



AdventNet
ManageEngine
MailArchiver Plus
User Guide

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Introduction

Welcome to ManageEngine MailArchiver Plus Solution

As enterprises grow bigger and bigger, managing the corporate emails becomes a major problem. Researches indicate that the growth in email volume would reach 15 MB per day. Hence, the need for an email archiving solution becomes vital for every organization. Moreover, email retention regulations like Sarbanes-Oxley, HIPAA, Gramm-Leach-Bliley, NASD, NYSE, etc. forces all the companies to maintain all their email transactions for a period ranging between 5 to 10 years.

MailArchiver Plus is a proven solution that helps you to archive your corporate emails thereby complying with the government regulations.

The benefits offered by ManageEngine MailArchiver Plus are:

- Archive emails from Microsoft Exchange Servers and other POP3/IMAP4 enabled mail servers.
- Archive at real time, as and when the messages are sent or received.
- Search through your attachment content and email instantaneously.
- Configure retention policies to delete older emails.
- Label the messages before it is archived.
- Provides online access to the emails for your employees
- Define rules to filter out unwanted emails from being archived.
- Generate Email Compliance reports to comply with SOX, HIPAA, etc.
- Single Instance Storage for Attachments
- Import older emails from Outlook PST files
- Export Archived Emails to cheaper media like CDROM, floppy disk ,etc. in either EML or PST format.
- Supports archiving from your virtual domains.
- Distributed Database Architecture for improved scalability and faster retrieval of mails.
- Aids in complying with regulatory requirements for email storage and retrieval and more ...

This document helps you in installing and working with ManageEngine MailArchiver Plus.

Installation and Setup

System Requirements

To install and run MailArchiver Plus, the hardware and software specifications are given below:

Hardware Requirements:

The hardware has to be chosen based on the following parameters:

- Volume of email flow in your mail servers
- Whether or not you archive from multiple mail servers, etc.

The minimum requirements are given below:

- 1.8 GHz Pentium® Processor
- 512 MB of RAM or more
- 300 MB of physical hard disk space for the product and
- 10 GB of physical hard disk space for the database (expandable depending on the volume of the emails stored)

Software Requirements:

- Windows Vista (or) Windows XP (or) Windows 2003 (or) Windows 2000 Professional (or) Red Hat Linux (or) Mandrake Linux
- Microsoft SQL Server 2000/2005 (or) MySQL 4.1.x installed on a separate machine for storing the emails
- Internet Explorer 6 and above (or) Firefox 1.5.0 and above for the Web Client. (MailArchiver Plus is optimized for 1024X768 resolution)
- Microsoft Exchange Server with journaling option enabled, viz., Exchange 2007, Exchange 2003, Exchange 2000, Exchange 5.5 (or) any other POP3/IMAP4 enabled mail server, with journaling option enabled.

Setting up Microsoft Exchange Server

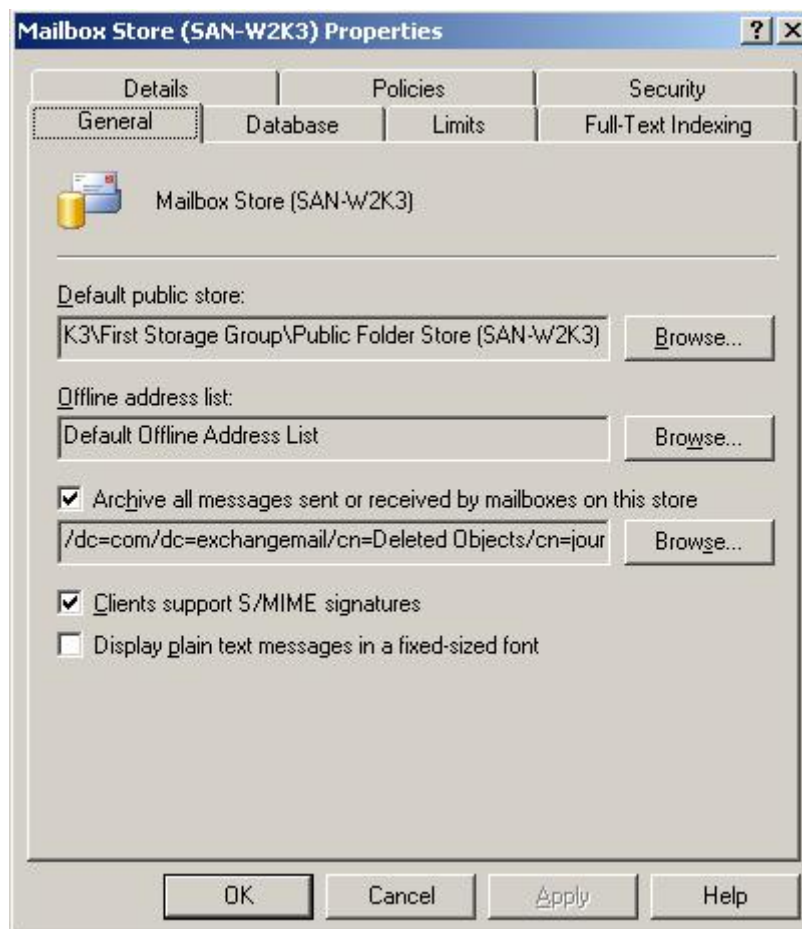
To allow MailArchiver Plus to archive mails from Microsoft Exchange Server, the "Journaling" option need to be enabled. By enabling "Journaling", a copy of all the mails passing through Microsoft Exchange Server is copied to the journal mailbox. Once journaling is enabled, MailArchiver Plus periodically polls the journal mailbox and archives the emails.

