E-Mail Archiving

What is email archiving?

Email archiving is a systematic approach to moving messages from the Exchange server into an archive saving the data contained in email messages so it can be accessed quickly at a later date. A "message stub" will remain in Exchange and consist of 400 characters of the original message body and URL-style links to any attachments. The remainder of the email message, including attachments will be archived.

Why is Smeal archiving email?

Smeal is implementing email archiving to better manage the current volume, and prepare for future growth of email messages, tasks, and calendar events. Additional benefits include:

- Increase user productivity as mail quotas will be managed automatically
- No quota frustrations or limits
- Reduce the number of local .pst archive files
- Access to archived messages from remote locations via OWA in Internet Explorer
- Email archive will be backed up automatically
- Reduce server backup and recovery time
- Maintain mail server performance and availability

How will email archiving affect me?

Email messages are archived "silently" without interruption to users. After the email is archived, only a stub of the email message remains on Exchange. When the outlook user wants to view the email, it will come efficiently from the archive storage without the need to restore data to exchange. If they do want to restore the archived email, it is restored to the exchange server in its original state to be served to the outlook client. Outlook users can take advantage of a web-based full text indexing search tool to intuitively find and restore historical email messages from the archive. Archived messages will be easily accessible and searchable through Outlook, Entourage, Thunderbird and OWA in Internet Explorer.

What if I don't want my mail to be archived?

Mail can be moved from the server into a local .pst file if it has not already been archived. If the file has already been archived, it needs to be restored from the archive (delete file pointer), and then move the mail message from the server to the local .pst file. If you require assistance, please contact our support staff.

What are the archiving policies?

- All mail older than 90 days (3 months) will be archived based on the date the email was created
- Email messages will be archived from any and all mailbox folders (except deleted items)
- Email messages will be archived under the same folder name as they were under at the time they were archived (i.e. sent)
- Access to archive messages at Smeal will be through Outlook, Entourage, Thunderbird or OWA using Internet Explorer
- Archived items are **NOT** available via Firefox, Safari or Internet Explorer with the "Use Outlook Web Access Light" box checked
- Access to archive messages at Home (or off-site) will be through OWA using Internet Explorer, Smeal VPN+Outlook, or Smeal VPN+Entourage.
- Management of archive messages (delete from archive) will be through OWA with Internet Explorer, Outlook or Entourage.

Accessing Archived Messages

There are a number of ways to access archived mail messages. On the following pages are instructions to access archived messages from all supported clients.

Outlook Client

Key points:

- The archived message will have a different icon (see picture below)
- The attachment(s) will remain with the archived item

How to access the message:

1. You can simply double-click the message in the upper window pane and the message will open in Outlook and look just like the original message.

