

contentACCESS Mail app Manual



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Introduction

As we mentioned in contentACCESS documentation, Mail app is a contentACCESS feature that was designed to allow the user to manually archive/restore from/to mailboxes directly in Outlook, without any need to use an email archive job.

The following platforms support Mail app:

- Desktop (Windows, Macintosh – on Macintosh MS Outlook 2015+ is required)
- OWA (desktop computer, android, iOS, phone, tablet)
- Native MS Outlook app on tablets

Native Outlook app on mobiles doesn't support Mail app.

Configuration part for administrators

Important!! Mail app prerequisites:

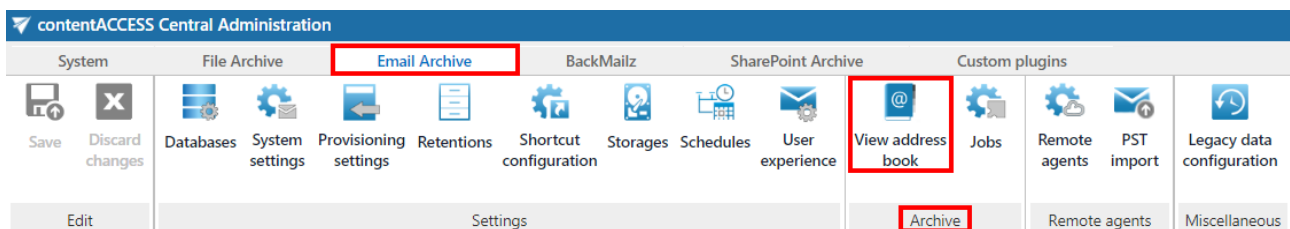
- **Exchange 2013 or later** version
- **MS Outlook 2013 or later** desktop version or **OWA**.
- **One of the following browser versions needed:** at least Windows Internet Explorer 9, Mozilla Firefox 12, Apple Safari 5 or Google Chrome 18.
- **Proxy installed over HTTPS** connection.
- **Default shortcut** and a **default retention** must be set in contentACCESS Central Administration.
- On the **System** page (**System** tab → **Services** group → **System** button → **External accessibility settings**) a HTTPS alias must be configured.
- Roles **Org Custom Apps**, **Org Marketplace Apps** and **User Options** must be assigned for the EWS user on the [Email archive System Settings](#) page in section **EWS settings**. These roles enable an administrator to install and manage custom apps for the organization (read more about the roles [here](#)).



The administrator is required to do the following configurations for manual email archiving. He has to

- 1) configure a shortcut that Mail app will use and set this shortcut as default (refer to section [Shortcuts in email archiving](#));
- 2) configure a retention that Mail app will use and set this retention as default (refer to section [Retentions](#));
- 3) install the Proxy server with HTTPS connection;
- 4) configure HTTPS based alias In Central Administration under **System => Services => System => External accessibility settings**;
- 5) allow Mail app activation for selected mailboxes/groups/servers from **Central Administration => Address book**
- 6) run the [Email archive Provisioning job](#) to apply the changes.

To allow the Mail app activation, navigate to **Email Archive → Archive → View address book** on the ribbon.



In the column **Enable mail app** it is possible to see if the Mail app activation was allowed for the selected object (mailbox, group or server). By default, **the objects inherit the Mail app activation from their parent**, so if the parent has it set to allow/forbid, so will the child.



View address book

Email Archive > Archive > View address book

Mailboxes

Public folders

Groups

Servers

import groups manually

+ add group manually

Name	Create contentWEB access	Enable mail app	Associate with role	Active	Group DN
✓ [redacted]	*** Inherit	Inherit		Yes	CN=[redacted],CN=Users,DC=ta,DC=internal
2	*** Enable	Enable	Inherit	Yes	CN=[redacted] 2,CN=Users,DC=ta,DC=internal
3	*** Enable	Forbid	Inherit	Yes	CN=[redacted] 3,CN=Users,DC=ta,DC=internal
TECH-ARROW	*** Inherit	Inherit		Yes	

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The Mail app activation can be set from the context menu of the selected object to:

- Inherit
- Explicitly allow
- Explicitly forbid.



View address book

Email Archive > Archive > View address book

Mailboxes

Public folders

Groups

Servers

import groups manually

+ add group manually

Name	Create contentWEB access	Enable mail app	Associate with role	Active	Group DN
✓ [redacted]	*** Inherit	Inherit		Yes	CN=[redacted],CN=Users,DC=ta,DC=internal
2			Inherit	Yes	CN=[redacted] 2,CN=Users,DC=ta,DC=internal
3				Yes	CN=[redacted] 3,CN=Users,DC=ta,DC=internal
TECH-ARROW				Yes	

Page 1 of 1 (4 items)

1

If you selected **Explicitly allow**, the contentWEB user role pop-up will open. Here you need to specify the contentWEB user role (containing user permissions) to be assigned to the contentWEB user(s). It is possible to select a **custom role** from the dropdown list or you can use the role defined in the **Email archive Provisioning job**.



contentWEB user role

The user will be created with Windows login provider.

