



# **GFI Archiver**<sup>™</sup>

## USER GUIDE

Learn how to archive items with GFI Archiver.



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# 1 Using GFI Archiver

GFI Archiver helps you maintain an easily accessible archive of email correspondence, calendar items and documents, eliminating the need for PST files and meet a growing number of compliance and eDiscovery regulations.

With the reporting capabilities of MailInsights business intelligence tools, you are able to get the most from your archived items. Identify legal risks and manage productivity with reports based on the business-critical information in your archive.

Read the following sections for information related to:

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## 1.1 Logging in to GFI Archiver

Select one of the following options to log in GFI Archiver:

- » Go to **Start > GFI Archiver > GFI Archiver**. The application loads in your default Internet browser. Key in your domain credentials (username and password used to login to Windows®) when prompted.
- » Alternatively, from your Internet browser, key in the following URL:

`http://<GFI Archiver host name>/<GFI Archiver virtual folder name>`

**For example:** `http://mydomain.com/Archiver`

By default, GFI Archiver does not require any login credentials while logging in. It will instead use the credentials of the currently logged in user. Closing your browser session logs off the currently logged on user from GFI Archiver.

### NOTE

To login as a different user, log off your profile and log in using a different Windows® user.

### NOTE

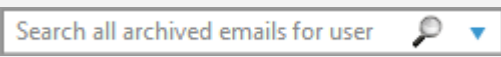







If you are logging in from a computer that is not joined to the domain where GFI Archiver is installed, you will be prompted to key in the credentials used to log in the domain where GFI Archiver is installed.



## 1.2 Browsing Archived items

1. From GFI Archiver, select **Archive** tab.

Screenshot 1: Browsing Archived Emails

2. In the Archive tab, you can view archived items for all the mailboxes that you have been granted access to. You can also perform several actions as described in the table below.

Option	Description
	Enables you to search for emails. Key in the words or phrases to search for and click . Results are displayed in the emails pane.
	Hides the email preview pane.
	Shows the email preview pane.
	Toggles the email preview pane from displaying emails at the bottom to displaying emails at the side of the email list page.
	Displays emails in message view.
	Displays emails in mailbox view.
	Switch to calendar view and display archived calendar items.
	Switch to file history view and display a list of files archived by the File Archive Assistant.

Option	Description
	Displays the list of mailboxes the currently logged in user has access to. From the accounts list, select the Archive Store to view mailboxes for form the List accounts in archive option. Click Close to exit Account list.
	Deletes the selected Emails if Email Deletion has been enabled by your System Administrator. If Email Deletion is not enabled, this icon will not be displayed. <div data-bbox="710 427 1461 544" style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p><b>NOTE</b> Emails cannot be deleted from Read-only Archive Stores or when Legal-hold is enabled.</p> </div>