To enable journaling in Exchange 5.5 Service Pack 1 or later, refer the following link

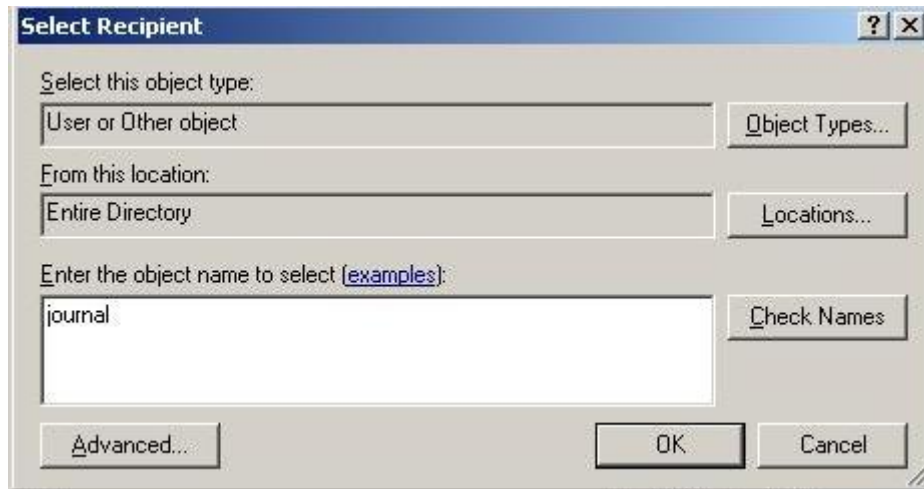
<http://support.microsoft.com/kb/239427>

To enable journaling in Exchange Server 2000 Service Pack 3 or later:

- In the Active Directory, create a user with a mailbox, say "journal". This mailbox will be used when the "Journaling" option is enabled in the Exchange.
- Open the **Microsoft Exchange -> System Manager** and navigate to the mailbox store for which journaling has to be enabled. Right-click on the mailbox store and select **Properties** from the context menu.
- In the **Properties** dialog, go to the **General** tab and enable **Archive all messages sent or received by mailboxes on this store** option.



- Click on the **Browse** button and in the **Select Recipient** dialog, enter the name of the mailbox where the emails have to be journaled (In this case, it is journal)



- Close the **Mailbox Store Properties** and **Exchange System Manager** when you complete this process.

Now, the exchange server is ready, and the "journal" mailbox starts receiving a copy of all the mails that are received in this store.

Note: As of now, MailArchiver Plus supports archiving from a single journal mailbox only. In case you need to enable journaling for more than one Exchange Store, then ensure that the Journal recipient is the same user ("journal") that we used above, for all the store.

Enabling Envelope Journaling: (not available in Exchange 5.5)

In order to archive the header information of the email, you need to enable the Envelope Journaling. This can be configured in two ways:

- By using Email Journaling Advanced Configuration tool (exejcfg.exe)
- By using the ADSI editor management console.

Using the exejcfg.exe:

- Download the exejcfg tool from the following URL:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=e7f73f10-7933-40f3-b07e-ebf38df3400d&displaylang=en>
 - Execute this file by typing **exejcfg -e** to enable envelope journaling (You can use **exejcfg -d** option to disable envelope journaling)

Using the ADSI Editor Management Console

- Open the adsiedit.msc console. (This can be found in Windows 2003 Server Support tools and in Windows 2000 server resource kit)
- Navigate to **CN <Your Organization>** under **Configuration -> CN=Configuration -> CN=Services -> CN=Microsoft Exchange**
- Right click on your organization name and click on **Properties** from the context menu.
- From the **Attributes** list select the **heuristics** attribute and click on **Edit** button.
- Set this value to **512** and click on **OK** button to save the setting. (Set it to **0** to disable envelope journaling)

Installing MailArchiver Plus

ManageEngine MailArchiver Plus is available for both Windows and Linux platforms.

Installing in Windows

Download and execute **ManageEngine_MailArchiver_Plus.exe**

The installation wizard will guide you through the installation process

Choose an installation directory - by default, it will be installed in

C:/AdventNet/ME/MailArchiver. Henceforth, this installation directory path shall be referred as "**<Archiver_Home>**".

In the final step, you can view the product ReadMe by selecting the appropriate checkbox.

- Once the installation is over , you can start the server using the **Start -> Programs -> ManageEngine MailArchiver Plus -> MailArchiver Plus Server** menu. As unpacking of the jars will be done during the first startup, it will take sometime to fully start.
- From the Start Menu, you can perform other actions such as stopping the server, viewing help document, and uninstalling the product.

