

Quest[®] Archive Manager for Exchange 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.

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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
- **NOTE:** Native rehydration or exports are intended for small data sets. For operations on large data sets, use a specialized utility such as <u>Quadrotech Archive Shuttle</u> (QAS).

Requirements

System requirements

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

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

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. In a distributed deployment topology for Archive Manager for Exchange, choose the computer that hosts the Archive Manager for Exchange server with the **Archive server** role. 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.

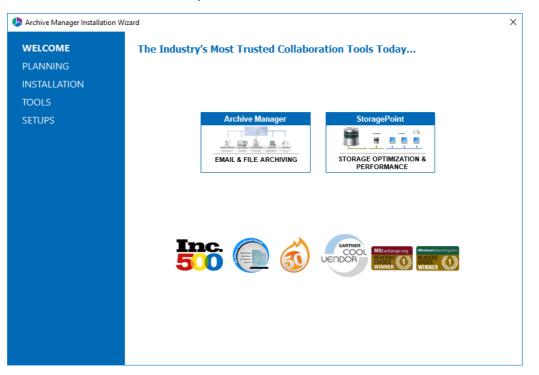
In this chapter:

- Steps to install automatically with the product installer
- Steps to install manually with the ArchiveWeb installer
- Steps to verify the installation

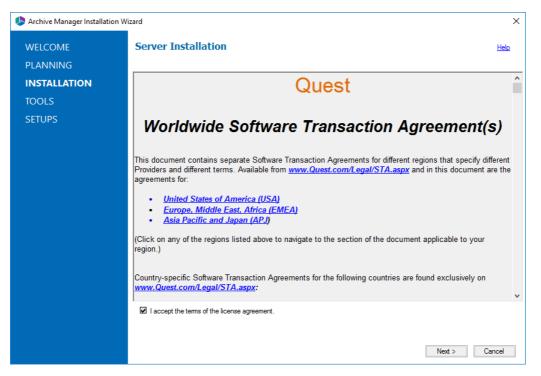
Steps to install automatically with the product installer

- 1. Login with the credentials of the **enterprise administrator** (eg. **democorp\domadmin**) to the Archive Manager for Exchange server (designated as the *Archive* server in a distributed deployment).
- 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**.

8

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

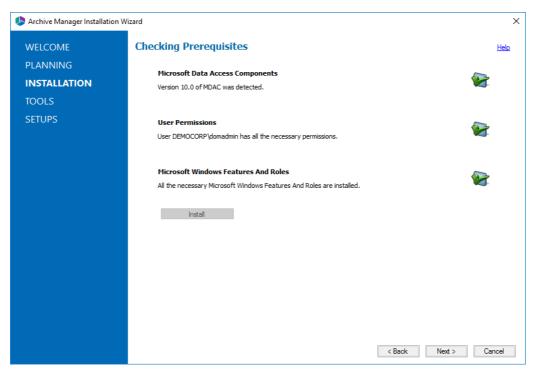
line Manager Installation Wi	zard	×
WELCOME	Installation Mode	Help
PLANNING		
INSTALLATION	Please select which type of installation would like to run:	
TOOLS		
SETUPS	Express installation	
	Advanced installation	
	O Upgrade	
	< Back Next > Co	ancel

6. Click Next. The Installation Components window opens.

Archive Manager Installation Wi	ard		×	(
WELCOME PLANNING	Installation Components		<u>Help</u>	
INSTALLATION	Component	Setup version	Installed version	
TOOLS	НЅМ	Y.Y.Y.00	X.X.X.00	
SETUPS	Archive Manager for Files	Y.Y.Y.00		
	Archive Manager for Exchange	Y.Y.Y.00	X.X.X.00	
	Archive Manager Search	Y.Y.Y.00	X.X.X.00	
	ArchiveWeb	Y.Y.Y.00		
	Product description: ArchiveWeb offers an intuitive interface to access archived data and provides search templates, ar categorization abilities, legal hold, full auditing, 3rd party export and collaborative eDiscovery review Installation of ArchiveWeb without Archive Manager is not supported. Installation folder: C:\Program Files (x86)\Metalogix		filters, tagging and	
	< Back	Next >	Cancel	

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

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



8. Click Next. The Superuser Account window opens.

Archive Manager Installation Wi	zard			х
WELCOME PLANNING	Superuser Account			<u>Help</u>
INSTALLATION TOOLS SETUPS	have admin rights on Archive Mar	nager's databases and Exchange server. If	nning. It must be a local administrator and must you have more than one Exchange server in f Exchange. Please specify the credentials for	
			< Back Next > Car	ncel

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

9. Click Next. The ArchiveWeb Settings window opens.

Archive Manager Installation V	/izard		×
WELCOME PLANNING	ArchiveWeb Settings		<u>Help</u>
INSTALLATION TOOLS SETUPS	MultiTenant Web Service URL: Archive Manager for Exchange Exchange Web Service URL: Archive Manager for Files	http://AMXSERVER/MultiTenantWS/MultiTenantWS.svc	
	Files Web Service URL: Archive Manager Search Search URL:	http://AMXSERVER/FilePAMWebService/GetFile.aspx tcp://AMXSERVER:8228/PamSearch	
	✓ Archive Manager Auditing Auditing Server Name: Auditing Server Port:	AMXSERVER 7783 < Back Next > Ca	incel

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.

Archive Manager Installation W	izard	×
WELCOME	Firewall Settings	<u>Help</u>
PLANNING		
INSTALLATION	☑ Allow programs to communicate through Windows Firewall	
TOOLS	Mow programs to communicate through windows niewail	
SETUPS		
	< Back Next > C	Cancel

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.

Archive Manager Installation W	fizard	×
WELCOME	Summary Installation	<u>Help</u>
PLANNING	This is the installation summary.	
INSTALLATION	This is the installation summary.	
TOOLS	Product name: HSM Version: 8.6.0.58	
SETUPS	Installation folder: C:\Program Files (x86)\Common Files\PAM\HSM HSM store name: FilesSchema HSM store path: C:\HSM Product name: Archive Manager for Exchange Version: 8.6.0.58 Installation folder: C:\Program Files (x86)\Metalogix\MAMExchange Product name: Archive Manager Search Version: 8.6.0.58 Installation folder: C:\Program Files (x86)\Metalogix\MAMSearch Search provide: FAMSEARCH Search index folder (AM for Files): C:\Program Files (x86)\Metalogix\MAMSearch\Index\File Components to be installed: Product name: ArchiveWeb Version: 8.6.0.58 Installation folder: C:\Program Files (x86)\Metalogix\MAMSearch\Index\File	v
		Ganoor

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.

Archive Manager Installation	on Wizard		>
WELCOME	Installation	Heir	2
PLANNING			
INSTALLATION	DCOM access and launch permissions	📀 Completed	~
TOOLS	ArchiveWeb	Completed	`
SETUPS	Starting services	Completed	1
		Finish	

- 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..

🞇 Archive Manager Configu	ration	
Configuration		
ArchiveWeb	Installed products	
Auditing	ArchiveWeb Plugin path: C:\Program Files (x86)\Common Files\PAM\PAMConfig\Plugins\ArchiveWeb\PamConfig.ArchiveWeb.dll Status: Loaded	
Users	Auditing Plugin path: C:\Program Files (x86)\Common Files\PAM\PAMConfig\Plugins\PAMAuditing\PamConfig.Auditing.dll Status: Loaded	
	Users Plugin path: C:\Program Files (x86)\Common Files\PAM\PamConfig\Plugins\MultiTenant\PamConfig.MultiTenant.dll Status: Loaded	
	Exchange Archive Plugin path: C:\Program Files (x86)\Common Files\PAM\PamConfig\Plugins\PAM4Exchange\PamConfig.ExchangePam.dll Status: Loaded	
	Select the product to configure on the left side.	>

Steps to install manually with the ArchiveWeb installer

- 1. Login with the credentials of the **enterprise administrator** (eg. **democorp\domadmin**) to the Archive Manager for Exchange server (designated as the *Archive* server in a distributed deployment).
- 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.

ArchiveWeb		×
	Welcome to the InstallShield Wizard for ArchiveWeb	
	The InstallShield Wizard will install ArchiveWeb on your computer. To continue, dick Next.	
	< Back Next > Cancel	

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

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License Agreement		×
Please read the following license agreement ca	arefully.	
Press the PAGE DOWN key to see the rest of	the agreement.	
Software Transaction Agreeme	nt	^
PLEASE READ THIS AGREEMENT CAREFU DOWNLOADING, INSTALLING OR USING TI TO THE TERMS AND CONDITIONS OF TH OUTSIDE THE UNITED STATES http://quest.com/legal/sta.aspx TO VIEV AGREEMENT FOR YOUR REGION. IF YOU CONDITIONS OF THIS AGREEMENT OR	HIS PRODUCT, YOU ACCEPT AND A HIS AGREEMENT. FOR ORDERS PL OF AMERICA, PLEASE GO V THE APPLICABLE VERSION OF DO NOT AGREE TO THE TERM. THE APPLICABLE VERSION OF	AGREE ACED TO F THIS S AND THIS
Do you accept all the terms of the License Agr the setup will close. To install ArchiveWeb, yo agreement.		Print
InstallShield		
	< <u>B</u> ack <u>Y</u> es	<u>N</u> o

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

ArchiveWeb		×
	Vestination Location Ilder where setup will install files.	
	Install ArchiveWeb to: C: \Program Files \Metalogix \ArchiveWeb	<u>C</u> hange
InstallShield -	< <u>B</u> ack <u>Next</u> >	Cancel

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. Exchange 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 Exchange** is selected.
- 8. Click Next. The Component Integration window opens.

ArchiveWeb installation settings		
Which Archive Manager component is installe environment?	ed in your	
Archive Manager Auditing		
Auditing Server Name:		
AMXSERVER-X		
Auditing Server Port:		
7783		
Archive Manager Search		
Search URL:		
tcp://AMXSERVER-X:8228/PamSearch		
Note: port number should be between 1 <->	> 65535	

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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.
 - **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.
 - **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.

ArchiveWeb	X
ArchiveWeb site port Information Please define the ArchiveWeb site port.	
ArchiveWeb web site port:	
80	
Port number is used from another installed Metalog InstallShield	ix product. Not allowed to change the port
	< Back Next > Cancel
	- b

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 m DOMAIN\Username.	ust be in the format
Username:	
democorp\domadmin	
Password:	
••••••	
Confirm password:	
•••••	
InstallShield	
< <u>B</u> ack <u>N</u> ext :	> Cancel

Enter the account credentials as described below:

- a. Username username of the enterprise administrator in the format domain\username.
- b. **Password** password for the enterprise administrator.
- c. **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 exit the wizard.	r installation settings, click Back. Click Cancel to
InstallShield ————	< Back Install Cancel

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

ArchiveWeb	
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed ArchiveWeb. Click Finish to exit the wizard.
	< <u>B</u> ack Finish Cancel

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 <u>Configuration</u>.

Steps to verify the installation

- 1. Stop and restart the *Archive Manager for Exchange* services. If *Archive Manager for Files* 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.

Archive Manager ArchiveWeb	keyword search		archive	search	retention	report	tasks	Administrator 🗸
		elect an area you want igure default home pag		thon Leign i	P			
	Click here to com	gure delaur nome pag	e opened w	inen i signi				

Configuration

In this chapter:

- <u>ArchiveWebSetup</u>
- <u>Multi-factor Authentication</u>
- Search scopes
- <u>General Data Protection Regulation</u>
- Post-processing

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).*)

🛠 Archive Manager Configu	ration	
Configure Archi	veWeb	ArchiveWeb Multi-factor authentication
ArchiveWeb	🕼 ArchiveWeb Configura	iton
~	Tenant service location:	http://AMXSERVER/MultiTenantWS/MultiTenantWS.svc
auditing	AM for Exchange service:	http://AMXSERVER/exchangePAMWS/exchangePAMWS.asmx
🟹 нам	AM for Files service:	http://AMXSERVER/FilePAMWebService/GetFile.aspx
<u>U</u>	Search service location:	tcp://AMXSERVER:8228/PamSearch
可 Files Archive	Search cache folder:	C:\Program Files (x86)\Metalogix\ArchiveWeb\SearchCache
a Users	Export folder:	C:\Export\
Exchange Archive	Export folder auto- cleanup [days]:	0 • O = Do not clean-up
		Export one version per document during PST export
🔊 Search	Auditing server name:	AMXSERVER Port: 7783
Post Processing	Log-off time:	20 *
59	 ✓ Show offline server ca ✓ Check trusted domain 	

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 <u>Multi-factor Authentication</u> 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. <u>Create a new application in the Microsoft Entra admin center</u>.
- 2. <u>Configure ArchiveWeb with the Archive Manager Configuration tool</u>.

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.

- Login to the Microsoft Entra admin center (<u>https://entra.microsoft.com/</u>) 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.

Home > App registrations >			
🔣 Archive Manage	er ArchiveWeb 🛷 …		\times
🔎 Search	« 📋 Delete 🌐 Endpoints 💀 Preview features		
Overview			
Quickstart	∧ Essentials		
Quickstart	Display name	Client credentials	
💉 Integration assistant	Archive Manager ArchiveWeb	0 certificate, 1 secret	
Manage	Application (client) ID 5a63bc79-867-49e2-a522-6b2fe452ffd4	Redirect URIs <u>1 web, 0 spa, 0 public client</u>	
Branding & properties	Object ID	Application ID URI	
	fb263d92-ad09-4e0f-a302-ab8b4f4a04c5	Add an Application ID URI	
Authentication	Directory (tenant) ID	Managed application in local directory	
📍 Certificates & secrets	91c388b5-1c9e-439c-989c-1776ec609703	Archive Manager ArchiveWeb	
Token configuration	Supported account types My organization only		

- 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**.

Search «	📯 Got feedback?			
Overview Quickstart Integration assistant	Platform configurations Depending on the platform or device this application is targeting, ar redirect URIs, specific authentication settings, or fields specific to the pla			
anage	+ Add a platform			
Branding & properties Authentication	Web	Quickstart Docs 🗗 📗		
Certificates & secrets	Redirect URIs			
Token configuration	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			
API permissions	one listed here. Also referred to as reply URLs. Learn more about Rec			
Expose an API	https://amxserver.democorp.com/archiveweb	✓ 📋		
App roles	Add URI			
Owners				
Roles and administrators	Front-channel logout URL			
Manifest	This is where we send a request to have the application clear the user's s work correctly.	session data. This is required for single sign-out t		
pport + Troubleshooting	e.g. https://example.com/logout	~		
⁹ Troubleshooting New support request	Implicit grant and hybrid flows Request a token directly from the authorization endpoint. If the appl doesn't use the authorization code flow, or if it invokes a web API via Ja For ASP.NET Core web apps and other web apps that use hybrid auther tokens.	vaScript, select both access tokens and ID token		
	tokens.			

- 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	ArchiveWeb Client Secret	
Expires	730 days (24 months)	\sim
Add Cancel		

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

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	
CAll 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
Directory	
▶ Group	
▶ Member	
▶ Policy	
▼ User (1)	
User.Read 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 on but you can change it. * Application ID URI 0	<u>,</u>
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.

