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GFI MailArchiver 6.1 for Exchange

# Manual

By GFI Software Ltd.



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Version MAR-ACM-1-02.001 – Last updated April 02, 2009

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# 1. Using GFI MailArchiver

This chapter will guide you how to browse and search through archived emails in GFI MailArchiver. If the account you login with has the required access privileges, you will also be able to browse and search through the emails of your subordinates.

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## 1.1 Loading GFI MailArchiver

1. In Microsoft Internet Explorer load the following URL

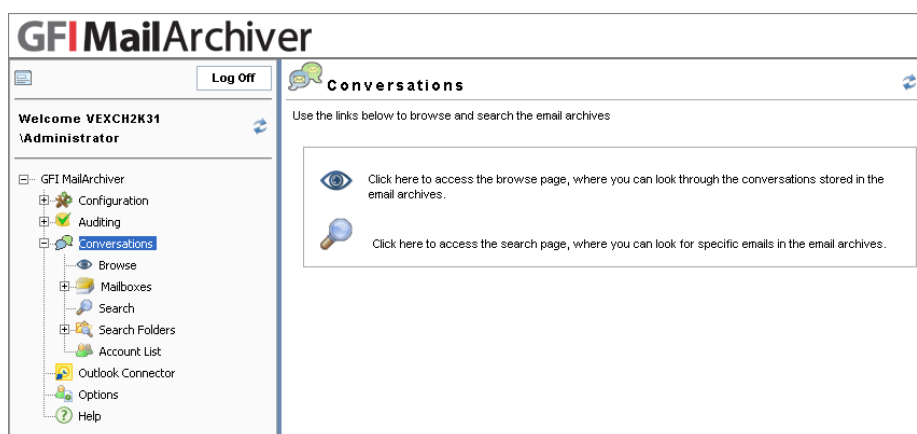
`http://<hostname>/<GFI MailArchiver virtual folder name>`

**For example:**

`http://win2k3entsvr.master-domain.com/MailArchiver`

2. Key in your credentials (username and password used to login to Microsoft Windows) when prompted.

3. When loading completes, the navigation panel and the content panel are displayed on the left and right hand sides of the screen respectively.



Screenshot 1 - GFI MailArchiver conversations

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## 1.2 Browsing archived emails

To browse through your emails, click **Browse** node in the navigation panel. The **Browse Conversations** page will display your archived emails grouped by conversation. GFI MailArchiver displays the most recently updated conversations on top.

By default, GFI MailArchiver displays the conversations stored in the currently active archive store. If multiple archive stores were created, the **Browse Conversations** page will list them in the **List conversations in archive** list. To browse the conversations in a different archive store, select the archive store from the **List conversations in archive** list.

GFI MailArchiver groups emails under a particular conversation using the Microsoft Exchange thread-index field. Since both Microsoft Outlook and Microsoft Exchange OWA generate the thread-index field, GFI MailArchiver groups the emails created using these clients under the correct conversation group. Emails created from other email clients do not contain the thread-index field and thus GFI MailArchiver will not manage to group these emails under one conversation even if they have the same subject. In such cases, GFI MailArchiver will create a new conversation group for each email, with the email subject as the conversation title.

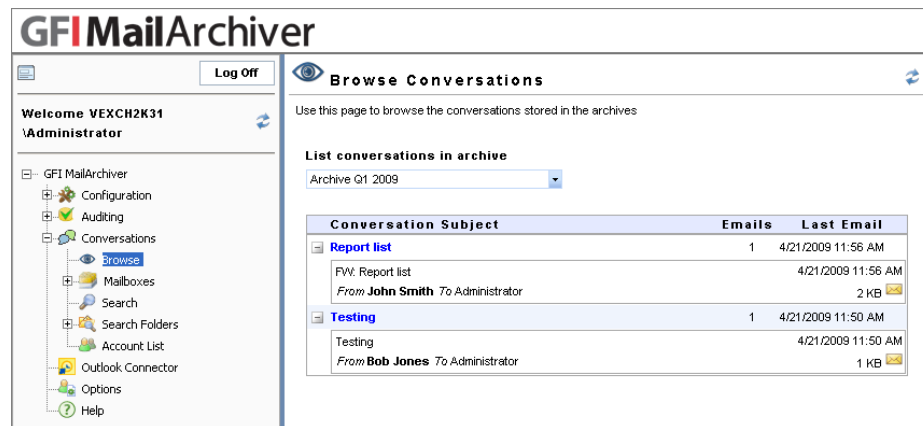
### 1.2.1 Expanding a conversation thread

In the **Browse Conversations** page, the conversations are listed underneath the following columns:

- **Conversation Subject** – the subject of the conversation
- **Emails** - the number of emails forming part of the conversation
- **Last Email** - the time when GFI MailArchiver last updated the conversation with a new archived email.

To view the emails forming part of a particular conversation, click anywhere on the conversation row.

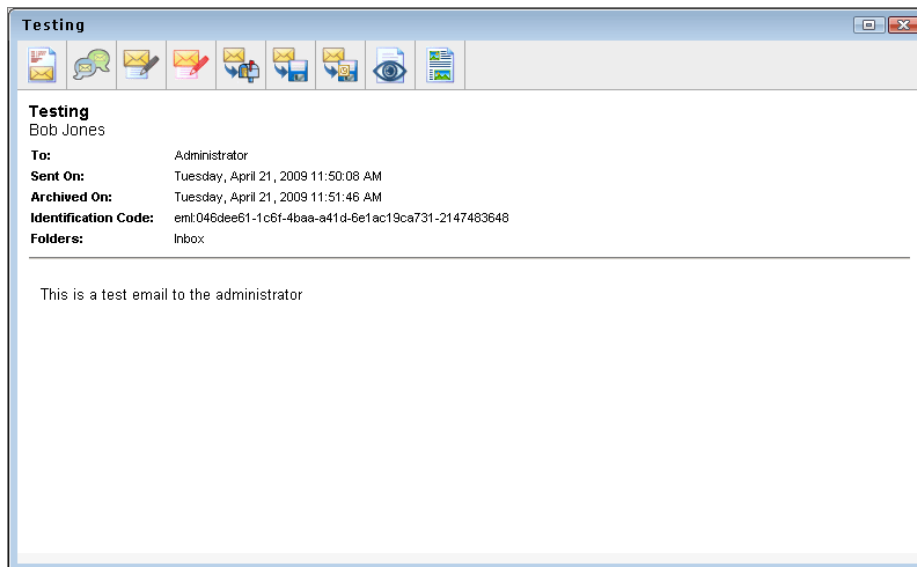
To collapse a conversation and hide the list of emails forming part of the conversation, click anywhere on the conversation row once again.



