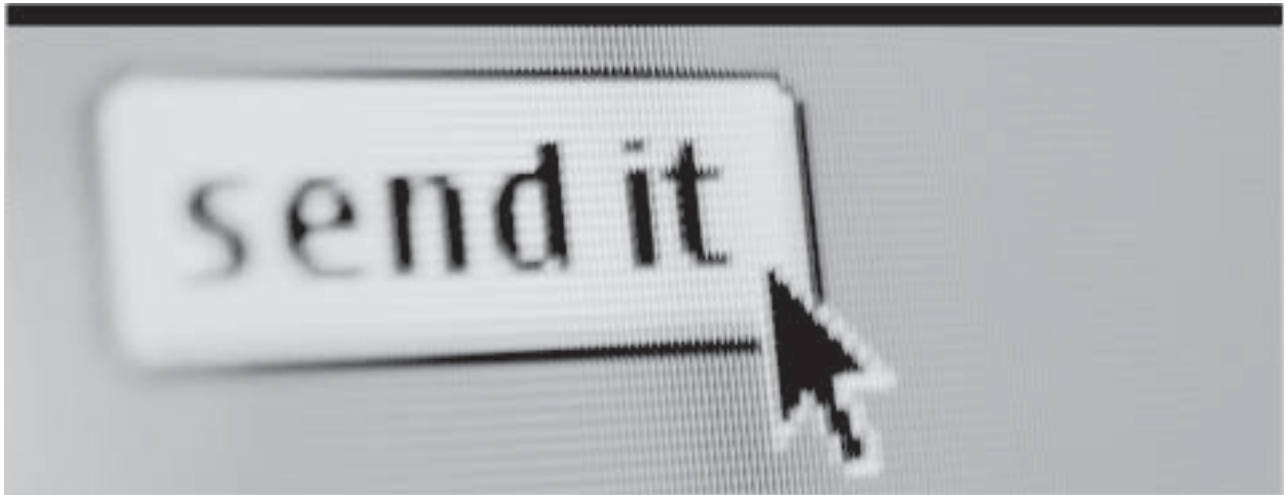


MessageLabs Hosted Email Archiving & Continuity (EAC) Services Archive Reviewer Guide

For Exchange Environments



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About This Book

This chapter contains the following sections:

- ["Intended Audience" on page iii](#)
- ["Conventions" on page iii](#)
- ["Product Documentation" on page iv](#)

Intended Audience

This book describes actions reserved for those with administrative privileges. Its content assumes that you are an administrator for the product and have a strong general knowledge of system and network administration. Depending on how the product is configured for your organization, some features described in the documentation may not be available to you.

Conventions

The documentation uses certain typographical conventions to make references to product elements easier to recognize and understand. These are described in the following table.

Table A-1 Typographical Conventions

Display Format	Definition	Examples
blue, underscore	A hyperlink to either another location within the document or to a web site.	For more information, see "Product Documentation" on page iv .
bold	Name of a screen, section, pane, box, or option in the user interface. The name of an executable file.	On the Select Permissions page, locate the Access Info pane of the User Account panel. To begin the installation, double-click setup.exe .
<i>Bold italic</i>	The name of a menu, button, or tab.	From the Start menu, select Programs .
serif	An entry you must type manually. A value you type in a box or select from a list. A field value that appears in the user interface.	At the command prompt, type <code>cmd</code> . From the Filter drop-down list, select <code>Starts with</code> . The Source field now reads <code>Imported from File</code> .

Product Documentation

The following documentation is available for MessageLabs Hosted Email Archiving & Continuity (EAC) Services:

- *MessageLabs Hosted Email Archiving & Continuity (EAC) Services Administrator Guide*

This book is a comprehensive document for installing, configuring, and administering the MessageLabs Hosted Email Archiving & Continuity (EAC) Services suite of products.

- *Location-Specific Network Settings*

This document provides IP addresses and Message Transfer Agent (MTA) information based on the location of the MessageLabs data center.

The following documentation is available for MessageLabs Hosted Email Continuity:

- *MessageLabs Hosted Email Continuity Administrator Guide*

This book is a comprehensive document for installing, configuring, and administering MessageLabs Hosted Email Continuity.

- *MessageLabs Hosted Email Continuity Online Help*

This material explains to users how to configure and update their user profiles, and use the webmail interface to read and send email.

The following materials are available for MessageLabs Hosted Email Archive:

- *MessageLabs Hosted Email Archive Reviewer Guide*

This document focuses on actions available to users designated as archive reviewers, such as creating and searching Discovery Archives.

- *MessageLabs Hosted Email Archive User Guide*

This document explains how to use MessageLabs Hosted Email Archive, such as how to access and search historical email.

- *User's Guide to Storage Management*

This document describes how the storage management features works, and teaches users how to view stored documents.

- *MessageLabs Hosted Email Archive Search Help page*

Accessible from the Archive Search page in the user interface, the MessageLabs Hosted Email Archive Search Help page provides guidance on using the simple and advanced search modes.

For the latest version of any document, contact Support.

1 Overview

MessageLabs Hosted Email Archive allows you to search messages that have been retained as part of your organization's message archiving policies. You can search these messages even when MessageLabs Hosted Email Continuity is not active.

Accessing MessageLabs Hosted Email Archive

Your system administrators can grant MessageLabs Hosted Email Archive *Reviewer* privileges to specific users and define the scope of the messages that each reviewer can search. As an MessageLabs Hosted Email Archive reviewer, you have special access privileges. You can:

- Search archived messages as required for human resources and other corporate activities.
- Create *Retention Holds*, which are collections of messages resulting from archive searches. Placing messages into a Retention Hold causes them to be retained in the MessageLabs Hosted Email Archive data center until an administrator removes the hold.
- Generate *Discovery Archives*, which are collections of messages that meet specific search criteria. These messages are restored to a designated mailbox by an MessageLabs Hosted Email Archive administrator.

To access MessageLabs Hosted Email Archive:

- 1 Log into MessageLabs Hosted Email Archiving & Continuity (EAC) Services.
- 2 Click **Review Company Email Archives**. The **Search** page appears.