- **IMPORTANT:** Copy and save this value in a safe place.
- 16. Click **Save and continue**. The *Add a scope page* displays more options.

Add a scope	
* Scope name 👩	
Messages.Read	~
api://85868bd2-51e9-45d9-b6ca-f482ba3889c1/Messages.Read	
Who can consent? 🚯	
Admins and users Admins only	
* Admin consent display name 🚯	
Read access to user messages	~
* Admin consent description 👩	
Allow application to read user messages	~
User consent display name 👩	
Grant read access to my messages	~
User consent description 👩	
Allow application to read my messages	
State O	
Enabled Disabled	
Add scope 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.

😚 Archive Manager Configuration				
Configure Arch	iveWeb	ArchiveWeb Multi-factor authentication		
ArchiveWeb	ArchiveWeb configura	lion		
	Tenant service location:	http://AMXSERVER/MultiTenantWS/MultiTenantWS.svc		
Auditing	AM for Exchange service:	http://AMXSERVER/exchangePAMWS/exchangePAMWS.asmx		
🛐 нем	AM for Files service:	http://AMXSERVER/FilePAMWebService/GetFile.aspx		
09	Search service location:	tcp://AMXSERVER:8228/PamSearch		
可 Files Archive	Search cache folder:	C:\Program Files (x86)\Metalogix\ArchiveWeb\SearchCache		
a Users	Export folder:	C:\Export\		
Exchange	Export folder auto- cleanup [days]:	0 • O = Do not clean-up		
Archive		\square Export one version per document during PST export		
ਗ਼ Search	Auditing server name:	AMXSERVER Port: 7783		
Post Processing	Log-off time:	20 .		
	Show offline server ca	ption 🔽 Use cache for views 🗌 Hide location server		
	Check trusted domain	s 🗌 Use Single Sign-On 🗌 Use Multi-factor Authentication		
		Apply		

- 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.

🛠 Archive Manager Configu	ation		= = ×
Configure Archi	veWeb	ArchiveWeb	Multi-factor authentication
ArchiveWeb	🕼 Multi-factor authentication configuration		
auditing	Organization name in Office365 (org.onmicrosoft.com) democorp.onmicrosoft.com		
可 Users	Client ID (see Microsoft Entra ID application) 5a63bc74-921b-49e2-a522-6b2fe452eed4		
Texchange Archive	Client Secret (see Microsoft Entra ID application) H0H1PnT7eWO3BScjC@BpVzIvPq:./8wk		
$\int \int \int \int $			
			Apply

- 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.

i NOTE: If you install Archive Manager for Exchange with the Express or Advanced installation option, the Search Scope is automatically configured for you. If you install Archive Manager for Exchange manually, you must configure the Search Scope 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 Add Search scope window opens.

Add Search scope		×
Add ar	chive server connection	
Server name:	AMXSERVER	
Type:	Exchange Archive Server 🔹	
	< Back Next > Cance	əl

Enter the information and described below:

- a. **Server name** name of the primary Archive Manager for Exchange server (eg. AMXSERVER) where the role will be set to **Archive** server.
- b. **Type** Select Exchange 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 Exchange database. The *Database Connection* Wizard opens.

Database configuration	×
Database Connection Wizard	2
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	
C Oracle	
The following page will let you specify the database connection parameters.	
< Back Next > Cano	cel

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 Wiza	ard	2
Set up your Microsoft SQL S		
Please enter parameters which will b	e used to create a connection to your Microsoft SQL Server.	
Server name:	AMXDB	
Initial catalog:	MAMEXCH	
Schema name:	dbo	
Authentication:	Windows Authentication 🔻	
Username:		
Password:		
	< Back Next > Ca	ancel

For Microsoft SQL Server

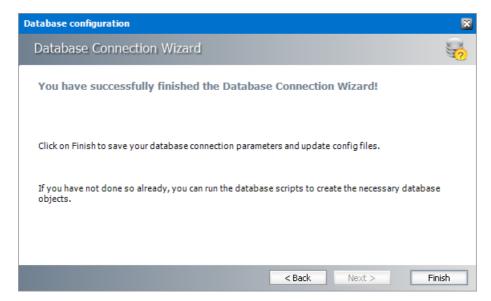
- a. Server name name of the SQL server (eg. AMXDB)
- b. Initial catalog name of the Archive Manager for Files database (e.g. MAMEXCH which is the default name of the Archive Manager for Files database)
- c. Schema name name of the SQL Schema (e.g. dbo)
- d. Authentication authentication type used for 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

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

Database o	configuration 🔀
$\mathbf{?}$	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 *Set up the Archive database connection* window reopens.

Configuration	β	2	
Set up the Archive database connection			
Provider:	Microsoft SQL Server		
Server name:	AMXDB.democorp.com		
Initial catalog:	MAMFILE		
Table owner:	dbo		
Username:	(Windows Authentication)		
Import Configure < Back Next > Cancel			

- 9. Click Next. The Setup the Index database connection window opens.
- 10. If the database already exists, click **Import**. Otherwise click **Configure** to setup the Index database connection. The *Database Connection* Wizard opens.

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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			
C Oracle			
The following page will let you specify the database connection parameters.			
< Back Next > Car	ncel		

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

Database configuration	×
Database Connection Wiza	rd 🦃
Set up your Microsoft SQL Se	rver connection.
Please enter parameters which will be	used to create a connection to your Microsoft SQL Server.
Server name:	AMXDB
Initial catalog:	MAMINDEX
Schema name:	dbo
Authentication:	Windows Authentication 🔹
Username:	
Password:	
	< Back Next > Cancel

For Microsoft SQL Server

- g. Server name name of the SQL server (eg. AMXDB)
- h. **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)
- i. Schema name name of the SQL Schema (e.g. dbo)
- j. Authentication authentication type used for the database. Choose either Windows authentication or SQL Server authentication
- k. **Username** database login username if *SQL Server authentication* is the selected as the authentication mode.
- 1. **Password** password of the database user if *SQL Server authentication* is the selected as the authentication mode.

For Oracle

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

Database o	configuration 🔀
$\mathbf{?}$	Database does not exists on the server. Shall we try to create it?
	Yes No

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

Database configuration	×		
Database Connection Wizard	?		
You have successfully finished the Database Connection Wizard!			
Click on Finish to save your database connection parameters and update config files.			
If you have not done so already, you can run the database scripts to create the necessary database objects.			
< Back Next > Finis	sh		

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

Database configuration	×	
Database Connection Wizard	S	
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		
C Oracle		
The following page will let you specify the database connection parameters.		
< Back Next > Car	ncel	

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

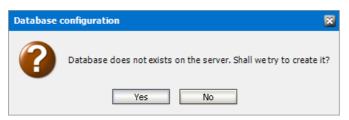
Database configuration		×	
Database Connection Wiza	rd	.	
Set up your Microsoft SQL Server connection.			
Please enter parameters which will be	used to create a connection to your Microsoft SQL Server.		
Server name:	AMXDB		
Initial catalog:	MAMINDEX		
Schema name:	dbo		
Authentication:	Windows Authentication 🗸		
Username:			
Password:			
	< Back Next > Cano	:el	

For Microsoft SQL Server

- a. Server name name of the SQL server (eg. AMXDB)
- 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

- a. Oracle net name net service name that describes the network address of the HSM database in your tnsnames.ora file (eg. AMXDB)
- b. **Schema** name of the Archive Manager for Files database (e.g. **MAMINDEX** which is the default name of the Archive Manager for Files database)
- c. Username database login username
- d. Password password of the database user
- 3. Click **Next** and then click **Yes** on the confirmation dialog that opens.



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

Database configuration		
Database Connection Wizard	?	
You have successfully finished the Database Connection Wizard!		
Click on Finish to save your database connection parameters and update config files.		
If you have not done so already, you can run the database scripts to create the necessary database objects.		
< Back Next > Finis	sh	

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

Configuration		×	
Set up the Index database connection			
Provider:	Microsoft SQL Server		
Server name:	AMXDB		
Initial catalog:	MAMINDEX		
Table owner:	dbo		
Username:	(Windows Authentication)		
Import	nfigure < Back Next > Cancel		

15. Click Next. The Index directory window opens.

Configuration			×
🕡 Index	directory.		
Index directory:	C:\SEARCH		Browse
		< Back Next >	Cancel

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

Config	uration 🛛	
	Apply the configuration changes	
Cli	ck on Finish to save the configuration settings.	
	< Pack Einich Cancel	
Cli	ck on Finish to save the configuration settings. < Back Finish Cancel	

- 17. Click **Finish**. The Archive server for **Server type** = **Exchange 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.
 - **NOTE:** Search scopes for Archive Manager for Exchange and Archive Manager for Files are separate entities based on the **Server type**.

😤 Archive Manager Configu	ration 📮 🖻 🗙
Configure Sear	ch Database Search scopes Connectivity
archiveWeb	Manage search scopes
auditing	
可 нем	
Files Archive	
可 Users	
T Exchange Archive	
Search	Configuration summary Server type: Exchange Archive Server name: AMXSERVER Database: AMXSERVER\MAMEXCH
59	Indexing database: AMXSERVER\MAMINDEX Index directory: C:\Program Files (x86)\Metalogix\MAMSearch\Index\Mail Add Remove Configure

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

Restart	service
Ø	The MAM Search service must be restarted in order to apply the configuration changes.
	Would you like to restart it now?
	Do not show this message again
	Yes No

19. 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.

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

In this topic:

• <u>Steps to add Post Processing scopes</u>

- <u>Steps to install the SearchIndexPluginRange</u>
- <u>Steps to configure a Plugin</u>
- Steps to specify a bookmark date

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.

Add Post Processing scope			
Specify	the server for Post Processing		
Server name:	AMXSERVER		
Туре:	Archive server for Exchange		
	OK Cancel		

- 3. Enter the information and described below:
 - Server name specify the name of the Archive Manager for Exchange server.
 - Type select Exchange Archive server
- 4. 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**.

Post processing plugins

Besides *Subject* and *From* text boxes in the Exchange Archive search, you can search the **To** field for items sent to specific recipient. To activate searching the **To** field, a post processing plugin must be installed and configured. This plugin indexes mail recipients.

- <u>Steps to install the SearchIndexPluginRange</u>
- <u>Steps to configure a Plugin</u>

Steps to install the SearchIndexPluginRange

- 1. Open Archive Manager Configuration tool from <installdir>\ Program Files (x86)
 \Common Files \ PAM \ PAMConfig \ PamConfig.exe.
- 2. Open the **Post Processing** tab.
- 3. Open the **Post Processing scopes** tab.
- 4. Right-click on the scope and from the context menu select Configure.
- 5. Click Add.
- 6. Installed plugins will be loaded in the *Add Plugin* pop-up window. Select **PostProcessPAMsearchIndex.SearchIndexPluginRange** from the dropdown box and click **Add**.

🔏 Add plugin		l	×
Select a plugin from the list of installed plugins:			
PostProcessPAMSearchIndex.SearchIndexPluginRange		-	
PostProcessPAMSearchIndex.SearchIndexPluginRange			
PostProcessPAMSearchIndex.SearchIndexPlugin			
PostProcessPAMSearchIndex.SearchIndexPluginDel			
PostProcessPAMSearchIndex.SearchIndexPluginPurged		 	4
	Add	Cancel	

7. The plugin is listed in the *Plugins* list in *Configuration* tab. By default it is active.

				×
🔀 Post Processing	for Exchange			
✓ Enabled		Locatio	on: 1 - Default	
HSM server:	AMXSERVER			Reset
Index directory:	C:\Program Files (x86)\Metalogix\M	AMSearch\Index	\ Mail	Browse
Mailboxes in index:	50 🛨			
Exchange Data	base			
Provider:	Microsoft SQL Server			
Server name:	AMXSERVER			
Initial catalog:	МАМЕХСН			
			Co	nfigure
🦃 Plugins				
Plugin Name		Active	Bookmark	Add
	Index.SearchIndexPlugin Index.SearchIndexPluginRange	Active Yes Yes	Bookmark 02.04.2023 19:27:16 20.05.2023 00:00:00	Add
PostProcessPAMSearch		Yes	02.04.2023 19:27:16	
PostProcessPAMSearch		Yes	02.04.2023 19:27:16	Remove
PostProcessPAMSearch		Yes	02.04.2023 19:27:16	Remove Properties
PostProcessPAMSearch		Yes	02.04.2023 19:27:16	Remove Properties
PostProcessPAMSearch		Yes	02.04.2023 19:27:16	Remove Properties
PostProcessPAMSearch		Yes	02.04.2023 19:27:16	Remove Properties

Steps to Configure a Plugin

When a new plugin is added to the *Plugins* list, there are no mailboxes specified by default. You must specify the mailboxes as well as the **Bookmark Date**. If no mailboxes are selected then post processing will not process any archived emails and attachments.

1. From the *Plugins* list, select the **PostProcessPAMsearchIndex.SearchIndexPluginRange** plugin. Right-click the plugin and click **Properties** from the context menu.

Configuration				
times Post Processing f	or Exchange			
Enabled		Locat	ion: 1 - Default	
HSM server:	AMXSERVER			Reset
Index directory:	C:\Program Files (x86)\Metalogi	x\MAMSearch\Inde	x\Mail	Browse
Mailboxes in index:	50 🛨			
😼 Exchange Datai	ase			
Provider:	Microsoft SQL Server			
Server name:	AMXSERVER			
Initial catalog:	МАМЕХСН			
			Co	nfigure
🦃 Plugins				
Plugin Name				
PostProcessPAMSearch		Active	Bookmark	Add
	Index.SearchIndexPlugin	Yes	Bookmark 02.04.2023 19:27:16	
	Index.SearchIndexPlugin Index.SearchIndexPluginRange			Remove
		Yes 3	02.04.2023 19:27:16 Add new plugin	
		Yes	02.04.2023 19:27:16	Remove
		Yes 3	02.04.2023 19:27:16 Add new plugin Remove plugin	Remove Properties
		Yes 3 3	02.04.2023 19:27:16 Add new plugin Remove plugin Refresh	Remove Properties
		Yes 3 3	02.04.2023 19:27:16 Add new plugin Remove plugin Refresh Properties	Remove Properties
		Yes 3 3	02.04.2023 19:27:16 Add new plugin Remove plugin Refresh Properties Set Bookmark	Remove Properties

2. In the Plugin properties window set the properties as described below.

🤣 Post Processing plugin p	roperties 🗖 🛛
General	
Post Processing pla	ugin
Plugin Name :	
PostProcessPAMSearchIndex	.SearchIndexPluginRange
Plugin assembly :	
:essPAMSearchIndexRange\	PostProcessPAMSearchIndexRange.dll
Plugin is active	
O Applyfor selected mailboard	oxes Mailboxes
C Apply for all mailboxes	
Start date :	20.05.2023 04:21:11 💌
End date :	20.05.2025 04:21:11
Bookmark date :	20.05.2023 00:00:00 💌
Reindexkeywords	Reindex recipients
	Statistics
	OK Cancel

The plugin properties are as follows;

- a. Plugin is active select this checkbox to activate the plugin.
- b. Apply for selected mailboxes the plugin scope is determined by the mailboxes that you can select when you click Mailboxes.
 - i. In the *Plugin mailboxes* window click **Add** to add mailboxes.
 - ii. In the *Select mailbox* enter the name of a mailbox in the text box to search for the mailbox. Double-click the mailbox in the list to transfer it to the *Selected objects* section. In the *Selected objects* section you can check which users you have selected.