Screenshot 2 - Expanded conversations

### 1.2.2 Viewing emails

1. Click the conversation row to expand conversation and view emails forming part of the conversation.








Screenshot 3 - Viewing an email in GFI MailArchiver

2. Click the email want to view from the list of emails forming part of the conversation. GFI MailArchiver will display the selected email.

**NOTE:** For security reasons, GFI MailArchiver cleans the email body from any malicious scripts before displaying it. GFI MailArchiver however stores the unaltered email body content in the archive store. If you save an email to disk and then open it with another email client, it might contain malicious scripts.

Select any of the following options to

Icon	Function
	<p><b>View email internet headers.</b></p> <p>Click button to view email internet headers. These are displayed in a panel. Click this button again or select close button to close panel.</p> <p><b>NOTE:</b> For detailed information on enabling journaling refer to the GFI MailArchiver Getting Started Guide available from:  <a href="http://www.gfi.com/mar/mar6gsgmanual.pdf">http://www.gfi.com/mar/mar6gsgmanual.pdf</a></p>
	<p><b>View whole conversation</b></p> <p>Click button to view the whole conversation in the mail view window. All emails forming part of the conversation are listed. Click this button again or select close button to close the panel.</p>
	<p><b>Edit email labels</b></p> <p>Enables you to categorize emails through labeling. This feature is useful during searches for specific mail types, e.g. search all emails labeled as important.</p> <p><b>To add a label:</b></p> <ol style="list-style-type: none"> <li>1. From 'Available Labels', key in a new email label or select an existing one.</li> <li>2. Click <b>Label Email</b> to label email with the keyed in or selected label.</li> </ol> <p><b>To remove a previously assigned label:</b></p> <ol style="list-style-type: none"> <li>1. Select a previously assigned label.</li> <li>2. Click <b>Remove label</b>.</li> </ol> <p>Click this button again or select close button to close panel.</p> <p><b>NOTE:</b> Labels are displayed in the 'Labels' field in black. Labels assigned at an organization level through categorization policies are in red. You cannot remove categorization policies labels from an email.</p>

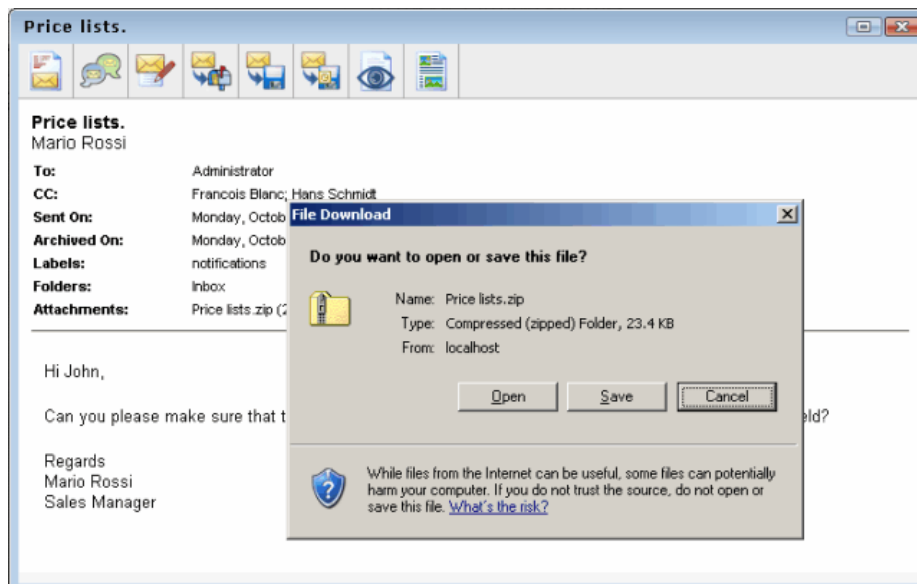
	<p><b>Restore email</b></p> <p>Restores emails through the OneClick Restore feature that restores an archived email to a specific mailbox or forwards a copy to an email address.</p> <p>In the restore email panel, key in the email address where to send the copy of the current email and click <b>Restore Email</b>.</p>
	<p><b>Save email to disk (MSG format)</b></p> <p>Downloads the whole email to disk, including any attachments in Microsoft Office Outlook format. In the <b>File download</b> dialog box, select <b>Save</b> and select the location where to save the file.</p>
	<p><b>Save email to disk (EML format)</b></p> <p>Downloads the whole email to disk, including any attachments in Microsoft Outlook Express, Windows Mail and Mozilla Thunderbird format. In the <b>File download</b> dialog box, select <b>Save</b> and select the location where to save the file.</p>
	<p><b>Print email</b></p> <p>Displays email in a printer friendly format in a new browser window. Use the print function of your browser to print the email.</p>
	<p><b>Show images in email</b></p> <p>Use this button to display embedded images in the emails viewed.</p>

### 1.2.3 Downloading attachments

If the email contains attachments, GFI MailArchiver displays the attachments next to the **Attachments** field. To view/download attachments:

1. Click the attachment filename.
2. From the **File Download** dialog box click:
  - **Open** - to open attachment in the associated application
  - **Save** - to save the attachment to disk.


**NOTE:** Attachments may contain Viruses or Trojans. Before opening, it is always recommended to save the attachment to disk and scan it with a virus checker.



Screenshot 4 - Saving an email attachment

## 1.2.4 Refreshing the conversation lists

For performance, GFI MailArchiver caches conversations displayed in the **Browse Conversations** page. For this reason, GFI MailArchiver might not immediately display new archived emails.

