

MESSAGES

The ArcMail appliance enables you to locate messages within the email archive based on search criteria that you enter. Once located, you can view the retrieved email through the web interface or restore them to an email address.

Each field within the search screen works as an AND statement. This means that when searching for messages, the message must contain the criteria that you specified in each field.

Note: Admin and search users can search all email messages in the archive. Config and users can only search for messages that they sent or received.

The fields within the Archive Search screen are not case sensitive.

Searching for a Message

Procedure 1-40- Perform the following steps to search for a message:


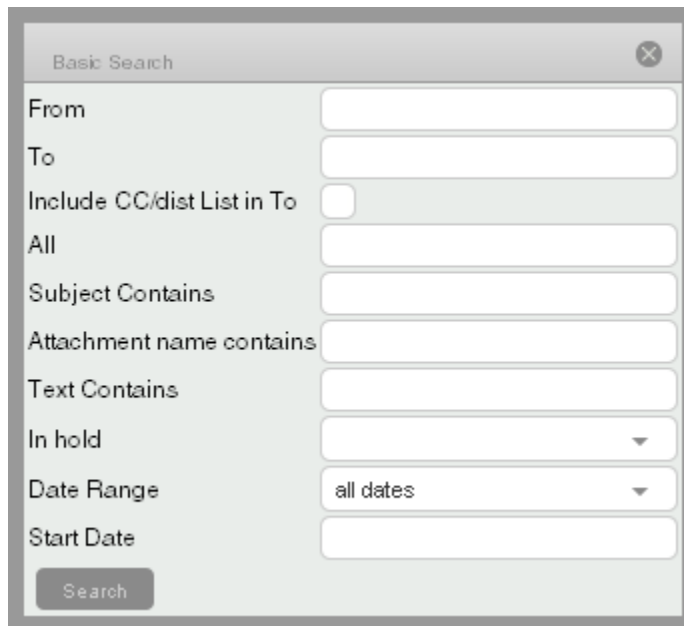
- | Step | Action |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Click the MESSAGES icon. Click the basic search icon:  |

Figure 1-61
Basic Search Screen



The screenshot shows a web-based search interface titled "Basic Search". It features a list of search criteria on the left and corresponding input fields on the right. The criteria include "From", "To", "Include CC/dist List in To" (with a checkbox), "All", "Subject Contains", "Attachment name contains", "Text Contains", "In hold" (with a dropdown arrow), "Date Range" (with a dropdown arrow showing "all dates"), and "Start Date". A "Search" button is located at the bottom left of the form area.

The ArcMail appliance can search using one field or multiple fields at the same time. You may enter part of a word or complete words contained in any part of an email message including the attachment. Each search field works as an AND statement, meaning that the message must match ALL fields being searched.

2 Enter search criteria from the following:

The following is a list and description of the search fields.

Note: These fields are not case sensitive.

- **From** - Enter the common name or email address to search for email messages sent from the entered name or email address.
- **To** - Enter the common name or email address to search for email messages sent to the entered name or email address.
 - Include Cc:/dist List in To - Check this box to enable search on additional email recipient information. This recipient information may contain email addresses from the Cc field, Bcc field, and distribution lists members.

Note: To search for messages containing email addresses in the Bcc field and from distribution lists, ensure that envelope journaling is supported and enabled on the email server. See the appropriate setup guide for your email server located under the **SUPPORT** icon.

- **All** - Enter the common name or email address to search for email sent to or from the entered name or email address.

Note: If a user's common name is not present in the header of the message, you will not be able to locate any of the user's messages by searching on the common name. The most accurate search is achieved by using the actual e-mail address.

- **Subject Contains:** - This field displays messages that contain the specified words in the subject line.
- **Attachment name contains:** - This field displays messages that contain the specified words in the attachment name.
- **Text Contains** - This field displays messages that contain all of the specified words or terms in the body, attachments or subject area of the email message.
- **In hold** - Select the hold file name.
- **Date Range** - The date range sets the date range and number of days for the selected search. The Start Date for Specific Range field sets the start date for “Specific” dates selected in the Search Date Range field.