Archive Manager for Excha	nge		×
Select mailbox		ĺ]
Type in the name or select fro	m list:		
Display name	Alias	email address	^
🔍 user013	user013	user013@40demo2.local	
🗟 user014	user014	user014@40demo2.local	
🗟 user015	user015	user015@40demo2.local	
🗟 user016	user016	user016@40demo2.local	
😫 user017	user017	user017@40demo2.local	
😫 user018	user018	user018@40demo2.local	
🔍 user019	user019	user019@40demo2.local	
🔍 user020	user020	user020@40demo2.local	≡
🚉 Jerry McLean	Jerry,Mclean	Jerry.Mclean@40demo2.local	
🔍 Marianne Peters	marianne.peters	marianne.peters@40demo2.local	
🔍 Lou Florence	lou.florence	lou.florence@40demo2.local	\sim
<	III	>	
Selected objects:	* *		
🖳 Jerry McLean			
		OK Cancel	

iii. Confirm by clicking **OK**. The selected mailboxes appear in the *Plugin mailboxes* window.

Plugin mailboxes			×
List of mailboxes assigned to plu	ugin:		
Display name	Alias	email	
🔄 Jerry McLean	Jerry.Mclean	Jerry.Mclean@40dem	
🔄 Lou Florence	lou.florence	lou.florence@40demo	
🔄 user003	user003	user003@40demo2.local	
Add Remov	/e Remov	e All Close	

- iv. Click Close.
- c. Apply for all mailboxes the plugin scope is across all mailboxes.
- d. **Start Date** indicates the date when email indexing starts. Click the dropdown to set the date from the calendar popup.
- e. **End Date** indicates the date when email indexing ends. Click the dropdown to set the date from the calendar popup.
- f. **Bookmark Date** indicates the most recent index date and time. Click the dropdown to set the date from the calendar popup. When the plugin is installed, the **Bookmark Date** should be the same as the **Start Date**. If you want to index old email items, set the **Start**

Date and the **Bookmark Date** to the same date in the past from where you would want the indexing to begin.

- g. **Reindex keywords** select this checkbox if keywords should be re-indexed within the specified data range.
- a. **Reindex recipients** select this checkbox if email recipeinets should be re-indexed within the specified data range.

Steps to specify a bookmark date

- 1. Right-click the plugin and click **Set Bookmark** from the context menu.
- 2. In the Enter bookmark window specify the time. Click OK.

Enter bookmark	8
Select date	28
20.05.2021 00:00:00	•
	OK Cancel

i NOTE: The bookmark date is displayed in the *Plugins* list in *Configuration* tab. If you reset the bookmark date, the change takes effect immediately, and there is no need to deactivate and activate the plugin again. If you remove a plugin by using the **Remove** button, it will stop completely without remembering where it stopped. If you then load that plugin again, you must configure it again.

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.

😤 Archive Manager Configu	ration		
Configure User	S		Database SMTP settings
ArchiveWeb	lpha SMTP settings		
🛐 нем	Server name: Port:	25	
ਗ਼ Files Archive	Use TLS:		
🕡 Users 🕨 🕨	Username: Password:		
of Exchange Archive	Sender email:		
ਗ਼ Search	Number of retries:	6	
🕡 Post Processing			
OT Universal Access			Apply

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.

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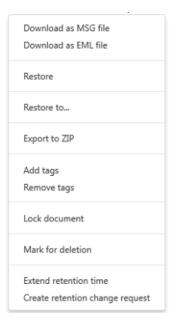
- 3. From the local toolbar, click **Permissions**.
- 4. Grant the permissions to users and approvers as indicated below. For detailed steps about granting permissions, see <u>Permissions</u>.

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 Exchange.
- 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.



- 6. For selected items, the context menu appears automatically. Select **Create retention change** request.
- 7. The Create Retention Change Request dialog opens

CREATE RETENTION	N CHANGE REQUEST \times
Task name	
 Delete request Set retention time to: Delete items after the 	m/d/yyyy
Reason for request (manda	
	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: Fri 4/27/2018 3:31 PM To: Administrator

Dear Approver

DEVX\testuser1 has created a Retention request task **Ex** [#611d244a4200ca22669f6e0b3431e909] on 4/27/2018 3:30:39 PM. Request details: Set to 7 months

Please Log in ArchiveWeb and review the request.

Thank you. DEVX\testuser1

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

PEN REQUESTS	Result count: 1								
PPROVED REQUESTS	Drag a column header here	to group by that column							
ENIED REQUESTS	TASK NAME	REQUEST TYPE	REQUESTED RETENTION	AUTOMATIC DELETION	SUBMITTED BY	DATE CREATED -	AFFECTED ITEMS	STATUS	REASON FOR REQUEST
ISTORY	Obsolete files	Change retention request	1/9/2023		DEMOCORP\domadmin	10/13/2022 8:54:58	2	Waiting	Files can be removed
	Audit files	Change retention request	4/24/2023		DEMOCORP\domadmin	10/13/2022 8:54:58	2	Waiting	Files retained for audit
	Delete files	Change retention request	12/19/2022		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:

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

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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 ore or more items or select the checkbox in the column header to select all items.

	Result count: 25 Total rows selected: 25 Clear selection				
~	FOLDER	NAME	WARNING		
	C:\FILETY\050.items\	file01.txt			^
	C:\FILETY\050.items\	file02.txt			Н
V	C:\FILETY\050.items\	file03.txt			~
Fir	st Prev Page: 1 of	f 2 Next Last			
A	prove selected Deny	all Export all			

 \times

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.

 \Box 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@devz.local
Cc:	
Subject:	Request Reviewed
Your Rete Review de Approver: Detail: Ok	XUohnYoung [JohnYoung@devx.local] ntion request task Ex3-del [#e2c0ea1003b695642003910c51ffa709] from 4/30/2018 8:29:39 AM has been revieweved. tails: DEVX\administrator , approved. atus: Approved [4/30/2018 8:31:45 AM]
Thank you DEVX\adı	

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)		
	Deny	Cancel

- 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 ore or more items or select the checkbox in the column header to select all items.

	ult count: 25 Total rows sel	lected: 25		
~	FOLDER	NAME	WARNING	
/	C:\FILETY\050.items\	file01.txt		
/	C:\FILETY\050.items\	file02.txt		
~	C:\FILETY\050.items\	file03.txt		
Fir:	st Prev Page: 1 of	f 2 Next Last		
Ap	prove 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:

From	Sender's name
То	Recipient(s) names
Subject	Subject of the item
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.

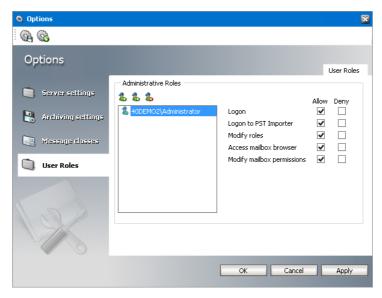
ArchiveWeb Settings

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)

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Home 40ADDC2					
Archive	Manage Archive Manager for	Files user's permissions			
~	Name:	Permissions:	Allow	Deny	
A	40DEMO2/Administrator	All			^
Scheduler		Archive and Restore			
		Archive / Restore	✓		
		Archive View	✓		
		Search & Export	¥		≡
Restrictions		Restore a version	¥		
a 🙆		Mark / unmark for deletion	✓		
<u> </u>		Manage jobs			
Settings		Archive, Archive Forecast	V		
(1997)		Delete	✓		
		Direct Archive	V		
Post Processing		Shortcut Creator	¥		
		Shortcut Converter	¥		
		Synchronization			
Statistics		Change filters	✓		~
otatistics		Change restrictions			~
	Add Remove	Apply	Undo	Refre	sh
	🕺 General 🏾 🦪 Notification	🙀 File compression 🛛 🙉 User manageme	ent 🛛 💦 Sta		

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 <u>Permissions</u> 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.

Archive Manager A	Archive	Web keyword se	arch		arcl	hive	search	retention	report	tasks	Administrator 🚽
ROLES PERMISSIONS	PROFIL	E SHARED MAILBOXES	TAGS MANA	GEMENT							
Giobal		Approve retention of Create retention of SEARCH Delete saved result Export to mailbox Export to 57 Export to ZIP Restore items									
	 ▲ 	Save search result t Search files Search mails GROUP OR USERNAM									-
		default democorp.com\gra democorp.com\gra									
		 democorp.com\ gro democorp.com\ gro 									Ŧ
		2.									

- 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 🗙 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
- <u>Removing users or groups</u>
- Synchronizing groups and sub-groups
- <u>Viewing group members</u>
- 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.

FIND USERS OR GROUPS			×
Office 365 user			
Group		Search	
Group Accounts (Group Accounts)			
Group Democorp (Group Democorp)			
Group Policy Creator Owners (Group Policy Creater Compared Strength Policy Creater Compared Stre	ator Owners)		
 Group Products (Group Products) 			
 Group Sales (Group Sales) 			
Select all	ОК	Cancel	

- **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 of 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.

FIND USERS OR GROUPS					
The "Group Democorp" group contains sub-groups. Do you want to import the sub-groups?					
	Yes	No			

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 a 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 \P 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	h AGS MANAGEMENT				arc	hive search	compliance	retention	report	tasks	Administrator 👻
د و . domadmin (Administrator) [democorp.com] ک	DEMOCORP.COM	GROUP SALES									
Group Accounts (Group Accounts) [democorp.com] 🚨 🤊	Result count: 4										Refr
Group Products (Group Products) [democorp.com] 🕹 🤊	Drag a column header her	e to group by that column									
Group Sales (Group Sales) [democorp.com] 🚢 🦻	GIVEN NAME	SURNAME	 USERNAME 	EMAIL ADDRESS	SID	DISTINGUISHED	NAME				
		9	9	9		9 =			9		
			Administrator	domadmin@democorp.com	S-1-5-21-3596543122-2249859635-284152064-500	CN=domadmin/	CN=Users,DC=dem	nocorp,DC=com			
2	Aman	Ali	amanali	amanali@democorp.com	S-1-5-21-3596543122-2249859635-284132194-500		CN=Users,DC=dem				
	David	Webb	davidwebb	davidwebb@democorp.com	S-1-5-21-3596543122-2249859635-564352064-500		CN=Users,DC=dem				
,	Devika	Sharma	devikasharma	devikasharma@democorp.com	S-1-5-21-3596543122-8765859635-284152064-500	CN=domadmin/	CN=Users,DC=dem	nocorp,DC=com			
	Page 1 of 1 (1 items)										

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.

Archive Manager ArchiveWeb keyword search	archive search retention report tasks Administrator 🗸
ROLES PERMISSIONS PROFILE SHARED MAILBOXES TAG	S MANAGEMENT
Refresh all group accounts (Group Accounts) [democorp.com] & ?	DEMOCORP.COM\DAVIDWEBB (DAVID WEBB) PERMISSIONS
group democorp (Group Democorp) [democorp.com] & ? group products (Group Products) [democorp.com] & ? group sales (Group Sales) [democorp.com] & ? domadmin (Administrator) [democorp.com] ? davidwebb (David Webb) [democorp.com] ?	MANAGEMENT Configure Files servers Extend retention time File management Logon in ArchiveWeb Manage scheduler Search servers management RETENTION
 4 mm 	Approve retention change requests Create retention change request SEARCH Delete saved result Export to mailbox Export to PST Export to ZIP Restore items Save search result to database Search files Search mails
¢	ALLOW ALL PERMISSIONS

- 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 of group in the left-hand pane.

Permissions list

The table below lists default ArchiveWeb permissions categorized by roles.

Permission	Default value				
Auditing					
Access all mailboxes	Denied				

Apply tags	Denied
Auditor access	Denied
Export auditing logs	Denied
Export results to ZIP	Denied
Show auditing logs	Denied
Compliance	
Allow policy managed download	Denied
Compliance management	Denied
Exchange	
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
File	
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
Journaling	
Access journal	Denied
Management	
Configure Files servers	Denied

Extend retention time	Denied
File management	Denied
Logon in ArchiveWeb	Allowed
Manage scheduler	Denied
Search servers management	Allowed
Retention	
Approve retention change requests	Denied
Create retention change request	Denied
Search	
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
Statistics	
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 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.
 - **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.
 - **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.

Archive Manager ArchiveWeb
Auditor access
Username: domain\username or email address
Password:
password
□ Remember me Log in

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.

Archive Manager Archiv	veWeb keyword search	archive	search retention	report tasks	Administrator 👻
EXCHANGE					
 Mailboxes Administrator [124MAM1] journal [124MAM1] Inbox Public Folders 	INBOX archived shortcut lost tagged locked for de Result count: 2 Total rows selected: 0 Select all items in folder	letion			
	Drag a column header here to group by that column FROM Kicrosoft Outlook (Ad mam Microsoft Outlook (Ad mam First Prev Page:] of 1 Next Last Create Filer Create Filer	SUBJECT Testing TEST	RECEIVED 04/05/19 04/05/19		9 0 0 0 3 ✓ □ □ 3 ✓ □ □ Items per page: 20 □ □
;	<	uma Select items or click to previev	м.		

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] Pro	opertie	5		6		
General Membe	er Of	Other	Advanced			
Mailbox	brober	iles		_		
RDN:	journa	ıl				
Display name:	journa	l				
Alias:	journa	l				
E-mail:	journa	l@124dem	o1.local			
Home server:	124EX	124EX1				
Addresses:	journa	journal@124demo1.local;				
Mailbox DN:	/o=124demo1/ou=Exchange Administrative Grou					
GUID:	F5997031DBC5D0489BC1D86442EEDDB3					
🖌 Mailbox is act	ivated					
🗌 Mailbox is on	legal ho	ld				
Mailbos Journal	iype			~		
		ОК	Cancel	Apply		

Profile

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

In this topic:

- <u>Steps to open the Profile page</u>
- <u>Steps to set global defaults</u>
- <u>Steps to customize the profile</u>

PROFILE HOMEPAGE

• <u>Homepage</u>

PROFILE SETTINGS

- Style settings
- Tasks settings
- <u>Search settings</u>
- <u>Treeview settings</u>
- Grid settings
- Exchange 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:*	English (United States) - English (United States)				
	* Please re-login for the changes to take effect.				
Date/Time format:	MM/dd/yy	•			
Maximum preview size [MB]:	20				

- 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			
Au	tomatic refresh interval (in seconds):	10	*
De	elete 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:	
Remember last mailbox / server selection:	
Maximum number of search results:	10000
Keyword:	 Exact phrase Starts with *, e.g. *test Ends with *, e.g. test* Enclosed in *, e.g. *test*
Match highlight:*	This function is available only for Exchange
Match highlight color:	FFFF80 T
Keyword search behavior:	 Search only in my mailbox Search in all accessible mailboxes
Set default search scope:	 Exchange 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
 - \circ 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	

69

- 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.

