



Storage Management User Guide

To save storage space on your email server, your administrator has enabled software that manages large email attachments. After a period of time, large attachments are moved to Email Archive for storage. You continue to have access to your attachments. You can view them through an embedded link that replaces the attachment, or, if your organization uses the MessageLabs Outlook[®] Extension, you can retrieve them using Outlook Extension menu options.

Attachment storage works differently depending on whether you are using the MessageLabs Outlook Extension, Outlook (without the Extension), Outlook Web Access (OWA) or Email Continuity web-mail.

Attachment Storage Using the Outlook Extension

Using the Outlook Extension, you can:

- Identify attachments that you don't want to have stored (***Keep Attachments with Message***)
- View stored attachments (but leave them in storage)
- Return to your mailbox attachments that have been stored (download them using ***Keep Attachments with Message***)
- Allow attachments you have downloaded to return to storage, or make eligible for storage attachments you previously wanted to keep with a message (***Move Attachments to Archive***)

You can *view* stored attachments individually. When choosing to *keep or store* attachments, however, your action controls *all the attachments* in the email that meet the size and age criteria set by your administrator. In other words, if you have two large attachments in an email message, you can't choose to keep one and store the other one.

Attachment collection occurs at intervals defined by your administrator. Attachments that meet size and age criteria are moved into storage. When an attachment has been moved to storage by the collection process:

- The regular mail message icon may be replaced by one with a purple paper clip.



- The **Attachments** field of the email contains an HTML link for each stored item. If the item is an inline attachment, a marker appears in the same

place in the email as the attachment did. The link looks like this:
[ArchivedMessages-attachment name.html](#).

- The **Forward** message functionality is disabled for the email message. To forward messages with attachments, you must return them to your local mailbox using the **Keep Attachments with Message** function first.

TIP Use the Reply Function to Send Messages

To send the message text but not the attachment, use the **Reply** function and change the email address in the TO: field.

To keep attachments with a message:

- 1 When you receive an email with large attachments in your Inbox, select the email and either:
 - In the command bar, select **Email Continuity > Email Continuity Archive**, or
 - Right-click the message in the message list to display the **Email Continuity Archive** menu.
- 2 Select **Keep Attachments with Message**. The attachment collection process will bypass attachments for the email. The mail message icon changes from its normal appearance to a *locked* attachment icon.



To view stored attachments (but leave them in storage), double-click the [ArchivedMessages-attachment name.html](#) link in the **Attachment** field of the email. The attachment appears in a separate window.

NOTE Internet Browser Compatibility

With some browsers, you may be asked to submit your Email Security Services password.

To download an attachment that has been stored:

- 1 Select the email message and either:
 - In the command bar, select **Email Continuity > Email Continuity Archive**, or
 - Right-click the message in the message list to display the **Email Continuity Archive** Menu.
- 2 Select **Keep Attachments with Message**. The attachments are retrieved from storage and kept in your Inbox. Depending on the size of the attachments, you might have to wait a few moments.

To allow a downloaded attachment to return to storage (or store attachments previously kept with your message):

- 1 Select the email message and either:
 - In the command bar, select **Email Continuity > Email Continuity Archive**, or
 - Right-click the message in the message list to display the **Email Continuity Archive** Menu.
- 2 Select **Move Attachments to Email Continuity Archive**.

NOTE Attachment Collection

Attachments are not immediately moved to storage. Your action makes the attachments *eligible* for storage; attachment collection happens according to the policies and schedule set by your administrator.

Attachment Storage Using Outlook and Outlook Web Access (OWA)

If you're using Outlook or Outlook Web Access (OWA) to access your email, and you have attachments that have been stored:

- The regular mail message icon may be replaced by one with a purple paper clip.



- The **Attachments** field of the email contains an HTML link for each stored item. If the item is an inline attachment, a marker appears in the same place in the email as the attachment did. The link looks like this: [ArchivedMessages-attachment name.html](#).
- You can *view your stored attachments*, but you cannot change their storage status. You can't bring them back to your local mailbox, or stop large attachments from being moved if they're eligible to be stored.
- The **Forward** message functionality is disabled for the email message.

TIP Use the Reply Function to Send Messages

To send the message text but not the attachment, use the **Reply** function and change the email address in the TO: field.

To view stored attachments from Outlook or from OWA:

- 1 Open the ArchivedMessages-(attachment name).html link within the email message. A web browser opens and connects to Email Archive login page.
- 2 Enter your user name and password. Your attachment opens. Depending on the size of the attachment, it may take a few moments.

To find attachments that have been stored (Outlook 2003 or later):

Create a custom Search folder using the following criteria: Advanced > Message Class > Contains > Stubbed.

- 1 Right-click **Search Folders > New Search Folder**
- 2 Select **Custom > Create a custom Search Folder**.
- 3 Click **Choose**.
- 4 In the **Name** field, type a name for the folder (such as `Stored Attachments`).
- 5 Click **Criteria**.
- 6 Click **Advanced** tab.
- 7 From the **Field** drop-down menu, select **All Post fields > Message Class**.
- 8 In the **Condition** drop-down menu, select **contains**.
- 9 In the **Value** field, type `Stubbed`.

Attachment Storage Using Email Continuity Web-mail

If you're using Email Continuity web-mail, your email interface is located in the same environment as attachments that have been stored. Consequently, attachments behave normally and there is no way to put them in or remove them from storage using this interface.

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