Date Range parameters in the table below use “today” as the starting point and search backward at the listed increments:

PARAMETER	SEARCHES
today	Mail Received today
previous week	Mail received in past 7 days
previous month	Mail received in the past month
previous 3 months	Mail received in past 3 months
previous 6 months	Mail received in past 6 months
previous year	Mail received in past year

The **Date Range** parameters in the table below use the date set in the **Start Date Range** field as the start date.

PARAMETER	SEARCHES
specific date	Mail received on date set in Start Date Field
specific week	Mail received during 7 days from the date set in Start Date field
specific month	Mail received during 30 days from month and year set in Start Date field
specific 3 months	Mail received during 90 days from month and year set in Start Date field
specific 6 months	Mail received during 180 days from month and year set in Start Date field
specific year	Mail received during year set in Start Date field
all Dates	Searches all mail in the archive

3 Click Search.

The search results appear in the top window and contains a list of email messages matching the search criteria.

Note: If the data set is larger than the value set for **Maximum Messages for Restore All** field located under the **ADMIN>CONFIGURATION >Archive Options** screen, a restore all cannot be performed. Revise the search criteria and search again.

- **HOLD** - Allows you to place selected email(s) into a hold file.
- **RELEASE** - Releases the selected message from hold.
- **DOWNLOAD** - Allows you to download the selected message(s) in an .eml format.
- **RESTORE**- Click Restore to restore the selected message(s). The selected message(s) will be sent to the user.

Advanced Search

The Advanced Search screen provides the following search options:


Messages matching - all/any:

- all - All rules must be met before the desired messages are included in the search results.
- any - Any messages matching any of the rules will be included in the search results.

From	is/is not/contains/does not contains	enter email address or name
To	is/is not/contains/does not contains	enter email address or name
CC	is/is not/contains/does not contains	enter email address or name
Bcc	is/is not/contains/does not contains	enter email address or name
To/Cc/Bcc	is/is not/contains/does not contains	enter email address or name
From/To/Cc/Bcc	is/is not/contains/does not contains	enter email address or name
Holds	contains/does not contains	enter Holds file name
Subject	contains/does not contains	enter subject keyword
Attachment name	is/is not	enter attachment name
Text	contains/does not contains	enter search text
Received date	on/on or after/on or before	select date from drop down menu
Sent date	on/on or after/on or before	select date from drop down menu

Add rule - adds a rule to the current search group.

Add group of rules - adds a new group of rules within the current search group.

Click the advanced search icon to begin an advanced search: 

The advanced search screens are shown below:

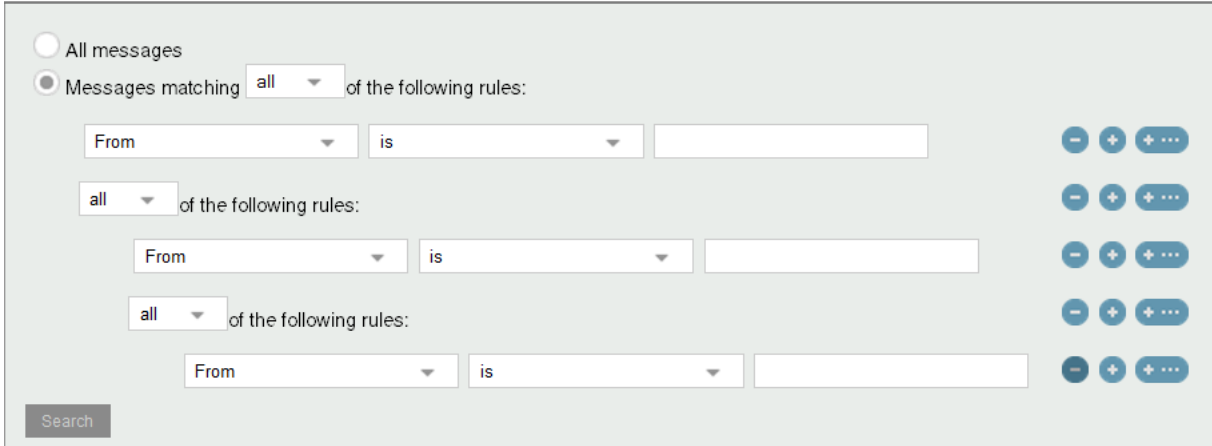
Figure 1-62
Advanced Search Screen



Figure 1-63
Advanced Search Screen with multiple rules

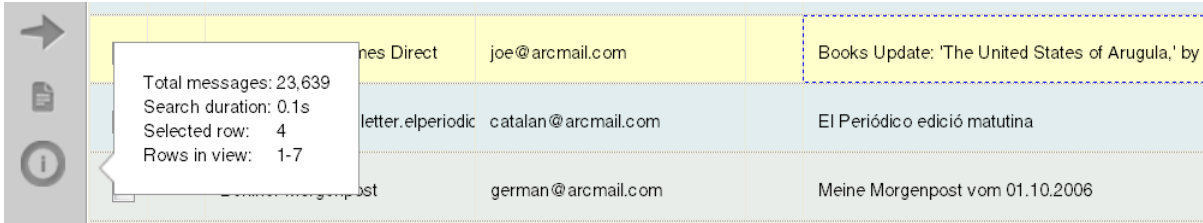


Figure 1-64
Advanced Search Screen with multiple search groups



Use the search information button for more detail regarding the most recent executed search:

Figure 1-65
Search Information Button Screenshot



Advanced Search Examples

The following examples show a few of the advanced search capabilities of the ArcMail appliance.

The example below shows a search that looks for all email messages sent **From, To** (including **Cc** or **Bcc**), Jim, Mary and Sue. The message must contain the word “budget”. This is an “and” search since we used **Messages matching ‘all’**. We are requesting all email messages involving (From/To/Cc/Bcc) Jim and Mary and Sue that contain the word “budget”.

Figure 1-66

The screenshot shows the ArcMail search interface. At the top, there are two radio buttons: "All messages" (unselected) and "Messages matching" (selected). The "Messages matching" option has a dropdown menu set to "all". Below this, there are four search criteria rows, each with a dropdown for the field, a dropdown for the operator, a text input for the value, and three buttons (minus, plus, and three dots):

- Row 1: Field: From, Operator: is, Value: jim@testcompany.com
- Row 2: Field: From, Operator: is, Value: mary@testcompany.com
- Row 3: Field: From, Operator: is, Value: sue@testcompany.com
- Row 4: Field: Text, Operator: contains, Value: budget

At the bottom left of the search area is a "Search" button.

The example below is the same as above, but has a date range. The **Messages matching** drop down must be set to **‘all’** for date range searches.

Figure 1-67

The screenshot shows the ArcMail search interface with a date range added. It follows the same structure as Figure 1-66, but with an additional search criterion:

- Row 5: Field: Sent date, Operator: on or after, Value: 7/14/2010
- Row 6: Field: Received date, Operator: on or after, Value: 8/3/2010

The "Messages matching" dropdown is still set to "all".

Wildcard Search

Use the asterisk (*) to perform a wildcard search. Wildcard search is only available under the advanced search screen.

Example: If you want to search for all email that contain Microsoft Excel files, you would enter: ***.xls**


Note: A wildcard search can run slowly depending on the size of the database.

Export Messages

The ArcMail appliance allows you to export selected messages from a search. Messages can be exported in one of the following formats:

- .eml Archive
- mbox


Procedure 1-41- Perform the following steps to export messages:

- | Step | Action |
|------|-------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Click the MESSAGES icon. |
| 2 | Configure and execute a message search. Select the message(s) you want to export from the search results by clicking the check box. |
| 3 | Click the export icon to export messages:  |
| 4 | Select the export format from the drop down menu (.eml Archive or mbox). |
| 5 | Click the Export button. |

Restore Messages

The ArcMail appliance allows you to restore messages from an archive search. The restored messages are sent to the user's inbox.

Procedure 1-42- Perform the following steps to restore messages from an archive search:

- | Step | Action |
|------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Click the MESSAGES icon. |
| 2 | Configure and execute a message search. Select the message(s) you want to restore from the search results by clicking the check box. |
| 3 | Click the restore icon to export messages:  |
| 4 | The selected messages are restored. |