

contentWEB

Manual – version 3.1 with service pack 2



MARCH 9, 2017
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What is contentWEB?

contentWEB is a client application of contentACCESS, which is used for viewing items processed/archived by contentACCESS via a web browser. A user can access contentWEB using the following sample:

[http://\[contentWEB_Server_Name\]/contentWEB/](http://[contentWEB_Server_Name]/contentWEB/)

The only condition to access the archive with contentWEB is to have contentWEB access permissions that can be granted in contentACCESS Central Administration. For more information how to grant access permissions please refer to the respective chapters of the contentACCESS Manual.

contentWEB is also accessible from any mobile devices. Pages fitting mobile device screen and simplified navigation contribute to ease of use. The searching, item listing, filtering, recovery and export functions of contentWEB make the work with these documents more comfortable and intuitive.

Main contentWEB functions:

- ✓ Quick and easy access of the processed emails/documents over the Internet;
- ✓ Easy access from mobile devices;
- ✓ Searching between the items according to its parameters (To, From, Subject, etc.)
- ✓ Searching in the contents of the documents (using File Content Extractor plugin).
- ✓ Zero term search, quick search and advanced search.
- ✓ Easy item sorting and downloading options.
- ✓ Exporting into .pst and .zip format.
- ✓ Manual recovery of the archived items.
- ✓ Active/inactive document view in the File system archive.
- ✓ Document versions are accessible in the File archive.
- ✓ One-click login with external providers.
- ✓ Saving the last view of the logged in user.



Requirements

The hardware, software and other requirements, and the web browsers supported by contentWEB will be detailed in the following subchapters of the guide.

Hardware requirements

Minimal	Recommended
Intel P4 2 GHz processor	Dual Xeon
2GB RAM	4 GB RAM

Software requirements

- Operating System (64bit): Windows 2008 R2 and higher;
- Internet Information Services 7.0 and higher;
- .NET Framework 4.5.

The following prerequisites are needed if you would like to browse email archive in contentWEB:

- MS Outlook 2010 x64, MS Outlook 2013 x64;

Note: Outlook binaries needed, software does not have to be licensed or activated.

Other requirements

- Create SSL certificate for secure connection and apply in IIS for https bindings.

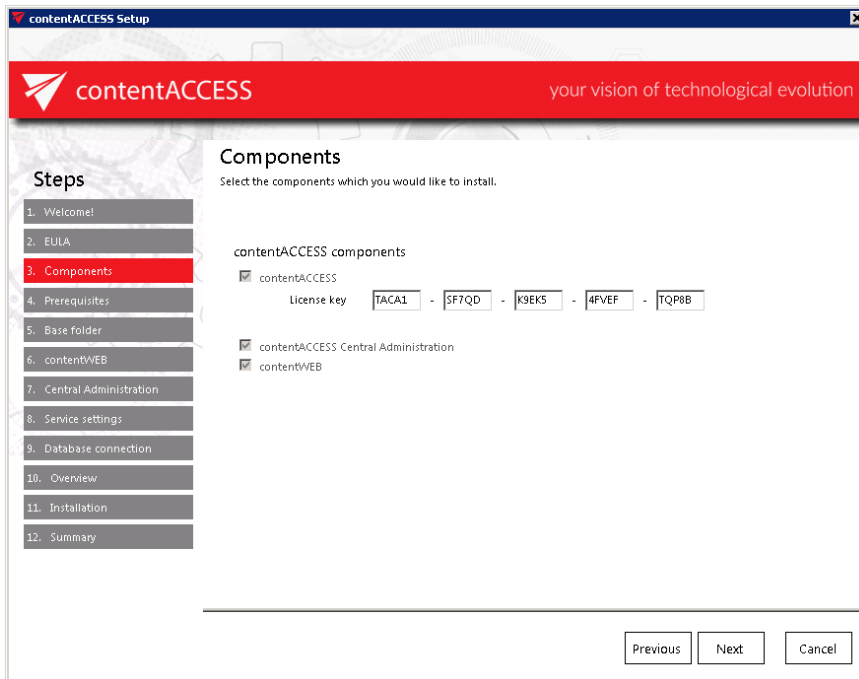
Supported browsers

- Windows Internet Explorer 10 and higher;
- Mozilla Firefox 12 and higher;
- Apple Safari 5 and higher;
- Google Chrome 18 and higher.



Installation

contentWEB can be installed as a contentACCESS component when running the contentACCESS installation package. Download and run the setup package and select “contentWEB” with checking the appropriate checkbox in the 3rd step of the installation process.