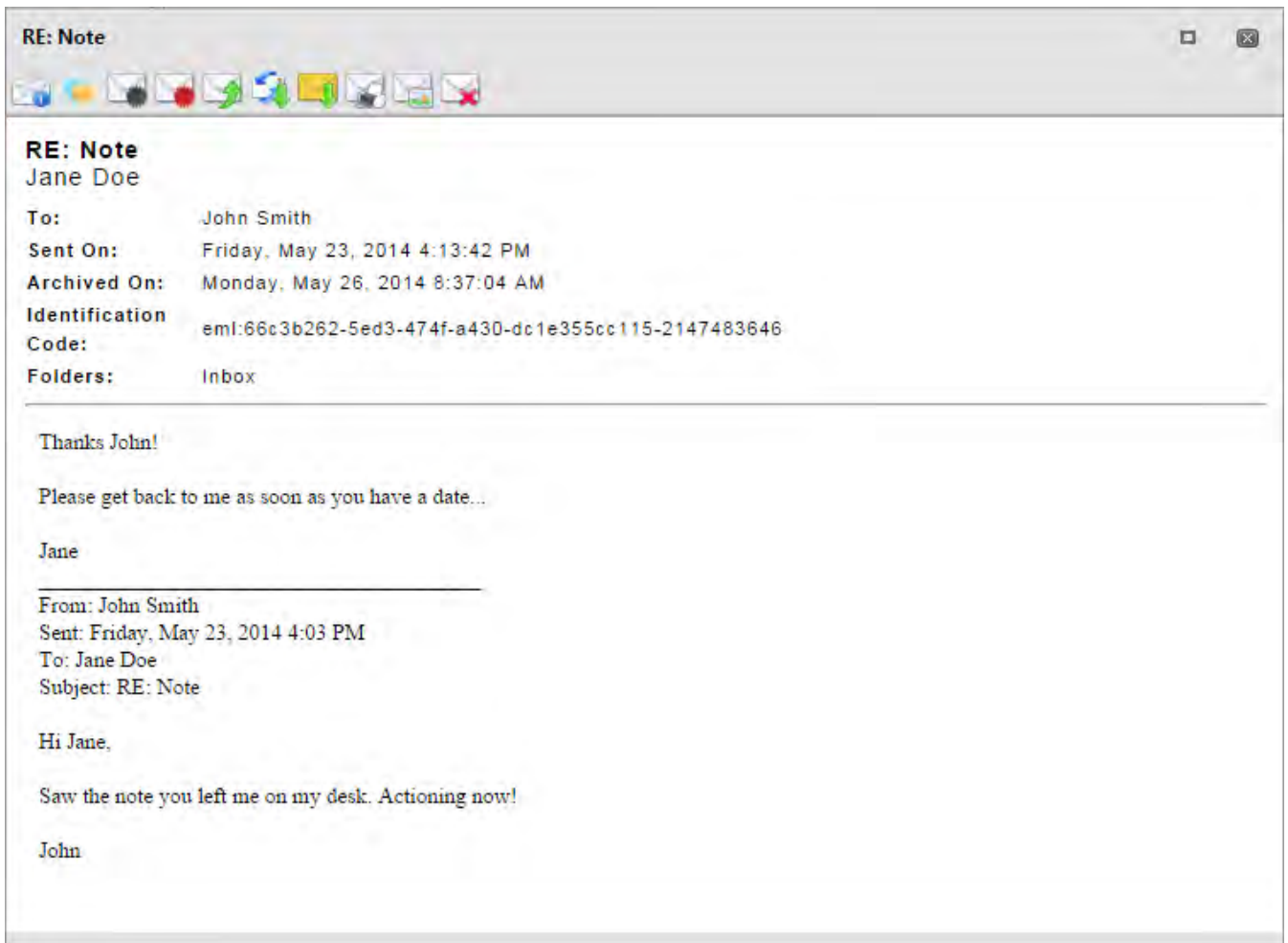
**NOTE**  
By default, GFI Archiver displays 25 items per page. To change this value, click the user name displayed on the top right hand corner of your screen and change the value of the Number of emails to display per page option. Click Save.

### 1.3 Working with archived items

Within the GFI Archiver **Archive** tab, you can view and take action on different types of archived items.

Switch between email conversations and calendar items using the provided controls in the task bar. For more information, refer to [Browsing Archived items](#) (page 5).



To view an email or an archived file, select the email from the mailbox or message view. This will display the selected item in the preview pane. Double click an email or archived file to view it in the email view window.













Screenshot 2: Working with archived items within GFI Archiver

To open an archived calendar item, switch to calendar view. Select the item to view. Click once on the item to view details in the calendar window.

Depending on the type of archived item selected, the following actions can be performed when viewing the contents of archived items:

Option	Description
	<b>View email/calendar item header.</b> Click to view email or calendar item headers. These are displayed in a panel. Click this button again or select close to close panel.
	<b>View conversation thread</b> Click button to view the whole conversation in the mail view window. All emails forming part of the conversation are listed. Click this button again or select close to close the panel.