2. Additionally, you can click on the link "View the original item" in the preview pane and the message will open in a web browser. In the preview pane, the "message stub" will consist of 400 characters of the message body and URL-style links to any attachments. The remainder of the message, including attachments is archived to the Enterprise Vault.
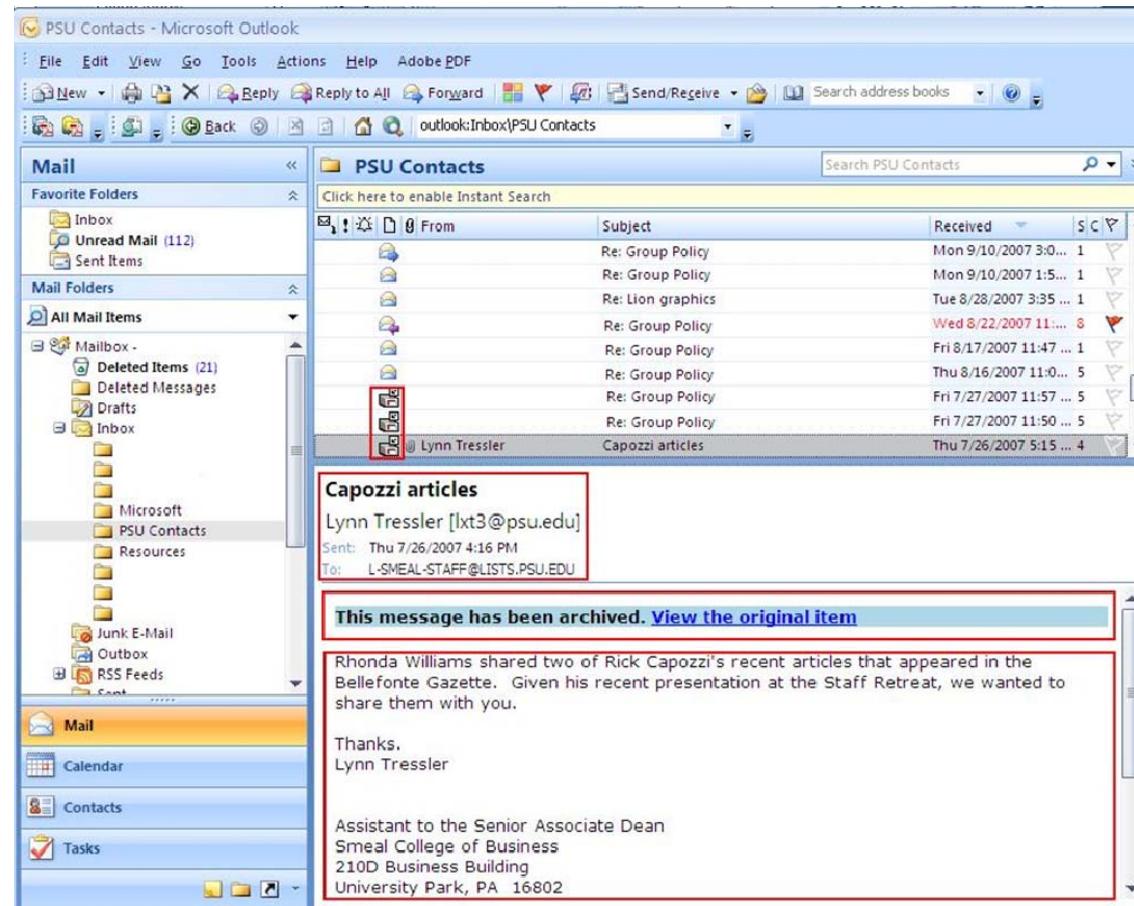
Entourage Client

Key points:

- The archived message will **NOT** have a different icon
- The attachment(s) will remain with the archived item

How to access the message:

1. Click on the link "View the original item" in the message (or preview pane) and the archived message will open in a web browser. The "message stub" consists of 400 characters of the message body and URL-style links to any attachments. The remainder of the message, including attachments is archived to the Enterprise Vault.
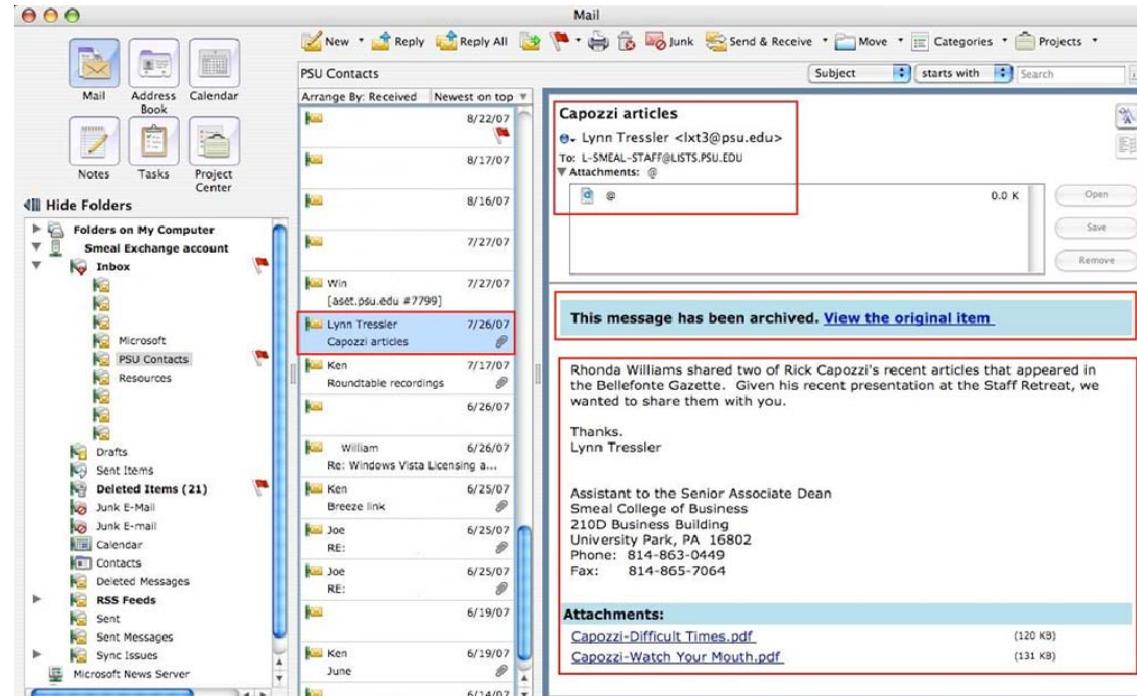
Outlook Web Access in Internet Explorer