☐ Use the role defined in the provisioning job
 ☒ Select a custom role you want to assign to the created user(s)

Role to assign

Created user role:

Full_EAUser

Save

Cancel

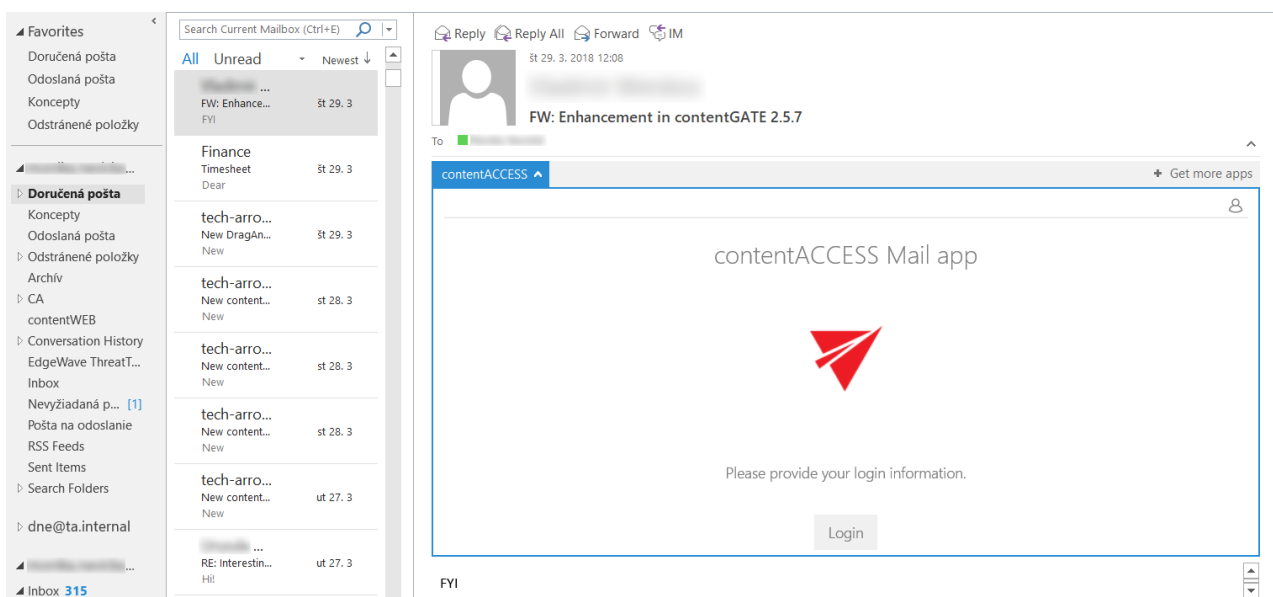
After the changes have been made, it is necessary to start the **Provisioning job** to apply them.

To apply the new settings, the provisioning job needs to be started. You can wait for the scheduled run or you can [start it now](#).

How to use Mail app – part for the users

After the Mail app was activated, it is recommended to restart your Outlook.

Open your Outlook desktop. If you checked the option to **enable link security** in [System](#), section External accessibility settings, you will first need to authenticate yourself.



When clicking on the **Login** button, a pop-up with the configured [Login providers](#) opens.



Central login - Internet Explorer

/contentACCESSLogin/Login.aspx?ReturnUrl=%2fcontent

TECH-ARROW central login

Welcome. Choose your login provider to login.

contentACCESS account

Username:

Password:

Login

Kendox

Windows as current user

Windows as different user

Office 365 account

☐ Remember me

After successfully logging in, select a message (including an attachment) that you would like to archive manually (1). In the reading pane, click on **contentACCESS** (2)... **Archive email** (3) buttons.

Search Current Mailbox (Ctrl+E)

All Unread Newest

Today

tech-arro... 11:17

New DragAn...

New

Yesterday

tech-arro...

New content...

ut 15:00

New

Monday

Automatic re...

po 16:38

Hi, I'm out of

Last Week

Canceled: Da...

pi 30: 3

Hi, This is a

Canceled: Da...

pi 30: 3

Hi, This is a

Tentative: M...

st 29: 3

Accepted: M...

st 29: 3

contentACCE...

st 29: 3

Hi everyone,

Reply Reply All Forward IM

st 4. 4. 2018 11:17

tech-arrow@tech-arrow.com

New DragAndDrop setup 3.0.16 is ready

To build_notification

contentACCESS 2.

Get more apps

Email is not archived

Archive email 3.