- You are part of all the reviewer groups you see in the **Scoped reviewer search** drop-down list.

The screenshot displays the MessageLabs Hosted Email Archive Administrator interface. At the top, there are tabs for 'Messages Only', 'Messages & Attachments', and 'Attachments Only'. A search bar contains 'ankit1 (Scoped reviewer search) RG-1'. Below the search bar, there are options for 'Simple Query', 'Query Language', 'Query Builder', and 'Advanced Query Tabs'. A 'GO' button is present. On the left side, there is a 'Search actions' panel with options like 'Clear this search', 'Generate email archive using these results', 'View email archives', 'Generate retention hold using these results', and 'View email holds'. Below this is a 'Key phrases' section with a list of phrases: 'email management', 'management services', 'change notification', 'corporate email', and 'complete access'. The main area shows a table of search results with columns for Rank, Date, From, Recipients, Subject, and Filename. The table contains 10 rows of results, all from 'administrator@lab052.m1dev.com' to 'administrator@lab052.m1dev.com'. At the bottom, it says 'Results 1 - 10 of 16 (0.0069 seconds)' and '1 2 Next >>'. A callout box points to the search bar with the text 'Your reviewer group list'.

- You can perform all the search actions listed in the **Search actions** panel. See [Chapter 2, "Archive Searches"](#) for instructions on searching the archive.

Adding Messages to User Classification Retention Policies

If your administrator has configured User Classification retention policies for your organization, you may be responsible for placing certain types of messages into special email folders so that the messages can be retained under special retention policies.

For example, if you are a human resource administrator or a finance administrator, there may be certain messages your organization must keep for a certain amount of time. Your administrator can create a folder in your Inbox to contain these types of messages, and as you receive them, you can drag them into the folder. MessageLabs Hosted Email Archive then collects them and stores them as long as required by the retention policy.

To save messages subject to User Classification retention policies:

- 1 Refer to any information your email administrator has provided you about the retention policy. Be sure you understand what types of messages are to be saved into the specified folder. If you have any questions, contact your email administrator.
- 2 Determine if the special folder for saving the message has been created by your email administrator. If it has not, create the folder as instructed by your email administrator.

- 3 Drag all messages to which the retention policy applies into the special folder. The retention policy will apply to the messages you place in the folder.

NOTE Deleting Messages from User-Classified Folders

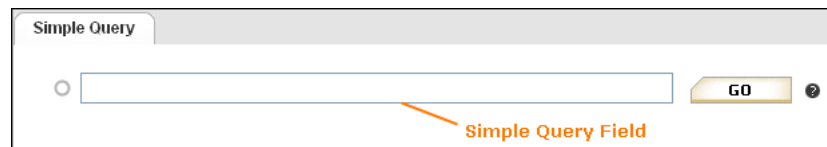
Ask your email administrator how frequently your mailbox will be scanned for user-classified messages. To be sure that messages you have classified into a special folder are properly retained, leave them in the folder long enough for the message scan to occur. If you delete the message from the folder before the scan occurs, the message will not be retained properly.

For example, if your scan occurs once a week, leave the message in the folder for at least a week before you delete it. Otherwise the message will not be retained under the user classification policy.

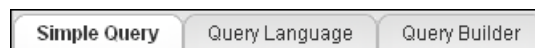
Searching the Archive

You can use MessageLabs Hosted Email Archive to perform basic or advanced searches.

- Perform *simple queries* by typing search terms into the **Simple Query** field.



- Perform *advanced queries* using **Query Builder** or **Query Language**.



See [Chapter 2. "Archive Searches"](#) for instructions on constructing basic and advanced queries.

Search Result Actions

After you run a query, you can perform a variety of actions on the messages returned by the search. You can:

- Create a *Retention Hold*. See ["Retention Holds" on page 18](#).
- Create a *Discovery Archive*. See ["Discovery Archives" on page 19](#).

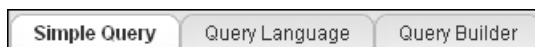
If your organization offers the Export Manager feature, you can also export Discovery Archives to PST files. See ["Export Manager" on page 20](#)

2 Archive Searches

This chapter explains how to search the archive using simple and advanced queries and what actions you can take on messages returned in a search.

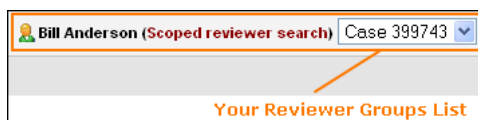
Performing Simple Searches

When you first log into the archive, the system is in *simple query* mode.

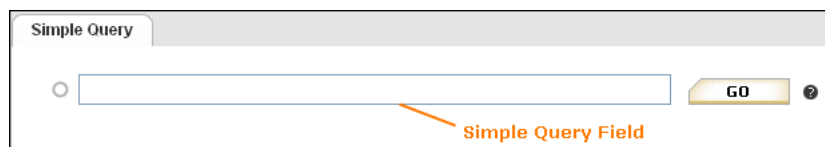


To perform a simple query:

- 1 From the MessageLabs Hosted Email Archiving & Continuity (EAC) Services landing page, choose to search your personal archive or a company archive for which you have reviewer privileges.
 - To search your personal archive, click **Access MessageLabs Hosted Email Archive**.
 - To search a company archive, click **Review Company Email Archives**.
- 2 If you are part of more than one reviewer group, choose the archive to search by choosing a group from the **Scoped reviewer search** drop-down list.



- 3 Type search terms into the **Simple Query** field, then click **Go**. See ["Simple Query Tips" on page 5](#) for ideas on building targeted, efficient searches.



MessageLabs Hosted Email Archive searches for messages matching your query and displays matching results from your archive in a list below the search box.

- 4 To read a message in the list, click the message. The message opens in a panel below the results list.

To refine a simple query:

- 1 MessageLabs Hosted Email Archive searches for both messages and attachments by default. To limit the search to just one of those, click either **Messages Only** or **Attachments Only** before entering the search terms.