Installing in Linux

Download **ManageEngine_MailArchiver_Plus.bin** for Linux

Assign executable permission using command **chmod a+x**

ManageEngine_MailArchiver_Plus.bin

Execute the following command: **./ManageEngine_MailArchiver_Plus.bin**

- Follow the instructions as they appear on the screen

MailArchiver Plus is installed in your machine in the desired location. Henceforth, this installation directory path shall be referred as "**<Archiver_Home>**".

Applying License

ManageEngine MailArchiver Plus is available free for evaluation purpose (full-featured edition) for a period of 30 days. If you are satisfied with the product, you can purchase a registered license.

Instructions to Apply the Registered License File

- Ensure that the MailArchiver Plus server is running.
- Login into MailArchiver Plus Web Client.
- Click the "License" link present on the top-right corner of the Web Client. A pop-up screen will appear.
- Browse and select the registered license file (mailarchiverplus_license.xml) provided to you and click the "Upgrade" button

If you are applying the registered license after expiry of the evaluation license, then do the following :

- Start the MailArchiver Plus Server. You will see the message "Trial Period has Expired".
- Click "OK" to enter the license details.
- Browse and select the registered license file (mailarchiverplus_license.xml) provided to you and click "Next".
- Click "Finish".

Now, the new license is applied.

Working with Mail Archiver Plus

Starting & Shutting down MailArchiver Plus

In Windows

Using Start Menu

From **Start -> Programs -> ManageEngine MailArchiver Plus** menu, you can do the following:

- Start Server
- Shutdown Server
- View Help Document
- Uninstall the Product

Using Batch File

Open the console and navigate to **<Archiver_Home>/bin** directory.

- **To Start the Server** - Execute "run"
- **To Shutdown the Server** - Execute "shutdown"

In Linux

To Start the Server

- Open a console and navigate to **<Archiver_Home>/bin** directory
- Execute the script "**sh run.sh**"

To Shutdown the Server

- Open a console and navigate to **<Archiver_Home>/bin** directory
- Execute the script "**sh shutdown.sh**"

Connecting to the Web Interface

Once the server is started successfully, open a supported browser and connect the URL

`https://<hostname>:<portnumber>/`

where

hostname - host where MailArchiver Plus Server is running.

portnumber - port where the web server is running (Defaults to 8443)

Example: `https://localhost:8443`

This will take you to the login page, where you need to type in the username and password. By default, the username and password will be "admin" and "admin" respectively.

Configuring Licensed Users

MailArchiver Plus archives only those emails in which the sender or one of the recipient of the email matches the list of licensed users. Hence, it is mandatory for you to configure the list of licensed users before you start archiving emails.

Note: This step is not needed during the first 30 days, when you evaluate the product. When you go for deployment, make sure that this is configured, so that all the emails are captured for archiving.

- [Create User\(s\)](#)
- [Manage Licensed User\(s\)](#)
- [Manage User\(s\) Account](#)

Create user(s):

Licensed Users can be added in two ways:

- Adding Licensed Users Manually
- Importing from Active Directory

Adding Licensed User Manually:

To add a new licensed user manually, do the following:

- Choose **Admin -> User Management** from the main tab. By default, the "**Create Users(s)**" tab will get loaded.
- Enter the login name of the new user in the "**Login Name**" field.
- Enter the password and confirm password in the "**Password**" and "**Confirm Password**" fields respectively.
- Enter the email address of the user in the "**E-mail Address**" field.
- Choose the role of the user, viz., Administrator, Manager, User, etc., from the "**Access Role**" combo box.
 - If you choose the Access Role as "Manager", you will be shown another field, wherein you can give permission to the Manager to view his/her sub-ordinate's emails. Choose the email IDs of the persons from the "**Select User(s) to give View Access**" field, whose emails are to be given access to this manager.
- Click on "**Add**" to add the licensed user.
- By doing so, the user will be added in the "Licensed Users" list and an user account is created to provide web based access.

Importing Licensed User from Active Directory:

- Choose **Admin -> User Management** from the main tab. By default, the "**Create Users(s)**" tab will get loaded.
- Click on "**Import from AD**" button. (Please note that you need to [configure the AD server](#) before doing this. Also, this option will work only when the MailArchiver Plus server runs in Windows)
- Choose the windows domain name of the Active Directory from the "**Windows Domain Name**" combo box.
- By doing so, the list of email addresses are fetched from the active directory and listed in the selection box.
- Choose the required users who should be licensed for MailArchiver Plus and click on "**Add**" to import the users.

- By doing so, the list of users will be added to the "Licensed Users" list and user account(s) are created to provide web based access. Please note that the user is assigned with "User" role and the password is the same as the login name.

Manage Licensed User(s):

When the users are created from the "Create User(s)" tab, all the users (except users with "Auditor" role) gets added to the Licensed User(s) list. When an employee leaves the company, you may no longer need to archive his/her email. In this case, you can delete the licensed user by doing the following:

- Click on the "**Delete**" link against the user you wish to delete. This will ask you for a confirmation and the user will get deleted from the "Licensed Users" list.

Note: When the user is deleted from licensed user, his/her emails will not be archived there on. But, his manager can still see his/her emails provided the permissions are available to the manager.

Manage User(s) Accounts:

When the users are created from the "Create User(s)" tab, all the users are listed in the "Manage User(s) Account" tab.