Option	Description
	<p><b>Edit email or calendar item labels (Personal and Global)</b></p> <p>Enables you to categorize emails and calendar items through labeling. This feature is useful during searches for specific types of archived items. For example search all items labeled as "Important".</p> <p><b>To add a label:</b></p> <ol style="list-style-type: none"> <li>1. From 'Available Labels', key in a new label or select an existing one.</li> <li>2. Click <b>Label Email</b> to label email with the keyed in or selected label.</li> </ol> <p><b>To remove a previously assigned label:</b></p> <ol style="list-style-type: none"> <li>1. Select a previously assigned label.</li> <li>2. Click <b>Remove label</b>.</li> </ol> <p>Click this button again or select close to close panel.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>NOTE</b></p> <p>Labels are displayed in the 'Labels' field in black. Labels assigned at an organization level through categorization policies are in red. You cannot remove categorization policies labels from an email.</p> </div>
	<p><b>Restore email/calendar item</b></p> <p>Restores emails or calendar items using the OneClick Restore feature that restores an archived item to a specific mailbox or forwards a copy to an email address.</p> <p>In the restore email panel, key in the email address where to send a copy of the current item and click <b>Restore Email/calendar item</b>.</p>
	<p><b>Save email to disk (EML format)</b></p> <p>Downloads the whole email to disk including any attachments, in .eml format. This format is compatible with a number of email clients such as Microsoft Outlook<sup>®</sup> Express, Windows<sup>®</sup> Mail, and Mozilla Thunderbird. In the <b>File download</b> dialog box, select <b>Save</b>, and select the location where to save the file.</p>
	<p><b>Save email to disk (MSG format)</b></p> <p>Downloads the whole email to disk including any attachments, in .msg format, which is compatible with Microsoft Outlook<sup>®</sup>. In the File download dialog box, select Save, and select the location where to save the file.</p>
	<p><b>Download Calendar Item</b></p> <p>Downloads the whole email to disk including any attachments, in .msg format, which is compatible with Microsoft Outlook<sup>®</sup>. In the File download dialog box, select Save, and select the location where to save the file.</p>
	<p><b>Print email/calendar item</b></p> <p>Displays archived item in a printer friendly format in a new browser window. Use the print function of your browser to print the item.</p>
	<p><b>Show images in email</b></p> <p>Use this button to display embedded images within the email.</p>
	<p><b>Mark as not SPAM</b></p> <p>Use this button to mark as not SPAM an email that was previously identified as SPAM by an anti-spam solution. Requires a SPAM retention policy to be set up</p>
	<p><b>Delete Email/calendar item</b></p> <p>Deletes the current item if Email Deletion has been enabled by your System Administrator. If Email Deletion is not enabled, this icon will not be displayed.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>NOTE</b></p> <p>Archived items cannot be deleted from Read-only Archive Stores or when Legal-hold is enabled.</p> </div>
	<p><b>Show Calendar Item Events</b></p> <p>Click button to view the Calendar Item Events in the mail view window.</p>
<p><b>Download</b></p>	<p>When viewing archived files, an additional <b>Download</b> link is provided in the body. Click this link to download the file and save it to disk.</p>



## 1.4 Searching archived items

When searching for archived items, such as emails, files, calendar items or faxes, GFI Archiver queries the email index and retrieves any matching item with its respective attachment. Within GFI Archiver, you can search using:

Option	Description
<b>Quick Search</b>	Use the text box in the toolbar to search all archived emails for the selected user across all Archive Stores. In the <b>Quick Search</b> text box, you can also use the following wildcards: <ul style="list-style-type: none"><li>» ? - Matches any single character</li><li>» * - Matches any string of characters</li></ul> <b>For example:</b> To search for emails containing the word 'Swiss', key in 'sw??s' or 'sw*s'.
<b>Simple Search</b>	Expand the <b>Quick Search</b> to filter the search by simple criteria such as Sender, Receiver, Subject, Date and other information. For more information, refer to <a href="#">Using Simple Search</a> (page 10).
<b>Advanced Search</b>	Use advanced options for an extensive range of search options. For more information, refer to <a href="#">Using Advanced Search</a> (page 12).