- 2 MessageLabs Hosted Email Archive provides a list of **Key phrases** that it identified while performing the search. You can refine your search by adding key phrases to your initial search terms. Click a key phrase link to add the phrase to the search box and further filter the search results.



- 3 To clear the search and start over, click the **Clear this search** link in the **Search actions** section to the left of the results list.

To sort search results:

Click a column heading to sort the search results by that column. You can click the column again to reverse the results.

For example, to display messages in order from newest to oldest, click the **Date** column heading. To display messages in order from oldest to newest, click the **Date** column heading again.

Simple Query Tips

Follow these tips to create more targeted, efficient simple queries:

- Choose specific, descriptive keywords.

- Most special characters are not allowed in simple keyword searches. No wildcard character is needed because the simple search function searches for words with the same root.

For example, if you type `project`, the search also matches the words `projected`, `projecting`, `projector`, `projects`, and so on. If you type `mouse`, the search also finds words like `mice` and `mouser`.

- To search for an exact match (literal search), enclose the term in double quotation marks. For example, if you type `"mouse"`, the search finds only the word `mouse` and no other alternatives. Or, if you type `"financial report"` the search matches that exact phrase, but if you type `financial report`, the search matches any instance of `financial` or `report`, whether the words appear together or separately, in any order, in the same document or in different documents.

Performing Advanced Searches

You can use advanced search mode to submit complex searches, such as those that:

- Use specific terms, such as all messages that include the phrase `Quarterly Report`.
- Use comparisons, such as all messages sent between December 25 and August 1st, or all messages greater than 4 KB but less than 8 KB.
- Search for terms in proximity to other terms, such as terms that appear within four words of each other in a specified order.

NOTE Proximity Search Uses Exact Terms

Proximity searches can search only for *exact terms* appearing in proximity to each other. The system cannot combine a proximity search with wildcard (*) or root word expansion searches.

-
- Use the Boolean operators `AND`, `OR`, and `NOT` to refine searches, such as messages from `bob@genericorp.com AND` that are smaller than 4 KB.

You can perform advanced searches by either:

- 1 Using *Query Builder* to build search terms and limitations with a form-based interface. See ["Using Query Builder" on page 7](#).
- 2 Using *Query Language* to build search parameters using a language-based interface. See ["Using Query Language" on page 12](#).

Using Query Builder

Query Builder helps you build a query using input fields. To use Query Builder, click the **Query Builder** tab, then click **Edit**.

Searching: Messages Only **Messages & Attachments** Attachments Only

Simple Query Query Language **Query Builder**

Find messages within current reviewer group Edit Show Generated Query

Rank Date From Recipients Subject

Query Builder appears.

Searching: Messages Only **Messages & Attachments** Attachments Only Bill Anderson (Scoped reviewer search) Case 399743

Simple Query Query Language **Query Builder**

Query Builder

Who (Select Mailboxes) Click the button below to narrow your search to a set of mailboxes. All Users Select Mailboxes

Explicitly include known email addresses in query

When (Select a Date Range) Narrow your search to a specific date range.

From: To:

What (Select Keyword and Phrases) Provide Keywords following the format of a Simple Query

Keyword:

Additional Filters Add filters to narrow your search

any of the following are true, or all of the following are true

Filters: Subject contains

Current Filters:

Cancel Search

Build your query using the fields and options available, then click **Search**. You can build more complex queries by combining these search types:

- ["To search by user mailboxes:"](#) see page 8
- ["To search by date ranges:"](#) see page 9
- ["To search by keywords or phrases:"](#) see page 9
- ["To apply additional filters to search results:"](#) see page 9

NOTE Limitations When Formulating Long Queries

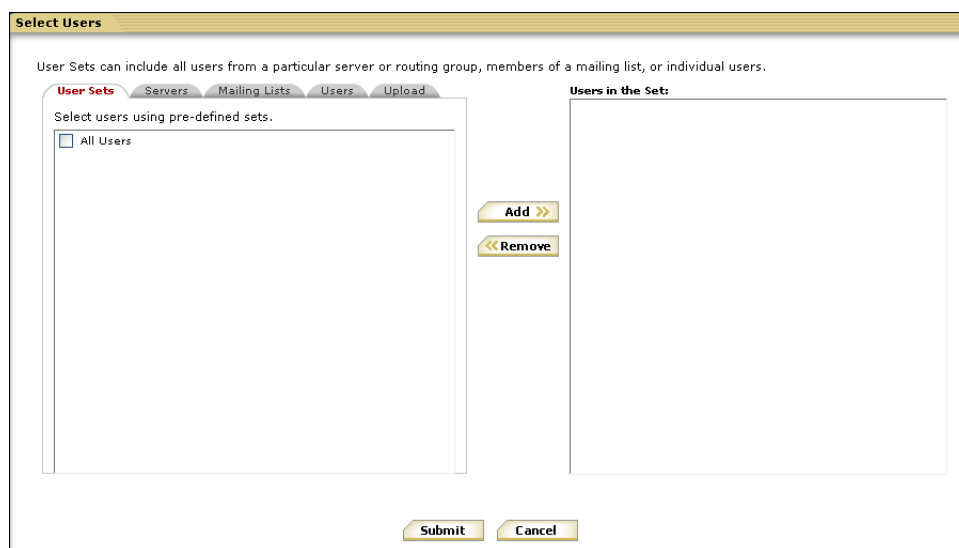
In Internet Explorer, the URL length limit of 2083 characters can cause errors when executing a long discovery query. If a query URL exceeds the character limit, Internet Explorer will display an error message and the query will not execute.

This scenario is most likely when using the Query Builder or Query Language options to build a complex query containing many search parameters. Simple searches are not likely to trigger this issue.

One workaround is to use a web browser with longer URL character limits, such as Mozilla Firefox. Another workaround is to narrow the search to fewer parameters.

To search by user mailboxes:

- 1 Click the **Select Mailboxes** button. The **Select Users** window appears.