EXCHANGE FILES								
 Mailboxes ₽ Aman Ali [AMXSERVER] 	INBOX archived shortcut lost tag	ged locked for del	etion					
 ③ David Webb [AMXSERVER] Inbox ④ Devika Sharma [AMXSERVER] 	Result count: 21 Total rows selected Select all items in folder	: 0						Refn
④ Ishna Mohan [AMXSERVER] ④ Juan Christie [AMXSERVER] ④ Karl Jordan [AMXSERVER]	Drag a column header here to group b	by that column	SUBJECT	RECEIVED 👻	RETENTION	0	₽	P
Niki Portman [AMXSERVER]		davidwebb@democorp	The Lion, The Witch and the Wardrobe	09/11/20		3 🗆		
④ Nina Tanaka [AMXSERVER] ④ Pablo Neruda [AMXSERVER]	timashford@democorp pabloneruda@democor	davidwebb@democorp davidwebb@democorp	Trick Mirror The Topeka School	09/11/20 09/11/20		3 🗌 3 🗋		
 Tim Ashford [AMXSERVER] Public Folders 	ninatanaka@democorp nikiportman@democor	davidwebb@democorp davidwebb@democorp	The Glass Hotel Red at the Bone	09/11/20 09/11/20		3 🗌 3 🔲		
∋ Tags +	karljordan@democorp.c	davidwebb@democorp	Mostly Dead Things	09/11/20		3		
	First Prev Page: 1 of 2	Next Last				[ltems per pa	1ge: 20

Exchange settings

EXCHANGE			
Columns:	Archive:	eq:From:To;Subject;ReceivedDate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;ReceivedDate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;HasAttachment;IsLocked;IsTagged;IsCommentedPate;Retention;Pate	*
	Search:	From;To;Subject;Path;ReceivedDate;Version;HasAttachment;IsLocked;IsTagged;IsCommented	Ŧ
Show inactive mailboxes:			

- 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, From, To, Subject, Received, Retention, Attachment, Locked, Tagged, Commented
 - **Search** these column headers are used in the Search results page: *Select All, From, To, Subject, Folder, Received, Version, Attachment, Locked, Tagged, Commented*
- Show inactive mailboxes switch on this option to display inactive mailboxes in Archive and Search views. The Administrator can override this setting by ShowNotActiveMailbox key in the Web.config file. The default folder is C:\Program Files (x86)\Quest\ArchiveWeb.

```
<appSettings>
...
...
<add key="ShowNotActiveMailbox" value="true"/>
</appSettings>
```

When the key value is set to true, all users will have the permission to show inactive mailboxes.

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*

Shared Mailboxes

This management setting is available only when Archive Manager for Exchange is installed and configured for ArchiveWeb.

Steps to set up shared mailboxes

- 1. Log in to the Archive Manager Administration Center (AMAC) for Exchange
- 2. From the **Tools** menu, click **Mailbox Rights Manager** and configure who can share the mailbox of each user.

Mailboxes:	All	ABC	DEF	GHI	JKL	MNO	PQRS	TUV	WXYZ
Display Name Administrat Aman Ali [2	tor [1] 2]				Shared	Yes	Email add domadmir amanali@	n@demo democo	rp.com
David Wei Devika Sh Devika Sh Shna Moh Juan Chris Miki Potmi: Niki Potmi: Niki Potmi: Pablo Nen Pablo Nen Devita Tim Ashfor	iarma [4] ian [5] tie [6] n [7] an [8] ika [9] uda [10] nocorp [-					Yes Yes Yes Yes Yes Yes Yes Yes Yes	davidweb devikasha ishnamoh juanchrist karljordan nikiportma ninatanak pablonen, pfmbx-dei timashford	arma@d an@dem ie@dem @demo an@dem ta@dem uda@dem mocorp@	emocorp.co ocorp.co corp.cor ocorp.cor ocorp.co ocorp.co mocorp.co
< Refresh								C	> ose

- 3. Log in to ArchiveWeb.
- 4. From the main menu, click the username dropdown and then select Manage settings.
- 5. From the local toolbar, click **Shared Mailboxes** and verify that you can see the mailboxes of the users that have been shared with you. For example, the image below lists all the mailboxes that are shared with the logged in administrator.

Ar	chive Man	ager Archive	Web key	word search			archive	search retention	n report tasks	Administrator
RO	LES PERMIS	SIONS PROFILI	SHARED MA	LBOXES TAGS	MANAGEMENT					
Tota	l rows selected	11								
Clea	r selection									
Drag	a column head	ler here to group b	y that column							
~	LOCATION	DISPLAY NAME	ALIAS	EMAIL ADDRESS	LDAP PATH	MAILBOX DN	DOMAIN	ACCOUNT ACTIVE	ACCOUNT ON LEGAL HOLD	
	9	9	9	Ŷ	Ŷ	9	9	-	.	
~	AMXSERVER	Aman Ali	amanali	amanali@dem	CN=Aman Ali,	/o=Demo Cor	democorp	~		
~	AMXSERVER	David Webb	davidwebb	davidwebb@d	CN=David We	/o=Demo Cor	democorp	~		
~	AMXSERVER	Devika Sharma	devikasharma	devikasharma	CN=Devika Sh	/o=Demo Cor	democorp			
~	AMXSERVER	Ishna Mohan	ishnamohan	ishnamohan@	CN=Ishna Mo	/o=Demo Cor	democorp			
~	AMXSERVER	Juan Christie	juanchristie	juanchristie@d	CN=Juan Chris	/o=Demo Cor	democorp			
~	AMXSERVER	Karl Jordan	karljordan	karljordan@de	CN=Karl Jorda	/o=Demo Cor	democorp			
~	AMXSERVER	Niki Portman	nikiportman	nikiportman@	CN=Niki Port	/o=Demo Cor	democorp			
~	AMXSERVER	Nina Tanaka	ninatanaka	ninatanaka@d	CN=Nina Tana	/o=Demo Cor	democorp			
~	AMXSERVER	Pablo Neruda	pabloneruda	pabloneruda@	CN=Pablo Ner	/o=Demo Cor	democorp			
~	AMXSERVER	pfmbx-democ	pfmbx-democ	pfmbx-democ	CN=pfmbx-de	/o=Demo Cor		\checkmark		
~	AMXSERVER	Tim Ashford	timashford	timashford@d	CN=Tim Ashfo	/o=Demo Cor	democorp	~		

- 6. By default all mailboxes are selected. When there are a large number of mailboxes that are shared, you can select only those mailboxes that you want to see in other sections of ArchiveWeb. You can use the column filters to search for mailboxes. This makes it easier to manage mailboxes in other sections of ArchiveWeb as shown below:
 - In the Archive > Exchange > Navigation panel. Click the search filter \P to specify a keyword.

Archive Manager ArchiveWeb	keyword search
EXCHANGE	
EXCHANGE	INBOX archived shortcut lost tagged locked for del Result count: 21 Total rows selected: 0 Select all items in folder Drag a column header here to group by that column
⊙ Tags +	juanchristie@democorp davidwebb@democorp iishnamohan@democor davidwebb@democorp devikasharma@democo davidwebb@democorp First Prev Page: 1 of 2 Next Last

 In the Search > Mailboxes > List view. 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.

Archive Manager Arc	hive	eWe	b keyv	vord search		
SEARCH HISTORY TEM	PLATE	ES				
CRITERIA MAILBOXES		Cle	l rows selected ear selection a column head	er here to group b	by that column	
DOCUMENT TAGS		~	LOCATION	DISPLAY NAME	ALIAS	EMAIL ADDRESS
			9	9	9	9
		✓	AMXSERVER	Administrator	domadmin	domadmin@d
		~	AMXSERVER	Aman Ali	amanali	amanali@dem
		✓	AMXSERVER	David Webb	davidwebb	davidwebb@d
		✓	AMXSERVER	Devika Sharma	devikasharma	devikasharma
	Ī	✓	AMXSERVER	Ishna Mohan	ishnamohan	ishnamohan@
	+	✓	AMXSERVER	Juan Christie	juanchristie	juanchristie@d
		✓	AMXSERVER	Karl Jordan	karljordan	karljordan@de
		✓	AMXSERVER	Niki Portman	nikiportman	nikiportman@
		✓	AMXSERVER	Nina Tanaka	ninatanaka	ninatanaka@d
		✓	AMXSERVER	Pablo Neruda	pabloneruda	pabloneruda@
		~	AMXSERVER	pfmbx-democ	pfmbx-democ	pfmbx-democ
		✓	AMXSERVER	Tim Ashford	timashford	timashford@d

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:

- <u>Steps to create a tag</u>
- Steps to edit a tag
- Steps to delete a tag
- <u>Steps to add tags to items</u>

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.

archive	search	retention	report	tasks	Administrator 🗸
					Manage settings
					Log Out

- 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 <u>Roles</u> and <u>Permissions</u>.
- 3. Click **New** in the list header. A new row will be added to the list view. Enter the tag properties as described below:

Archive Man	ager ArchiveWeb	word search	
ROLES PERMIS	SIONS PROFILE SHARED MAILE	BOXES TAGS MANA	GEMENT
Drag a column head	er here to group by that column		
New	TAG NAME	BACKGROUND COLOR	APPLY FOR
Update Cancel		•	
Edit Delete	Audit	#FF0000	Auditing
Edit Delete	Labor	#FF7F00	Exchange archive
Edit Delete	Market	#FFD700	Exchange archive
Edit Delete	Riga	#00FF00	Auditing;File archive
Edit Delete	Sparta	#0000FF	File archive
Edit Delete	Training	#4B0082	Global
Edit Delete	Venice	#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.
 - o Exchange archive tags are available for Exchange archive
 - Files archive tags are available for File archive
 - Auditing tags are available for Archive
- 4. Click **Update** to save the changes. The new tab will be added to the tab list.

<u>Create a Tag from the Archive > Exchange view or Report > Audit view</u>

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

Tags +

3. Enter the tag details in the Add New Tag dialog.

ADD NEW TAG					
Name	Corporate				
Color	≠9400D3 ▼				
Apply for	Global 🔻				
	OK Cancel				

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.

Establishing Credibility	MENU
Timashford@democorp.com 9/11/2020 2:33:49 AM To: Nina Tanaka	
• Version 1 • Tags: +	
As for filling in the relationship gap: * You should make a concerted effort to meet one-on-one with all the key people you plan to perso * Another option is to involve like-minded coworkers who already have strong relationships with you Regards Tim	
4	Þ

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

ADD NEW	TAG	\times
Name	Corporate	
Color	#9400D3	•
Apply for	Global	Ŧ
	OK Cancel	

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**.
 - <u>Use the Tags + property in the item details</u>
 - 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.

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 it 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 Archive	Neb keyword sea	rch			archive s	search	retention	report	tasks	Administrator 🗸
ROLES PERMISSIONS PROFILE	SHARED MAILBOXES	TAGS MANAGEMENT								
	Drag a column header her	e to group by that column								
FILE MANAGEMENT ARCHIVE SERVERS	New	SERVER	PROTOCOL	PORT	SEARCH SCO	PE 🔺	FOR LOCATION			
SCHEDULER	Edit Delete	amxserver	TCP	8228	EXCHANGE					
SEARCH MANAGEMENT	Edit Delete	amxserver	ТСР	8228	FILES					
SEARCH SERVERS										

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 (<u>Search Management</u>) 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">.

Archive Manager ArchiveWeb
 Auditor access Username domain\username or email address Password password Remember me Log in

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 "<u>File Management</u>" 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 Archive	Web keyword search	archive search retention	report tasks Administrator -
EXCHANGE FILES	· · · · · · · · · · · · · · · · · · ·		
 Mailboxes Aman Ali [AMXSERVER] David Webb [AMXSERVER] 	archived shortcut lost tagged locked for del	etion	
Inbox Devika Sharma (AMXSERVER	Result count: 21 Total rows selected: 0 Select all items in folder		
Ishna Mohan [AMXSERVER] Juan Christie [AMXSERVER] Karl Jordan [AMXSERVER]	Drag a column header here to group by that column Image: FROM TO	SUBJECT	RECEIVED - RETENTION
 Karl Jordan [AMXSERVER] Niki Portman [AMXSERVER] Nina Tanaka [AMXSERVER] Pablo Neruda [AMXSERVER] Tim Ashford [AMXSERVER] Public Folders 	nikiportman@democor David Webb karljordan@democorp.c David Webb juanchristie@democorp David Webb First Prev Page: 1 of 2 Next Last	Red at the Bone Mostly Dead Things In the Dream House: A Memoir	09/11/20 09/11/20 09/11/20
	Red at the Bone	1000	MENU Download as MSG file Download as EML file
	Nikiportman@democorp.com 9/11/2020 2:33:55 AM To: David Webb		Restore Restore to
	Version 1 Tags: +		Export to ZIP
			Add tags Remove tags
			Lock document
			Mark for deletion
			Extend retention time Create retention change request

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

Archive Manager ArchiveWeb	keyword search	archive search retention re	port tasks Administrator -
EXCHANGE FILES			
	IBOX chived shortcut lost tagged locked for dele	etion	
	esult count: 21 Total rows selected: 2 elect all items in folder Clear selection		
	ag a column header here to group by that column		
	FROM TO	SUBJECT	RECEIVED - RETENTION
 ④ Karl Jordan [AMXSERVER] ④ Niki Portman [AMXSERVER] 	ikiportman@democor David Webb karljordan@democorp.c David Webb	Red at the Bone Mostly Dead Things	09/11/20 09/11/20
 → Nina Tanaka [AMXSERVER] → Pablo Neruda [AMXSERVER] 	irst Prev Page: 1 of 2 Next Last	, ,	
		10108	►
 Public Folders Image: A state of the state o		Imm Add tags Remove tags Lock document Unlock document Export to PST Export to ZIP Restore Restore to Mark for deletion Extend retention time Create retention change request	

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.

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

Exchange	Files	Audit
FOLDER OPERATIONS	FOLDER OPERATIONS	FOLDER OPERATIONS
Add tags Remove tags	Add tags Remove tags	Add tags Remove tags
Lock document Unlock document	Lock document Unlock document	Export to XLS
Export to PST	Export to ZIP	
Export to ZIP	Mark for deletion	
Mark for deletion	Extend retention time	
Extend retention time	Create retention change request	
Create retention change request		

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 navigation pane if Archive Manager for Exchange is installed in the environment. Under this tab you can handle emails archived by Archive Manager for Exchange. The Archive Manager archive is accessible even if the Exchange server is down. User can browse through emails, search in them, restore lost items etc. After clicking the **Archive** from the main bar and then **Exchange** form the grey sub-bar the Exchange Archive menu is unfolded on the left. It offers access to

- Mailboxes
- \circ Public Folders

In our example we have logged in as an Administrator. Therefore, under the **Mailboxes** node you may see the **Administrator** folder. Providing that the administrator has rights to view other users' mailboxes; these mailboxes can be listed under the **Mailboxes** node.

Unfolding the **Administrator** node displays all directories where emails have been archived (i.e. emails residing in these directories have been archived with Archive Manager for Exchange and are now placed in the archive).