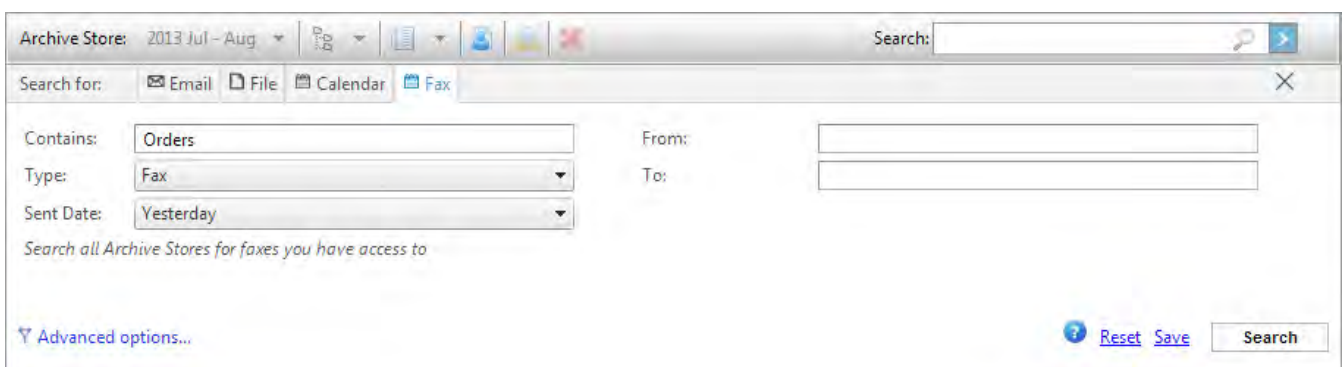
Emails matching the search query are displayed in the emails pane. GFI Archiver displays up to 25 emails per page. If more than 25 emails are matched for each search query, GFI Archiver spreads the emails out on separate pages. Use the slider at the bottom of the email pane to change from one page to the next.

### 1.4.1 Using Simple Search

The **Simple Search** is an extension of the **Quick Search** feature that enables you to use additional search criteria when searching for emails, files, calendar items or Fax/SMS messages in all Archive Stores.

To use **Simple Search**:

1. From the **Archive** tab, click the drop down icon  next to the **Search** text box.



Screenshot 3: Simple Search options

2. In the **Search for** area, select **Email** to search for emails in all Archive Stores. Use the following search features:

Option	Description
<b>Contains</b>	Enter a keyword to search for. You can also use the following wildcards: <ul style="list-style-type: none"><li>» ? - Matches any single character</li><li>» * - Matches any string of characters</li></ul>
<b>Subject</b>	Search for emails having a specific subject.

Option	Description
<b>Sent date</b>	Defines the date when the email to search for was sent.
<b>From</b>	Specify the email address or display name of the email sender for which to search emails.
<b>To</b>	Specify the email address or display name of the email recipient for which to search emails.
<b>Attachment</b>	Search for emails that have some specific content anywhere in the attachment.
<b>Advanced options</b>	Click link to advanced options for an extensive range of search options. For more information, refer to <a href="#">Using Advanced Search</a> (page 12).
<b>Reset</b>	Resets the search conditions and enables you to start all over again.
<b>Save</b>	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the <b>Classifications</b> window under <b>Archive</b> tab.
<b>Search</b>	Starts the search for the archived emails. Results are returned as per the conditions selected.

3. In the **Search for** area, select **File** to search for archived Files in all Archive Stores. Use the following search features:

Option	Description
<b>File Name</b>	Enter the full file name or part of the file name to search for. You can also use the following wildcards: » ? - Matches any single character » * - Matches any string of characters
<b>File Type</b>	Specify a File Type from the available list or select <b>Any</b> (Default).
<b>Last Modified Date</b>	Select an option from the available list or select <b>Custom</b> and specify a date range using the calendar controls.
<b>Advanced options</b>	Click link to advanced options for an extensive range of search options. For more information, refer to <a href="#">Using Advanced Search</a> (page 12).
<b>Search</b>	Starts the search for the archived emails. Results are returned as per the conditions selected.
<b>Reset</b>	Resets the search conditions and enables you to start all over again.
<b>Save</b>	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the <b>Classifications</b> window under <b>Archive</b> tab.

4. In the **Search for** area, select **Calendar** to search for archived calendar items in all Archive Stores. Use the following search features:

Option	Description
<b>Contains</b>	Enter the full file name or part of the file name to search for. You can also use the following wildcards: » ? - Matches any single character » * - Matches any string of characters
<b>Organizer</b>	Specify the name of the event organizer.
<b>Subject</b>	Search for calendar items having a specific subject.
<b>Invited Attendees</b>	Specify the name of persons invited to an event.
<b>Start of Event</b>	Select an option from the available list or select <b>Custom</b> and specify a date range using the calendar controls.
<b>Location</b>	Specify the name of the location where an event is taking place.

Option	Description
<b>Advanced options</b>	Click link to advanced options for an extensive range of search options. For more information, refer to <a href="#">Using Advanced Search</a> (page 12).
<b>Search</b>	Starts the search for the archived emails. Results are returned as per the conditions selected.
<b>Reset</b>	Resets the search conditions and enables you to start all over again.
<b>Save</b>	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the <b>Classifications</b> window under <b>Archive</b> tab.