- 2 To browse for mailboxes:
 - a. Click one of the user selection tabs (**User Sets**, **Servers**, **Mailing Lists**, or **Users**).
 - b. For **Mailing Lists** and **Users**, you can search for specific mailboxes by entering part of the user or mailing list name in the **Search** field and clicking **Search**.
 - c. When you locate a mailbox to add to the search, check the check box next to the mailbox, then click **Add**. The mailbox you selected is added to the **Users in the Set** list.
- 3 To upload a CSV file containing email addresses:
 - a. Click the **Upload** tab.
 - b. Click **Browse**, then navigate to and select the CSV file that contains the email addresses to upload.

- c. Click **Add** to upload the file and add the addresses to the **Users in the Set** list.
- 4 Repeat these steps until all servers, mailing lists, or users that you want to search display in the **Users in the Set** list.
- 5 Click **Submit** to add all the users in the list to the query and return to Query Builder.


NOTE Include Known Email Addresses Option

Checking the **Explicitly include known email addresses in query** check box performs a text search of all email address fields for all known email addresses of the selected users.

In most cases this option is not necessary, as the system automatically maps email addresses to users during normal operation. However, if you are searching for messages that preceded the deployment of **MessageLabs Hosted Email Archive** (such as a historical imports from Exchange or PST files), the email addresses in those messages may not be mapped to current archive users. In these cases, you should use the **Explicitly include known email addresses in query** option to ensure your search covers all messages in the archive.

Enabling this option for your query may cause your search to take longer, and if you have selected many users, it may cause the search to fail. Use this option only when you are searching messages that preceded the deployment of **MessageLabs Hosted Email Archive**. Keep your user set to 20 users or fewer when you use this option.

To search by date ranges:

- Click the **Calendar**  icons to set date ranges for the **To** and **From** fields.
- To return all messages from a specified start date, provide a value only for the **From** field.
- To return all messages from the earliest date in your archive until a specific date, provide a value only for the **To** field.

To search by keywords or phrases:

Enter keywords or phrases into the **Keyword** field using the same search syntax as for a simple query. See ["Simple Query Tips" on page 5](#) for details.

NOTE Special Character Limitations

If you submit a query containing only a single special character (such as a tilde, parenthesis, or exclamation point), the system returns all messages within your reviewer scope. The workaround for this issue is to use at least one alphanumeric character in your query in addition to the special character.

To apply additional filters to search results:


- 1 In the **Additional Filters** section, choose a filter from the drop-down list. Set the operator and value for the filter. Refer to [Table 2-1](#) for a list of filters, operators, and values you can use.
- 2 Click **Add**  to add the filter to the **Current Filters** list.
- 3 Repeat the process until all the filters you want to filter by are listed in the **Current Filters** list.

Table 2-1 Additional Filters Options

Filter	Operators	Values/Notes
Subject	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the message Subject field contains or does not contain the value you provide
Is An Attachment	<ul style="list-style-type: none"> • is • is not 	Filters results based on whether the item returned by the search is or is not an attachment
Attachment Name	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the name of the attachment contains or does not contain the value you provide
Sender (Envelope)	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the From field in the <i>message envelope</i> contains or does not contain the value you provide
Sender (Message Header)	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the From field in the <i>message header</i> contains or does not contain the value you provide
All Senders	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the From field in the <i>message envelope</i> or <i>message header</i> contains or does not contain the value you provide
Recipients (Envelope)	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the recipient information in the <i>message envelope</i> contains or does not contain the value you provide. Note that only email addresses found in retention policies can be found using this option, and thus it will not find any email addresses external to your organization.
Recipients (Message Header)	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the To or CC field in the <i>message header</i> contains or does not contain the value you provide
CC Recipients	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the CC field in the <i>message header</i> contains or does not contain the value you provide
All Recipients	<ul style="list-style-type: none"> • contains • does not contain 	Filters results based on whether the recipient information in the <i>message envelope</i> or in the To or CC fields in the <i>message header</i> contains or does not contain the value you provide

Table 2-1 Additional Filters Options (Continued)

Filter	Operators	Values/Notes
Size of Message (Bytes)	<ul style="list-style-type: none"> is is not less than greater than 	Filters results based on whether the size of the message in bytes is (exactly), is not (exactly), is less than, or is greater than the value you provide
Size of Message and Attachment (Bytes)	<ul style="list-style-type: none"> is is not less than greater than 	Filters results based on whether the size of the message and its attachments in bytes is (exactly), is not (exactly), is less than, or is greater than the value you provide
Retention Policy	<ul style="list-style-type: none"> is 	Filters results based on the retention policy you choose from the drop-down list

When you have set all of your search options and additional filters, click **Search**. Your search results and the Query Builder query used to generate the results appear.

The screenshot shows the Query Builder interface with three tabs: Simple Query, Query Language, and Query Builder. The Query Builder tab is active, displaying a search query: "Find messages within current reviewer group with Users 'Custom Reviewer 2 (custom_reviewer2@lab042.m1dev.com)' and 'reviewer (reviewer@lab042.m1dev.com)' and where message was received between 2008-01-01T06:00:00 and 2009-04-29T04:59:59". To the right of the query is an "Edit" button and a "Show Generated Query" link. Below the query is a table header with columns: Rank, Date, From, Recipients, and Subject.

To view the query in Query Language, click the **Show Generated Query** link. The query appears in Query Language form. See ["Using Query Language" on page 12](#) for more information.

The screenshot shows the Query Builder interface with three tabs: Simple Query, Query Language, and Query Builder. The Query Language tab is active, displaying the query in Query Language form: "(recipientids:or(364054,379226) or senderid:or(364054,379226)) AND (emaildate:range(2008-01-01T06:00:00, 2009-04-29T04:59:59))". To the right of the query is an "Edit" button and a "Show Query Builder Query" link. Below the query is a table header with columns: Rank, Date, From, Recipients, and Subject.

You can click **Edit** to change query parameters. When your results list contains all the messages you need, refer to the following sections for additional actions you can perform on the messages returned by the search:

- To add messages to a User Classification Retention Policy, see ["Adding Messages to User Classification Retention Policies" on page 2](#).
- To create a Retention Hold, see ["Retention Holds" on page 18](#).
- To create a Discovery Archive, see ["Discovery Archives" on page 19](#).

