Email Archiving

User Guide

Contents

Preface

This guide provides the information you need to configure, use, and maintain your McAfee product.

Topics:
▸ About this guide
▸ Finding product documentation

About this guide

This information describes the guide's target audience, the typographical conventions and icons used in this guide, and how the guide is organized.

Topics:
▸ Preface
▸ Audience
▸ Conventions
▸ What's in this guide

Audience

McAfee documentation is carefully researched and written for the target audience.

The information in this guide is intended primarily for:

Users — People who use features of a service to view and manage their own information.

Topics:
▸ About this guide

Conventions

This guide uses the following typographical conventions and icons.

Book title	Title of a book, chapter, or topic.
`Code and Screen text`	Code examples and screen text.
User inteface	Words in the user interface including options, menus, buttons, and dialog boxes.
Hypertext blue	A live link to a topic or to a website.

`File paths and urls`	The path of a folder or a hyperlink.
NOTE:	Additional information, suggestions and recommendations.
CAUTION:	Valuable advice to protect your computer system, software installation, network, business, or data.

Topics:

▸ About this guide

What's in this guide

This guide is organized to help you find the information you need.

It's divided into chapters that group relevant infomation together by feature and associated tasks, so you can go directly to the topic you need to successfully accomplish your goals.

Topics:

▸ About this guide

Finding product documentation

McAfee provides the information you need during each phase of product implementation, from setup to using and troubleshooting. After a product is released, information about the release is added to the McAfee SaaS Email and Web Security Support site.

Task

1   Go to the McAfee SaaS Email and Web Security Support page at
     http://support.mcafeesaas.com

2   Under **Knowledge Base**, click **Reference Materials**.

3   Under **Reference Materials**, scroll down to access the information that you need:

- Service Enhancements and Release Notes
- Training Materials
- Service Reference Guides

Topics:

▸ Preface

Email Archiving

Email Archiving is a cloud-based service that automatically archives your email to a secure centralized location. Additionally, Email Archiving allows you to search your archived email so you can quickly locate and retrieve your messages when you need them.
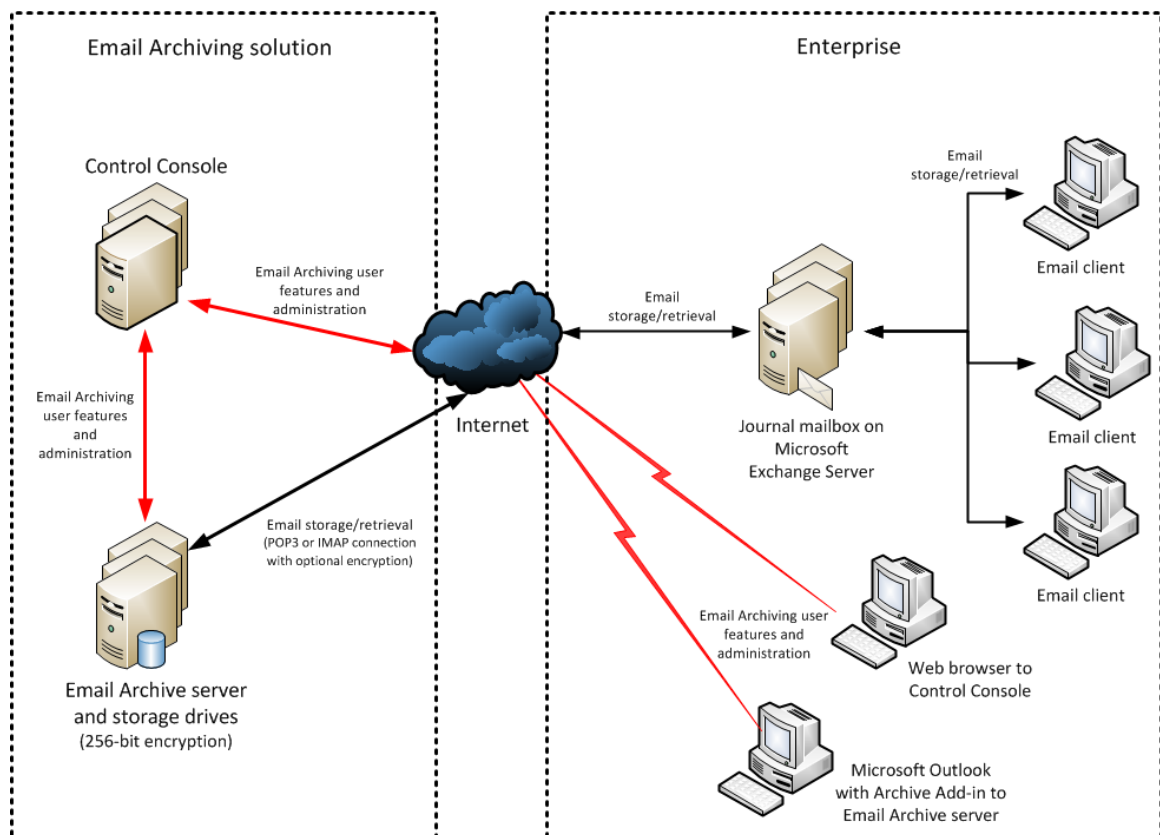