Key points:

- The archived message will have a different icon (see picture below)
- The attachment(s) will remain with the archived item

How to access the message:

1. You can simply double-click the message in the message window pane and the message will open in OWA and look just like the original message.
2. Additionally, you can click on the link "View the original item" in the preview pane and the message will open in a web browser. In the preview pane, the "message stub" will consist of 400 characters of the message body and URL-style links to any attachments. The remainder of the message, including attachments is archived to the Enterprise Vault.

Thunderbird Client

Key points:

- The archived message will **NOT** have a different icon
- The attachment(s) will remain with the archived item

How to access the message:

1. Click on the link "View the original item" in the message (or preview pane) and the archived message will open in a web browser. The "message stub" consists of 400 characters of the message body and URL-style links to any attachments. The remainder of the message, including attachments is archived to the Enterprise Vault.
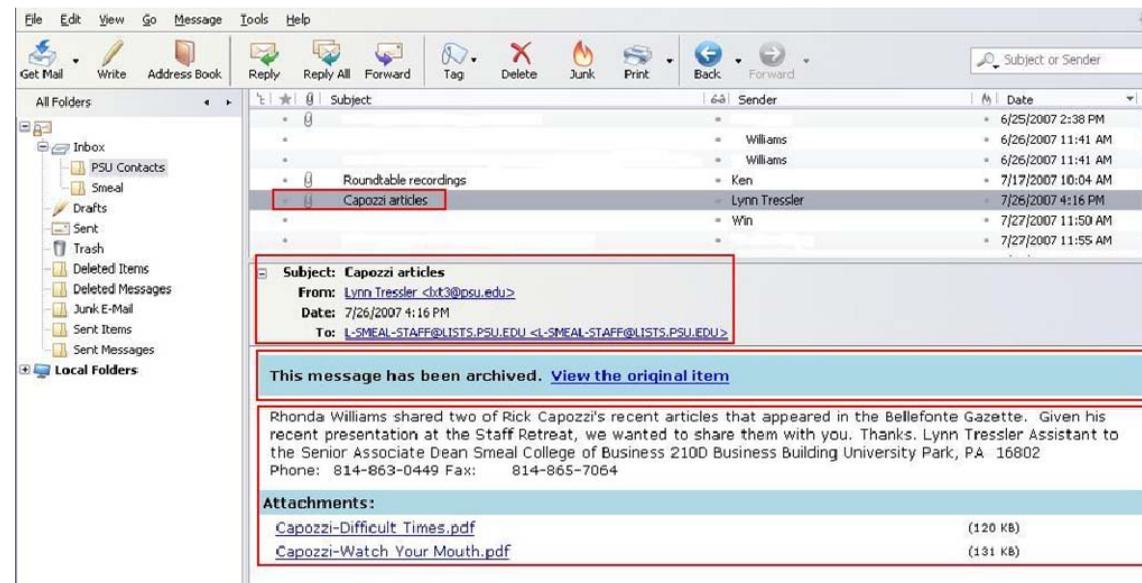
Archiving Navigation Icon Descriptions:

The archiving navigation icons look generally the same, but they may vary slightly between the Outlook client, OWA in Internet Explorer, and an archived item that is viewed in a web browser. Below is information on the icons and their functionality.