Using Query Language

NOTE Limitations When Formulating Long Queries

In Internet Explorer, the URL length limit of 2083 characters can cause errors when executing a long discovery query. If a query URL exceeds the character limit, Internet Explorer will display an error message and the query will not execute.

This scenario is most likely when using the Query Builder or Query Language options to build a complex query containing many search parameters. Simple searches are not likely to trigger this issue.

One workaround is to use a web browser with longer URL character limits, such as Mozilla Firefox. Another workaround is to narrow the search to fewer parameters.

To build a query using Query Language:

- 1 Click the **Query Language** tab. The Query Language search field appears.



- 2 Type your query language search into the **Query Language** field.
 - Use the syntax, fields, and options described in [Table 2-2. "Query Language Fields" on page 13](#).
 - Unlike the simple query field, the **Query Language** field does not search for keywords that share the same root as your search keywords. You must use the wildcard character (*) to expand Query Language searches beyond the search strings you enter.

For example, if you type `project`, a Query Language search does not match the words `projected`, `projecting`, `projector`, or `projects`. To search for all of these terms in the message subject (for example), add `subject:"project*"` to your Query Language query.
 - See the examples listed under [Table 2-3. "Query Language Examples" on page 15](#) for additional guidance.
- 3 When you are done building your query, click **Go**. Any messages matching your query appear in the results list.

You can choose to create an email archive or a Retention Hold using these results using the links in the **Search actions** list. See [Chapter 3, "Company Archives"](#) for more information.

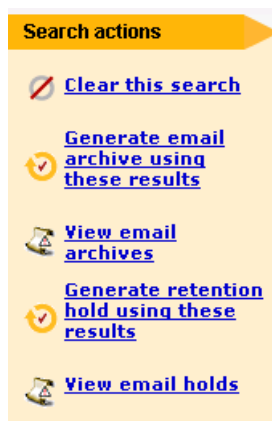


Table 2-2 Query Language Fields

Field	Description	Type	Example
attachedfiles	A comma separated list of all filenames.	String	attachedfiles: report.xls, report.doc, "Quarterly Report.ppt"
content	The content of the message.	String	content:"Q4 results"
emaildate	<p>The date specified in the Date field of the message header.</p> <p>To search by date only, use the form YYYY-MM-DD.</p> <p>To search by date and time, use the form YYYY-MM-DDThh:mm:ssZ.</p> <p>Note: By default, emaildate:range returns matching results using GMT as the time zone. To search using your local time zone, you must use the optional UTC time zone identifier (for example, T05:00:00) to indicate the number of hours offset from GMT.</p> <p>You must use a 24-hour clock when specifying time. T is a required constant that identifies the following characters as times; Z is an optional UTC time zone identifier.</p>	Date	emaildate:range (2008-01-01T05:00:00, 2008-01-01T05:00:00)
envrecipients	The recipient information contained in the message envelope.	String	envrecipients: bob_anderson@ genericorp.com

Table 2-2 Query Language Fields (Continued)

Field	Description	Type	Example
envsender	The sender information contained in the message envelope.	String	envsender:bob_anderson@genericcorp.com
filename	The file name of a document or message. When searching for an attachment, also set <code>isattachment:1</code> for the attachment file name. To search for a message, set <code>isattachment:0</code> .	String	filename:report.xls isattachment:1
isattachment	An indicator of whether the document is an email attachment or a message. To indicate that the document is an attachment, set <code>isattachment:1</code> . To indicate that the document is not an attachment, set <code>isattachment:0</code> .	Integer	filename:report.xls isattachment:1
mailcc	The recipients listed in the CC field of the message header.	String	mailcc:bob@genericcorp.com
mailfrom	The sender listed in the From field of the message header.	String	mailfrom:bob@genericcorp.com
mailsubject	The subject of the message.	String	mailsubject: "Quarterly Report"
mailto	The recipients listed in the To field of the message header.	String	mailto: bob@genericcorp.com
receivedate	The date the message was received by your email server.	Date	To find all messages received on or after February 3, 2008, use <code>receivedate:range(2008-02-03, max)</code> . To find all messages received before February 3, 2008, use <code>receivedate:range(min, 2008-02-03)</code> .
recipients	The recipients listed in one or more of the following: <ul style="list-style-type: none"> The list of recipient information contained in the message envelope. The To field of the message header. The CC field of the message header. 	String	(recipients:bob@genericcorp.com OR recipients:sue@genericcorp.com)
senders	The list of senders in the message envelope or the From field of the message header.	String	(senders:bob@genericcorp.com OR senders:sue@genericcorp.com)

Table 2-2 Query Language Fields (Continued)

Field	Description	Type	Example
size	The size of document (message or attachment) in bytes. Express sizes in bytes. For example, 4 KB as 4096.	Integer	To find all messages (messages only, without attachments) with a total size of at least 4KB but no greater than 8KB, use <code>size:range (4096, 8192)</code>
totalsize	The size of the message, in bytes, including all attachments. Express sizes in bytes. For example, 4 KB as 4096.	Integer	To find all messages with a total size (messages and attachments) of at least 8KB or greater, use <code>totalsize:range (8192, max)</code>

Table 2-3 Query Language Examples

To search for...	Use this syntax:
To search for a term in any field , type: <code>field:term</code> where <code>field</code> is one of the fields in Table 2-2 and <code>term</code> is the value you want to find. To find a phrase, enclose it in double quotation marks. For example:	
To find all messages that include the phrase <code>Quarterly Report</code> in the Subject field	<code>mailsubject:"Quarterly Report"</code>
To find all messages sent from the email address <code>bob@genericcorp.com</code>	<code>mailfrom:bob@genericcorp.com</code>
To search for mail using a range of dates or a range of sizes , type <code>field:range (start, end)</code> where <code>field</code> is <code>emaildate</code> , <code>totalsize</code> , or <code>size</code> , and <code>range</code> defines the beginning and ending points of the search. For example:	
To find all messages with a total size that is at least 4 KB but no greater than 8 KB	<code>totalsize:range(4096, 8192)</code>
To find all messages sent between December 25, 2003 and August 1, 2005	<code>emaildate:range(2003-12-25T05:00:00, 2005-08-01T05:00:00)</code>
To find messages sent before December 25, 2008	<code>emaildate:range(min, 2008-12-25T05:00:00)</code>
To find messages sent on or after August 2, 2005	<code>emaildate:range(2005-08-02T05:00:00, max)</code>