Figure 1: Email Archiving architecture

Searching the Archive

You can find, view, and export email messages that are currently being stored in the archive.

To create a search, type what you know about the message (or messages) into the criteria fields and click **Search**.

Topics:

▶ Search Rules and Guidelines
▶ Find Emails Using Search
▶ Viewing an Archived Email
▶ View a Message

Search Rules and Guidelines

An understanding of the way search works in Email Archiving will improve your ability to search for and find the email messages you need.

Basic Search Rules

- Complete at least one search field to begin a new search. The more fields you complete, the more specific your search, and therefore the more limited the number of results.
- Search fields are not case-sensitive. A search for "Control Console" is the same as "control console".
- Select your search terms carefully. Use words or phrases that are unique to the messages you want to find.

Additional Rules for Complex Searches

- Most special characters (including +-&!><) are interpreted as plain text when used within a word or phrase.
- Search supports trailing * and ? wild cards searches. A * search looks for one or more characters. A ? looks for a single character.
- Email addresses can be searched using the entire address, just the domain, or any part of the address.
- Use Phrase, Any Word, or All Word searches to determine how you want to search with multiple terms.

Guidelines for Special Characters

- Special characters cannot be searched by themselves.

- Some special characters are allowed and can be interpreted as plain text when included as part of an alphanumeric string.

Table 1: Special Characters Interpreted as Plain Text

Special Character	Name
+	Plus Sign
-	Dash
&	Ampersand
		Bar
!	Exclamation
)	Right Parenthesis
(	Left Parenthesis
{	Left Curly Brace
}	Right Curly Brace
[	Left Bracket
]	Right Bracket
^	Caret
"	Quotation Marks
~	Tilde
:	Colon

Wild Card Searches

Archive search supports two types wildcards, asterisk (*) and question mark(?), when placed within a string or at the end of a string.

- A wildcard character cannot be placed at the beginning of a text string.
- It is best to avoid placing a wildcard too early in a search term, or with too few characters. For example, a search using horse* will return better and faster results than h* or h*s.
- Wildcards cannot be used in a Phrase search.

Asterisk (*) Wild Card Examples

The asterisk (*) searches for one or more characters.

Table 2: Asterisk (*) Wild Card Examples

Search Term	Returns..
greg*	greg, gregg, gregory, gregorian
gre*	greg, gregg, gregory, gregorian grey, green, greenhouse
gr*n	grin, green, grain, groan
*gre	Is not permitted

Question Mark (?) Wild Card Examples

The question mark (?) searches for a single character.

Table 3: Question Mark (?) Wild Card Examples

Search Term	Returns...
greg?	greg, gregg
gre?	greg, grey
gr?n	grin
gr??n	green, grain, groan
?gre	Is not permitted

Email Addresses

Email addresses can be searched using the entire address, just the domain, or any part of the address.

- Search email addresses in the **From** and **Recipient** fields.
- You search for a full email address or part of an address. You can search parts of an address that:
  - Are separated by special characters.
  - Switch between upper and lowercase.
  - Switch between alphabetic and numeric characters.
- Email addresses should not include spaces.
- Full names with spaces are treated as two separate search terms.

Email Address Search Examples

Table 4: Email Address Search Examples

Search Term	Returns...
greg	• **Greg** Brown <**greg**@company.com> • Gregory Smith <**greg**.smith@other.com> • **Greg** Smith <gsmith@test.com> • **Greg** Jones <**greg**99@test.com> • **Greg**Jones <gj99@special.com> • Joe Smith <**greg**111@special.com> • Joe Jones <joe.jones@**greg**.com>
greg smith	• **Greg** Brown <**greg**@company.com> • Gregory Smith <**greg**@other.com> • **Greg Smith** <gsmith@test.com> • **Greg** Jones <**greg**99@test.com> • **Greg**Jones <gj99@special.com> • Joe **Smith** <**greg**111@special.com> • Joe Jones <joe.jones@**greg**.com> • Joe **Smith** <jsmith99@test.com> • John **Smith** <jsmith@company.com> • FredS <fred_**smith**@other.com>

