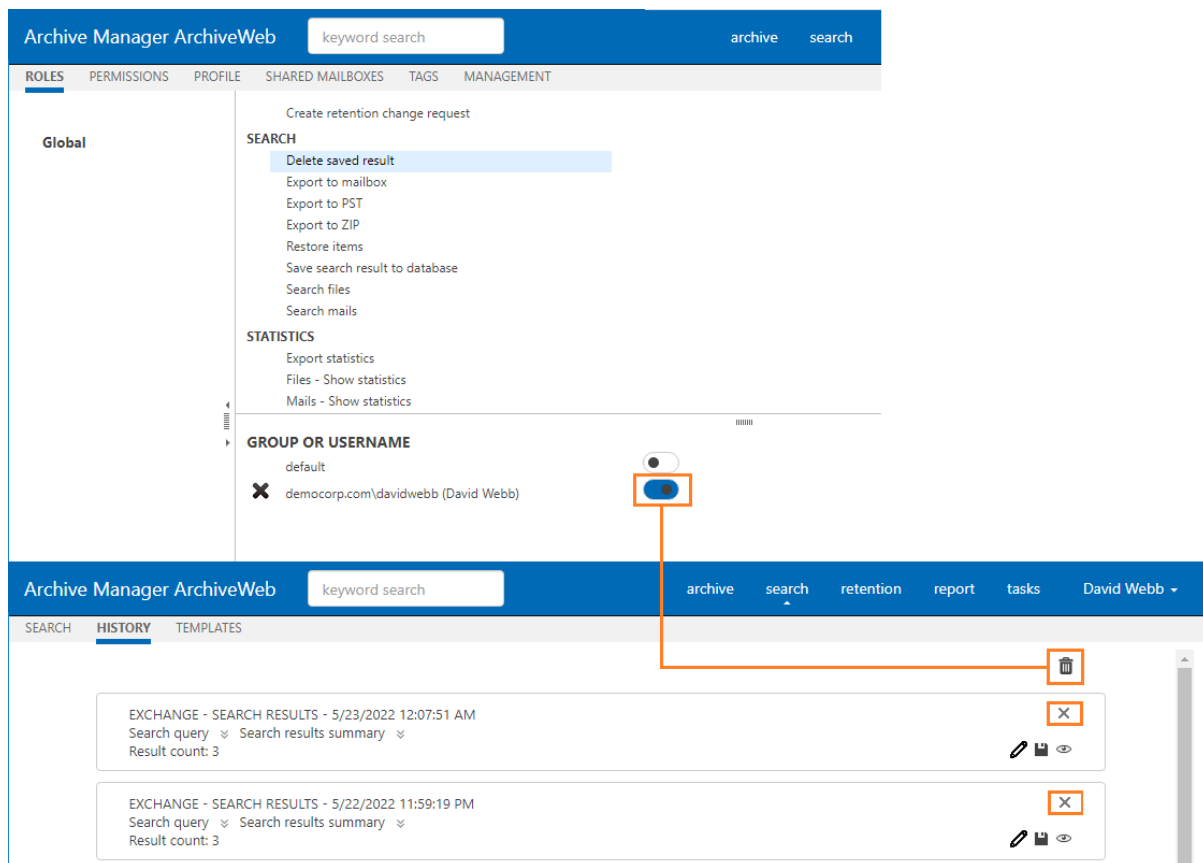
The log entries of the selected action are displayed in the main pane. Data of the log entry selected in the main pane are displayed below the list view (see the screenshot above).

### Audit Search

Special settings are available for **Email Archive/ Search** logs. Every search action is logged in the auditing log. By default user sees only its own search result logs displayed. To make all users' search logs available for the user, s/he must have "Access all mailboxes" permission allowed for Auditing (under **<LoggedOnUser>/ Manage Settings/ Roles**).

To check your auditing search:

1. Perform search
2. Preview and export the search result by permission
3. deactivate the "Delete" functionality for user (under **<Logged on user> / Manage settings / Roles**)



## List view conventions

List view functions are the same as in other ArchiveWeb lists:

- Change the column sorting order by selecting the given column header and clicking its down/up arrow on the right (in case the arrow is not visible adjust the width of the column by dragging the line)
- Group table data by any column. To do so, drag the column header to the bar right above the table. Generated groups can be expanded by clicking the arrows next to them. As usual, the sorting order can be changed by clicking the little arrow in the dragged column header.