Table 2-3 Query Language Examples (Continued)

To search for...	Use this syntax:
<p>To search for words in proximity to each other, in any order, type <code>near(arg, arg, n=numericValue)</code>, where <code>arg</code> is a word you want to find, (use as many as are required, following each by a comma), <code>n</code> is a constant that indicates the following <code>numericValue</code> is the proximity for the search.</p> <p>Note: Proximity searches can search only for <i>exact terms</i> appearing in proximity to each other. The system cannot combine a proximity search with wildcard (*) or root word expansion searches.</p> <p>For example:</p>	
To find the word <code>lunch</code> within five words of <code>Joe's</code> , in any order	<code>near(lunch, Joe's, n=5)</code>
To find the words <code>plane</code> , <code>bike</code> , <code>boat</code> or <code>car</code> appearing within four words of each other, in any order	<code>near(plane, bike, boat, car, n=4)</code>
<p>To search for words in proximity to each other, in an exact order, type <code>onear(arg, arg, n=numericValue)</code>, where <code>arg</code> is a word you want to find (use as many as are required, following each by a comma), <code>n</code> is a constant that indicates the following <code>numericValue</code> is the proximity for the search.</p> <p>Note: Proximity searches can search only for <i>exact terms</i> appearing in proximity to each other. The system cannot combine a proximity search with wildcard (*) or root word expansion searches.</p> <p>For example:</p>	
To find the word <code>bank</code> within two words of <code>deposit</code> , in that order	<code>onear(bank, deposit, n=2)</code>
For example, to find the words <code>plane</code> , <code>bike</code> , <code>boat</code> , or <code>car</code> , in that order, within four words of each other,	<code>onear(plane, bike, boat, car, n=4)</code>
<p>To combine search expressions using AND, OR and NOT (Boolean operators), you can use <code>AND</code> and <code>OR</code> between terms, or use <code>NOT</code> as a prefix to find terms that do not match the specified criteria. For example:</p>	
To find messages that include either the phrase <code>financial report</code> or the phrase <code>balance sheet</code> and were sent before December 25, 2003 or after August 1, 2005, but not between those dates	<code>NOT (emaildate:range (2003-12-25T05:00:00, 2005-08-01T05:00:00)) AND ("financial report" OR "balance sheet")</code>
<p>To find only partially indexed documents, (such as those that are too large or have damaged metadata), add <code>AND indexlevel:1</code> to the query.</p>	
To find documents only partially indexed documents before December 31, 2008 that have not been fully indexed	<code>maildate:range(min, 2008-12-31) AND indexlevel:1</code>

3 Company Archives

After you search the archive using the instructions in [Chapter 2. "Archive Searches"](#), you can bundle the returned messages into two kinds of archives:

- A *Retention Hold* archives messages indefinitely, regardless of any other retention policies that may apply to each message under the hold. Retention Holds can only be released by an administrator of MessageLabs Hosted Email Archive. When a Retention Hold is released, messages are then purged based on applicable retention policies.
- *Discovery Archives* are collections of messages (or messages and attachments) that are packaged by MessageLabs Hosted Email Archive for later use. Discovery Archive contents are imported into a designated mailbox, where an authorized user can analyze them.

After you generate an archive, you must notify an administrator that the archive is available for retrieval into a designated mailbox. The administrator uses the RecoveryManager component of MessageLabs Hosted Email Archiving & Continuity (EAC) Services to retrieve the archive.

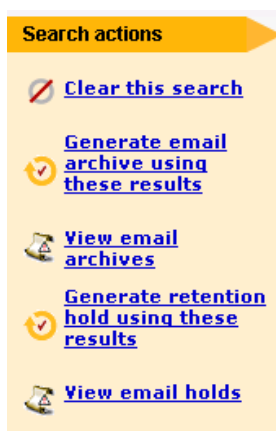
If your organization offers the Export Manager feature, you can export a Discovery Archive to a PST file and deliver it over the network to an authorized user for analysis.

Retention Holds

A *Retention Hold* generates a set of messages that are to be retained indefinitely until the Retention Hold is removed by an administrator.

To create a Retention Hold:

- 1 Use the search instructions under "[Performing Simple Searches](#)" on [page 4](#) or "[Performing Advanced Searches](#)" on [page 6](#).
- 2 When the search results list displays the collection of messages that need to be retained indefinitely, click the **Generate retention hold using these results** link under the **Search actions** section.



- 3 In the **Hold Name** field, type a name that identifies the reason to hold these messages, then click **Save**. The status page appears, containing a list of all of your Retention Holds.

Depending on the number of messages selected for this hold, it can take up to 24 hours for all messages to be assigned to the new hold. The **Status** column displays the status of the hold, whether in progress or complete.

NOTE Renaming Retention Holds

Do not rename a Retention Hold that is in progress. Doing so can cause inconsistent display names for the Retention Hold on various screens in the system. Rename Retention Holds only after they are complete.

- 4 When the hold is complete, notify your administrator that the messages in the Retention Hold are ready for retrieval.

Discovery Archives

Discovery Archives are collections of messages (or messages and attachments) that are packaged by MessageLabs Hosted Email Archive for later use. Discovery Archive contents are imported into a designated mailbox, where an authorized user can analyze them.

If your organization offers the Export Manager feature, you can export a Discovery Archive to a PST file and deliver it over the network to an authorized user for analysis.

To create a Discovery Archive:

- 1 On the main page, in the **MessageLabs Hosted Email Archive** pane, click **Review Company Email Archives**. The **Archive Search** page appears.
- 2 From the **Scoped reviewer search** drop-down menu at the top right corner, select the scoped review you wish to search.