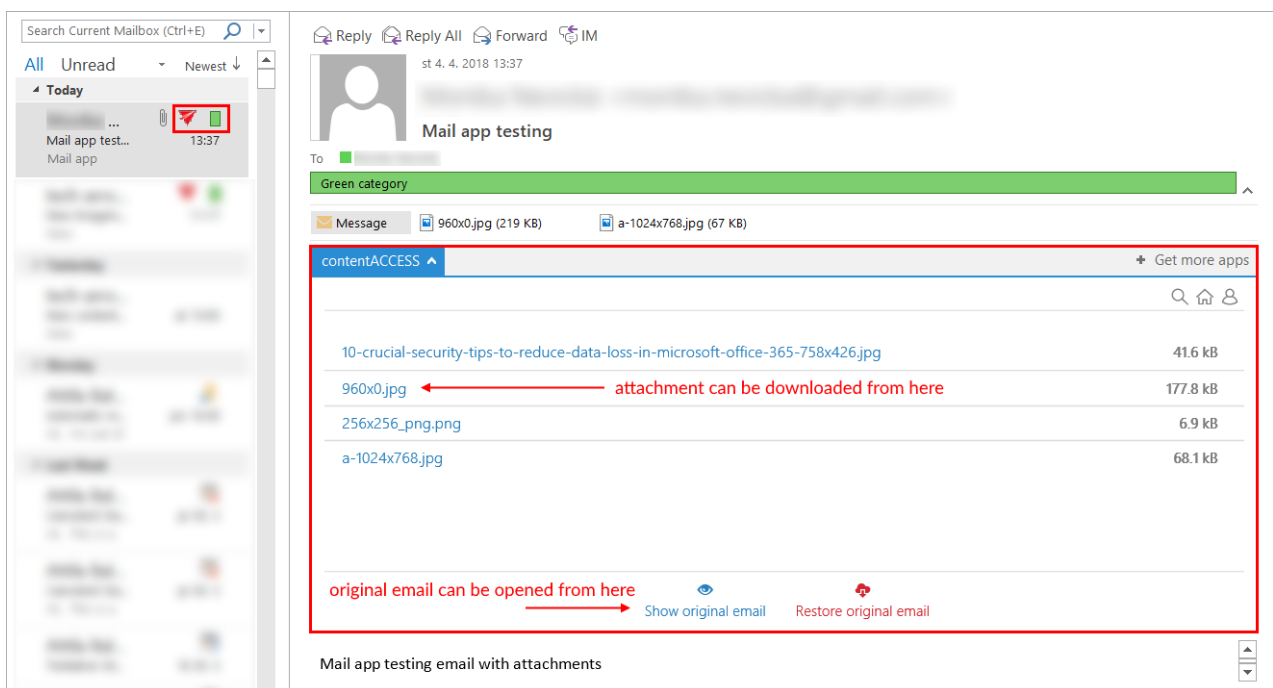
New DragAndDrop setup 3.0.16 is ready for testing and you can download it from [here](#)

tech-arrow@tech-arrow.com No items

Note: If the email was already archived, you will get two options: **Show original email** or **Restore original email**. It cannot be archived again.

The manual archiving job will use the default shortcut and retention. If we set an HTML shortcut, where green category has been set as default, our archived email will be archived with this shortcut and will be signed with green category.

In the reading pane, click on contentACCESS Mail app again. To view the original email, click on **Show original email** option. To download the archived attachment, click on it in the message and it will be downloaded automatically.



How to manually restore with Mail app?

To restore already archived email manually, click on **Restore original email** in the app:



Reply
 Reply All
 Forward
 IM

st 4. 4. 2018 13:37

Mail app testing

To

Green category

Message
 960x0.jpg (219 KB)
 a-1024x768.jpg (67 KB)

contentACCESS Get more apps

Attachment Name	Size
10-crucial-security-tips-to-reduce-data-loss-in-microsoft-office-365-758x426.jpg	41.6 kB
960x0.jpg	177.8 kB
256x256.png.png	6.9 kB
a-1024x768.jpg	68.1 kB

Show original email
 Restore original email

Mail app testing email with attachments

Important!!! Turning on the **Change message class** option in the HTML shortcut configuration is a must if the user would like to manually restore from shortcuts, otherwise this app will not be visible in MS Outlook when trying to restore the original email.

Note: In Mail app the “split attachments” function is active by default. That means that the body of the email and the attachment are stored separately. It is good to know: if the email message containing an attachments has been previously archived by a job, where attachments were not split, then the mail app in MS Outlook will show 0 attachments.