5. In the **Search for** area, select **Fax** to search for archived Fax and SMS messages in all Archive Stores. Use the following search features:

Option	Description
<b>Contains</b>	Enter the full file name or part of the file name to search for. You can also use the following wildcards: » ? - Matches any single character » * - Matches any string of characters
<b>Type</b>	Switch between Fax and SMS using the drop down list.
<b>Sent date</b>	Select from available list to define the date when the Fax or SMS to search for was sent.
<b>From</b>	Specify the address of the sender for which to search.
<b>To</b>	Specify the address of the recipient for which to search.
<b>Advanced options</b>	Click link to advanced options for an extensive range of search options. For more information, refer to <a href="#">Using Advanced Search</a> (page 12).
<b>Search</b>	Starts the search for the archived emails. Results are returned as per the conditions selected.
<b>Reset</b>	Resets the search conditions and enables you to start all over again.
<b>Save</b>	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the <b>Classifications</b> window under <b>Archive</b> tab.

#### NOTE

The Fax Search option is displayed only when the **Fax Archiving Search Tab** is enabled by the GFI Archiver Administrator.

## 1.4.2 Using Advanced Search

The **Advanced Search** is an extension of the **Simple Search** feature that enables you to use a wide range of search criteria when searching for archived items.

To use **Advanced Search**:

1. From the **Archive** tab, click the drop down icon  next to the **QuickSearch** text box and select **Advanced options**.

Search items for: John Smith (MYDOMAIN\jsmith) Archive Store: All Sent Date: Anytime

Includes all of these conditions: +  
Whole Email

Excludes any of these conditions: +  
No condition added

<< back to basic options ? Reset Save Search

Screenshot 4: Advanced Search Options

2. In the **Advanced Search Options** area, use the following advanced search features:

Option	Description
<b>Search emails for</b>	Select the user from the available list.
<b>Archive Store</b>	Defines the Archive Store where the search will be performed. Select one or more Archive Stores from the available list of Archive Stores.
<b>Sent date</b>	Defines the date when the email to search for was sent.
<b>Includes all/any</b>	Defines whether to display items that match all conditions or items that match any of the conditions. From the drop-down list select: <ul style="list-style-type: none"> <li>» <b>All</b> – Displays archived items that match at least one of the conditions specified.</li> <li>» <b>Any</b> – Displays archived items that meet all the conditions specified.</li> </ul>
<b>+</b>	Click this button to add conditions. Available conditions are: <ul style="list-style-type: none"> <li>» <b>Subject</b> – Search for emails having a specific subject.</li> <li>» <b>Sender</b> - Specify the email address or display name of the email sender for which to search emails.</li> <li>» <b>Recipient</b> - Specify the email address or display name of the email recipient for which to search emails.</li> <li>» <b>BCC</b> - Specify the email address or display name of the recipient whose address was keyed in the BCC field.</li> <li>» <b>Sent Date</b> - Search for emails sent before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly.</li> <li>» <b>Received Date</b> - Search for emails received before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly.</li> <li>» <b>Start Date</b> - Search for calendar items that start before a specified date.</li> <li>» <b>Size (KB)</b> - Search for items that are bigger, smaller or equal to a particular size. Key in a size and select Is greater than, Is smaller than and Is exactly.</li> <li>» <b>Message ID</b> - Search using the 'Message ID' field contained in the email header. Key in or paste the message ID of the email to find.</li> <li>» <b>Whole Email</b> - Search for emails that have some specific content in the email body and attachments.</li> <li>» <b>Body</b> - Search for emails that have some specific content in the body.</li> <li>» <b>Attachment</b> - Search for emails that have some specific content anywhere in the attachment.</li> <li>» <b>Contains document</b> - Search only for emails that have an attached document.</li> <li>» <b>Folder</b> - Search for items contained in a specific mailbox folder.</li> <li>» <b>Folder/Subfolders</b> - Search for items contained in a specific subfolder within a mailbox folder.</li> <li>» <b>Label</b> - Search for emails labeled with a specific label.</li> </ul>
	<b>NOTE</b> Click <b>✖</b> displayed next to a search condition to remove it.