- 3 Use the search instructions under ["Performing Simple Searches" on page 4](#) or ["Performing Advanced Searches" on page 6](#) to compile the list of messages to be archived.
- 4 When you complete the search, click **Generate email archive using these results**.



The **Generate Email Archive** page appears.

- 5 In the **Archive Name** field, type a name for the archive.

TIP Best Practices for Naming Discovery Archives

If you are searching archives for discovery purposes, you may need to create many archives for a given project. To make it easy to find and review archive contents later, use a consistent, descriptive naming convention for the archive, such as Date_ReviewerName_CaseNumber_ArchiveNumber. An example is shown below.

20061027_Smith_345000_1

6 Click *Save*. The Archive is created and added to the list.

When your archive is created, it appears in the list at the bottom of the status screen.

1 Email Recovery Archive Status

Email recovery archives currently available or in progress.

[Return to Archive Search](#)
Return to the archive search page

It may take a few minutes to generate the Email Recovery Archive.
The status of all running or recently completed Email Recovery processes is provided below.

Description	User	Start Date	Progress
No processes are in progress currently			

The following processes have completed in the past 24 hours:

Description	User	End Date	Status
Compliance_Archive_12_5_2007	Qadry Ismail (qismail@docs.devlab.austin.messageone.com)	11:12:56 AM on 12-05-2007	Completed

- 7** To create another archive, click ***Return to Archive Search***.
- 8** When you have created all the archives you need, notify your administrator that the archives are ready for retrieval and examination.
- 9** If your organization uses Export Manager, see ["Export Manager" on page 20](#) for instructions on exporting the archive to a PST file.

Export Manager

If your organization makes it available to you, you can use Export Manager, a desktop application for exporting messages from a Discovery Archive you create on the MessageLabs Hosted Email Archive server to a PST file located on your local machine or network. You can then deliver the PST file to an authorized user for further analysis.

To use Export Manager, you must have a valid MessageLabs Hosted Email Archive user account and password with reviewer group access to messages in your company archives. If you can create Discovery Archives, you can use Export Manager.

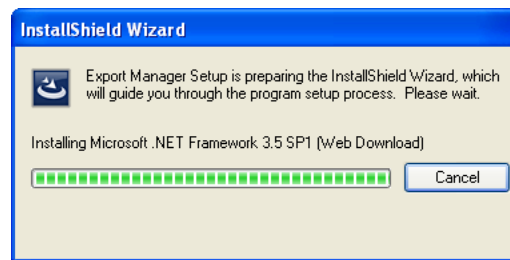
Installing Export Manager

You can install Export Manager on your local machine if:

- Your local machine is running Windows XP or Windows Vista.
- Your local machine has either Outlook 2003 or Outlook 2007 installed and configured for your email environment.
- You have local administrator access rights to the machine. You cannot install Export Manager without local administrator access. Contact your system administrator for assistance.

To install Export Manager on your local machine:

- 1 Ensure that Windows Installer 4.5 Redistributable is present on the machine on which you are going to install Export Manager. If necessary, you can download and install the Windows Installer 4.5 Redistributable from <http://www.microsoft.com/downloads/details.aspx?FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4>.
- 2 After Windows Installer 4.5 Redistributable is installed, launch the Export Manager installer application provided by your administrator.
- 3 If your machine requires an update to the Microsoft .NET framework, the installer downloads and installs any required updates. This process may require you to reboot your machine before the Export Manager installation can continue.



- 4 The Export Manager installer **Welcome** page appears. Click **Next**.
- 5 The **Ready to Install** page appears. Click **Install**.
- 6 The installer installs Export Manager on your machine. Click **Finish**.

Using Export Manager

After you have installed Export Manager on your local machine, you can launch Export Manager and use it to export Discovery Archives you created in MessageLabs Hosted Email Archive.

To launch Export Manager and view available archives:

- 1 Launch Export Manager using **Start > All Programs > Export Manager**. The login page appears.
- 2 Enter the user ID and password for your MessageLabs Hosted Email Archive reviewer account. Use the same user ID and password that you used to generate the Discovery Archives that you want to export to PST.
- 3 Click **Next**. Export Manager displays all archives available for export.

Archive Name	Status	Estimated Messages	Exported Messages	Reviewer Group
Reviewer Search 001	New	40	0	Everything for All ...
Custom_Reviewer 'telnet'	New	50	0	Everything for All ...
Custom_Reviewer '007'	New	16	0	Everything for All ...
NEW - CR1 - All	New	7	0	Everything for All ...
NEW - CR3 - All	New	53296	0	Everything for All ...

Archive Filters

New

Partial

Completed

Refresh

< Back Next > Cancel

You can view and export archives that you and others in your reviewer group have created. Export Manager displays the following information for each archive:

- **Archive Name:** The name of the archive, as provided by the reviewer who created the archive using the MessageLabs Hosted Email Archive web interface.
- **Status:** The export status of the archive:
 - **New:** Indicates that the archive is available for you to export, but you have not yet downloaded it to a PST file.
 - **Partial:** Indicates that you partially exported the archive. You can select a partially exported archive and restart the export to finish creating the PST.
 - **Completed:** Indicates that you have successfully exported this archive to a PST.

- **Estimated Messages:** The number of messages estimated to be in the archive at the time it was created.

NOTE Discrepancy Between Number of Estimated Messages and Number of Exported Messages

The number of **Estimated Messages** is set when the archive is initially created in MessageLabs Hosted Email Archive and does not change. However, the actual number of messages in the archive does change over time, as new messages relevant to the archive are added, or old messages no longer relevant are purged. This can create a discrepancy between the number of **Estimated Messages** and the number of messages actually exported to PST.

-
- **Exported Messages:** The number of messages that have been exported to PST.
 - For **New** archives, **Exported Messages** is always zero, because no messages have been exported.
 - For **Partial** and **Completed** archives, **Exported Messages** tells you how many messages have been exported. Even for completely exported archives, the number of **Exported Messages** may not match the number of **Estimated Messages**.
 - **Reviewer Group:** The name of the Reviewer Group to which this archive belongs.
- 4 By default, Export Manager displays all available archives. You can filter the list to display fewer archives at once. Check or uncheck the **Archive Filters** check boxes to show or hide archives that are:
- **New:** Displays all archives that are available for export but have not yet been exported.
 - **Partial:** Displays all archives that have been partially exported. You can select a partially exported archive and restart the export to finish creating the PST.
 - **Completed:** Displays all archives that have been completely exported to PST.