Archive Manager ArchiveWel	b keyword search	archive	search	retention	report tasks	Administrator 🗸
EXCHANGE FILES						
 Mailboxes ♥ ④ Aman Ali [AMXSERVER] ③ David Webb [AMXSERVER] 	archived shortcut lost tagged locked for	deletion				
Inbox ④ Devika Sharma [AMXSERVER] ④ Ishna Mohan [AMXSERVER]	Result count: 21 Total rows selected: 1 Select all items in folder Clear selection					
 Juan Christie [AMXSERVER] Karl Jordan [AMXSERVER] Niki Portman [AMXSERVER] 	Drag a column header here to group by that column Image: FROM TO juanchristie@democorp davidwebb@democorp			RECEIVED 09/11/20		9 8 • 7
 Nina Tanaka (AMXSERVER) Pablo Neruda (AMXSERVER) Tim Ashford (AMXSERVER) Public Folders democorp.com (AMXSERVER) 	timashford@democorp davidwebb@democor pabloneruda@democor davidwebb@democor ninatanaka@democorp davidwebb@democor nikiportman@democor davidwebb@democor nikiportman@democor davidwebb@democor	p The Topeka School p The Glass Hotel		09/11/20 09/11/20 09/11/20 09/11/20	3	
Tags + Labor Market	karljordan@democorp.c davidwebb@democor First Prev Page: 1 of 2 Next Last	p Mostly Dead Things		09/11/20	3	Items per page: 20
Riga Sparta Training	The Topeka School					MENU
Venice	Pabloneruda@democorp.com 9/11/2020 2:33:57 AM					
	To: davidwebb@democorp.com • Version 1 • Tags: + Venice X					
•	In this ambitious, formidable novel, one of the very be	st of the Trump era thus far, Lerner asks: how	does one raise	a good son? V	Vhen high school se	nior Adam Gordon 1

NOTE: Not all **Exchange** 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.

Mailboxes node

The **Mailboxes** node can be expanded to view your mailbox sub-nodes. You can also see mailboxes of other users if you have been has been granted access rights in the Archive Manager Administration Center.

You can expand each mailbox to access the folders in the mailbox that contain archived emails. 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 except items marked for deletion
- shortcut archived items with shortcuts in the mailbox are visible
- **lost** items that were archived but later deleted from the Exchange server are visible; these LOST ITEMS are not accessible in the user mailbox 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 because they are still in the archive and may be also visible in the mailbox as usual. When their retention period elapses, they will be deleted (see "Mark for deletion" option in the <u>More actions</u> topic)

Archive Manager Archive	eWeb	keyword search			ar	rchive	search	tasks	user	001 🗸		
EXCHANGE FILES												
S Mailboxes ♀	INBOX											
 Aman Ali [AMXSERVEF David Webb [AMXSER 		-	ged locked for del	etion								
Inbox	Result count: 3 Total rows selected: 0											
 Ishna Mohan [AMXSEF Juan Christie [AMXSEF 	Drag a colu	column header here to group by that column										
Juan Christie [AMXSER] Karl Jordan [AMXSER]	F	FROM	ТО	SUBJECT	RECEIVED	- + }	RETENTION	0	a b	P		
		Administrator	user001; user002	t01	05/22/19			3 🗸				
	u	user001	user001	paying no attention to the varying quality of the pastura	03/29/17			6 🗌				
	u	user001	user001	"I commanded a squadron," replied Repnin.	03/29/17			3				
 ④ Tim Ashford [AMXSER ④ Public Folders 	First P	Prev Page: 1 of 1	Next Last					Items per page: 20				
∋ Tags +	♀ Create Filt	lter										
•	paying no attention to the varying quality of the pasturage in different											
	User001 3/29/20 To: user00)17 3:07:38 PM										
		1 sage was sent with High im sage has been marked as P								•		

Filtering the Mailboxes node

- 1. When you have access rights to see a large number of mailboxes, you can use the mailbox filter to search for a subset of mailboxes as described below:
- 2. Click \mathbb{P} next to the **Mailboxes** node.

Archive Manager ArchiveWe
EXCHANGE FILES
Mailboxes P
∋ Aman Ali [AMXSERVER]
O Nina Tanaka [AMXSERVER]
→ Tags +

- 3. Enter the mailbox name or use the asterisk wildcard with a partial name to filter the mailboxes (for example, enter D* to filter all mailboxes that start with "D"). The search is case sensitive and the server name enclosed in square brackets is not included in the search.
- 4. Click Enter on you keyboard to get the filtered subset of mailboxes.



5. Click **X** to clear the filter.

For more list filtering options see the next section.

List view

With advanced list view functionality provided with every ArchiveWeb list view you can easily search even in huge lists of emails and adjust the list to your specific needs. A 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 ♥ to create/modify the filter

For more details see List view conventions

The following information are included directly in the list:

- From column sender of the message
- To column recipient(s) of the message
- Subject email subject
- Received receive date
- Retention archive retention (in months)

Archive

- Attachment status (¹/₉) checked if email contains attachment(s)
- Lock status (a) yellow lock icon if the user locked the email in their own mailbox; grey lock icon if the user locked the email in some shared mailbox
- Tagged status (■) checked if the email is tagged
- Commented status (, checked if there are comments associated with the email

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 email in the list, its properties (importance, versioning, attachments) and email body are displayed under the list view in the preview pane. Preview is available only for some file types, e.g. for. By clicking the attachments, they can be opened or downloaded.

In the **Preview** pane, it is possible to add comments to emails. Simply scroll down in the **Preview** pane. Click plus sign \oplus 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 (\ll) to the right (see the screenshot below). The comments will be displayed.

Archive Manager ArchiveWe	keyword search		archive se	arch retentio	n report	tasks	Administrator 🗸					
EXCHANGE FILES												
Mailboxes ₽	INBOX											
 → Aman Ali [AMXSERVER] > David Webb [AMXSERVER] 	archived shortcut lost tagged locked for deletic	on										
Inbox → Devika Sharma [AMXSERVER]	Result count: 21 Total rows selected: 1 Select all items in folder Clear selection											
Ishna Mohan [AMXSERVER]	Drag a column header here to group by that column	column header here to group by that column										
④ Juan Christie [AMXSERVER] ④ Karl Jordan [AMXSERVER]	FROM TO SU	UBJECT	RECEIVED +	RETENTION	0	• 🖓						
 Niki Portman [AMXSERVER] 	juanchristie@democorp davidwebb@democorp Th	'he Lion, The Witch and the Wardrobe	09/11/20	3			A					
	✓ timashford@democorp davidwebb@democorp Tr	rick Mirror	09/11/20	3			-					
 ④ Pablo Neruda [AMXSERVER] ④ Tim Ashford [AMXSERVER] ④ Public Folders 	First Prev Page: 1 of 2 Next Last						Items per page: 20					
⊙ Tags +	Trick Mirror	100					MENU					
•	Timashford@democorp.com 9/11/2020 2:33:58 AM To: davidwebb@democorp.com • Version 1 • Tags: +											
	From The New Yorker?s beloved cultural critic comes a bold, u Regards Tim	unflinching collection of essays about self-deception,	examining everyt	hing from scamme	r culture to r	eality televis	ion. Tolentino is am					
۲							-					

NOTE: Not all **Exchange 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 the preview pane the user can tag, lock or export archived items. All these and other actions are accessible through the **More actions** menu.

EXCHANGE FLES Mailboxes ? Main Ali (AMXSERVER) David Webb (AMXSERVER) INBOX Mbox Beult count: 21 Total rows selected: 1 Select all terms in folder Clear selection Beult count: 21 Total rows selected: 1 Select all terms in folder Clear selection Drag a column header here to group by that column Mik Portman (AMXSERVER) Pablo Neruda (AMXSERVER) Pablo Neruda (AMXSERVER) Mik Portma (AMXSERVER) Juanchristie@democorpdavidwebb@democorp The Uinth and the Wardrobe O9/11/20 3 Wina Tanaka (AMXSERVER) Juanchristie@democorpdavidwebb@democorp Thick Mirror O9/11/20 3 Wimas Tanaka (AMXSERVER) Juanchristie@democorpdavidwebb@democorp Trick Mirror O9/11/20 3 Ø Public Folders Timashford@democorp.com mm Ø/11/2020 2:3:3:S AM Tir davidwebb@democorp.com Estore to Ø/11/2020 2:3:3:S AM
Aman Ali [AMXSERVER] David Webb [AMXSERVER] Aman Ali [AMXSERVER] Aman Ali [AMXSERVER] David Webb [AMXSERVER] Recuit count: 21 Total rows selected: 1 Buhonan [AMXSERVER] Recuit count: 21 Total rows selected: 1 Subina Mohan [AMXSERVER] Recuit count: 21 Total rows selected: 1 Subina Mohan [AMXSERVER] Recuit count: 21 Total rows selected: 1 Subina Mohan [AMXSERVER] Recuit count: 21 Total rows selection Miki Portman [AMXSERVER] Recuit count: 21 Total rows selection Pablo Neruda [AMXSERVER] FROM Subjecc Pablo Neruda [AMXSERVER] junichristie@democorp
Add tags Remove tags

Some or all of the following option are available depending on your user permissions.

- **Download as MSG file** download the selected email in MSG format (not available when multiple items are selected).
- **Download as EML file** download the selected email in EML format (not available when multiple items are selected).
- **Restore** restore the whole archived item to the current shortcut location in the mailbox (the item in the archive is not changed in any way).
- **Restore to** restore the whole archived item to any folder accessible in your ArchiveWeb, i.e. to any folder where something has been already archived.
 - NOTE: In case of lost items the **Restore** action restores item to its original location.
 Restore to restores item to specified location and both make it accessible for the user in the mailbox. The **Restore to** functionality is not applicable to Public folder items.
- Export to ZIP compress and export the selected email(s) and define a password for the zip file.
- Export to PST available when multiple items are selected.

- Add tags / Remove tags tag your items. You can use exisitng tags or create new ones from the pop-up dialog.
- Lock document / Unlock document manage document locks (for more information see the Legal hold lock documents topic).
- Mark for deletion 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.
- 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 the Archive Manager Administration Center. For more information about creating a retention change request see the <u>GDPR</u> chapter.

Legal hold – lock documents

For audit purposes found documents and emails can be locked by the user. When the item 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 emails: Locate the emails under the **Exchange Archive** node and select them. Click the **Lock** icon in the column to open the menu.

Archive Manager ArchiveWel	b keyword search	archive search	retention	report tasks	Administrator 🗸
EXCHANGE FILES					
EXCHANGE FILES Mailboxes 9 Aman Ali (AMXSERVER) David Webb (AMXSERVER) Inbox Devika Sharma (AMXSERVER) Sishna Mohan (AMXSERVER) Juan Christie (AMXSERVER) Karl Jordan (AMXSERVER) Niki Portman (AMXSERVER) Niki Portman (AMXSERVER) Pablo Neruda (AMXSERVER)	INBOX archived shortcut lost tagged locked for deletion Result count: 21 Total rows selected: 0 Select all items in folder Drag a column header here to group by that column	3	RECEIVED 09/11/20 09/11/20	RETENTION 3 3 3	
 ⊙ Tim Ashford [AMXSERVER] ⊙ Public Folders ⊙ democorp.com [AMXSERVER] ⊙ Tags + 	pabloneruda@democor, davidwebb@democorp The Topeka School timashford@democorp davidwebb@democorp Trick Mirror juanchristie@democorp davidwebb@democorp The Lion, The Witch First Prev Page: 1 of 2 Next Last		09/11/20 09/11/20 09/11/20	3	Items per page: 20
	Select iter	ms or click to preview.			

From the dropdown menu select **Lock document**. Locked documents will be displayed with a lock icon (a):

- yellow lock icon item locked by the logged on user
- grey lock icon item locked by another user in shared folder

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.

Public Folders

Under the **Exchange / Public Folders** node one can find archived items from all accessible Public Folders. Unfold the node down to the public folder by clicking the arrow sign. Archived items of the selected public folder will be displayed in the main pane.

Managing and handling the Public folders items is the same as described for mailbox items (see the previous section).

EXCHANGE FILES											
 Mailboxes 9 Public Folders public_AW7 			ed shortcut lost	tagged locked for de	eletion						
 ⊙ Splendid ⊙ Tags + 		Drag a c	FROM	up by that column SUBJECT	RECEIVED	RETENTION	Û	8	Ð	ç	TAGS
			Administrator	ो दुनिया के सबसे मजबूत	1/9/2015 11:0	1					
	4		Administrator	dualbesucherIndividua.c	1/9/2015 11:0	б					
	1		Administrator	ryone, the tutors an	1/9/2015 11:0	б					
			Administrator	ь 24 в сутки – наши с	1/9/2015 11:0	1	✓				
		♀ Create	e Filter								
		<									>
				Select	message to 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 productspecific 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 Exchange Advanced Installation Guide.
- 2. A Post-processing plugin must be configured using the *Archive Manager Configuration* tool. The plugin indexes the recipient property of emails that allows you to use the *To* field in your search criteria. For more information see <u>Post-processing</u>.
- 3. Optical Character Recognition (OCR) search is an optional feature that can also be activated through the *Archive Manager Configuration* tool.
- 4. Requisite Roles and Permissions must be granted to users who can use the search feature.

In this chapter:

- <u>Keyword Search</u>
- Advanced Search
- <u>Search Results</u>
- <u>Search History</u>
- <u>Search Templates</u>

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 <u>Profile</u> 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.

Archive Manager Archi	iveWeb keywor	d search	archive	search	retention	report	tasks	Administrator 🗸
SEARCH HISTORY TEMPLATE	S							
CRITERIA DOCUMENT TAGS	Search scope: Keyword:	2 EXCHANGE 2 FILES						
								Clear Search

- 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 <u>Search Results</u> 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 <u>Tags</u> 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.

Archive Manager Archive	Web keyword s	earch		archive	search	tasks	user001 🗸
SEARCH HISTORY TEMPLATES	; ;						
CRITERIA MAILBOXES DOCUMENT TAGS	 Marked with all sele Marked with any se methods 	2	system				

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**, **Mailboxes** 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 email properties to define 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.

Archive Manager Arch	iveWeb	keyword searc	h	ar	chive	search	retention	report	tasks	Administrator 🗸
SEARCH HISTORY TEMPLATE	ES									
CRITERIA MAILBOXES DOCUMENT TAGS	Search sco Keyword:	pe:	Z EXCHANGE - FILE	S						
t III	Advanc	ed	 Search in archived an Search in deleted doc Search in versions. Th 	cuments		or each vers	sion separately.			
	[= + × □ + × □ + × □ + Add nev	[≡ And • Or •		• • •	OPERAT < = =		VALUE			
										Clear Search

Steps to search with 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 Exchange 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.
- 6. In the search *Criteria* pane, click **Add new clause** + and enter the search criteria using the fields as described below:
 - a. And/Or select two or more checkboxes to create a nested search phrase with the [\equiv icon as described in the example below.
 - b. Field select a property for the email from the dropdown.
 - c. **Operator -** select an operator from the dropdown.
 - d. Value enter a text value to search. For date fields, enter the date in the format *m/d/yyyy*.
- 7. You can remove a specific row by clicking the **Delete** X. 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 email items that were received by David Webb before 10th November 2020 and the subject contains either the words Wealth or Commerce.

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

```
Received Date < 11/10/2020 AND (Subject contains Wealth OR Subject contains Commerce)
```

The context of the search query is restricted to a single mailbox called *David Webb*, but there are no restrictions to the scope since *All items* are required to be searched in the specified mailbox.