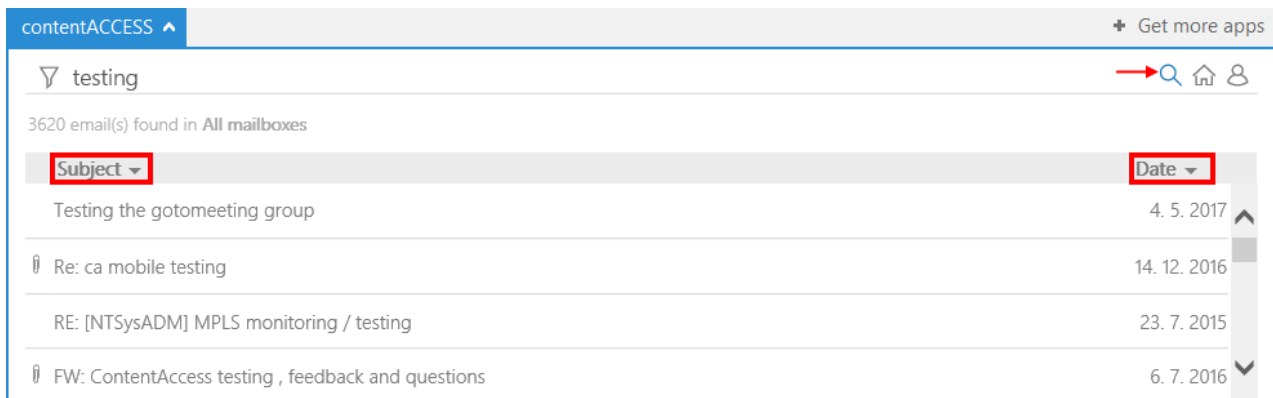
contentACCESS Get more apps

Show original email
 Restore original email

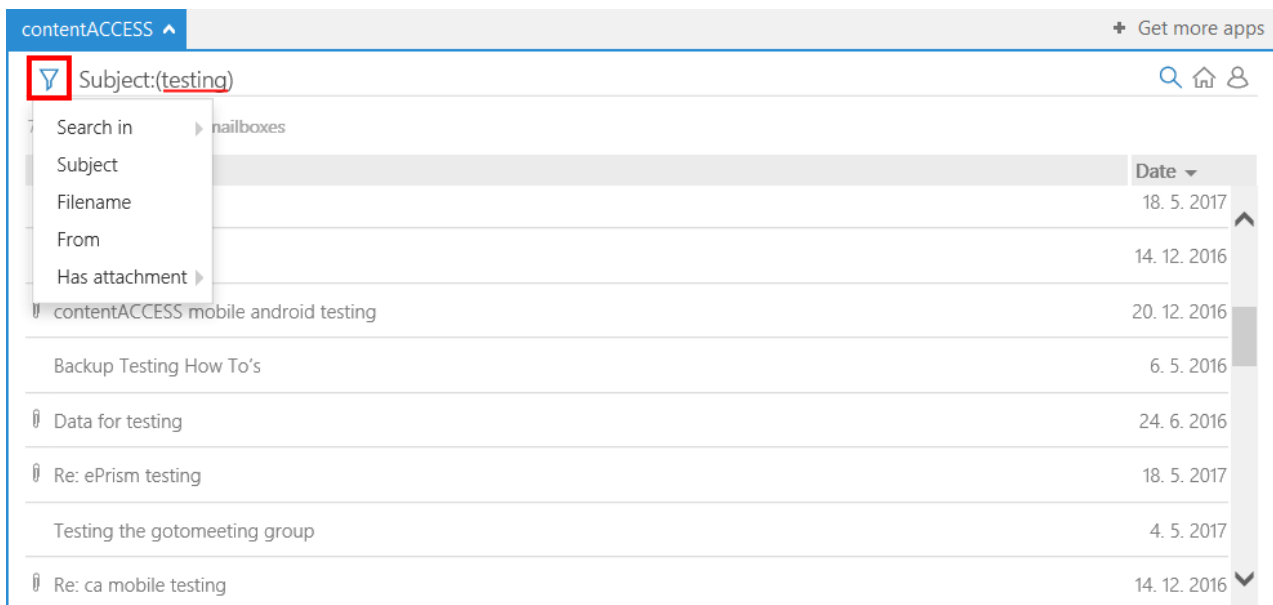
Email has no attachments



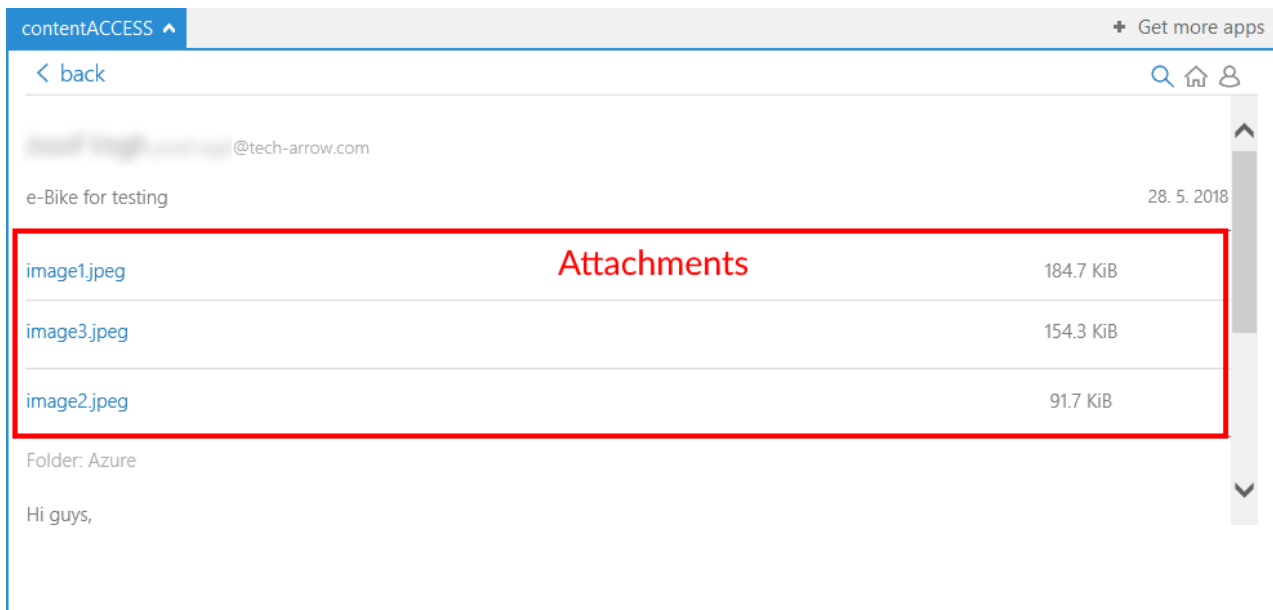
To search in the available mailboxes, click on the search icon and enter the term you are looking for. It is also possible to sort search results by **subject** or **date**.