Editing the User details:

- Click on the "**Edit**" link against the user you wish to edit.
 - You can enable/disable the user account (thereby restricting him/her to access the web client temporarily) by editing the "**Account Status**" field.
 - You can change the role of the user by editing the the "**Access Role**" field.

Deleting the User:

You can delete the user account by clicking the "Delete Account" link present against the user. Deleting the user will remove the user from the licensed users' list and his/her emails will not be archived then on. Only users with "Administrator" and "Auditor" role can access his emails there on.

Configuring Mail Server

ManageEngine MailArchiver Plus connects to the "journal" mailbox of the Exchange Server and periodically polls it to archive mails. Please note that MailArchiver Plus also works in tandem with other POP3/IMAP4 enabled mail servers that has the "Journaling" option.

Before adding the mail server, ensure the following

1. Ensure that the POP3/IMAP4 service is enabled in the Exchange Server
2. Ensure that the "journaling" option is switched on in the Exchange Server
3. Ensure that you [configure licensed users](#) , if you are running a licensed version of the software). During the evaluation period this step is not necessary.

Adding a New Mail Server:

To add a new mail server, do the following:

- Choose **Admin -> Administration** from the main tab. By default, the "**Manage Mail Servers**" tab will get loaded.
- Click on "**Add New Mail Server**" button.
- Enter the hostname of the mail server (the name of the host where Exchange Server runs) in the "**Mail Server Name**" field. Ensure that this host is reachable from the machine where you have installed MailArchiver Plus.
- Choose the "**Mail Server Type**" from the combo box.
- Enter the domain name of your organization in the "**Domain Name**" field (the part after the "@" symbol in your email IDs) (Example: "adventnet.com")
- If the email addresses of your users ends with some other domain name (apart from the domain name specified in the "Domain Name" field, say adventnet.co.jp), then provide those domain names in the "**Virtual Domains**" textbox. In some cases, if the mail server caters to more than one domain, then those domains may be entered in the "Virtual Domains" text box. Click on "**Add**". Continue this operations till you add all the virtual domains that your mail server caters to.
- Enter the username and password of the "journal" mailbox in the "UserName" and "Password" fields respectively.
- Choose the protocol to be used, viz., POP3/IMAP4. from the "**Protocol**" field.
- In case you have chosen IMAP4 in the previous step, provide the name of the folder from which the emails are to be archived in the "**Folder Name**" field. Please note that the emails from the POP3/IMAP4 folder will get deleted once it is archived
- By default, the "**Archiving**" is set to "**Enable**". If at all, you want to disable archiving set this parameter to "**Disable**".
- The interval in which the journal mailbox is to be polled for fetching emails is configured through the "**Poll every**" field, where you need to enter the If you want to poll the journal mailbox. Enter the interval in the text box and choose the unit of time from the combo box.
- Click on "**Add**" when you are finished entering the necessary details.

This will add your mail server to the list of mail servers, and the MailArchiver Plus starts polling the "journal" mailbox in the specified intervals.

Note: Please use the "**Test Connection**" button before adding the mail server, to test whether the connection details provided are correct. You may also use the "Test" link in the "Test Connection" column from the "Manage Mail Servers" view.

Editing the Mail Server Details:

To edit a particular mail server, do the following:

- Click on the "**Edit**" link, against the mail server you wish to edit.
- In the edit form, the details like UserName, Password, Virtual Domains, Archiving, and polling periodicity can be changed.
- Once the newer values are entered, click on the "**Update**" button to update the settings.

Configuring Proxy Settings

Internet Access is essential to upload your support information file. Hence, you need to configure the username and password for internet access.

If you dont have a proxy server, you can choose the "**Direct Connection to the Internet**" option. Else, you can configure the proxy server settings as given below.

To configure Proxy Settings:

- Choose **Admin -> Administration** from the main tab.
- Choose "**Proxy Settings**" tab.
- Enter the hostname of the proxy server in the "**HTTP Proxy Server**" field.
- Enter the port number of the proxy in the "**HTTP Proxy Port**" field.
- Enter the username and password for accessing the internet, in the "**UserName**" and "**Password**" fields respectively.
- Click on "**Save Settings**" button to save the settings.

Testing Proxy Server Configuration:

After configuring the proxy settings, you can test if the connection could be established with the proxy server. To test, just click the button "**Test**". MailArchiver Plus will attempt to establish connection with proxy server. If the configuration is proper and if MailArchiver Plus is able to establish a connection, you will see the message "ProxyServer connection established successfully".

Configuring SMTP Server and Notifications

In order to forward the emails from MailArchiver Plus, you need to specify the SMTP server details. Moreover, if you would like to receive notifications on database rollover, you need to configure the list of users for whom notifications need to be sent.

To specify SMTP Server details:

- Choose **Admin -> Administration** from the main tab.
- Click on "**Mail Settings**" tab.
- Enter the name of the SMTP server in the "**SMTP Server**" field.
- Enter the port of the SMTP server in the "**Port**" field. (By default, SMTP servers run in port 25)
- If you had enabled outgoing SMTP authentication, click on "**Authenticate for every login**". In this case, enter the username and the password for authentication in the "**Username**" and "**Password**" fields respectively.