Option	Description
<b>Excludes all of these conditions</b>	<p>Defines a list of conditions that the archived items will <b>NOT</b> have to meet to be returned as a search result. Click <b>+</b> and select the conditions to apply. The conditions that can be selected are similar to the ones described above.</p> <p><b>NOTE</b></p> <p>Click <b>✖</b> displayed next to a search criteria to remove it from search.</p>
<b>Back to basic options</b>	Click to return to the Simple Search feature. For more information, refer to <a href="#">Using Simple Search</a> (page 10).
<b>Reset</b>	Resets the search conditions and enables you to start all over again.
<b>Save</b>	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the <b>Classifications</b> window under <b>Archive</b> tab.
<b>Search</b>	Starts the search for the archived items. Results are returned as per the conditions selected.

### 1.4.3 Email search using smart phones

Within GFI Archiver, you can search for emails using a smart phone.

#### NOTE

This feature is supported by the following mobile Operating Systems:

- » Android 2.1+
- » Apple iPhone iOS 4
- » Blackberry OS5+

To perform a simple search:

1. Launch the Internet browser on your smart phone and key in the URL where GFI Archiver is located, using the following format:

`http://<GFI Archiver host name>/<GFI Archiver virtual folder name>`

For example:

`http://mydomain.com/Archiver`

2. Sign in using your credentials.

#### NOTE

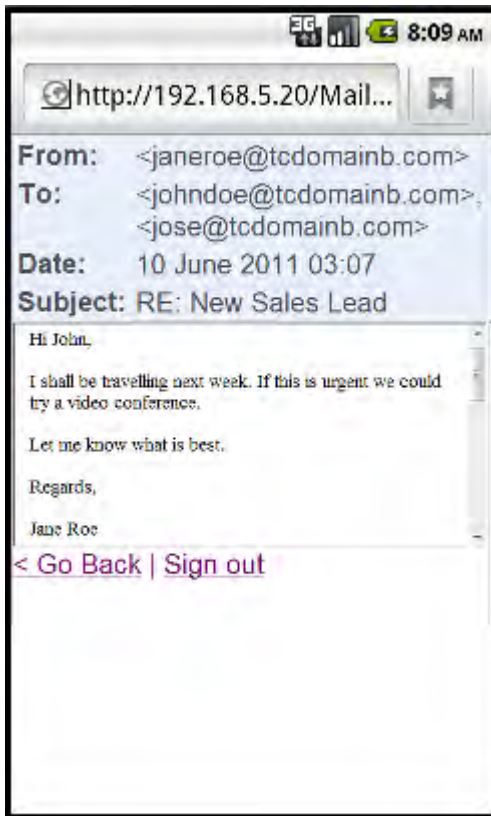
The Mobile User Interface uses the same language settings as those configured by the user in GFI Archiver. For more information, refer to [Changing user preferences](#) (page 16).

3. Key in the text to search for and click **Search**.

4. Browse through the displayed results using the controls provided. Results are sorted by date in descending order.

#### NOTE

The mobile search feature returns 10 emails per page. You can browse additional pages using the controls provided. The maximum number of results is 5000.



Screenshot 5: Conversation View Smart Phone

5. Click the Email subject to display the email or click **View Conversation** to display related emails.

#### NOTE

The mobile user interface is focused on searching email archives. For advanced search and browsing features, access GFI Archiver from your computer.