Search Term	Returns...
	• Joe Brown <j.brown@**smith**.com>
company.com	• Greg Brown <greg@**company.com**> • John Smith <jsmith@**company.com**> • Joe Jones <joe@test.**company.com**>
@company.com	• Greg Brown <greg@company.com> • John Smith <jsmith@company.com>
greg@company.com	• Greg Brown <**greg@company.com**>
gr*	• **Greg**Jones <gj99@special.com> • **Gram** Carter <gc@test.com> • Joe Smith <**greg**111@special.com> • Bob **Grey** <**grey**333@company.com> • Joe Jones <joe.jones@**greg**.com> • Monk Williams <mwilliams@**gregorian**.com>

Searching with Phrase, Any word, or All words

Archive search allows you to searching for specific words or phrases in an email. To help with this you can apply rules to some text fields to filter your results. When entering multiple search terms into a text field you can have them treated as an exact phrase, individual terms, or a group of terms.

- Phrase search — finds emails that contain the exact phrase in the exact word order.
- Any word search — finds emails that contain one or more words regardless of order.
- All words search — finds emails that contain all words in any order.

NOTE: You cannot use wild cards in a phrase search.

Examples of Phrase, Any word, and All words

Searching on the terms "phoenix memo" returns different result sets based on how you apply the rules.

Table 5: Phrase, Any word, or All words search for "phoenix memo"

Rule	Returns text...	But not...
Phrase	• tuesday phoenix memo • phoenix memo feedback	• phoenix transportation memo • denver memo • memo for phoenix • transportation memo • denver transportation
Any word	• tuesday phoenix memo • phoenix memo feedback • phoenix transportation memo • denver memo • memo for phoenix	• denver transportation

Rule	Returns text...		But not...
	• transportation memo		
All words	• tuesday phoenix memo	•	denver memo
	• phoenix memo feedback	•	denver transportation
	• phoenix transportation memo	•	transportation memo
	• memo for phoenix		

Topics:

▸ Searching the Archive

Find Emails Using Search

Use the search form to find emails based on an email address, a date range, or text.

Follow these guidelines:

- Complete one field to find messages that match a single value.
- Complete multiple fields to find messages that match *all* of the values.
- Combine additional fields with a **Message Text** search to filter the results in a "Phrase," "Any word," or "All words" search.
- You cannot use wildcards when selecting "Phrase."

Task

For option definitions, click **Help** in the interface.

1 Select **Email Archiving** > **Archived Messages**.
Search is displayed by default.

2 Complete one or more of the following fields:

- From
- Recipient
- Date Range
- Message Text

3 Click **Search**.

Emails that match your search criteria are displayed in the **Results** panel.

Search Examples

The following examples compare the results of two similar searches, one using "Phrase" and the other using "Any word" in a **Message Text** search.

Table 6: Search Example

Criteria	Returns...	Not...
• **Recipient**: joe@domain.com • **Date Range**: 7/1/2009 to 11/1/2009	Mail sent to Joe between July and October, 2009 that contain the phrase "phoenix memo."	• Mail sent to Joe in June, 2009 that contain the phrase "phoenix memo." • Mail sent to Joe in August 2009 that contain the phrase "memo for phoenix."

Criteria	Returns...	Not...
• **Message Text** with "Phrase": phoenix memo		• Mail sent to Steve between July and October, 2009 that contain the phrase "phoenix memo."
• **Recipient**: joe@domain.com • **Date Range**: 7/1/2009 to 11/1/2009 • **Message Text** with "Any word": phoenix memo	Mail sent to Joe between July and October, 2009 that contain the words "phoenix" or "memo," including: • "phoenix memo" • "trip to phoenix" • "denver memo"	• Mail sent to Joe in June, 2009 that contain the words "phoenix" or "memo," including: "phoenix memo," trip to "phoenix," "denver memo." • Mail sent to Steve between July and October, 2009 that contain the words "phoenix" or "memo," including: "phoenix memo," "trip to phoenix," "denver memo."
• **Recipient**: joe@domain.com • **Date Range**: 7/1/2009 to 11/1/2009 • **Message Text** with "All words": phoenix memo	Mail sent to Joe between July and October, 2009 that contain the words "phoenix" or "memo," in the subject line, including: • "phoenix memo" • "memo to phoenix office" • "memo regarding phoenix software"	• Mail sent to Joe in June, 2009 that contain both the words "phoenix" or "memo" in the subject line, including: "phoenix memo" and "memo to phoenix office." • Mail sent to Joe between July and October, 2009 that contain just one of the words "phoenix" or "memo" in the subject line, including: "phoenix convention", "trip to phoenix", "denver memo". • Mail sent to Steve between July and October, 2009 that contain both words in the subject line, including "phoenix memo", "memo to phoenix office", and "memo regarding phoenix software". • Mail sent to Joe between July and October, 2009 that contain the word "phoenix" in the subject line and "memo" in the message body.