After configuring the "SMTP Server", you can test if the connection could be established with the server. To test this, click the button "**Test**". MailArchiver Plus will attempt to establish connection with your SMTP server. If the configuration is proper, you will see the status message "Mail Server connection established successfully".

To specify Email IDs for Notifications:

- In the text field for "**From**" address, specify the email ID of the originator of the email. This should be the email ID that is shown when you receive notifications mails from MailArchiver.
- Add the intended mail recipients in the text field "**Notify To**" and click on "**Add**" button. Continue this process till you finish entering all the recipients.
- Once you are done, click on "**Save Settings**" to save the settings.

Configuring Databases

In order to store the emails of your organization, MailArchiver Plus supports the following databases:

- Microsoft SQL Server 2000/2005
- MySQL 4.1.x

ManageEngine MailArchiver Plus supports a distributed datastore architecture to store your emails. When a database gets filled up, you can go on adding more database servers to distribute the email load.

Adding a new Database Server:

Note: Before adding a new database server to MailArchiver Plus, ensure that you create a database named "**MailArchiver**". This can be done by executing the following command from the database console (by connecting to the database server you are going to use).

```
create database MailArchiver
```

To add a new database server, do the following:

- Choose **Admin -> Database Management** from the main tab. Select the By default, the "**Manage Databases**" tab will get loaded.
- Click on "**Add New Database Server**" button.
- Enter the hostname of the database server (the name of the machine where the database server is running) in the "**Hostname of the database Server**" field.
- Choose the "**Database Type**" from the combo box.
- In the "**Port**" field, enter the port number at which your database runs (By default, MSSQL runs at port 1433 and MySQL runs at 3306)
- Enter the username and the password for connecting to the database at the "**Username**" and "**Password**" fields respectively.
- The "**Active**" field indicates the database that is currently storing the emails. Please note that only one database instance can be active at given point of time. If you want to make this new database instance as active, select the "**Yes**" radio button. (If there exists a database that is already active, you can choose "**No**" for this newly added database).
- If you want your new database to be searchable from the client, then select the "**Yes**" radio button against the "**Searchable**" field.
- Click on "**Add**" when you are finished entering the necessary details.

This will verify the connection details with the database server with the given parameters, and if the values are correctly specified, the database server will be added to the DataStore pool.

Editing the Database Details:

To edit a particular database server setting, do the following:

- Click on the "**Edit**" link, against the database you wish to edit.
- In the edit form, update the values for "**Active**" and "**Searchable**" fields.
- Once the newer values are entered, click on the "**Submit**" button to update the settings.

Configuring DB RollOver

When the database server gets filled up with emails, the performance of the database server would go down, as the query would take a longer time to execute. Moreover, the file system of the database server may get exhausted. Hence, it is recommended to add a new database server and make it "Active", so that all the emails coming in the future will flow into that.

There are two types of database rollover, viz.,

- Based on Storage Limit
- Based on Schedule

RollOver based on Storage Limit:

If you want to perform a database rollover based on the storage size, the following steps are to be followed:

- Choose **Admin -> Database Management** from the main tab. Select the By default, the **"Manage Databases"** tab will get loaded.
- Click on **"Choose Rollover Settings"** tab.
- Select the **"Storage Limit"** checkbox.
- Enter the value (in GB) for the **"Set Active Database Size"**.
- Enter the value (in GB) for the **"Set Threshold Database Size"** (This parameter is needed in order to receive any notifications when the database reaches the threshold size).
- Enter the email IDs for whom notifications on threshold and database rollover need to be sent, in the **"Send RollOver/Threshold Notification to"** field. (You can opt to select the emails from the **"Email IDs"** button, if you have configured the email IDs in the **"Configure Mail Settings"** page.
- Now, select the new database instance for rollover from the **"Select a Database to change over"** field. (Note that this new database instance should have been added prior hand using the **"Manage Database"** tab.

RollOver based on Schedule:

If you want to perform a database rollover based on some timeline, the following steps are to be followed:

- Choose **Admin -> Database Management** from the main tab. Select the By default, the **"Manage Databases"** tab will get loaded.
- Click on **"Choose Rollover Settings"** tab.
- Select the **"Schedule"** checkbox.
- Choose the date for **"RollOver Database On"** option by using the calendar and provide the time in the **"hrs"** and **"mins"** field.
- In order to receive notifications, choose an appropriate option in the **"Notify Before"** field.
- Enter the email IDs for whom notifications on threshold and database rollover need to be sent, in the **"Send RollOver/Threshold Notification to"** field. (You can opt to select the emails from the **"Email IDs"** button, if you have configured the email IDs in the **"Configure Mail Settings"** page.
- Now, select the new database instance for rollover from the **"Select a Database to change over"** field. (Note that this new database instance should have been added prior hand using the **"Manage Database"** tab.

Note: If both the options are selected, then the rule that gets triggered first will get applied.

Defining Rules

Rules can be defined in MailArchiver Plus to control the mails to be archived. At a broader level, emails can be classified into three categories, viz.,

- Internal Mails - Mails that flow within the same organization domain. Here all the addressees belong to the same domain.
- Inbound Mails - Mails that come from a third party domain to your organization domain.
- Outbound Mails - Mails that flow from your organization domain to a third party domain.

Using MailArchiver Plus, you can control the emails that need to be archived.