To view the latest archived emails in the **Browse Conversations** page, click the  button in the top right corner.

## 1.2.5 Browsing the conversation pages

By default, GFI MailArchiver displays up to 25 conversations per page. If there are more conversations, these are spread out on separate pages. Click on the page links provided in the navigation bar to navigate through the conversation pages.

To move to a specific page, key in the page number in the **View page** box and click **Go**.

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## 1.3 Browsing other mail users' emails

GFI MailArchiver gives you the facility to browse other users' emails. This depends on the access granted from the GFI MailArchiver access control feature.

### 1.3.1 Select a user account to browse

1. Select **Conversations ► Browse**.



The screenshot shows the GFI MailArchiver web interface. The user is logged in as 'VEXCH2K31 Administrator'. The 'Browse Conversations' page is active, displaying a table of conversations in the archive. The table has columns for 'Conversation Subject', 'Emails', and 'Last Email'. The data in the table is as follows:

Conversation Subject	Emails	Last Email
Report list	4	4/21/2009 11:56 AM
Report	1	4/22/2009 1:24 PM
Sales	1	4/22/2009 11:11 AM
Sales report reminder	1	4/22/2009 11:12 AM

Screenshot 5 - Logged in with a group manager account

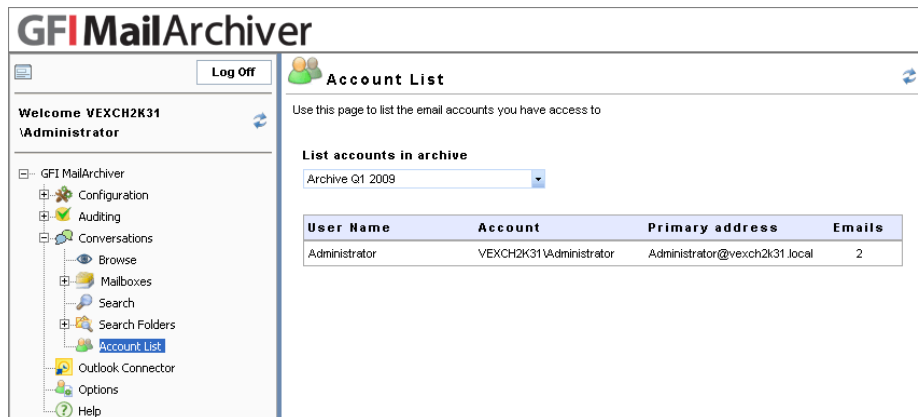
2. Click **List conversations for** list and select the account name you want to browse emails for. The emails for the account name selected will be displayed.

**NOTE:** To browse through the emails of all the accounts in the group, including your own account, all at the same time, click the **List conversations for** list and select **All subordinates**.


### 1.3.2 Viewing the complete list of accounts you can access

For a list of all the accounts you can browse and search:

1. Select **Conversations ► Account List**.



Screenshot 6 - List of all the accounts you can access

2. Click  button in the top right corner to refresh the email account list.

## 1.4 Browsing emails in different user mailboxes


GFI MailArchiver enables you to view your archived emails as they would appear in your users' mailboxes.

**NOTE:** To view emails in the appropriate folder structure, first configure the Mailbox folder structure retrieval feature. If this feature is not configured, all emails are displayed in the Inbox or Sent folders only.

### 1.4.1 Adding mailboxes

1. Select **Conversations ► Mailboxes** and expand the **User Accounts** drop-down.
2. Select the mailbox to add, and click **Add user mailbox**.
3. Click **Save Settings** to confirm the added mailbox/es.

### 1.4.2 Removing mailboxes

1. Select **Conversations ► Mailboxes**.
2. From the **List of Mailboxes** in the right pane, click  symbol to remove mailbox.
3. Click **Save Settings** to confirm the deletion.

### 1.4.3 Viewing emails

1. Expand **Conversations ► Mailboxes**.
2. Select a mailbox and expand mailbox folders.
3. Select email to view - GFI MailArchiver will display the email selected.

### 1.4.4 Changing mailbox name view

To change the way in which the mailbox name is displayed in the left panel:

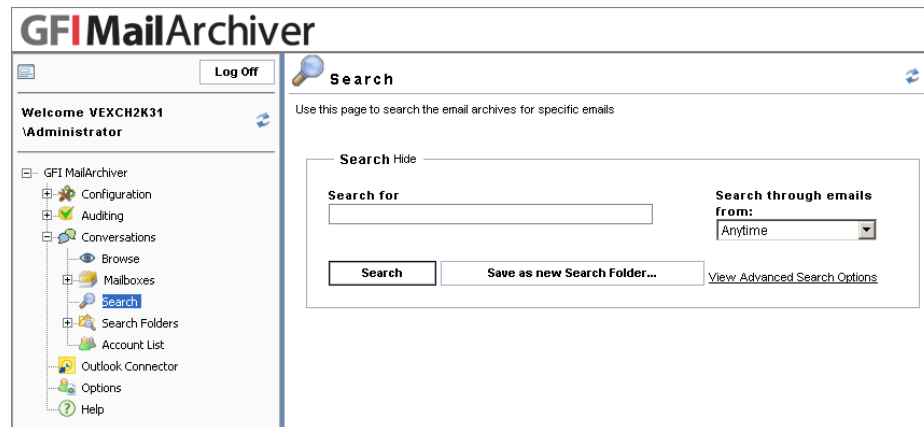
1. Select **Conversations ► Mailboxes**.
2. Under **Mailbox View Options**, unselect **Display full usernames in mailbox tree (e.g. DOMAINNAME\johndoe)**.

3. Click **Save Settings** to apply change.

## 1.5 Searching email archive stores

The 'email archive search' feature enables you to search through all emails archived. When you perform a search, GFI MailArchiver will look for the search query specified in all the email fields available, including any attachments.

1. Select **Configuration ► Search** node.



Screenshot 7 - Simple search

By default, GFI MailArchiver displays the simple search interface that enables you to search for text within emails.