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

- 2. Click Search from the main menu. The Search view opens.
- 3. Click the **Search** tab.
- 4. In the search *Criteria* pane, click **Add new clause** + and enter the search criteria using the fields as described below:

- a. Field: Received Date
- b. 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: Subject
 - 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: Subject
 - c. **Operator**: Contains
 - d. Value: Commerce
- 7. Since *Subject Contains Wealth Or Subject Contains Commerce* are nested criteria, select the two checkboxes where the **Field** value is *Subject*. Then click the [≡icon that is activated. The fields that are grouped are marked as shown on the image below:

Archive Manager Arch	iveWeb	keyword sear	ch	a	rchive	search	retention	report	tasks	Administrator 🗸
SEARCH HISTORY TEMPLATE	S									
CRITERIA MAILBOXES DOCUMENT TAGS	Search sco Keyword:	pe:	✓ EXCHANGE □) FILES						
	Advanc	ed								
	Include:		🗹 Search in archi	ved and deleted doci	uments					
4 			 Search in delet Search in version 	ed documents ons. The match will b	e shown f	or each vers	sion separately.			
	[=	AND/OR	FIELD		OPERAT	OR	VALUE			
	+ × 🗆		Received date	Ŧ	<		• 11/10/2)20		
	+ × 🗆	E And	• Subject	-	=		▼ Wealth			
	+ × 🗆	Or	 Subject 	•	=		 Commer 	ce		
	+ Add new	clause								Clear Search

Mailboxes

The *Mailboxes* page lists the mailboxes that you have been granted the access rights to view and search.

To search for mailboxes:

1. Below each column header is a search text box. Enter a letter or a combination of alphanumeric characters to search for terms in the column. You can enter search criteria for

multiple columns. For example, in the image below, the letter **D** has been added to the search text box below the column header *Display Name*.

- 2. Click the \neg icon to open the search operators list and select a search operator. For example, the search operator **Doesn't contain** has been selected which excludes all mailboxes that start with the letter **D** that was entered in the search text box.
- 3. The list will update as you enter or modify search criteria and search operators. The search settings will persist through a single session and will be reset when you log in again.

ARCH HISTORY TEMPLATI	ES										
CRITERIA		al rows selected ear selection	: 12								
MAILBOXES	Drag	a column hea	der here to grou	p by	y that column						
DOCUMENT TAGS	~	LOCATION	DISPLAY NAM	E	ALIAS	EMAIL ADDRESS	LDAP PATH	MAILBOX DN	DOMAIN	ACCOUNT ACTIVE	ACCOUNT ON LEGAL HO
		9	D	9	9	9	9	9	9	-	
		AMXSERVER	Aman Ali		Begins with	nanali@dem	CN=Aman Ali,	/o=Demo Cor	democorp	~	
		AMXSERVER	Ishna Mohan		Contains	nnamohan@	CN=Ishna Mo	/o=Demo Cor	democorp	~	
		AMXSERVER	Juan Christie	~	 Doesn't contain 	anchristie@d	CN=Juan Chris	/o=Demo Cor	democorp	~	
		AMXSERVER	Niki Portman		Ends with	kiportman@	CN=Niki Port	/o=Demo Cor	democorp	~	
	1	AMXSERVER	Nina Tanaka		Equals	natanaka@d	CN=Nina Tana	/o=Demo Cor	democorp	~	
		AMXSERVER	public_AMXEX	_	Doesn't equal	uomadmin@d	public_AMXEX			~	
	4										
	4										

To sort mailboxes:

If there are too many mailboxes, you can sort or group the list by clicking a column header

To group mailboxes:

- 1. Drag a column header to the grouping bar just above the list. For example, dragging the Location column header to the grouping bar, groups the mailboxes by Location.
- 2. Expand each group item to view the mailboxes in that group.
- 3. Click the **up** or **down** icon in the group column header to sort the mailboxes in the group in ascending or descending order.
- 4. To remove a grouping, drag the column header back into the list. You can insert the column header at any place in the row of column headers.

RCH HISTORY TEMP	LATES										
CRITERIA			l rows selected ct all rows Cle								
MAILBOXES		Drag	a column head	der here to group b	y that column						
DOCUMENT TAGS			LOCATION	DISPLAY NAME	ALIAS	EMAIL ADDRESS	LDAP PATH	MAILBOX DN	DOMAIN	ACCOUNT ACTIVE	ACCOUNT ON LEGAL HO
			Ŷ	9		9	9	9	9	-	
		✓	AMXSERVER	Administrator	domadmin	domadmin@d	CN=domadmi	/o=Demo Cor	democorp		
		✓	AMXSERVER	Aman Ali	amanali	amanali@dem	CN=Aman Ali,	/o=Demo Cor	democorp		
		~	AMXSERVER	David Webb	davidwebb	davidwebb@d	CN=David We	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Devika Sharma	devikasharma	devikasharma	CN=Devika Sh	/o=Demo Cor	democorp	\checkmark	
	÷	✓	AMXSERVER	Ishna Mohan	ishnamohan	ishnamohan@	CN=Ishna Mo	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Juan Christie	juanchristie	juanchristie@d	CN=Juan Chris	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Karl Jordan	karljordan	karljordan@de	CN=Karl Jorda	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Niki Portman	nikiportman	nikiportman@	CN=Niki Port	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Nina Tanaka	ninatanaka	ninatanaka@d	CN=Nina Tana	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Pablo Neruda	pabloneruda	pabloneruda@	CN=Pablo Ner	/o=Demo Cor	democorp	\checkmark	
		~	AMXSERVER	Tim Ashford	timashford	timashford@d	CN=Tim Ashfo	/o=Demo Cor	democorp	✓	
		4									

- **NOTE:** To search in journal mailboxes:
 - If a user has *Journal* permission set in ArchiveWeb then the user can search through their own emails, where is present as a kind of recipient (sender, recipient).
 - If a user has *Journal* access granted through *Archive Manager* > *Tools* > *Mailbox rights manager,* then the user can search all emails in the Journal.

At least one mailbox must be selected to run a search. The specified mailbox selection is preserved across sessions unless the option **Remember last mailbox / server selection** in *Manage settings > Profile* is cleared.

Document tags

The *Document Tags* page displays the tags that you can specify in a search. See <u>Tags</u> 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.

Archive Manager Archive	Web keyword s	earch		archive	search	tasks	user001 👻
CRITERIA	 Marked with all sel Marked with any set 	2					
MAILBOXES DOCUMENT TAGS	Marked with any se	Marketing	system				

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. If Match Highlight and Match Highlight Color are configured in Profile settings, keywords will be highlighted with the predefined color. For example, if the keyword is Commerce, then all instances of the word are highlighted.

Archive Manager Arc	hiveWeb	keyword search	arc	:hive	search	retention	report	tasks	Ad	minist	rator	•
SEARCH HISTORY TEMP	LATES											
EXCHANGE SEARCH RESULTS	FILES SEARCH	RESULTS										
EXCHANGE SEARCH R	ESULTS											
archived tagged locker	d											
Result count: 1 Total rows sele	cted: 1											
Clear selection Edit query											Re	fresh
Drag a column header here to gr	oup by that colum	n										
FROM	то	SUBJECT		FOLDER	ł	RECEIV	ED 🔻	VERSION	0	8	Ð	P
✓ timashford@democorp	davidwebb@den	ocorp Commerce		Inbox		09/11/2	0		1 🔽			
First Prev Page: 1	of 1 Next La	st							lten	ns per p	age: 2	20
Commerce			Innini							ME	NU	^
Timashford@democor 9/11/2020 2:33:46 AM	p.com											
To: davidwebb@democorp.con	n											
Version 1 Retention 12/11/2020 Tags: +												
🛿 1 Attachments												•

Advanced search

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

Archive M	lanager Archive	Web keyword se	arch	:	archive	search	retention	report	tasks	Admi	nistrato	or 🗸
SEARCH HI	ISTORY TEMPLATES											
	SEARCH RESUL	LTS										
Result count: 3 Select all rows	Total rows selected: C Edit query											
-	neader here to group by										_	-
FROM		то	SUBJECT		FOLDER		RECEIVED	✓ VERS	ION	0		2
juanchristi	ie@democorp.com	David Webb	Commerce		Inbox		09/11/20		1			
timashford	d@democorp.com	David Webb	Commerce		Inbox		09/11/20		1	✓		
pabloneru	ida@democorp.com	David Webb	Commerce		Inbox		09/11/20		1			
First Prev	Page: 1 of 1	Next Last								Items p	per page	: 20
				1111111								
Commerce											MENU	í
	e@democorp.co 2:33:48 AM	m										

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 attachement 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 <u>Tasks</u> page.

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

When keyword search is used, keywords in the search results can be highlighted.

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 Exchange. A search condition (or query) can contain zero or more search clauses that are combined using operators and grouping of search clauses.

In this topic

- Simple conditions
- <u>AND/OR operators</u>
- 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 Archi	veWeb keyword sear	th	archive	search	retention	report	tasks	amadmin 🚽
SEARCH HISTORY TEMPLATE	S							
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE						
	Advanced							
	Include:	Search in archived and deleted documer Search in deleted documents Search in versions. The match will be sho		arately.				
× mi *	Ξ AND/OI ✦ Add new dause	R FIELD	OPERATOR	VALUE				
								Clear Search

Result

Archive Manag	jer ArchiveWeb	keyword search		search	retention		eport			admin 🚽
	TEMPLATES									
XCHANGE SEARC	H RESULTS									
rchived tagged	locked									
Result count: 91 Total ro	ows selected: 0									
Select all rows Edit query	,									
rag a column header her	e to group by that column									
FROM	то	SUBJECT	FOLDER	RECEIVED	+ VERSION		Û	6 D	Q	
]			Contacts/Recipient Cach	07/21/21		1				
amadmin	amadmin	"Who gave the report?" inquired Shcherbinin, taking the .	. Sent Items	02/09/21		1	~			
amadmin	amadmin	voice addressing the publican. "What have you killed a	Sent Items	02/09/21		1				
amadmin	amadmin	a seventy-pound weight were tied to it. He could run no .	. Sent Items	02/09/21		1				
amadmin	amadmin	"Who gave the report?" inquired Shcherbinin, taking the .	. Inbox	02/09/21			✓			
amadmin	amadmin	voice addressing the publican. "What have you killed a	Inbox	02/09/21		1				
First Prev Page: 1	of 5 Next Last								ltems per	page: 20
		Select items or click to	oreview.							

Example 2

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

Query

Archive Manager Archi	veWeb keyword sea	rdh		archive	search	retention	report	tasks	amadmin 👻
SEARCH HISTORY TEMPLATE	S								
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE							
	Advanced								
	Include:	 Search in archived and deleted Search in deleted documents Search in versions. The match w 		ersion sep	arately.				
Υ ΠΗ Α	(≣ AND/OR + X □ + Add new dause	FIELD *	OPERATOR Contains +	VALUE them					
									Clear Search

Result

Archive Manager /		word search	archive	search	retention	repo		sks	amadmin 👻
		word search	arcrive	-	retertuori	repo	it ta	58.5	amaumm
	1PLATES								
EXCHANGE SEARCH F	RESULTS								
archived tagged lock	ed								
Result count: 4 Total rows sel	ected: 0								
Select all rows Edit query									
Drag a column header here to g	roup by that column								
FROM	то	SUBJECT	FOLDER	RECEIVED	+ VERSION	0	â	D Ç	2
amadmin		French since Suvorov met them. He feared that Bonapart	Calendar	02/09/21		1]]
		so jaded that at a meeting of the huntsmen it was decide	Inbox	02/09/21		1 🔽			1
	amadmin@am19.local	splashing with blood those near them.	Inbox	02/09/21		1]		1
	amadmin@am19.local	of them had yet seen the manifesto, but they all knew it	Inbox	02/09/21		1 🔽	1		1
First Prev Page: 1	of 1 Next Last							ltem	s per page: 20
		Select items or click to p	review.						

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 *Subject* contains word "them" AND the *Sender* is "amadmin", you must combine two search clauses as shown:

Query

Archive Manager Archi	veWeb keyword sea	rch			search	retention	report	amadmin 🚽
SEARCH HISTORY TEMPLATE	S							
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE						
	Advanced							
	Include:	 Search in archived and deleted a Search in deleted documents Search in versions. The match with the search in version in the search in the search with the search with the search in the search with the search in the		rsion sep	arately.			
A MIII V	[∃ AND/OR + X □ + X □ And * + Add new clause	FIELD Subject * From *	OPERATOR Contains	VALUE them amad	min			
								Clear Search

Result

SEARCH HISTORY TEMPLATES EXCHANGE SEARCH RESULTS													
EXCHANGE SEARCH RESULTS archived tagged locked Result count: 1 1 Total rows selected: 0 Sectal rows: Edit query: Sectal rows: Edit query Drg a column hader here to group by that column	Archive Manager Arc	hiveWeb key	word search			search	reten	tion	repor				admin 👻
anged_lockd Revult count 1 Total rows selected 0 Selectal rows Selectal rows Drag a column header here to group by that column FROM TO SUBJECT FOLDER RECEIVED • VERSON 0 a madmin French since Suvorov met them. He feared that Bonapart Calendar 02/09/21 1 0													
Result court. 1 Total rows selected: 0 Selectal rows Edit query Drag a column header here to group by that column FROM TO SUBJECT POLDER RECEIVED VERSION Image: Column of the selected of the se	EXCHANGE SEARCH RES	ULTS											
Select all rows Edit query Drag a column header here to group by that column FROM TO SUBJECT FOLDER RECEIVED VERSION 0	archived tagged locked												
Drag a column header here to group by that column ROM TO SUBJECT FOLDER RECEIVED VERSION 0 • • • •	Result count: 1 Total rows selecte	d: 0											
FROM TO SUBJECT FOLDER RECEIVED VERSION Ø Image: Comparison of the compari	Select all rows Edit query												
amadmin French since Suvorov met them. He feared that Bonapart Calendar 02/09/21 1 1 First Prev Page: 1 of 1 Next Last Items per page: 20	Drag a column header here to group	p by that column											
First Prev Page: 1 of 1 Next Last Items per page: 20	FROM T	10	SUBJECT		FOLDER	RECEIVED	- V8	RSION	0	8		Q	
	🔲 amadmin		French since Suvorov m	et them. He feared that Bonapart	Calendar	02/09/21			1				
	First Prev Page: 1 of	1 Next Last									It	ems pei	page: 20
Select items or dick to preview.													
				Select items or click to p	review.								