Note: Please note that the user rule takes precedence over the global rule. If the user rule is not defined for a recipient, then the global rule will get applied.

Configuring User Rules:

To configure user based rules:

- Choose **Admin -> Administration** from the main tab. By default, the "**Manage Mail Servers**" tab will get loaded.
- Choose the "**Configure User Rules**" tab.
- To add a new rule for an user, click on "Add User Rule" button. (Ensure that the licensed users are added before defining rules for them)
- In the form that is shown, enter the email address of the user to whom rules should be defined in the "User Email Id" textbox.
- Choose the needed options to configure whether to archive emails from the given categories and the attachments that come with them.
- Once the options are selected, click on "**Save**" button to save the settings.

Configuring Global Rule:

To configure the global rule for the mail server:

- Choose **Admin -> Administration** from the main tab. By default, the "**Manage Mail Servers**" tab will get loaded.
- Click on the "**Global Rule**" link against the mail server for which rules has to be defined.
- Here, you can select the needed options to configure whether to archiver emails from the above said categories and the attachments that come with them.
- Once the options are selected, click on "**Save Rule**" button to save the settings.

Henceforth, this rule will be applied to all the mails that are fetched from the journal and only those emails that satisfy the rule will alone get stored.

Configuring Message Labels

Adding label to messages helps to categorize them, so that those emails can be searched instantaneously and could be easily identified. For example you may want to categorize some incoming email with a "Sales" tag based on some condition where "To" field contains "sales@yourcompany.com". If you categorize the emails, then those mails can be located easily by doing a search on the label.

This operation is done through a two step process:

- [Creating labels](#)
- [Configuring Message Filters](#)

Creating labels:

Creating the label is a prime step to be performed before we define Message Filters and Policies. To create a label.

- Choose **Admin -> Database Management** from the main tab.
- Click on "**Configure Message Filters**" tab.
- In the "**Manage Message Labels**" section, click on "**Add Label**" button.
- Enter the new label name to be created in the "Label Name" field and click on "**Add**" to create the label.

The labels thus created can be deleted or renamed using the respective options against the label.

Note:

1. Please note that the when you rename the label, the filters using this label will be modified. Any mail matching the condition henceforth, will be tagged with the modified label name.
2. The "Default" label cannot be renamed or deleted.

Configuring Message Filters

Message Filters are used to filter the emails that are being archived, and to label them. Many message filters can be defined, each being assigned a priority. These filters are applied, in order, over the emails before they are archived with MailArchiver Plus. For example, if the incoming email satisfies the filter with the highest order, then the email will be tagged with the label that corresponds to that filter. If the email does not match the condition, then other filters will be applied, till the email satisfies a given filter. If none of the condition is satisfied, then the email will be labeled as "Default".

To define Message Filters:

- Choose **Admin -> Database Management** from the main tab.
- Click on "**Configure Message Filters**" tab.
- In the "**Manage Message Filters**" section, click on "**Create New Filter**" button.
- Give the name of the filter in the "**Filter Name**" field.
- Select the label name by which the email should be tagged from the "**Label Name**" combo-box. (The labels that were created in the above list will be listed here. If you want a new label, then create it as explained above)
- Provide the criteria based on the email properties such as Subject, From, To, Cc, Body, etc. You can add more criteria by using the "More" button.
- Once done, click on the "Add" button to create the filter.

Note: These filters can then be modified or deleted using the options present against the filter name.

To change the order of the filters:

- Click on "Change Filter Order" button.
- Use the "Up" or "Down" keys to change the order of the filters.
- Once done, click on "Save" to save the new order.

Note: The "Default" filter always assume the lowest order.

Configuring Retention Policies

Compliance requirements say that the emails has to be archived for a specific period, and at any point of time, the organization may not hold the emails beyond the retention period. To help this task, you can configure retention policies with MailArchiver Plus.

When the mail arrives for archiving, a set of filtering conditions would be applied and the emails are labelled accordingly. For example, some mails may be labeled as "Sales" and some as "Legal". In such cases, the retention policy would be to maintain "Sales" mails for a period of six months and "Legal" mails for a period of one year. In such cases, retention policies can be defined so that the emails older than the retention period are deleted. Retention Policies are executed once in a day, during midnight which will delete mails with age older than retention period.

Note: Before you configure retention policy, make sure that you [configure message labels and filters](#).

To configure a new retention policy,

- Choose **Admin -> Database Management** from the main tab.
- Click on "**Configure Retention Policy**" tab.
- Click on "**Add Policy**" button.
- Choose the "**Policy Name**". This is same as the "Label Name" you have used to label the emails.
- Specify the age of the policy in the "**Age**" field.
- Choose the status of the retention policy as "**Enable**" or "**Disable**".
- Click on "Add" to add the new retention policy.

Note:

1. Retention Policies are executed once in a day, during midnight which will delete mails with age older than retention period.
2. Only those retention policies that are in the "Enabled" state will be taken during the execution.
3. Make sure that all the databases are reachable by the application at the time of executing the policy

Operations like , modifying the retention period, changing the status of the retention policy, deleting the retention policy, etc., can be done using the links against the respective policy name.

Configuring Active Directory Server

Note: Please note that Active Directory Configuration is enabled only when the MailArchiver Plus server runs in Windows.