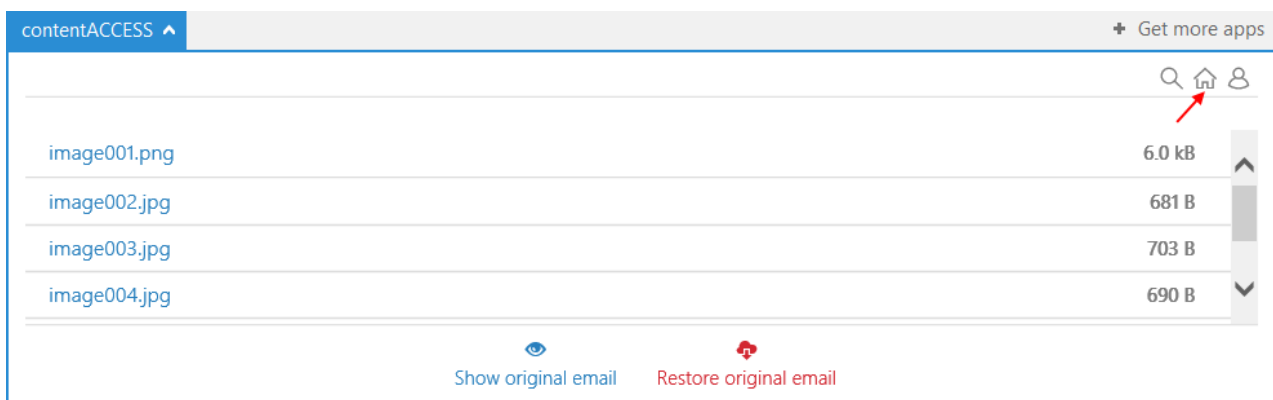
You can also add some filters to the search query by clicking on the **Filtering** icon in the upper left corner. Click on the property that you would like to add to the query. Some properties need to be specified further (like **subject** on our screenshot).



Open the selected email by clicking on it. If the mail has some attachments, the user will be able to open and download them from here.



The **home** button will return you to the home screen, from where it is possible to archive, restore, download attachments or view the original email.



In the menu it is possible to view the current logged in user and to sign him out. After clicking on settings, you will be redirected to a section, where it is possible to view the **server name**, change the application **language**, view last **logs** (e.g. in case an error occurred) and also **view/sign out** the user. On the bottom are two buttons – **Save** (to save the changes) and **Cancel** (if you don't want to save the changes).



contentACCESS

Get more apps

Search Home User

Server name

azure.tech-arrow.com:443

Choose language

English

Logs

Show logs

system

Sign out

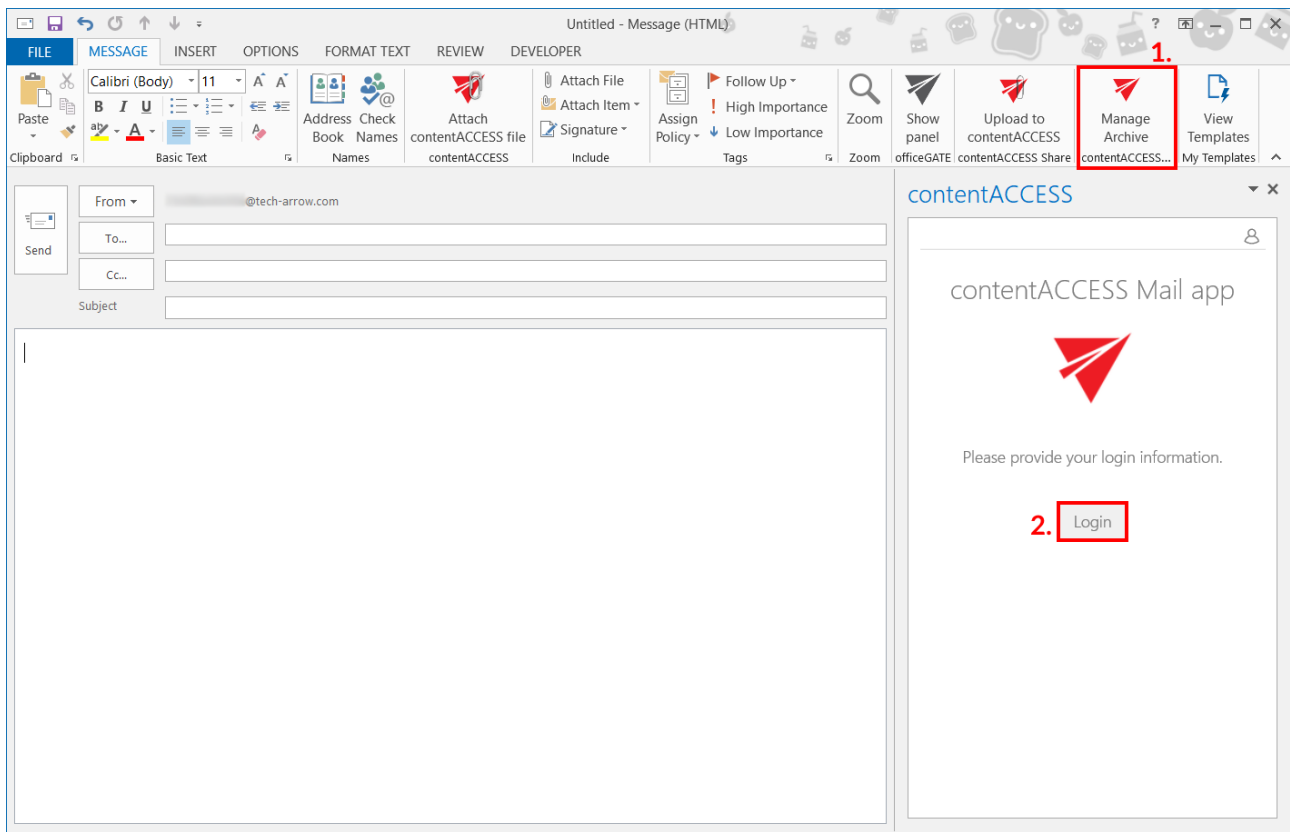
Save

Cancel

Mail app in compose mode

Mail app works a bit differently in the compose mode. It is not possible to archive and restore emails here, but instead it is possible to search in already archived emails, open them, share them as **.eml** files or as a link pointing to them or share a link pointing to the performed search.