Example 2

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

Query

Archive Manager Arc		arch		archive	search -	retention	report	tasks	amadmin -
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword: Advanced	Z EXCHANGE							
	Include:	Search in archived and deleted dou Search in deleted documents Search in versions. The match will b		version sep	arately.				
	[= AND/OR + ★ □ + ★ □ Or • + Add new clause	Subject *	PERATOR Contains		nin				
								6	Clear Search

Result

Archive Manag	jer ArchiveWeb	eyword search			search	retention		port		amadmin	
	TEMPLATES										
XCHANGE SEARC	H RESULTS										
rchived tagged	locked										
lesult count: 63 Total ro	ows selected: 0										
elect all rows Edit query	, ,										
rag a column header her	e to group by that column										
FROM	то	SUBJECT		FOLDER	RECEIVED	+ VERSION		0 1	ì ID	Q	
amadmin	amadmin	"Who gave the report?" i	nquired Shcherbinin, taking the	Sent Items	02/09/21		1	~			
amadmin	amadmin	voice addressing the pub	ilican. "What have you killed a	Sent Items	02/09/21		1				
amadmin	amadmin	a seventy-pound weight	were tied to it. He could run no	Sent Items	02/09/21		1				
amadmin	amadmin	"Who gave the report?" i	nquired Shcherbinin, taking the	Inbox	02/09/21		1	~			
amadmin	amadmin	voice addressing the pub	ilican. "What have you killed a	Inbox	02/09/21		1				
amadmin	amadmin	a seventy-pound weight	were tied to it. He could run no	Inbox	02/09/21		1				
First Prev Page: 1	of 4 Next Last								1	tems per page:	20
			Select items or click to pr	eview.							

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.

Example 1

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

Archive Manager Archi			keyword s	earch				archi	ve sean	'ch r	retention	report	tasks	amadmin 👻
EARCH HISTORY TEMPLATE	S													
CRITERIA MAILBOXES	Searc	h scope:	:	C	EXCHANGE									
DOCUMENT TAGS	Keyw	ord:												
	Adv	anced	I											
	Incluc	e:		C] Search in archived and delete] Search in deleted documents] Search in versions. The matcl			version	constately					
		[=	AND/OR		FIELD	1 WIII DI	OPERATOR		VALUE					
Í	+ x				Subject	*	Contains	*	them					
=	+ ×		Or	*	From	*	=	*	amadmin					
	+ ×		And	*	Has attachment	*	=	Ŧ	Yes					*
	+ Add	l new da	ause											
														Clear Search

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

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

Archive Manag	ger ArchiveWeb	keyword search			search	retention	rep	ort		am a d r	
	TEMPLATES										
XCHANGE SEAR											
archived tagged	locked										
Result count: 14 Total I	rows selected: 0										
Select all rows Edit que	rv .										
)rag a column header he	re to group by that column										
FROM	то	SUBJECT		FOLDER	RECEIVED	+ VERSION		0	Ð	ç	
amadmin	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Sent Items	02/09/21		1	~			
amadmin	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Inbox	02/09/21		1	~			
amadmin	amadmin	blood under his arm. "N	o, I am wounded and the horse i	Sent Items	02/09/21		1	~			
amadmin	amadmin	blood under his arm. "N	o, I am wounded and the horse i	Inbox	02/09/21		1	~			
amadmin	amadmin	not wish it. In a word, I r	nake no promise. And I beg you	Sent Items	02/09/21		1	~			
amadmin	amadmin	not wish it. In a word, I r	nake no promise. And I beg you	Inbox	02/09/21		1	~			
First Prev Page:	1 of 1 Next Last								It	erns per pa	ge: 20
			Select items or click to pr	eview.							

We can split this search condition into two parts

1. (Subject contains "them" OR Sender is "amadmin") which is a group

2. AND has attachment

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

Example 2

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

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

Archive Manager Ard		arch			search	retention	report	amadmin 🚽
SEARCH HISTORY TEMPLA	ATES							
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE						
	Advanced							
	Include:	 Search in archived and deleted Search in deleted documents Search in versions. The match w 		rsion sepa	arately.			
	[= AND/OR + ★ □ + ★ □ Or + ★ □ And		OPERATOR Contains * = *	VALUE them amadn Yes	nin			
	+ X And + Add new clause	Has attachment *		Yes				•
								Clear Search

Result: Subject contains "them" OR Sender is "amadmin" AND has attachment

Archive Manag	ger ArchiveWeb	keyword search			search	retention	repor			
SEARCH HISTORY	TEMPLATES									
EXCHANGE SEAR	CH RESULTS									
archived tagged	locked									
Result count: 16 Total n Select all rows Edit quer										
	y re to group by that column									
FROM	то	SUBJECT		FOLDER	RECEIVED	+ VERSION	0	∂ ■	Q	
amadmin	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Sent Items	02/09/21		1 🖌			
amadmin a	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Inbox	02/09/21		1 🔽			
amadmin	amadmin	blood under his arm. "N	o, I am wounded and the horse i	Sent Items	02/09/21		1 🔽			
amadmin	amadmin	blood under his arm. "N	o, I am wounded and the horse i	Inbox	02/09/21		1 🔽			
amadmin a	amadmin	not wish it. In a word, I r	nake no promise. And I beg you	Sent Items	02/09/21		1 🔽			
amadmin a	amadmin	not wish it. In a word, I r	nake no promise. And I beg you	Inbox	02/09/21		1 🔽			
First Prev Page: 1	of 1 Next Last								ltems per page:	20
			Select items or click to pr	eview.						

This query we can be split into two parts

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

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

Example 3

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

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

Archive Manager Arch	niveV	Veb		keyword si	arch								search	retention	report	amadmin 🚽
SEARCH HISTORY TEMPLAT	TES															
CRITERIA	s	earch	n scope	2:		EXCH4	INGE									
MAILBOXES DOCUMENT TAGS	к	(eywo	ird:													
	A	٩dva	anced	ł												
	Ir	nclude	e:		C) Search	in archived an in deleted do in versions. Th	cuments		iments E shown for each i	version	ı separ	ately.			
	i +	×	[≡ □	AND/OR		FIELD Subject	:		*	OPERATOR Contains	*	VALUE				
	-	×		∃ And	*	From			*	=	-	ama				
	+	×		Or	*	Has at	achment		•	=	-	Yes				•
	+	×		And	*	Folder	path		*	=	*	Inbo	х			
	+	- Add	new d	ause												
																Clear Search

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

	Archive Manager A	rchiveWeb	eyword search			search	retention	report		amadmin 👻
	RCH HISTORY TEMP									
	ived tagged locke									
Resi	ilt count: 2 Total rows sele	cted: 0								
	ct all rows Edit query									
)rag	a column header here to gr	oup by that column								
	FROM	то	SUBJECT		FOLDER	RECEIVED	+ VERSION	Û	≘ ■	P
				ig of the huntsmen it was decide		02/09/21		1 🖌		
		amadmin@am19.local	of them had yet seen the	e manifesto, but they all knew it	Inbox	02/09/21		1 🖌		
Firs	t Prev Page: 1	of 1 Next Last		Select items or click to pr	eview.				lt	ems per page: 20

This query can be split into three parts

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

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

Example 4

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

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

Archive Manager Archi	veWeb keyword sear	ch		archive	search	retention	report	tasks	amadmin 👻
SEARCH HISTORY TEMPLATE	S								
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE							
	Advanced	Search in archived and deleted Search in deleted documents Search in versions. The match w		rsion sepa	arately.				
¥ HB) ►	Image: AND/OR + X + X And + X Or + X And + Add new clause	FIELD Subject * From * Has attachment * Folder path *	OPERATOR Contains • = • = • = •	VALUE them amadr Yes Inbox	nin				*
									Clear Search

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

Archive Manag	ger ArchiveWeb	keyword search			search	retention		ort		amadmin 🚽
	TEMPLATES									
XCHANGE SEAR	CH RESULTS									
rchived tagged	locked									
Result count: 17 Total r	ows selected: 0									
Select all rows Edit quer	у									
rag a column header he	re to group by that column									
FROM	TO	SUBJECT		FOLDER	RECEIVED	+ VERSION		0	Ð	P
amadmin	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Inbox	02/09/21		1	~		
amadmin	amadmin	blood under his arm. "N	o, I am wounded and the horse i	Inbox	02/09/21		1	~		
amadmin	amadmin	not wish it. In a word, I r	nake no promise. And I beg you	Inbox	02/09/21		1	~		
amadmin	amadmin	back seized him by the a	arm, pulled him through the wic	Inbox	02/09/21		1	~		
amadmin		French since Suvorov m	et them. He feared that Bonapart	Calendar	02/09/21		1 [
		querulousness, which g	enerally culminated in a burst of	Inbox	02/09/21		1	~		
First Prev Page:	of 1 Next Last								It	ems per page: 20
			Select items or click to pr	eview.						

This query can be split into two parts

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

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

Example 5

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

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

Archive Manager Archiv	veWeb keyword sea	ch	arch	ve search	retention	report	tasks	amadmin 👻
SEARCH HISTORY TEMPLATE	S							
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE						
	Advanced							
	Include:	Search in archived and deleted documents Search in deleted documents Search in versions. The match will be show	1 for each versior	separately.				
	[= AND/OR	FIELD OPER		VALUE				
	+× □ 🗉	Subject • Cont		them				
+	+ × 🗆 📕 or	Folder path Folder path	*	Inbox				
	+ × 🗆 🔳 And	* From * =	*	amadmin				
	+ × 🗆 🔤 or	Has attachment =	*	Yes				*
	+ Add new clause							
							1	Clear Search

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

Archive Manag	ger ArchiveWeb	keyword search				search	retention	repor		
	TEMPLATES									
XCHANGE SEAR	CH RESULTS									
tagged	locked									
Result count: 33 Total n	ows selected: 0									
Select all rows Edit quer	/									
rag a column header her	e to group by that column									
FROM	то	SUBJECT		FOLDER	R	ECEIVED	+ VERSION	Û	₽	Q
amadmin	amadmin	"Who gave the report?" i	nquired Shcherbinin, taking the	Inbox	0	2/09/21		1 🖌		
amadmin	amadmin	voice addressing the pub	olican. "What have you killed a	Inbox	0	2/09/21		1 🗆		
amadmin	amadmin	a seventy-pound weight	were tied to it. He could run no	Inbox	0	2/09/21		1		
amadmin	amadmin	up and down the room,	and smoke one pipe after anoth	Inbox	0	2/09/21		1 🗌		
amadmin	amadmin	minute," said the resolut	e Dunyasha taking a needle that	Inbox	0	2/09/21		1		
amadmin	amadmin	Mademoiselle Bourienne	s' hand. (This was not etiquette,	Inbox	0	2/09/21		1 🗌		
First Prev Page: 1	of 2 Next Last								It	ems per page: 20
			Select items or click to pr	eview.						

This query can be split into two parts:

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

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

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

Example 6

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

 $\ensuremath{\mathsf{Query}}\xspace$ Subject contains "them" OR Folder path Inbox AND Sender is "amadmin" OR has attachment

Archive Manager Arch	niveWeb keyword sea	rdh		archive	search	retention	report	tasks	amadmin 👻
EARCH HISTORY TEMPLA	TES								
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	Z EXCHANGE							
	Advanced								
	Include:	Search in archived and deleted Search in deleted documents Search in versions. The match w		ersion sepa	rately.				
	[= AND/OR + X □	From	OPERATOR Contains	VALUE them inbox amadir Yes	in				
									Clear Search

Result: Subject contains "them" OR Folder path Inbox AND Sender is "amadmin" OR item has an attachment

Archive Manag	ger ArchiveWeb	keyword search				search	retention	rep			amadmin	
	TEMPLATES											
EXCHANGE SEAR	CH RESULTS											
archived tagged	locked											
Result count: 44 Total r	rows selected: 0											
Select all rows Edit quer	У											
Drag a column header he	re to group by that column											
FROM	то	SUBJECT		FOLDER	F	ECEIVED	+ VERSION		8	Ð	₽	
amadmin 🗌	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Sent Items	C	2/09/21		1	2			
amadmin a	amadmin	"Who gave the report?"	inquired Shcherbinin, taking the	Inbox	C	2/09/21		1	/			
amadmin	amadmin	voice addressing the pu	olican. "What have you killed a	Inbox	C	2/09/21		1 [
amadmin a	amadmin	a seventy-pound weight	were tied to it. He could run no	Inbox	0	2/09/21		1 [
amadmin	amadmin	up and down the room,	and smoke one pipe after anoth	Inbox	C	2/09/21		1 [
amadmin a	amadmin	minute," said the resolu	e Dunyasha taking a needle that	Inbox	C	2/09/21		1 [
First Prev Page: 1	1 of 3 Next Last									It	ems per page: 🗿	20
			Select items or click to pr	eview.								

This query can be split into three parts:

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

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

Keyword search

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

Example

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

Query

Archive Manager Archi	veWeb keyword sear	rch		archive	search	retention	report	tasks	amadmin 🚽
SEARCH HISTORY TEMPLATE	2								
CRITERIA MAILBOXES DOCUMENT TAGS	Search scope: Keyword:	EXCHANGE mother							
BOCOMENT DIGS	Advanced								
	Include:	Search in archived and deleted a Search in deleted documents Search in versions. The match wi		ersion se	oarately.				
Y 100 A	[Ξ AND/OR + X □ + Add new dause	FIELD Subject *	OPERATOR Contains *	VALUE					
	·								Clear Search

Result: The body of the message contains word "mother", and the Subject contains word "them"

		keyword search		arch	ive search		report	tasks	amadmin 🚽
EARCH HISTORY									
chived tagged	locked								
sult count: 1 Total ro	ows selected: 0								
lect all rows Edit que	ry								
g a column header he	re to group by that column								
FROM	то	SUBJECT		FOLDER	RECEIVED	✓ VERSION		₽	P
	amadmin@am19.loca	I of them had yet seen the	e manifesto, but they all knew it	Inbox	02/09/21		1 🖌		
irst Prev Page:	1 of 1 Next Last							ŀ	tems per page: 20
rst Prev Page:	1 of 1 Next Last		888					ľ	tems per page: 20
	1 of 1 Next Last		358					H	tems per page: 20
1 Attachments	1 of 1 Net Last		0.0					ł	terns per page: 20
1 Attachments	1 of 1 Next Last							ŀ	tems per page: [<u>2</u> (
1 Attachments	1 of 1 Net Last							1	tems per page: [<u>20</u>
1 Attachments	1 of 1 Net Last		88					ŀ	tems per page: 20
1 Attachments	1 of 1 Next Last							ŀ	tems per page: 20

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:

- <u>Viewing the search result summary</u>
- Viewing the search query
- <u>Viewing the search results</u>
- Editing the search query
- Saving the search query
- Extending search history
- <u>Cleaning up search history</u>

