MessageLabs Hosted Email Archive
User Guide

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SYMANTEC HOSTED SERVICES

Legal Notices

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About This Book

This chapter contains the following sections:

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Intended Audience

This book describes features available to end users of the product. Its content assumes that you understand general computer terminology and are comfortable using a web browser and performing tasks in a user interface. 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 vi.
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**.
Bold italic	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 `cmd`. From the **Filter** drop-down list, select `Starts with`. The **Source** field now reads `Imported from File`.

Product Documentation

The following materials are available for MessageLabs Hosted Email Archive:

- *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.

- 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

To access MessageLabs Hosted Email Archive:

- One method is to enter search criteria in the **Search your personal email archives** box on the MessageLabs Hosted Email Continuity login screen.
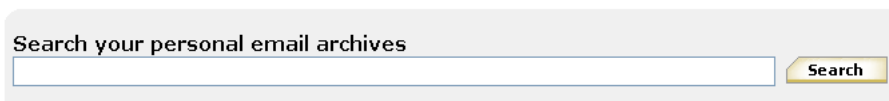
- Another method is to click *Search Older Mail* on the **Mail** page when MessageLabs Hosted Email Continuity is active.
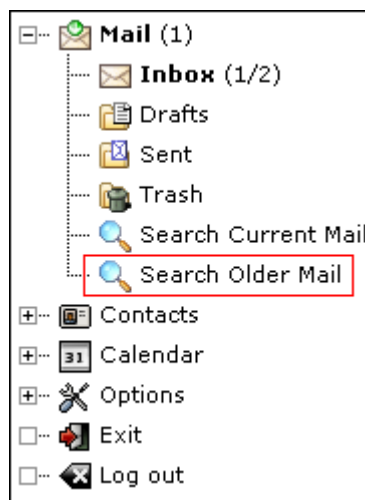
- Another method is to click *Access MessageLabs Hosted Email Archive* from the MessageLabs Hosted Email Archiving & Continuity (EAC) Services login screen.

When you use any of these methods, the **Search** page appears. See Chapter 2, "Archive Searches" for instructions on searching the archive.

Forwarding Messages to Your Mailbox

You can forward a message from your archive to your primary mailbox by using the *Forward Message* feature. You can only forward one message at a time, and you can only forward a message to yourself—not to anyone. If you need move several messages from the archive to your Inbox, ask your administrator to create a Recovery Archive and restore the messages to your mailbox using RecoveryManager.

To forward a message from the archive to your mailbox:

1 From the search results list, click the message to open it. The message opens in the lower panel.

2 Click the **Forward to Self** button that appears at the top of the mail message.

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
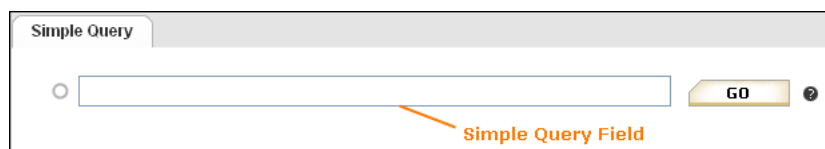
Ask your email administrator how frequently your mailbox will be scanned for user-classified messages. To be sure that messages you have classified into a special folder are properly retained, leave them in the folder long enough for the message scan to occur. If you delete the message from the folder 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 Language**.

See Chapter 2, "Archive Searches" for instructions on constructing basic and advanced queries.

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   Type search terms into the **Simple Query** field, then click *Go*. See "Simple Query Tips" on page 7 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.
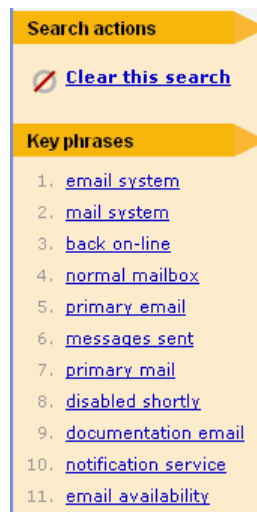
2   To read a message in the list, click the message. The message opens in a panel below the results list.

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.

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

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.

Search actions

🚫 **Clear this search**

Key phrases

1. email system
2. mail system
3. back on-line
4. normal mailbox
5. primary email
6. messages sent
7. primary mail
8. disabled shortly
9. documentation email
10. notification service
11. email availability

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.

See "Using Query Language" on page 8 for instructions on composing advanced queries.

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.

Simple Query	Query Language	Query Builder

mailfrom:bob@genericorp.com AND mailsubject:"Quarterly Report"   GO   ❓

2   Type your query language search into the **Query Language** field.

- Use the syntax, fields, and options described in Table 2-1, "Query Language Fields" on page 9.