Open the compose mode (start writing a new email message). Click on **Manage Archive** in the upper right corner. You will first need to authenticate yourself. Click on the **Login** button.



Choose your login provider, enter the applicable user credentials and click **Login**.



Central login - Internet Explorer

https://.../contentACCESSLogin/Login.aspx?ReturnUrl=%2fconten

TECH-ARROW central login

Welcome. Choose your login provider to login.

contentACCESS account

Username

Password

Login

Kendox

Windows as current user

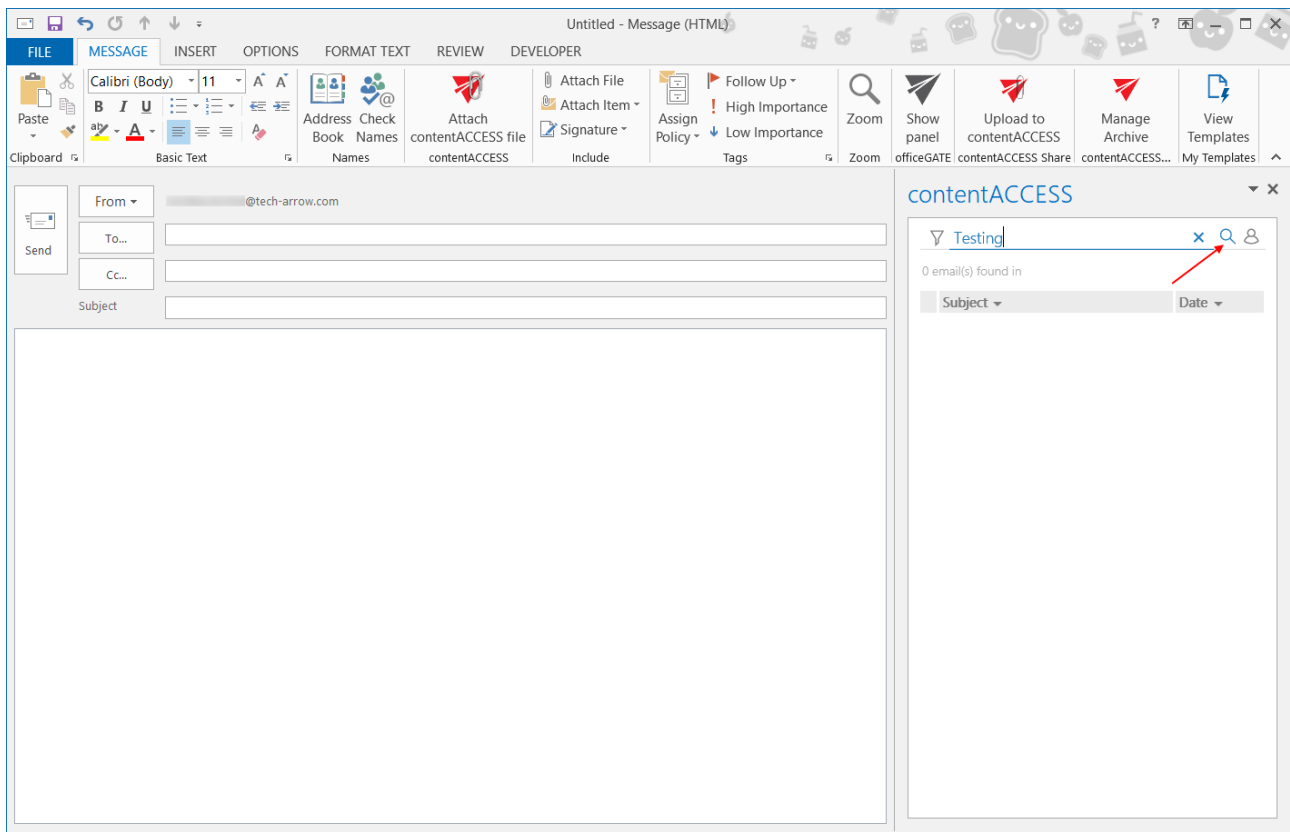
Windows as different user

Office 365 account

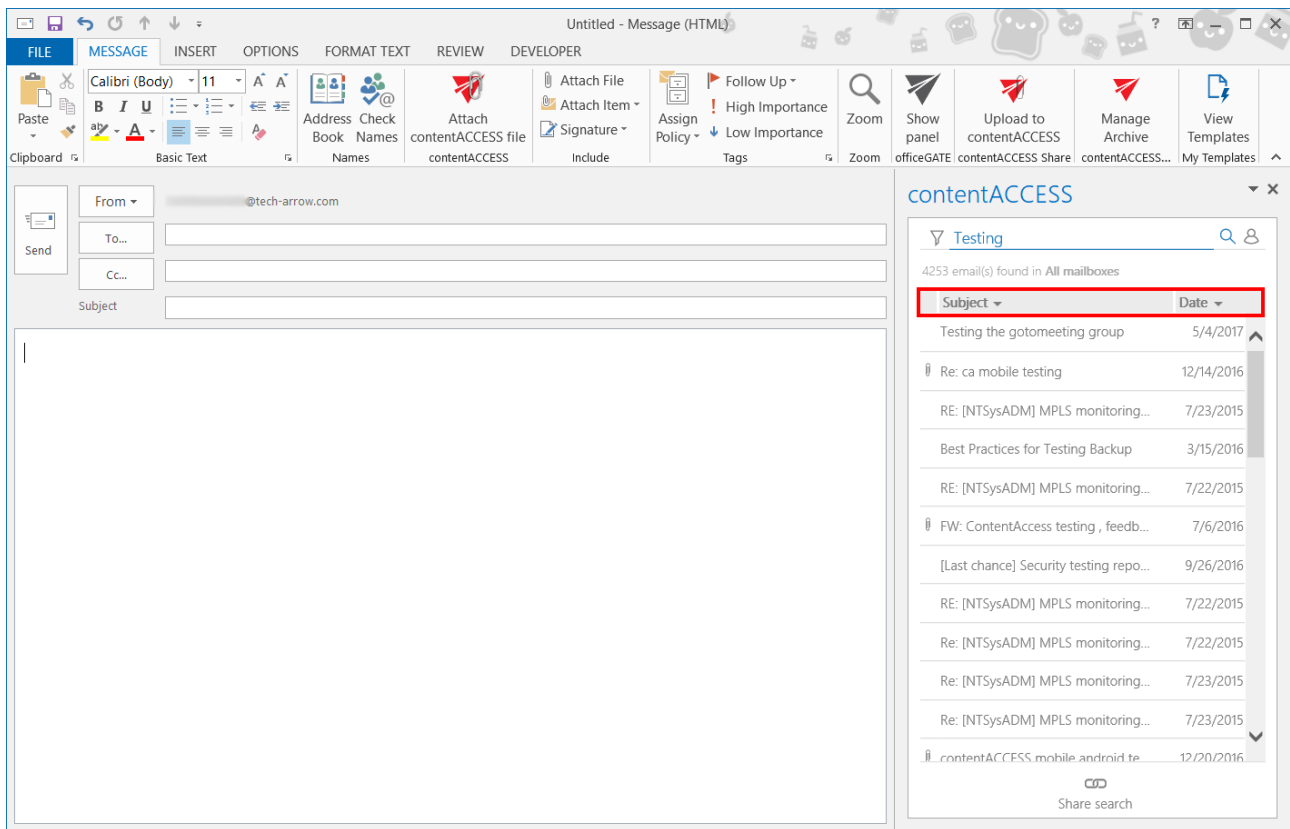
☐ Remember me

Enter the term you want to search for and click on the search icon, or press enter.

Note: The user will be allowed to search only in entities he has access to.