Viewing the search result summary

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

HISTORY TEMPLATE	S						
							-
							Ē
EXCHANGE - SEAR	CH RESULTS - 12/23/2020 6:15:	50 PM					×
Search query 😞 S	Search results summary 👒						
	earch in archived documents						
Mailboxes equals	Administrator [AMXSERVER		XSERVER], David Webb [AMXS				
Mailboxes equals Mohan [AMXSE	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF	RVER], Karl Jorda	an [AMXSERVER], Niki Portmar				
Mailboxes equals Mohan [AMXSE Pablo Neruda [A	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMXSERVER], public_AMXEXC	RVER], Karl Jorda CH [AMXSERVER]	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER],
Mailboxes equals Mohan [AMXSE Pablo Neruda [A	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMXSERVER], public_AMXEXC [To] = 'davidwebb@democc	RVER], Karl Jorda CH [AMXSERVER]	an [AMXSERVER], Niki Portmar	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER],
Mailboxes equals Mohan [AMXSE Pablo Neruda [/ SQL query equals Contains 'Wealt	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMXSERVER], public_AMXEXC [To] = 'davidwebb@democc	RVER], Karl Jorda H [AMXSERVER] orp.com' AND [S	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER],
Mailboxes equals Mohan [AMXSE Pablo Neruda [/ SQL query equals Contains 'Wealt	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMXSERVER], public_AMXEXC [70] = 'davidwebb@democc h')	RVER], Karl Jorda H [AMXSERVER] orp.com' AND [S	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER],
Mailboxes equals Mohan (AMXSE Pablo Neruda (A SQL query equals Contains 'Wealt Maximum numb	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMXSERVER], public_AMXEXC [70] = 'davidwebb@democc h')	RVER], Karl Jorda H [AMXSERVER] orp.com' AND [S	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER], [Subject]
Mailboxes equals Mohan (AMXSE Pablo Neruda (J SQL query equals Contains 'Wealt Maximum numb Result count: 8	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMXSERVER], public_AMXEXC [70] = 'davidwebb@democc h')	RVER], Karl Jorda CH (AMXSERVER) prp.com' AND (S	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER], [Subject]
Mailboxes equals Mohan [AMXSE Pablo Neruda [/ SQL query equals Contains 'Wealt Maximum numb Result count: 8	Administrator [AMXSERVER RVER], Juan Christie [AMXSER AMXSERVER], public_AMXSEV (To] = 'davidwebb@democc h') er of search results equals 10,0	RVER], Karl Jorda CH (AMXSERVER) prp.com' AND (S	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSE	RVER], [Subject]
Mailboxes equals Mohan (AMXSE Pablo Neruda (J SQL query equals Contains 'Wealt Maximum numb Result count: 8 EXCHANGE - SEAR Search query & S	Administrator [AMXSERVER RVER], Juan Christie [AMXSER MXSERVER], public_AMXEXC [To] = 'davidwebb@democc h') er of search results equals 10,0 CH RESULTS - 12/23/2020 4:54:	RVER], Karl Jorda CH (AMXSERVER) prp.com' AND (S	an [AMXSERVER], Niki Portman], Tim Ashford [AMXSERVER]	n [AMXSER' ([Subject]	VER], Nina Tan Contains 'Com	aka (AMXSE	RVER], [Subject]
Mailboxes equals Mohan (AMXSE Pablo Neruda (J SQL query equals Contains 'Wealt Maximum numb Result count: 8 EXCHANGE - SEAR Search query & S Started by:	Administrator [AMXSERVER RVER], Juan Christie [AMXSEF AMMSERVER], public_AMXSEV [state] (avidwebb@democc h') er of search results equals 10,0 CH RESULTS - 12/23/2020 4:54: Search results summary &	RVER], Karl Jorda CH [AMXSERVER] orp.com' AND [S 100 38 PM	an [AMXSERVER], Niki Portmar J, Tim Ashford [AMXSERVER] ent Date] > '2019-01-01' AND S-1-5-21-3596543122-2249	n [AMXSER' ([Subject]	VER], Nina Tan Contains 'Com	aka (AMXSE	RVER], [Subject]

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 \approx to hide the **Search result summary** section.

Viewing the search query

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

HISTORY TEMPLATES						
						Ć
EXCHANGE - SEARCH RESULTS - 12/23/2020 Search query & Search results summary &	6:15:50 PM					×
Mailboxes equals Administrator [AMXSEF Mohan [AMXSERVER], Juan Christie [AM Pablo Neruda [AMXSERVER], public_AM	XSERVER], Karl Jordan XEXCH [AMXSERVER],	n [AMXSERVER], Niki Portman , Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSI	ERVER],
Mohan [AMXSERVER], Juan Christie [AM	XSERVER], Karl Jordan KEXCH [AMXSERVER], mocorp.com' AND [Ser	n [AMXSERVER], Niki Portman , Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSI	ERVER],
Mohan [AMXSERVER], Juan Christie [AM Pablo Neruda (AMXSERVER], public_AMX SQL query equals [TO] = 'davidwebb@der Contains 'Wealth') Maximum number of search results equals	XSERVER], Karl Jordan KEXCH (AMXSERVER), mocorp.com' AND [Ser 10,000 4:54:38 PM	n [AMXSERVER], Niki Portman , Tim Ashford [AMXSERVER]	n [AMXSER	/ER], Nina Tan	aka (AMXSI	ERVER], [Subject]
Mohan (AMXSERVER), Juan Christie (AM Pablo Neruda (AMXSERVER), public AMX SQL query equals [To] = 'davidwebb@der Contains' Wealth') Maximum number of search results equals Result count: 8 EXCHANGE - SEARCH RESULTS - 12/23/2020	XSERVER], Karl Jordan KEXCH [AMXSERVER], mocorp.com' AND [Ser 10,000 4:54:38 PM SID:	n [AMXSERVER], Niki Portman , Tim Ashford [AMXSERVER]	n [AMXSER' ([Subject]	VER], Nina Tan Contains 'Com	aka (AMXSI	ERVER], [Subject] 🖉 💾 @

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 $\stackrel{\scriptstyle \land}{}$ 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.

SAVE SEARCH	AS			×	(
Search template na	me: I	Emails to	Davio	d Webb	
	С	ancel		Save	

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

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

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 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

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

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).

Archive Manager ArchiveWeb	eyword search	archive	e search	retention	report	tasks	Administrator -
SEARCH HISTORY TEMPLATES							
 Search templates (1) Emails from Tim 							
8/9/2021 11:11:30 PN							

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.

Archive Manager Archive	Web keyword search		archive	search	retention	report	tasks	Administrat	or 🚽
SEARCH HISTORY TEMPLATES									
Search templates (1)	EXCHANGE SEARCH R	ESULTS							
Emails from Tim	archived tagged locke	d							
5/23/2022 12:07:51									
	Result count: 3 Total rows sele								Refre
	Select all rows Clear selection	Edit query							Ketre
	Drag a column header here to g	oup by that column							
	FROM	то	SUBJECT		FO	LDER		RECEIVED	VE
		davidwebb@democorp			Inb			09/11/20	
			About Credibility in Persuation		Inb			09/11/20	
		davidwebb@democorp	Commerce		Inb	ox		09/11/20	
	First Prev Page: 1	of 1 Next Last							
	•								
	Trick Mirror							ME	NU
4	inck mitor)ownload a:	s MSG file	
8							Download as	s EML file	
•	Timashford@democor	p.com					lestore		
	9/11/2020 2:33:58 AM						lestore to		
	To: davidwebb@democorp.cor	n							
	Version 1 Retention 12/11/2020					E	xport to ZIF	0	
	• Tags: +					4	dd tags		
						F	emove tags	s	
						L	ock docum	ent	
						,	/lark for del	etion	
						E	xtend reten	tion time	

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

- Download to MSG file or Download to EML file download the selected item.
- **Restore** or **Restore to** restore the selected archived item to original item.
- Export to ZIP exports the item to a ZIP file.
- 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.

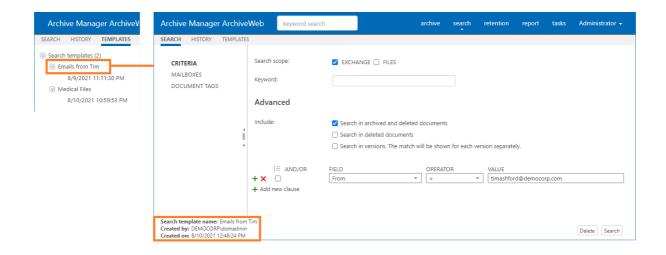
• **Create retention change request** – send a request to the approving person for selected item deletion or increased retention time when it can't be deleted from the archive. The *Approver* who is the person with adequate permission in Archive Manager, will receive the request through email notification 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:

- o Exchange Archive
- o 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 form 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 form 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 Archive	eWeb	keyword sea	arch			archive	search	retention	report	tasks	Administrator 🗸	
STATISTICS AUDIT												
 Exchange Archive Archive size 	Range: 9	/3/2018	- 9/18/2019	•							Generate	
Archived messages ③ Files Archive											Expo	rt
Archived	Drag a colur	nn header here	to group by tha	t column								
Archived Versions	YEAR	MONTH	DAY	HOUR	COUNT							
Restored Retention	2019			9			3					
Retention	2019						35 20					
	2013	, _		5			20					
•												
•												
	မှ Create Filt	er										

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.

STATISTICS AUDIT									
Exchange Archive Archive size	Range: g)/3/2018	▼ - 9/18/20	19	Ŧ				Generate
Archived messages									Expo
The Archive	Drag a colur	nn header her	e to group by	that c	olumn				Export to CSV
	YEAR	MONTH	DAY		HOUR	COUNT			Export to PDF Export to RTF
	2019			13 22	9 10		3 35		Export to XLS
	2019	9	5	22	9		20		
	4 mm >								

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.

	eWeb keyw	ord search		archive	search	retention repo			
TATISTICS AUDIT									
) ArchiveWeb ③ Archive Manager for Excl Search	Result count: 1 To Select all items in fo								
Archive Manager for Files	Drag a column head	der here to group by that col	umn						
Search	LOG LEVEL	LOG DATE	METHOD	COMPU	ITER	USER		CATEGORY	
Logon	Info	07/13/19	ArchiveWeb.Search	121man	n2 [10.16.1	121DEMO2\user002		Archive Manager f	
Tags +								5	
Audit									
Labor									
Market									
Riga	First Prev Pa	age: 1 of 1 Next	Last					Items per page:	20
Riga Sparta		age: 1 of 1 Next	Last					Items per page:	20
	First Prev Pa P Create Filter	age: 1 of 1 Next	Last					ltems per page:	20
Sparta		age: 1 of 1 Next	Last					ltems per page:	20
Sparta Training	♀ Create Filter	age: 1 of 1 Next	Last	10000				Items per page:	20
Sparta Training Venice	♀ Create Filter	age: 1 of 1 Next	Last	IIIIIII				Items per page: (20
Sparta Training Venice	 ← Create Filter 		Last	IIIIIII			Add		20
Sparta Training Venice	♀ Create Filter Image: Product: Category:	ArchiveWeb Archive Manager	Last for Exchange.Search	10000				MENU	20
Sparta Training Venice	♀ Create Filter ♦ Product: Category: Log level:	ArchiveWeb Archive Manager Info	for Exchange.Search	1000				MENU i tags	20
Sparta Training Venice	♀ Create Filter Image: Product: Category:	ArchiveWeb Archive Manager	for Exchange.Search AM	UMU			Ren	MENU i tags	20
Sparta Training Venice		ArchiveWeb Archive Manager Info 7/13/2019 9:27:39 ArchiveWeb.Searc 121mam2 [10.16.1	for Exchange.Search AM h 21.13]	нин			Ren	MENU d tags nove tags ort results to ZIP	20
Sparta Training Venice	 ♀ Create Filter Product: Category: Log level: Log date: Method: 	ArchiveWeb Archive Manager Info 7/13/2019 9:27:39 ArchiveWeb.Searc	for Exchange.Search AM h 21.13]	нши			Ren	MENU d tags nove tags	20
Sparta Training Venice	♀ Create Filter ↓ Product: Category: Log level: Log date: Method: Computer: User:	ArchiveWeb Archive Manager I Info 7/13/2019 9:27:39 ArchiveWeb.Searc 121mam2 [10.16.1 121DEMO2User00	for Exchange.Search AM h 21.13]	нин			Ren	MENU d tags nove tags ort results to ZIP	20

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)

Archive Manager Archiv	eWeb keyword search	archive search	
ROLES PERMISSIONS PROFI	LE SHARED MAILBOXES TAGS MANAGEMENT		
Global	LE SHARED MAILBOXES TAGS MANAGEMENT Create retention change request SEARCH Delete saved result Export to PST Export to PST Export to ZIP Restore items Save search result to database Search files Search mails STATISTICS Export statistics Files - Show statistics GROUP OR USERNAME default default democorp.com\davidwebb (David Webb)		
Archive Manager Archiv		archive search retention	report tasks David Webb +
EXCHANGE - SE	ARCH RESULTS - 5/23/2022 12:07:51 AM Search results summary &		
	ARCH RESULTS - 5/22/2022 11:59:19 PM : Search results summary 🛛 🛛 🛛 🖗		

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.
 - **NOTE:** This function is only available if the user has "Export results to ZIP" role allowed for Audit (under <LoggedOnUser>/ 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 <u>https://support.office.com/en-us/article/excel-specifications-and-limits-1672b34d-7043-467e-8e27-269d656771c3</u>.

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

Tasks

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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 are started). Completed and failed tasks are listed with the most recently completed task listed first.

CTATUC		TASK		
STATUS	START	FINISH	TOTAL COUNT	PROGRESS 🛛
Running	[EXCHANGE] - EXPORT TO) ZIP		
num ng	4/9/2022 3:30:22 PM		1,121	572 🗙
Completed	[FILES] - EXPORT TO ZIP			
completed	4/2/2022 1:15:09 PM	4/2/2022 1:35:27 PM	5,768	Download 🗙
Failed	[EXCHANGE] - ADD TAG			
rancu	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 predefined 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:
 - \circ Waiting task is waiting in the queue to be run
 - \circ Running task is running
 - \circ Completed task successfully completed
 - $\circ\,$ 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.

Addendum

- Troubleshooting
- List of Default ArchiveWeb Permissions

Export Tasks IIS Settings Suggestions

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, try configuring the following settings:

Process Model - Idle Time-Out

Modify the Idle Time-Out setting for *AWAppPool7*, *FilePAMAppPool* and/or *EPAMAppPool4* application pools in the IIS.

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

🖣 Internet Information Services (II	S) Manager			
	plication Pools			🔛 🖂 🚹 I 🕑 🗸
File View Help	A	dvanced Settings	?	×
	Pilcation Pools	General NET Framework Version Enable 32-Bit Applications Managed Pipeline Mode Name Queue Length Start Automatically CPU Limit Limit Action Limit Interval (minutes) Processor Affinity Enabled Processor Affinity Mask Process Model Identity Idle Time-out (minutes) Load User Profile Maximum Worker Processes Ping Enabled Ping Maximum Response Time (seconds) StartAumatic (seconds) Start nume Limit (seconds)	v4.0 False Integrated AWApPPool7 4000 True 0 NoAction 0 False 4294967295 40demo1\Administrator 0 False 1 1 True	X - 0 10 -
		Idle Time-out (minutes)	a worker process will remain idle before it	
٩	Features Vie	w Content View	OK Cancel	

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**

≌ Internet Information Services (II	S) Manager	
	es → Default Web Site → ArchiveWeb7 →	🖸 🛛 🖓 I 🕐 🕶
File View Help		
Connections	Session State Mode Settings Not enabled In process Custom State Server Connection string: [rcpip=loopbadc:424244 Time-out (in seconds): 10 Connection string: [data source=localhost;1ntegrated Security=SSPI V Create Time-out (in seconds): 10 Enable custom database Cookie Settings Mode: Use Cookies Ime-out (in minutes): Ime-out (in minutes): Ime-out (in minutes):	Actions Apply Cancel Help Online Help Online Help
Saniga Statin School Web Shephich Ven	cor neercomy	1L::

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\Framewrok\v4.0.30319\iisreset

About Us

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

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Technical Support Resources

Technical support is available to Quest customers with a valid maintenance contract and custome rs 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