2. Key in the text to search for in the **Search for** text box.

**NOTE:** Use of wildcards is allowed as follows:

- ? - Matches any single character.
- \* - Matches any string of characters.

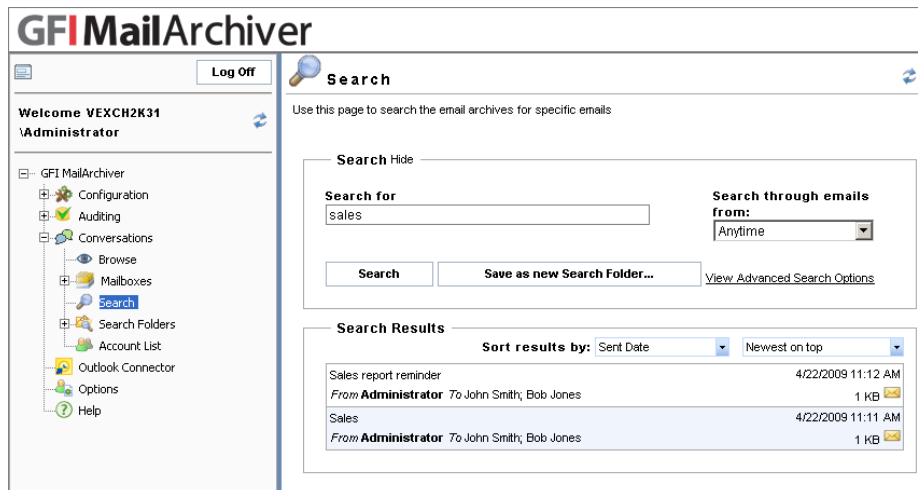
**For example:**

To search for emails containing the word 'Swiss', you can type 'sw??s' or 'sw\*s' in the **Search for** box.

3. Select a date range from the **Search through emails from** list

4. <Optional> If you are logged in with a user account that has access to other user accounts, the simple search will, by default, search through your emails only. Uncheck **Search through my emails only** option to enable GFI MailArchiver to search through all emails for all users configured to use GFI MailArchiver.

5. Click **Search**.



Screenshot 8 - Search results after performing a simple search

Emails that match the search query specified are displayed below the **Search** area. GFI MailArchiver displays up to 25 emails per page. If more than 25 emails matched the search query, GFI MailArchiver will spread the emails out on separate pages.

**NOTE:** To change the amount of emails displayed per page, click the **Conversations ► Options** node, select the number of emails to list per page from the **Search results per page** list and click **Save Settings**.

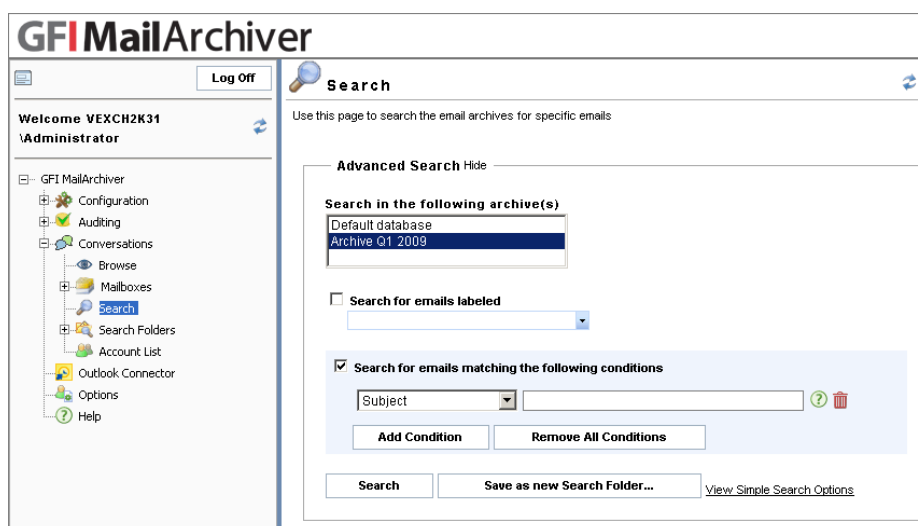
To navigate through the search results pages, click on the page links provided.

For more advanced searches, refer to the [Advanced search](#) section below.

### 1.5.1 Advanced search

1. Select **Configuration ► Search** node to display search page.
2. Click **View Advanced Search Options** link to access the advanced search feature.

**NOTE:** To switch back to simple search mode, click **View Simple Search Options** link.



Screenshot 9 - Advanced search

Through the advanced search feature, you can specify search queries for specific fields such as subject, recipient and size. You can also limit your search to emails labeled with a specific label.

You can also select the archive stores to search into for emails. GFI MailArchiver lists the available archive stores in the **Search in the following archive(s)** list. To search through multiple archive stores hold the CTRL key pressed and click the archive store names to include in the search.

By default, the advanced search will search only through your emails. If you logged in with a user account that has access to other user accounts select **All Subordinates** from the **Search through the emails of** list. To search through the emails of a specific user account you have access to, select the user account you want from the **Search through the emails of** list.

The GFI MailArchiver advanced search supports search queries on any of the following fields:

<ul style="list-style-type: none"><li>• Size (KB)</li></ul>	<ul style="list-style-type: none"><li>• Message ID</li></ul>
<ul style="list-style-type: none"><li>• Recipient</li></ul>	<ul style="list-style-type: none"><li>• Sender</li></ul>
<ul style="list-style-type: none"><li>• Sent Date</li></ul>	<ul style="list-style-type: none"><li>• Received Date</li></ul>
<ul style="list-style-type: none"><li>• Subject</li></ul>	<ul style="list-style-type: none"><li>• Whole email</li></ul>

**NOTE:** Use of wildcards is allowed for Message ID, Recipient, Sender, Subject, Whole Email, as follows:

- ? - Matches any single character
- \* - Matches any string of characters.