Topics:

▸ Searching the Archive

Viewing an Archived Email

You can open and view any email that is stored in the archive directly from the search results panel.

Both the message preview and message window allow you to view the content of the message, message headers, any attachments associated with the message, and archive specific information including ID and expiration date.

Topics:

▸ Searching the Archive

View a Message

Open and view email messages to read content, retrieve attachments, and review header information and metadata.

Before you begin
You must first run a search and then sort your results to find the email you want to view.

Task

For option definitions, click **Help** in the interface.

- Open the message from the results panel by doing one of the following:
  - Double-click the message to view the message in the **Message** window.
  - Select an option from the **Preview** menu to open the message in the **Message** pane.

If you selected Preview, the message displays in the Message pane. Otherwise the message appears in a separate window.

Topics:
▸ Searching the Archive

Exporting Messages

You can download one or more of the messages that you find in a search and view them in an email client. When you export messages, they are compressed in a zip file.

Messages can be exported from either the **Results** panel or the **Message** view.

Topics:

▸ Zip file guidelines
▸ Viewing .eml files
▸ Export Messages

Zip file guidelines

The rules that govern the zip file you download when you export messages determine the total file size, the emails included, how the email files are named, and the format of the emails.

- The total size of the file you download cannot be larger than 1 GB. If your result set is larger, you should refine your search criteria and limit your results.

- At download, the system re-runs your original search. As a result, the set of messages in the zip file may differ from your initial results due to changes in the archive.

- Messages are stored as .eml files. Each file name matches the message's unique Archive ID.

- The format of each email varies by your user role:

    - The User role receives the original message.

    - The Customer Administrator role receives the envelope journal as well as the original message which is included as an attachment.

NOTE: A zip file utility is required for extracting the email files.

Topics:

▸ Exporting Messages

Viewing .eml files

The email files you download from Email Archiving use the .eml file format and require a compatible email client.

McAfee recommends Microsoft Outlook Express or a recent version of Microsoft Outlook.

Table 7: Email clients for viewing .eml files

Operating System	Suggested Email Clients include...
Mac OS	• Microsoft Outlook 2011 • Apple Mail • Mozilla Thunderbird
Windows	• Microsoft Outlook 2010 • Microsoft Outlook 2007 with KB 956693 NOTE: For more information, go to http://support.microsoft.com/kb/956693 • Microsoft Outlook Express • Microsoft Windows Live Mail • Mozilla Thunderbird
Linux	Mozilla Thunderbird

Topics:

▶ Exporting Messages

Export Messages

You can download email messages from the archive and view them in your email client. This option is available from both the results panel (for multiple messages) and the message view (for individual messages).
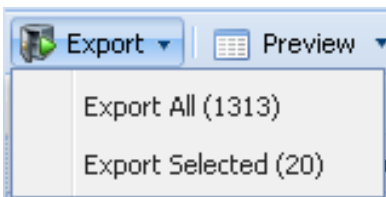
Before you begin

You will need the following:

• A zip utility to extract the email messages once they are downloaded
• An email client that is capable of viewing .eml files

Task

For option definitions, click **Help** in the interface.

1   Run a search in the **Criteria** panel.
2   Do one of the following to select messages for download:

Option	Definition
Export All from the **Results** panel 	Click **Export** > **Export All** to download all of your search results.

Option	Definition
Export Selected from the **Results** panel	Click the checkbox for each messages and click **Export** > **Export Selected** to download select search results.
Export from the **Message** view Message Show Headers Export	Double-click the message, or select the message and click **Preview**. Then, click **Export** to download the individual message.

A dialog box appears in your browser.

3 Follow your browser's instructions to Open or Save the file.
The file is saved on your local system.

4 Locate the file and open it using your zip utility.
The zip file and contents display.

5 Extract the messages from the zip file and save them to a folder.
The individual messages are now stored on your local system.

From here you can now open and view messages in your email client.

Topics:

▸ Exporting Messages