- 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 for additional guidance.

3   When you are done building your query, click *Go*. Any messages matching your query appear in the results list.

Table 2-1   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	The date specified in the **Date** field of the message header.
	
	To search by date only, use the form `YYYY-MM-DD`.
	
	To search by date and time, use the form `YYYY-MM-DDThh:mm:ssZ`.
	
	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.
	
	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.
		Date	`emaildate:range`
			`(2008-01-01T05:00:00,`
			`2008-01-01T05:00:00)`

envsender	The sender information contained in the message envelope.	String	`envsender:bob_`
			`anderson@`
			`genericorp.com`

Table 2-1   Query Language Fields (Continued)

Field	Description	Type	Example
filename	The file name of a document or message. When searching for an attachment, also set `isattachment:1` for the attachment file name. To search for a message, set `isattachment:0`.	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 `isattachment:1`. To indicate that the document is not an attachment, set `isattachment:0`.	Integer	`filename:report.xls` `isattachment:1`
mailcc	The recipients listed in the **CC** field of the message header.	String	`mailcc:bob@ genericorp.com`
mailfrom	The sender listed in the **From** field of the message header.	String	`mailfrom:bob@ genericorp.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@genericorp.com`
receivedate	The date the message was received by your email server.	Date	To find all messages received on or after Febrary 3, 2008, use `receivedate:range (2008-02-03, max)`. To find all messages received on or before Febrary 3, 2008, use `receivedate:range (min, 2008-02-03)`.
senders	The list of senders in the message envelope or the **From** field of the message header.	String	`(senders:bob@ genericorp.com OR senders:sue@ genericorp.com)`
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 `size:range (4096, 8192)`
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 `totalsize:range (8192, max)`

Table 2-2   Query Language Examples

To search for...	Use this syntax:
To search for a term in any field, type: `field:term` where `field` is one of the fields in [Table 2-1](#) and `term` 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 `Quarterly Report` in the **Subject** field	`mailsubject:"Quarterly Report"`
To find all messages sent from the email address `bob@genericorp.com`	`mailfrom:bob@genericorp.com`
To search for mail using a range of dates or a range of sizes, type `field:range (start, end)` where `field` is `emaildate`, `totalsize`, or `size`, and `range` 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	`totalsize:range(4096, 8192)`
To find all messages sent between December 25, 2003 and August 1, 2005	`emaildate:range(2003-12-25T05:00:00, 2005-08-01T05:00:00)`
To find messages sent on or before December 25, 2008	`emaildate:range(min, 2008-12-25T05:00:00)`
To find messages sent on or after August 2, 2005	`emaildate:range(2005-08-02T05:00:00, max)`
To search for words in proximity to each other, in any order, type `near(arg, arg, n=numericValue)`, where `arg` is a word you want to find, (use as many as are required, following each by a comma), `n` is a constant that indicates the following `numericValue` is the proximity for the search. **Note:** 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. For example:	
To find the word `lunch` within five words of `Joe's`, in any order	`near(lunch, Joe's, n=5)`
To find the words `plane`, `bike`, `boat` or `car` appearing within four words of each other, in any order	`near(plane, bike, boat, car, n=4)`
To search for words in proximity to each other, in an exact order, type `onear(arg, arg, n=numericValue)`, where `arg` is a word you want to find (use as many as are required, following each by a comma), `n` is a constant that indicates the following `numericValue` is the proximity for the search. **Note:** 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. For example:	
To find the word `bank` within two words of `deposit`, in that order	`onear(bank, deposit, n=2)`
For example, to find the words `plane`, `bike`, `boat`, or `car`, in that order, within four words of each other,	`onear(plane, bike, boat, car, n=4)`

Table 2-2   Query Language Examples (Continued)

To search for...	Use this syntax:
To combine search expressions using AND, OR and NOT (Boolean operators), you can use `AND` and `OR` between terms, or use `NOT` as a prefix to find terms that do not match the specified criteria. For example:	
To find messages that include either the phrase `financial report` or the phrase `balance sheet` and were sent before December 25, 2003 or after August 1, 2005, but not between those dates	`NOT (emaildate:range (2003-12-25T05:00:00, 2005-08-01T05:00:00)) AND (“financial report” OR “balance sheet”)`
To find only partially indexed documents, (such as those that are too large or have damaged metadata), add `AND indexlevel:1` to the query.	
To find documents only partially indexed documents before December 31, 2008 that have not been fully indexed	`maildate:range(min, 2008-12-31) AND indexlevel:1`