Any audit entry can be downloaded or tags can be added or removed from it. All tasks are available through the **More actions** menu. Click the **More actions** menu button located on the bottom right just below the list view. Then you can e.g:

- **Add tags** or **Remove tags** : these options allow you to add or remove tags from selected items (for more information on tags see the “Tagged items tab” section)
- **Export results to ZIP** (only for ArchiveWeb/Archive Manager for Exchange/Search or ArchiveWeb/Archive Manager for Files/Search entries); this option will export search result items with summary to Excel file and allow to download the created ZIP to the user's local machine.

**i** **NOTE:** This function is only available if the user has “Export results to ZIP” role allowed for Audit (under <LoggedInUser>/ Manage Settings/ Roles).

- **Download log entry:** this option will download single log entry in log file format on user local machine.
- **Export to XLS:** When two or more items are checked, the **More actions** menu appears automatically under the list view. This option will export selected items to XLS file on the user's local machine and provide a download link to the same file.



**NOTE:** When downloading large amount of items it is reasonable to split the data in more XLS files. To do this value for the key "ItemsPerXLS" needs to be changed in ArchiveWeb's web.config file. The default value is "500000" and represents number of rows for single XLS file during the export. In order to set correct value for the key please refer to Excel limits on the page <https://support.office.com/en-us/article/excel-specifications-and-limits-1672b34d-7043-467e-8e27-269d656771c3>.

For more information on Auditing (how to install, configure it etc.) see the *Auditing Guide*.

# Tasks

Tasks option in the navigation ribbon at the top of the page gives the user an overview of asynchronous tasks started by the logged-on user.

Tasks in the list are ordered. Running tasks are at the top of the list. Then waiting tasks follow (in the order in which they will be started). Completed and failed tasks are listed with the most recently completed task listed first.

TASKS					
STATUS	TASK				
	START	FINISH	TOTAL COUNT	PROGRESS	
Running	[EXCHANGE] - EXPORT TO ZIP 4/9/2022 3:30:22 PM		1,121	572	×
Completed	[FILES] - EXPORT TO ZIP 4/2/2022 1:15:09 PM    4/2/2022 1:35:27 PM		5,768	Download	×
Failed	[EXCHANGE] - ADD TAG 3/15/2022 9:01:34 AM    3/15/2022 9:05:11 AM		10,000	Error log	×

Refresh

The **Tasks** window allows the following operations:

- **Pin** icon - click this icon keep the task list open at all times while you browse to other pages.
- **Refresh** - click this button to reload the task list. The list is automatically refreshed at a pre-defined interval (see Profile / Automatic refresh interval)
- **Close** (X) icon - click X at the top right corner to close the Tasks window

The **Tasks** list contains the following columns:

- **Status** - task status can be one of the following:
  - Waiting - task is waiting in the queue to be run
  - Running - task is running
  - Completed - task successfully completed
  - Failed - task completed with errors
- **Task** - task name including version name and operation name e.g. [AUDIT] - EXPORT TO XLS means that the logs from Auditing are exported to and Excel file.

- **Start** - task start date and time.
- **Finish** - task completion date and time.
- **Total Count** - number of items to be processed by the task
- **Progress** - displays the progress or operation result. For export tasks such as Export to XLS, Export to PST and Export to ZIP this column displays a counter (how many items are already processed). For other operation types this column is empty. When task has finished, this column can contain download link (link to download processed items or link to download error logs).
- **Delete All** icon - deletes all the tasks from the list. Select **Don't show this dialog again** option in the confirmation dialog to hide the confirmation dialog for all the other tasks that are deleted. This action is valid for the current session and the confirmation dialog will be displayed again when the user starts another session.
- **Delete row (X)** icon - deletes the task from the list.



**NOTE:** Export tasks such as "Export to ZIP" or "Export to PST" can be very resource consuming and can cause some issues, especially time-outs. To minimize these problems, see the [Export Tasks IIS Settings Suggestions](#).

- ## Export Tasks IIS Settings Suggestions

## Process Model - Idle Time-Out

For example: Go to IIS -> Server Name -> Application Pools -> AWAppPool7 and click **Advanced settings**. Set the value to zero.