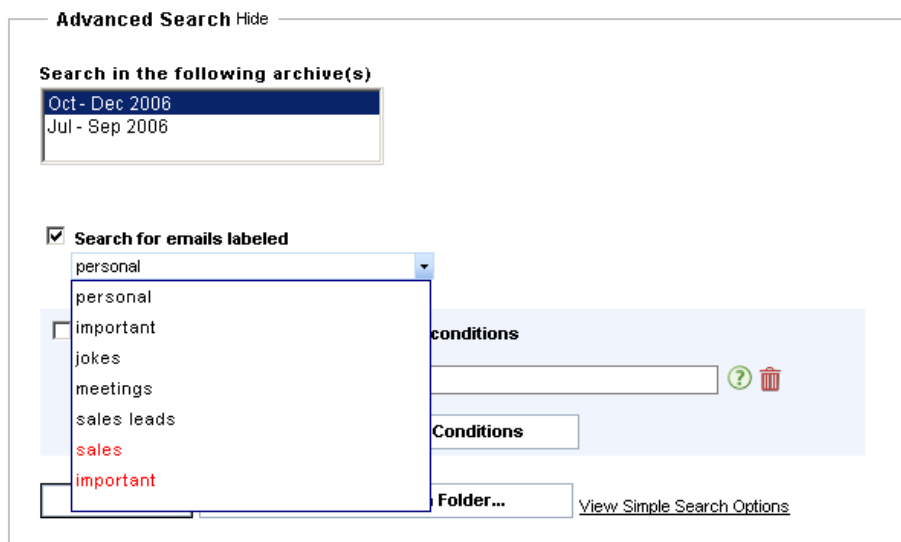
**For example:**

To search for emails containing the word 'Swiss', you can type 'sw??s' or 'sw\*s' in the **Search for** box.

### 1.5.2 Search for emails with a specific label

To search for emails with specific categorization policies or labeled with a specific label:

1. Select the **Search for emails labeled** check box.
2. From the list below the check box, select the label required.



Screenshot 10 - Searching for emails with a specific label

**NOTE:** GFI MailArchiver displays personal labels in black and categorization policy labels in red.

3. Clear the **Search for emails matching the following conditions** check box.

**NOTE:** To search for specific criteria within the emails labeled with a specific label, select the **Search for emails matching the following conditions** check box and specify the search terms you require as outlined in the following sections.

4. Click **Search**.

### 1.5.3 Search by email size

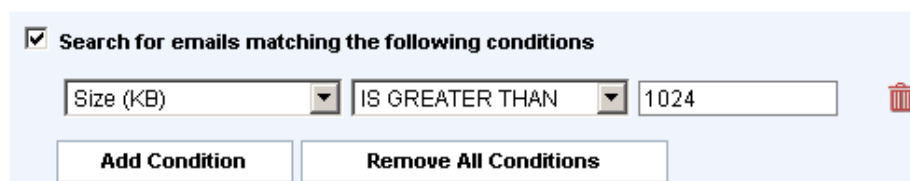
To search for emails of a particular size:

1. Select the **Search for emails matching the following conditions** check box.

2. Select **Size (KB)** from the fields list.

3. From the condition list select the whether you want to find emails with an overall size that is greater than (**IS GREATER THAN**), smaller than (**IS SMALLER THAN**) or equal to (**IS EXACTLY**) the file size you specify in the next step.

4. Type a file size value in the box to the right of the conditions list.



Screenshot 11 - Email size field

5. Click **Search**.

## 1.5.4 Search by Message ID

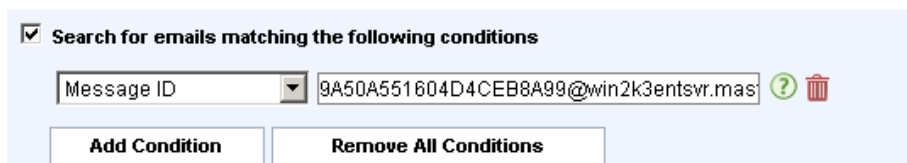
Each email contains a Message ID field in the headers. The Message ID field contains a unique ID generated by Microsoft Exchange that uniquely identifies an email.

### For example:

F26B97C01FB21C4A34CD9F05062072@master-domain.com

To search for emails using the Message ID field:

1. Select the **Search for emails matching the following conditions** check box.
2. Select **Message ID** from the fields list.
3. Type the message ID you want to search for in the box to the right of the fields list.



The screenshot shows a search configuration panel with a checked checkbox labeled "Search for emails matching the following conditions". Below the checkbox is a dropdown menu set to "Message ID" and a text input field containing "9A50A551604D4CEB8A99@win2k3entsvr.mas". To the right of the input field are a green question mark icon and a red trash can icon. At the bottom of the panel are two buttons: "Add Condition" and "Remove All Conditions".

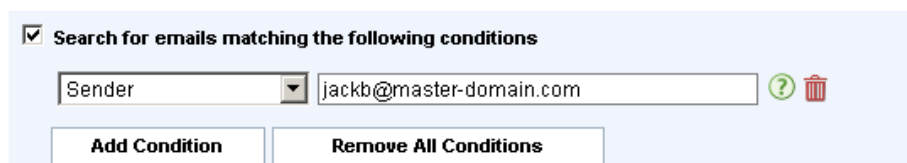
Screenshot 12 - Message ID field

4. Click **Search**.

## 1.5.5 Search by Recipient or Sender

To search for emails from a particular sender or a particular recipient:

1. Select the **Search for emails matching the following conditions** check box.
2. Select **Sender** or **Recipient** from the fields list to search for a sender or recipient respectively.
3. Type the email address or Active Directory (AD) display name of the account you want to search for in the box to the right of the fields list.



The screenshot shows a search configuration panel with a checked checkbox labeled "Search for emails matching the following conditions". Below the checkbox is a dropdown menu set to "Sender" and a text input field containing "jackb@master-domain.com". To the right of the input field are a green question mark icon and a red trash can icon. At the bottom of the panel are two buttons: "Add Condition" and "Remove All Conditions".