To export Discovery Archives to PST:

- 1 From the list of available archives, highlight the archive to export and click **Next**.

NOTE Refresh the List for Recent Archives

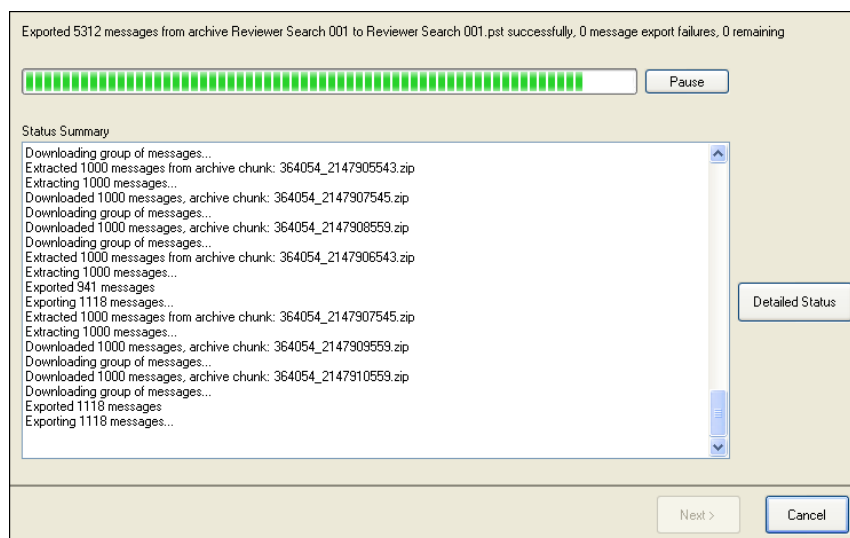
If you do not see a recent archive in the list, click **Refresh**. This updates the list to include any archives completed since the last time you launched Export Manager. You can then select the archive and export it.

Export Manager displays the **PST Options** page.

The screenshot shows the 'PST Options' dialog box. At the top, under 'Target Archive', it displays: Archive Name: Reviewer Search 001, Estimated Emails: 40 messages in the archive, and Amount Completed: 0.00 MB. Below this, the 'PST Options' section includes: Outlook Display Name: Reviewer Search 001; File Name: C:\Documents and Settings\My Documents\Export Manager\Reviewer Search 001 with a 'Browse' button; Max PST File Size: Custom (2.0 GB) selected, with options for DVD 4.5 GB, CD 650 MB, and Custom; Free Disk Space Margin: 500.0 MB; and a field for PST password (optional). At the bottom are buttons for '< Back', 'Next >', and 'Cancel'.

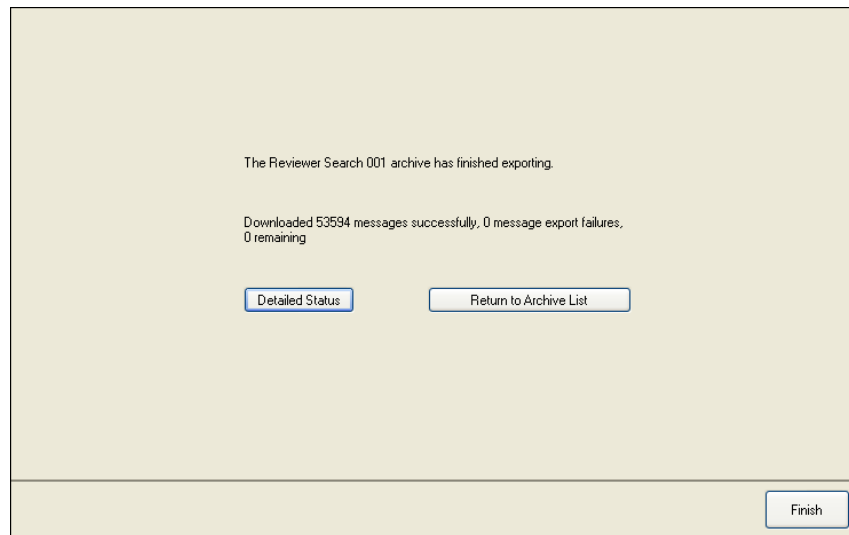
- 2 Set the options for the exported PST file.
 - a. Export Manager populates **Outlook Display Name** by default with the name of the archive as provided by the reviewer who created it. You can type a new name of up to 255 characters in the field or accept the default. This will be the name of the Outlook mail folder that contains the exported messages.
 - b. Export Manager sets the **File Name** and location by default. You can change the file name or export location by clicking **Browse**. You can save the PST file to your local machine or network.
 - c. Set the **Max PST File Size**. You can choose from:
 - **DVD 4.5 GB**: Create a PST file that you can store on a 4.5 GB DVD.
 - **CD 650 MB**: Create a PST file that you can store on a 650 MB CD.
 - **Custom**: Create a PST file of a custom maximum size.

- 3 By default, the **Free Disk Space Margin** is set to 500 MB. You can increase this size by typing a new value in the field or setting the MB label to GB. The **Free Disk Space Margin** indicates the amount of space, above the **Max PST File Size**, that your computer must have free for the PST file to export correctly.
- 4 To set a password that will be required to open the PST file, enter a **PST password** of up to 15 characters.
- 5 Click **Next**. Export Manager exports the archive and provides status messages about the number of messages exported and the number of messages remaining. If the archive contains many messages, Export Manager sometimes downloads the archive from multiple chunks.



If the archive does not completely export during this session, Export Manager marks the archive status as **Partial**, and you can restart the export the next time you log into Export Manager.

- 6 When Export Manager has finished exporting the archive, you can click **Detailed Status** to view the Export Log, or click **Next** to view summary statistics.



- 7 To export another archive, click **Return to Archive List**. To close Export Manager, click **Finish**.