Adding a New AD Server:

To add a new AD server, do the following:

- Choose **Admin -> Administration** from the main tab. By default, the "**Manage Mail Servers**" tab will get loaded.
- Choose the "**AD Server List**" tab.
- Click on "**Add AD Server**" button.
- Enter the hostname of the active directory server in the "**AD Server Name**" field.
- Enter the windows domain in which this active directory resides, in the "**Windows Domain Name**" field.
- Enter the username and password for connecting to the AD server in the "**UserName**" and "**Password**" fields respectively.
- Click on "**Add**" when you are finished entering the necessary details.

This will add your active directory server to the list of AD servers.

Editing the AD Server Details:

To edit a particular AD server, do the following:

- Click on the "**Edit**" link, against the AD server you wish to edit.
- In the edit form, the details like UserName and Password can be changed.

Once the newer values are entered, click on the "**Update**" button to update the settings.

Deleting the AD Server:

To delete the particular AD server, select the AD server to be deleted and click on "**Delete AD Server**" button.

Configuring Access Control

ManageEngine MailArchiver Plus allows users to be classified under the following roles:

- Administrator
- Auditor
- User
- Manager

Administrator/Auditor: Users with these roles can search the entire archive and can search all the emails stored in the MailArchiver Plus archive.

User: Users with this role can only confine to search with their own emails only. For example, if "user1" with email id as "user1@master-domain.com" can search only those mails that contain "user1@master-domain.com" as one of the recipients.

Manager: Users with this role can search their own emails and also their sub-ordinates emails. To configure the users whose emails are to be made searchable by the manager, refer to [Configuring Licensed Users](#) section.

Searching Mails

There are two methods by which you can search the emails in MailArchiver Plus.

- Basic Search
- Advanced Search

Basic Search:

Basic Search searches for the occurrence of the typed-in keyword in the "**Subject**" or "**Sender**" field.

- Choose **Archives** from the main tab. By default, the "**Basic Search**" tab will get loaded.
- Enter the query string the text box.
- Choose the database upon which the search has to be performed from the "**from**" field. If you want to search from all the databases, when choose the "**All Databases**" option.
- Click on the "**Search**" button. The query string is searched in the above said columns and the results are displayed.
- If you want to see the threaded view, click on the "**Threaded View**" link in the results section.

Advanced Search:

- Choose **Archives** from the main tab.
- Click on "**Advanced Search**" tab.
- In the Advanced Search, you can search for emails based on the following fields.
 - Subject
 - Body
 - Sender
 - To
 - Cc
 - Bcc
 - Attachment Name
 - Attachment Content (for popular types such as doc, rtf, pdf, txt, html, etc.)
 - Sent Between / Sent On
 - Priority
 - Mail Size
- Enter the search query in the relevant fields and click the "**Search**" button. The query string is searched in the respective columns and the results are displayed.
- If you want to see the threaded view, click on the "**Threaded View**" link in the results section.

Viewing Messages

- [Viewing the Content](#)
- [Forwarding the Email](#)
- [Printing the Email](#)
- [Viewing the Internet Headers](#)
- [Saving the Search Results](#)
- [Exporting Selected Emails to Disk](#)
- [Exporting All Emails to Disk](#)

Viewing the Content:

After searching the emails, the message content can be viewed by clicking on the link for the "Subject" column. This will open up a new window showing the content of the email.

Forwarding the Mail:

If you want to forward the email you had located through the search query,

- Click on "**Forward Message**" link at the top-right corner of the window.
- Enter the email ID to which the email has to be forwarded. (Please note that the SMTP server has to be configured prior hand using the "[Configure Mail Settings](#)" tab.
- Click on "**Forward**" button to send the message.

Printing the Mail:

If you want to print the email you had located through the search query,

- Click on "**Print**" link at the top-right corner of the window.

Viewing the Internet Headers:

If you want to view the header information, click on the "**Show**" link in the "**Internet Headers**" column, against the email you wish to view the internet headers.

Saving the Search Results:

To save the search query you had entered in the "**Advanced Search**" tab,

- Click on "**Save Search Results**" link at the top-left corner of the results table.
- Enter the displayname for the Saved Search in the "**Name**" field. (Ensure that the displayname is unique)
- Click on "**Save**" button to save the search results.

From now on, if you would like to view the Saved Searches, go the "**Saved Searches**" tab and click on the displayname of your saved search to view the results.

Exporting Selected Emails to Disk:

For legal discovery purpose, you may want to save the searched emails for the auditors. To export emails to the hard disk, do the following:

- Search for the emails by giving a criteria.
- Select the emails to be saved to the disk by using the checkboxes present against each email.
- Click on "Export Selected Results" button.

This will save the selected emails in EML format in the hard disk where MailArchiver Plus is installed. For instance, if the user "admin" export the emails, then it will get saved into the directory <MailArchiver_Home>/exportedmails/<username (admin)>/<timestamp> directory. If you select all the emails in the given view, only the emails present in the view will get saved. For instance, if the total search results is 50 and the current "View Per Page" is set to 20, then selecting all the emails would only save those 20 emails that are present in the current view. These EML files can then be copied to a floppy disk or a Compact disk for email discovery. You can also convert these EMLs to PST file using AdventNetPSTConverter bundled at <MailArchiver_Home> directory.