Screenshot 13 - Sender field

4. Click **Search**.

## 1.5.6 Search by Sent or Received date

To search for emails that were sent or received on particular dates:

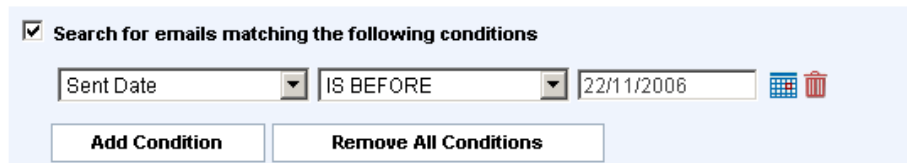
1. Select the **Search for emails matching the following conditions** check box.
2. Select **Sent Date** or **Received Date** from the fields list to search for emails sent or received on a particular date respectively.
3. From the condition list select whether to find emails sent or received before (**IS BEFORE**), after (**IS AFTER**) or on (**IS EXACTLY**) the date you specify in the next step.

4. Click the  button to display the calendar from where you can choose a date visually. To alter the date selected, either click the  button once again, or else alter the date directly from the box.



Screenshot 14 - Calendar control

5. Click the **Search** button.

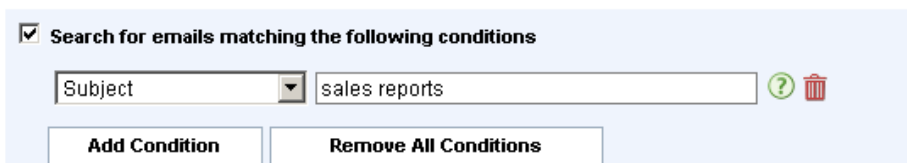


Screenshot 15 - Sent date field

### 1.5.7 Search by email Subject

To search for emails having a particular subject:

1. Select the **Search for emails matching the following conditions** check box.
2. Select **Subject** from the fields list.
3. Type the search query in the box to the right of the fields list.



Screenshot 16 - Subject field

4. Click **Search**.

### 1.5.8 Search throughout the whole email

To search for emails that have some specific content anywhere in the email:

1. Select the **Search for emails matching the following conditions** check box.
2. Select **Whole Email** from the fields list.
3. Type the search query in the box to the right of the fields list.

Search for emails matching the following conditions

Whole Email  ?

Screenshot 17 - Searching the whole email

4. Click **Search**.

### 1.5.9 Searching using multiple search terms

If you have specified a search condition and you want to add more search conditions:

1. Click **Add Condition** to add a new condition entry beneath the last condition.

**NOTE:** The conditions are logically ANDed together. This means that an email must satisfy all conditions for GFI MailArchiver to list it in the search results.

**For example:**

If you specify the following conditions:

Sender is adam@external.com

AND

Recipient is jsmith@master-domain.com

GFI MailArchiver will only list the emails sent from adam@external.com to jsmith@master-domain.com.

**Advanced Search** Hide

Search in the following archive(s)

- Oct - Dec 2006
- Jul - Sep 2006

Search for emails labeled

Search for emails matching the following conditions

Sent Date

Subject  ?


[View Simple Search Options](#)

Screenshot 18 - Adding a condition

2. To add more conditions repeat steps 1 and 2.


3. When all required conditions are added, perform the search by clicking **Search**.

### 1.5.10 Removing search conditions

To remove a particular search condition, click the  button to the right of the condition you want to remove.

If you added multiple search conditions and want to remove all the conditions specified at once, click the **Remove All Conditions** button.

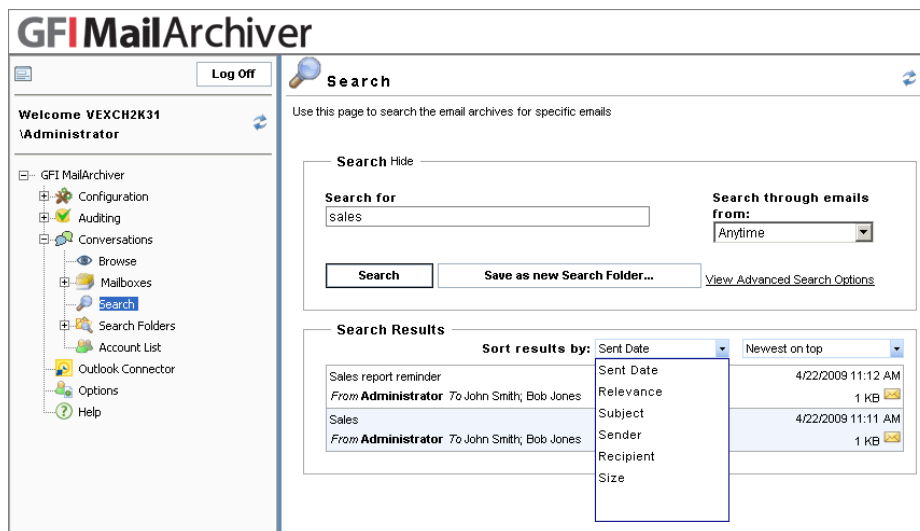
### 1.5.11 Viewing emails returned by a search

Click on a search result to view email. To view another email, close the email view window by clicking  button and click on another email from the search results list.

### 1.5.12 Sorting search results

By default, GFI MailArchiver sorts the search results by relevance, with the most relevant emails listed on top. To sort the search results on a different field, select a sorting field from the **Sort results by** list and then select a sort order from the list to the right.

You can sort the search results on one of the following fields, Relevance, Sent Date, Subject, Sender, Recipient and Size.



Screenshot 19 - Sorting the search results

## 1.6 Creating and using search folders

### 1.6.1 What is a search folder?

Within GFI MailArchiver, a search folder is a special kind of folder which contents changes dynamically as the search query you based the search folder on finds new matching items.

In GFI MailArchiver, you create a search folder based on a search query you define in the **Search** page. When you access the search folder, GFI MailArchiver will list all the matching archived emails in it.