Search: Click on the icon below, and use keywords to find an email in the vault

Archive Explorer: This icon will allow you to "explore" archived items in all of your folders on the server. The view is identical to your mail folders in your Outlook or Entourage client.

Download: The download icon will allow you to save the message to a location on your desktop.
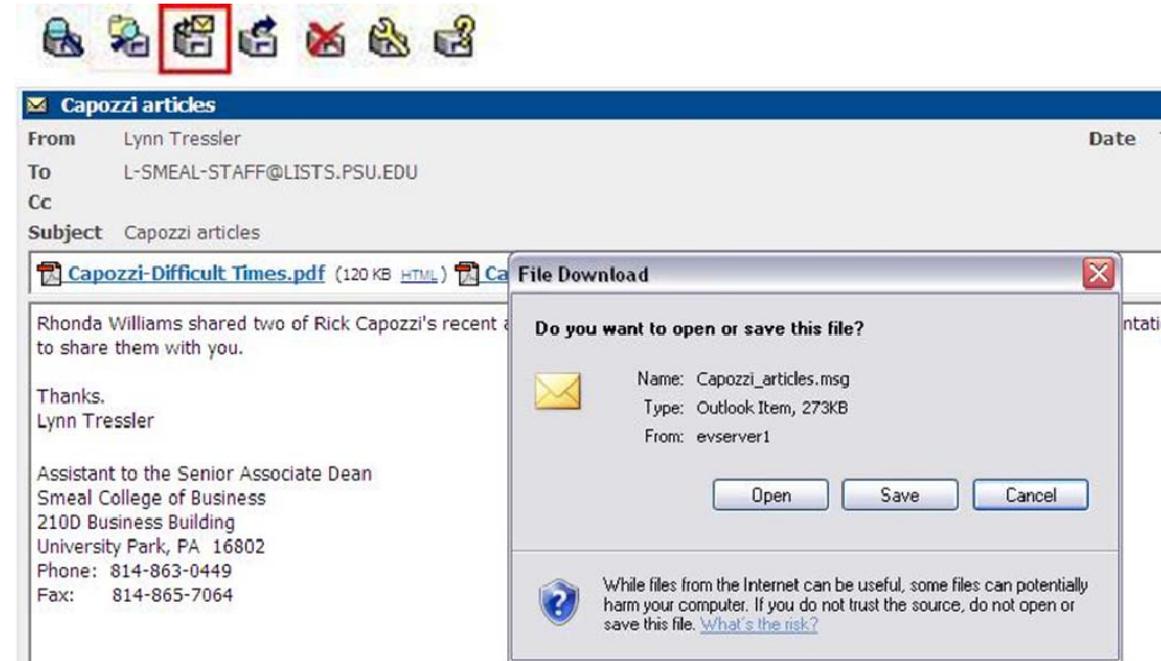
Restore: This icon will allow you to restore an archived message back into Exchange (Note: Please use this feature from OWA only)

Delete: This icon will delete the item from the archive (Note: Please use this feature from OWA only)
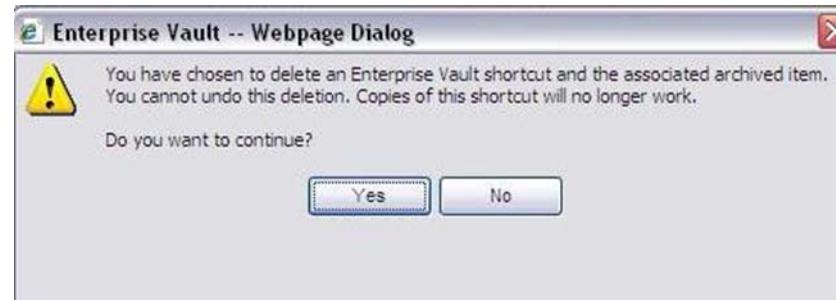
Settings: User settings (Note: Recommendation is to NOT change these settings)

Help: Application Help