#### NOTE

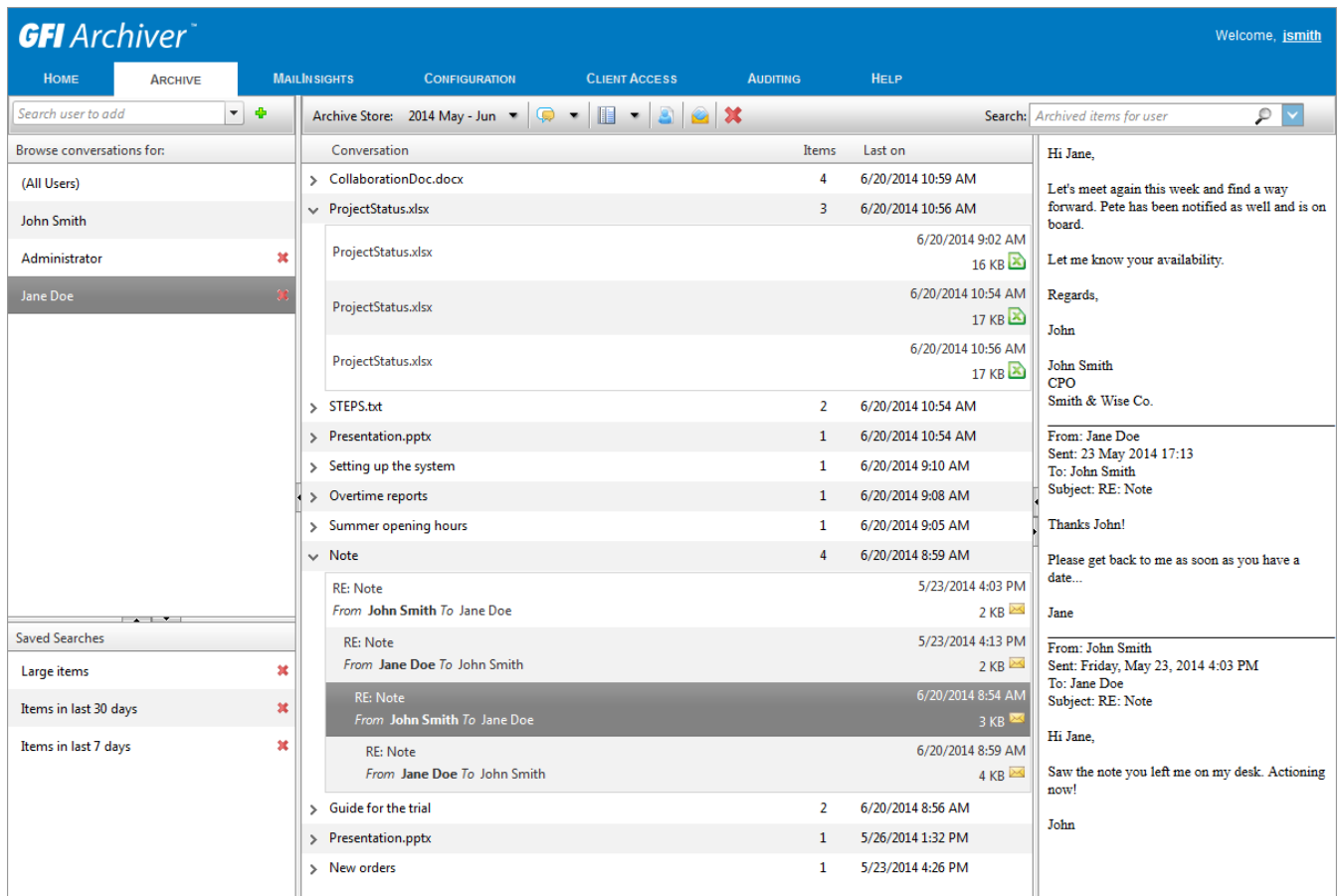
The mobile user interface enables users to access ONLY their mailbox.

## 1.5 Accessing multiple mailboxes

From within the **Archive** tab, you can also browse archived items in other users mailboxes - provided that you have been granted access to their archive. A user with Administrative rights can grant or revoke access to other users mailboxes from the GFI Archiver Access Control feature.

#### NOTE

**Search user to add** feature is disabled if the currently logged on user does not have access to other users mailboxes, or if there are no emails to view.



Screenshot 6: Accessing multiple mailboxes

To view archived items for a different mailbox:

1. Key in the name of the mailbox for which to view archived items in the **Search users to add** search box . A list of names matching the one keyed (for which you have access to) will be displayed.
2. Select the user and click **+** next to the search field.
3. Select the newly added user from the **Browse conversations for:** field.
4. Browse or search the displayed archived items using the controls provided.

## 1.6 Changing user preferences

1. Click the user name displayed on the upper right hand corner of the screen.
2. From the **Language options** drop down box, select the language to display.
3. From the **Maximum page size** area, configure the number of emails to display per page.
4. From the **Audit Reports Date/Time Format** area (available only if logged in as an administrator), change the date/time format to display on audit reports.
5. In the **Set your time zone** area use the drop down list to set the correct time zone. The date and time of emails within GFI Archiver will be displayed according to this setting.
6. Click **Save**.