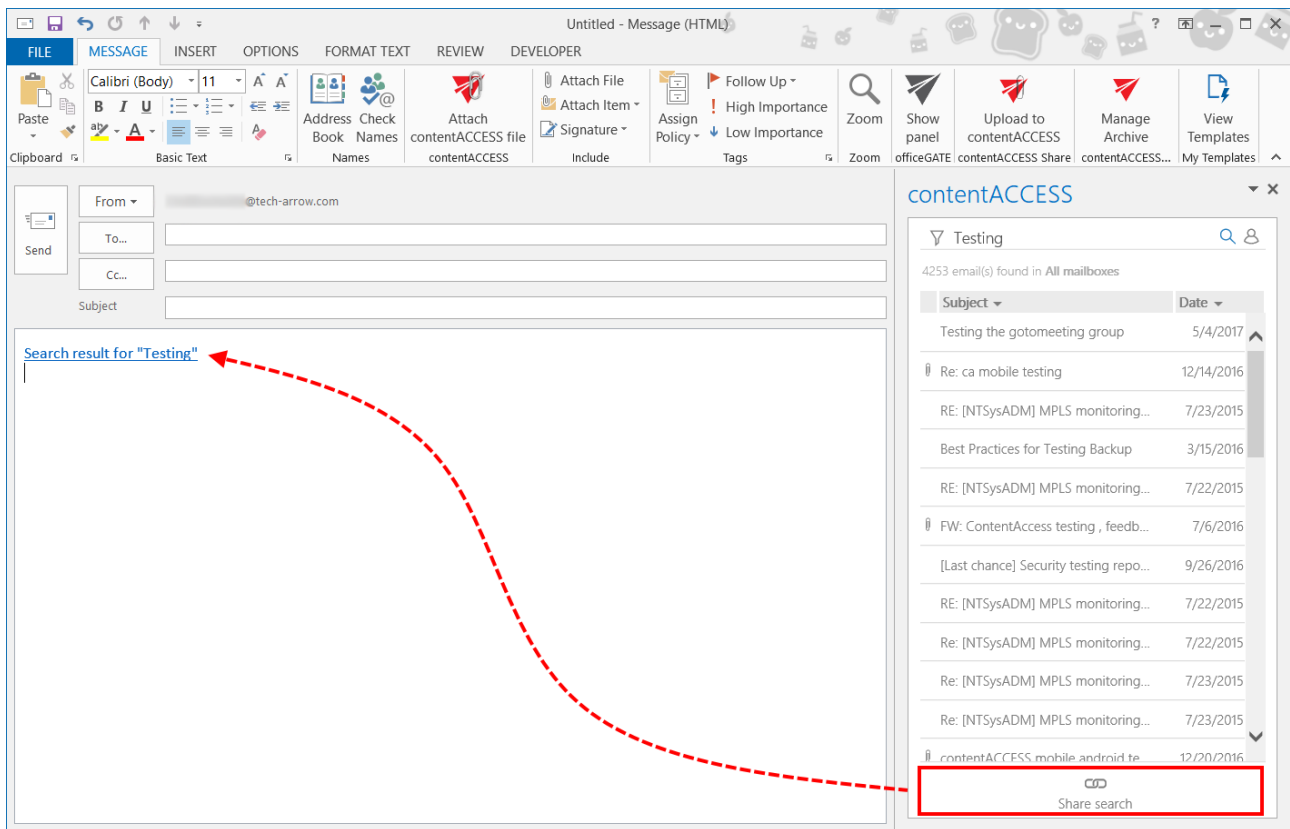


The search results will be displayed. It is possible to sort them by **Subject** or **Date**.



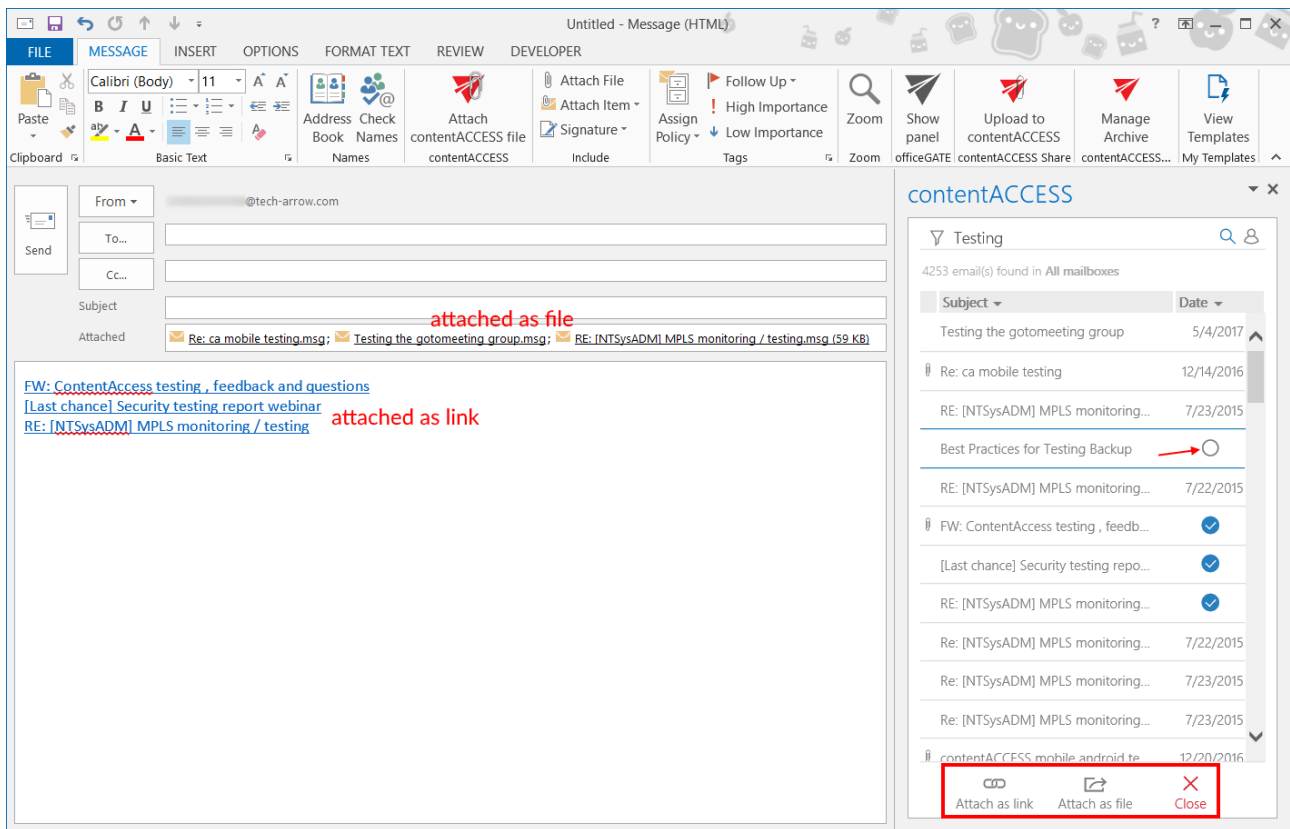
Sharing a link to the whole search

To share a link pointing to the performed search, simply click on the **Share search** button at the bottom of the Mail app pane. The link will be added to the body of the email.



Sharing selected email(s)

To share selected emails, move your cursor over them and check their checkbox. Select if you want to attach them to the email as link or as a file (.eml).



Opening selected email(s)

To open an email, simply click on it. First, a preview will be loaded. If you want to open the original email, click at the **Open** button at the bottom of the Mail app pane.