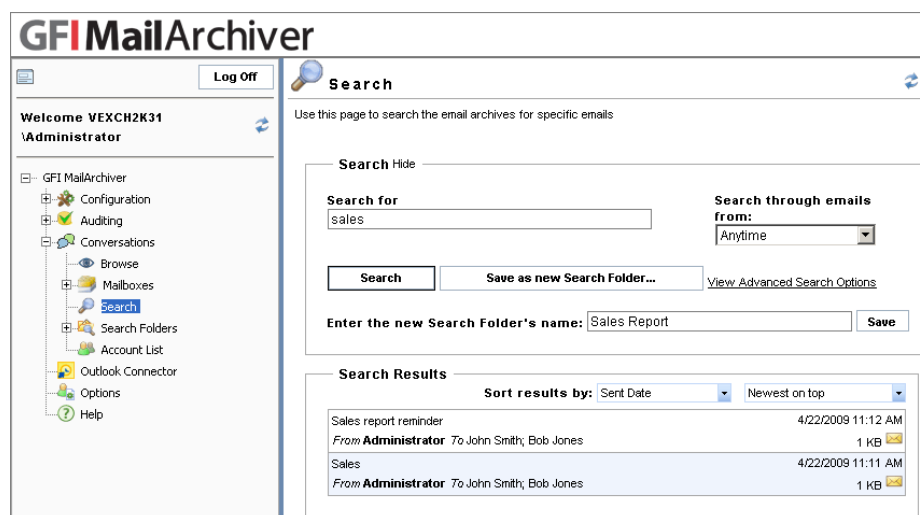
**NOTE:** The emails listed in a search folder are not stored in the search folder. The search folder stores the search query only. You can therefore create, modify, and delete search folders without losing any archived emails.

By default, GFI MailArchiver creates three search folders under the **Conversations ► Search Folders** node. These are:

- **Emails in last 7 days:** Lists emails sent or received in the last seven days.
- **Emails in last 30 days:** Lists emails sent or received in the last thirty days.
- **Large email:** Lists all emails with a size greater than 1MB.

### 1.6.2 Creating a search folder

1. Click **Conversations ► Search** node.
2. Use the simple or advanced search interface to create the search query you want to base the search folder on.
3. Click **Search** to view the emails that match the search query you specified. If the emails returned do not match exactly the emails you were looking for, refine the search query.
4. Click **Save as new Search Folder**.
5. In the **Enter the new Search Folder's name** box, type a descriptive name for the new search folder.



Screenshot 20 - Creating a search folder

6. Click **Save**.

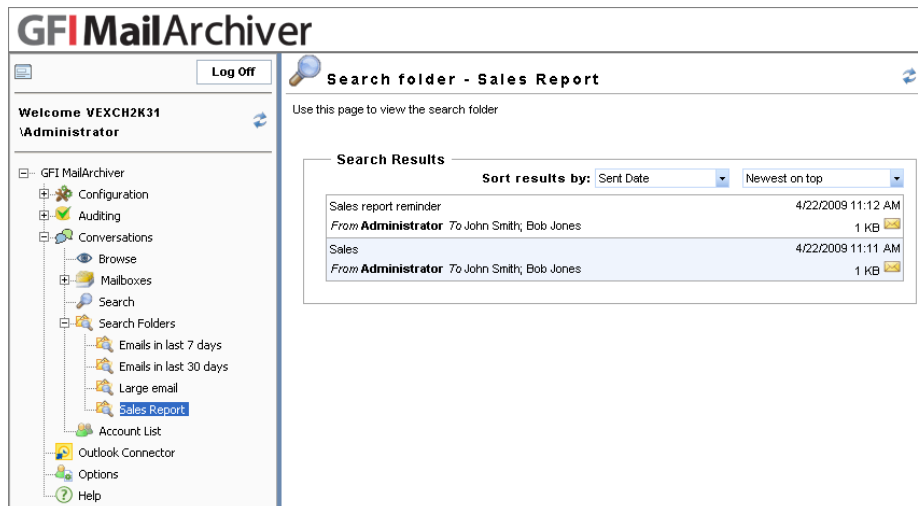
GFI MailArchiver will create and add the new search folder under the **Conversations ► Search Folders** node.

### 1.6.3 Viewing the search folder contents

To view the contents of the search folder:

1. Expand the **Conversations ► Search Folders** node.
2. Click on the search folder you want to view.


GFI MailArchiver will load the search folder selected in the content panel on the right hand side.

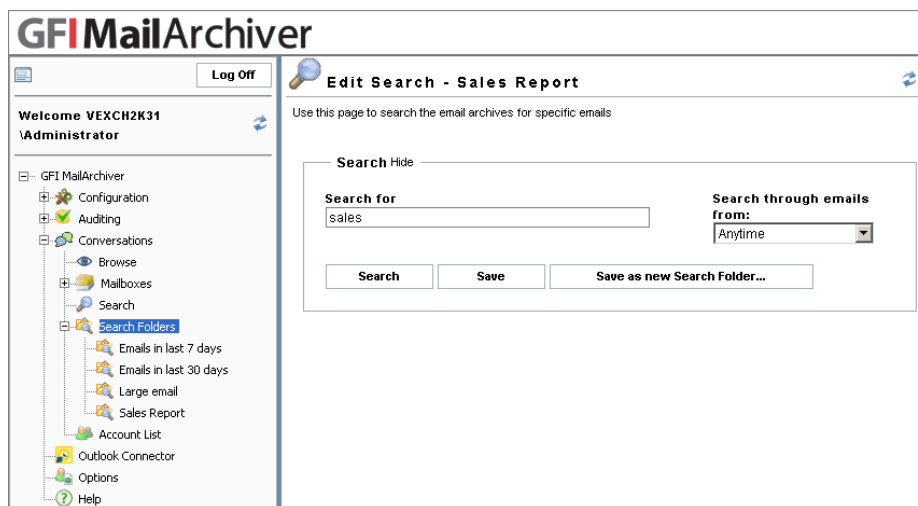


Screenshot 21 - Viewing a search folder

### 1.6.4 Modifying the search folder query

To refine or alter the search query of a search folder:

1. Click on the **Conversations ► Search Folders** node.
2. In the **Search Folders** page, click on the  button to the right of the search folder you want to modify.