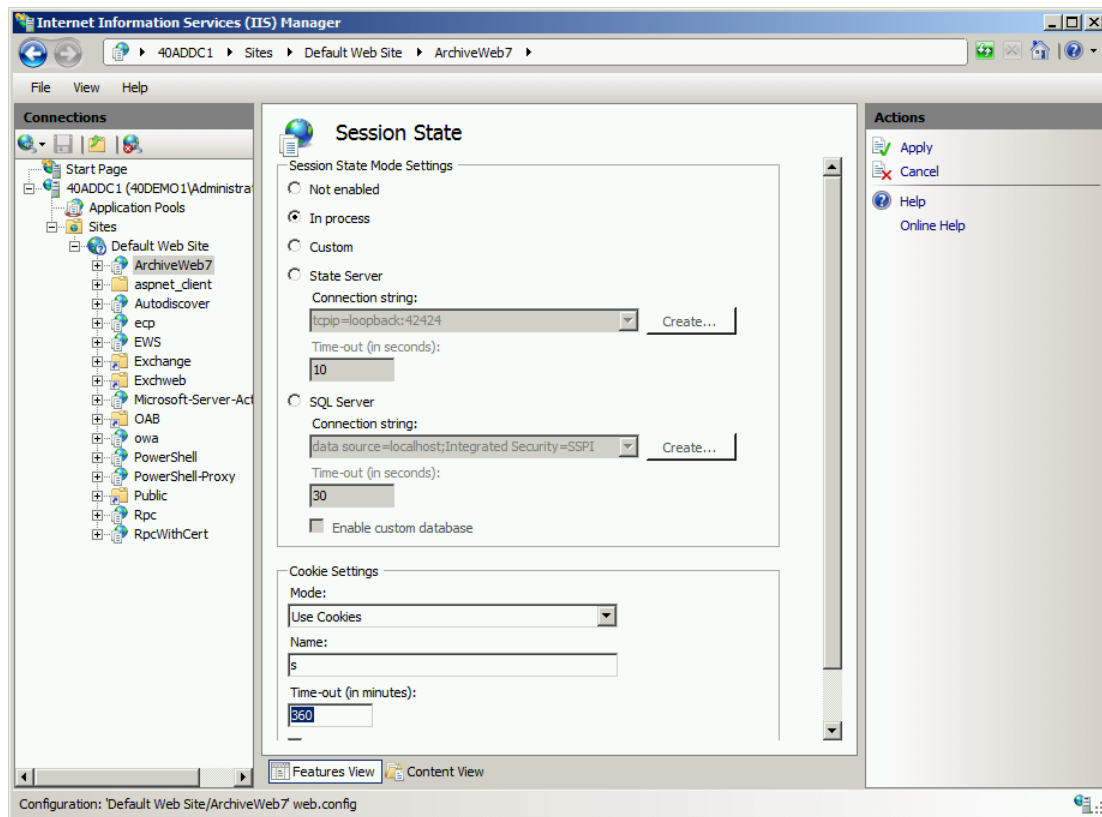


## Web Sites - Session Time-Out

Export task can run several minutes or hours. When the task is running a session time-out can occur. This will cause the failure of the task operation.

To prevent this from happening, modify the **Time-out** setting for *ArchiveWeb*, *ExchangePAMWS* and/or *FilePAMWebService* web sites in the IIS to large enough number.

For example: Go to IIS -> Server Name -> Sites -> Default Web Site -> ArchiveWeb click on **Session State**



**Please note:** for ArchiveWeb web application – make sure the “sessionState” setting in web.config is synchronized with IIS’ cookie time-out. Application session time-out will expire when the IIS’ cookie time-out value is reached therefore for correct ArchiveWeb functionality the “sessionState” in web.config should be set to same or lower value.

## Troubleshooting

This section offers solutions to most common problems users can encounter in relation to new ArchiveWeb.

### IIS Error 403 Forbidden

When this error occurs after installing/updating the ArchiveWeb application it is necessary to run the following commands from the command line to re-register the .NET Framework:

```
c:\WINDOWS\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe -iru  
c:\WINDOWS\Microsoft.NET\Framework\v4.0.30319\iisreset
```



## 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 [www.quest.com](http://www.quest.com).

## Contacting Quest

For sales or other inquiries, visit [www.quest.com/contact](http://www.quest.com/contact).

## 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 <https://support.quest.com>

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 allows 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