Note: This operation is resource intensive and hence will take a while to save the emails.

Exporting All Mails to Disk:

Normally, when you do a export operation only the emails in the current view gets exported to disk. In order to get all the emails satisfying the given criteria to be exported, do the following:

- Click on "Export All Results" button present above the "Search Results" view.
- Provide a valid email address to which the notification has to be sent when the export all operation is finished, and click on "Export".
- Now, the "Export All" operation is scheduled and will be notified upon completion.

Note: This will save the emails in EML format in the hard disk where MailArchiver Plus is installed. For instance, if the user "admin" export the emails, then it will get saved into the directory <MailArchiver_Home>/exportedmails/<username (admin)>/<timestamp> directory. These EML files can then be copied to a floppy disk or a Compact disk for email discovery. You can also convert these EMLs to PST file using AdventNetPSTConverter bundled at <MailArchiver_Home> directory.

Generating Reports

Reports is the unique feature provided by MailArchiver Plus, with which you can generate the following reports:

- Email Traffic Report
- Prolific Users Report
- Database Statistics Report
- Attachment Report
- Compliance Reports

Email Traffic Report:

You can generate email traffic report as follows:

- Select the name of the mail server from the "**Select Mail Server**" combo box.
- Select one of the reporting period from the "**Select the Report Period**" combo box
 - Today
 - Yesterday
 - Last 7 days
 - Last 30 days
 - Custom (When this option is chosen, choose the dates from the "**From**" and "**To**" fields)
- Now, the report will be displayed.

Prolific Users Report:

You can generate prolific users report as follows:

- Select the name of the mail server from the "**Select Mail Server**" combo box.
- Select the top 'N' number of users for whom the report has to be generated from the "**Show top**" combo box.
- Now, the report will be displayed.

Database Statistics Report:

This report will show the number of emails stored in each database in the datastore and the amount of space occupied by the email backup.

Attachment Report:

This report will show the amount of space saved due to the "Single Instance Storage" mechanism and will list the types of attachments received by the MailArchiver. To view the names of the attachments for a particular attachment type, click on the link against the required Attachment Type column.

If you want to view the emails containing the particular attachment, click on "**Show related mails**" link against the required filename.

Compliance Reports:

This section contains the following reports, which can be made use of for compliance purposes.

- User Logon Report - This report contains details on the users who logged-in into MailArchiver Plus webclient.
- User LogOff Report - This report contains details on the users who have logged out of MailArchiver Plus
- Bad Login Report - This report contains details on the uses who performed unsuccessful login attempts.
- Administrative Operations Report - This report contains the list of all the administrative operations done with MailArchiver Plus.

Importing Older Mails

ManageEngine MailArchiver Plus supports importing of your Outlook mails, so that the older outlook mails are archived. This can be achieved in a two step process:

- Converting the .pst file into EML files
- Giving the EML files as input to MailArchiver Plus

Converting .pst file to EML files:

Note: Before starting this conversion process, have a backup of your original PST file.

- Take the file **AdventNetPSTConverterSetup.exe** from <MailArchiver_Home> and transfer to the machine where you have the PST file. (Please note that Microsoft Outlook should be present in the destination machine).
- Install the setup EXE in a directory.
- After installation, you will find a file named **AdventNetPSTConverter.exe**
- Execute the file **AdventNetPSTConverter.exe**
- A screen will popup asking you the following inputs.
 - Source of PST - Choose the .pst file that needs to be converted into EML files.
 - Destination directory - Choose the destination directory in which all the EML files has to be created.
 - Name of the user - Provide the name of the user to whom the .pst file belong.
 - Click on "**Start**". This will create the EML files in the destination directory.
- Click on "**Finish**", once the process is over.

Note: Conversion of .pst files into EML files would take ample time based on the size of the outlook .pst file.

Giving EML files as input to MailArchiver Plus:

Once you have the EML files,

- Copy the EML files into <MailArchiver Home>/emlfiles directory.
- Now, the MailArchiver Server would poll this directory for the existence of EML files and archives them. Once archival is done, the files would get deleted from the "emlfiles" directory.

Contacting Technical Support

In case of technical difficulties working with MailArchiver Plus, queries of product functionality, features you would like to see in the product, etc., you can email to the technical support team at support@mailarchiverplus.com

Using the Support Tab:

You can also visit the **Support** tab and use the facilities available to contact the support team. The various options available are:

- Request Technical Support - Submit a support request form in our website (internet access required)
- Support File Creation - When you click on the "**Create**" button, a zip file containing the error logs will be created. You can send this file by email to support@mailarchiverplus.com to enabled us debug the problem.
- User Forms - Visit the technical forum in our website to discuss with other MailArchiver Plus users (internet access required)
- Need Features - Submit a feature request form in our website (internet access required)
- Telephone Numbers - You can call toll free at 1-888-720-9500 for telephone support.

MailArchiver Plus Information:

In the Support page, you can also view some diagnostic information to assist you in reporting problems with necessary details.

- JVM Memory Information of AdventNet MailArchiver Server
- MailArchiver Server System Information
- MailArchiver Server Installation Information
- General Product Information like Version Number, Build Number, etc.