Screenshot 22 - Edit search folder query

3. Modify the search query. Click **Search** to view the emails that match the search query you specified. If the emails returned do not match exactly the emails you were looking for, refine the search query further.
4. Click **Save**.

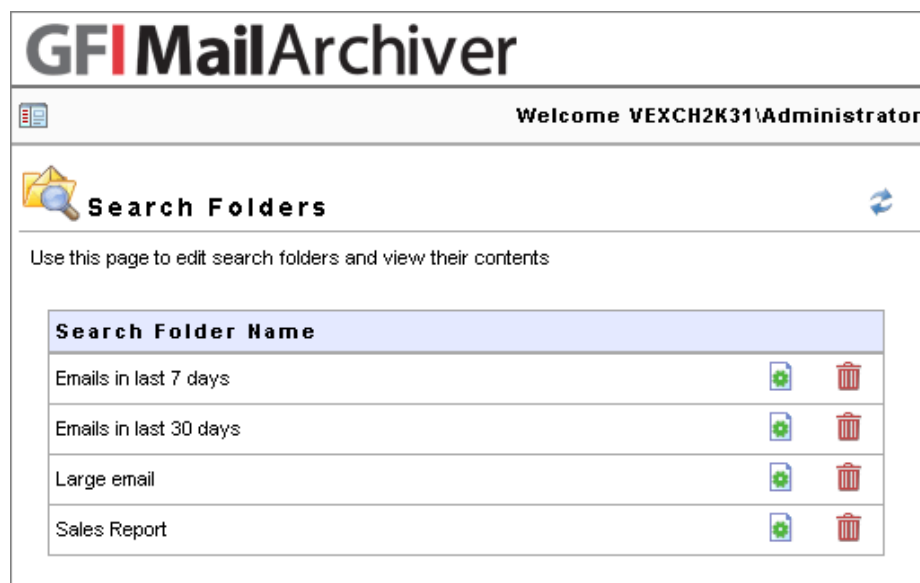
**NOTE:** To create a new search folder, based on the modified search query, click **Save as new Search Folder**. Specify a descriptive name for the new search folder and click **Save** next to the name box.

### 1.6.5 Deleting a search folder


**NOTE:** The emails listed in a search folder are not stored in the search folder. The search folder stores the search query only.

Therefore, you can delete search folders without losing any archived emails.

1. Click on the **Conversations ► Search Folders** node.



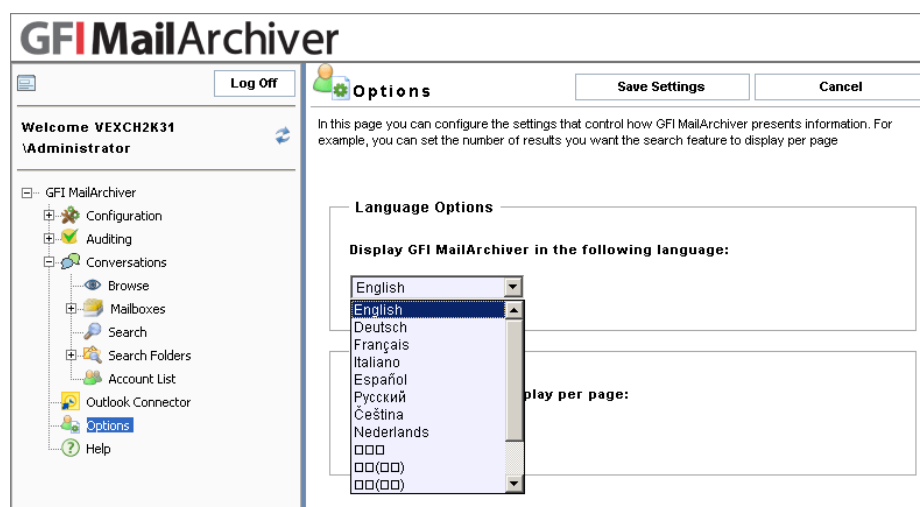
Screenshot 23 - Search folders list

2. In the **Search Folders** page, click on the  button to the right of the search folder you want to delete.

## 1.7 Changing the language

By default, the GFI MailArchiver web interface is set to load in English. To change the display language:

1. Click **Conversations ► Options** node and select the language from the **Display GFI MailArchiver in the following language** list.



Screenshot 24 – Selecting a language for the GFI MailArchiver web interface

2. Click **Save Settings**. GFI MailArchiver will reload the web interface in the selected language.

**NOTE:** GFI MailArchiver will always load the configuration part of the user interface in English, irrespective of the preferred language configured.

The language preference is stored in a cookie on the computer from where you accessed the GFI MailArchiver web interface. GFI MailArchiver will load the web interface in your preferred language the next time you access it on the same computer.

The preferred language selected affects the GFI MailArchiver web interface text only. GFI MailArchiver will display any other text (e.g. email addresses and email content) in the original language. Other settings such as dates are also displayed according to the settings configured in Microsoft Internet Explorer.

- **Example:** If the language options of Microsoft Internet Explorer are set to English, but you selected Spanish in GFI MailArchiver, you still would see the dates formatted in English, with month names written in the English language instead of Spanish.

To change the language settings of Microsoft Internet Explorer:

1. Select **Tools ► Internet Options...** from the Microsoft Internet Explorer menu bar.
2. From the **General** tab, click **Languages**.
3. Click **Add...** to add the desired language.
4. Move the preferred language to the top of the list by selecting your preferred language from the list and clicking **Move Up** the language you want is at the start of the list.
5. Click **OK** to close the **Language Preference** dialog box and **Internet Options** dialog box.

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## 1.8 Logging in as a different user

To login using a different user account:

1. Click **Log Off** in the navigation panel. GFI MailArchiver will display a note instructing you to close the browser to complete the log off process. From this page, click **Login as a different user**.



Screenshot 25 - Login as a different user

2. Key in the user name and password of the user account you want to log on with in the authentication dialog box and click **OK**.

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## 1.9 Logging off GFI MailArchiver

It is highly recommended to log off GFI MailArchiver when you finish browsing and searching through your email.

1. Click **Log off** in the top right corner of the navigation panel.
2. Close the browser.



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