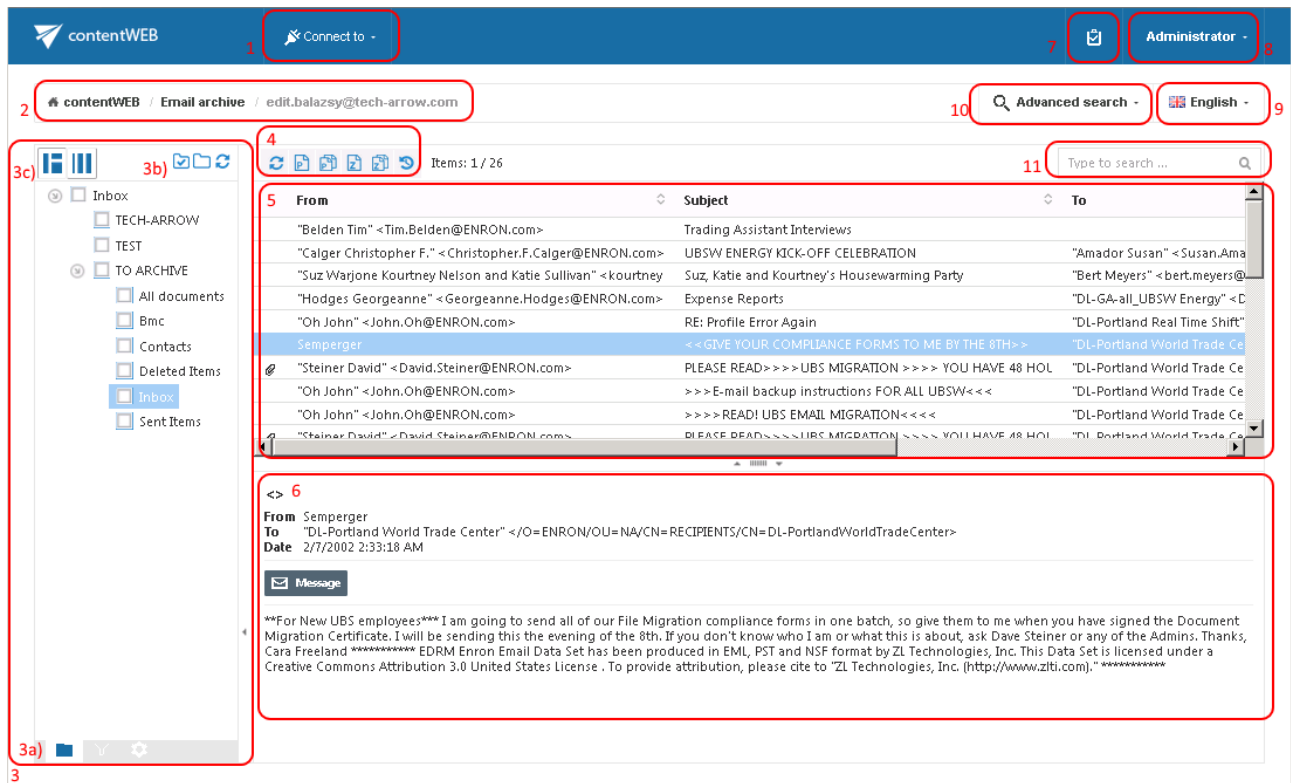
Logging into contentWEB

How to log in to contentWEB over the web browser? The user can log into the user interface using one of the supported web browsers. After browsing the contentWEB URL ([http://\[contentWEB_Server_Name\]/contentWEB/Login.aspx](http://[contentWEB_Server_Name]/contentWEB/Login.aspx)), the central login window gets displayed. Users are asked to enter their name and password. Third party authentication providers can be also used to log in (must be configured in contentACCESS Central Administration). After logging in the contentWEB archive interface opens.

Note: It is important to bear in mind, that the end user must have contentWEB user permissions to log into the corresponding archive. This permission can be granted in contentACCESS Central Administration.

contentWEB user interface

The contentWEB user interface is divided into the following sections:



- 1. "Connect to" menu:** From this menu the user may connect to the associated entities. An entity can be an email archive mailbox, file system archive folder etc., so anything processed/archived by a certain contentACCESS plugin type and displayed in this menu;
- 2. Breadcrumbs:** The logged on user may see here the entity that he is currently connected to in the "Connect to" menu;
- 3. contentWEB pane:** based on the selected button at the bottom of the pane (3a) the folder structure; the active/inactive item filtering settings or double-click settings are displayed in the pane
 - 3 a) Folders button:** used to display the selected entity's folder structure in the navigation pane;
 - Active/inactive items button:** active/inactive item view can be applied from here;
 - Settings button:** the double click on item function may be applied from here;
 - 3 b) Folder selector buttons:** Use them to select/deselect the entire folder Set in the pane
 - 3 c) Layout selector buttons:** Use this to adjust the reading pane to the right/left side;
- 4. Toolbar buttons – Refresh, Export to ZIP, Export to PST, Recovery** (the processing options are dependent on the selected entity);



5. Item list view with the corresponding item properties;

Note: An item is a file/email from the list view that has been previously processed by the contentACCESS server;

6. Item preview;

7. Tasks list;

8. **Administrator's settings** menu: Common settings and UI settings may be applied from the "Settings" menu item; click "Logout" to log out from contentWEB;

9. **Language selection** menu: the user may select a language here;

10. **Advanced search** menu;

11. **Simple search** textbox;

This manual will fully describe the above mentioned sections of the contentWEB user interface and will provide the reader with information how to handle the processed items.

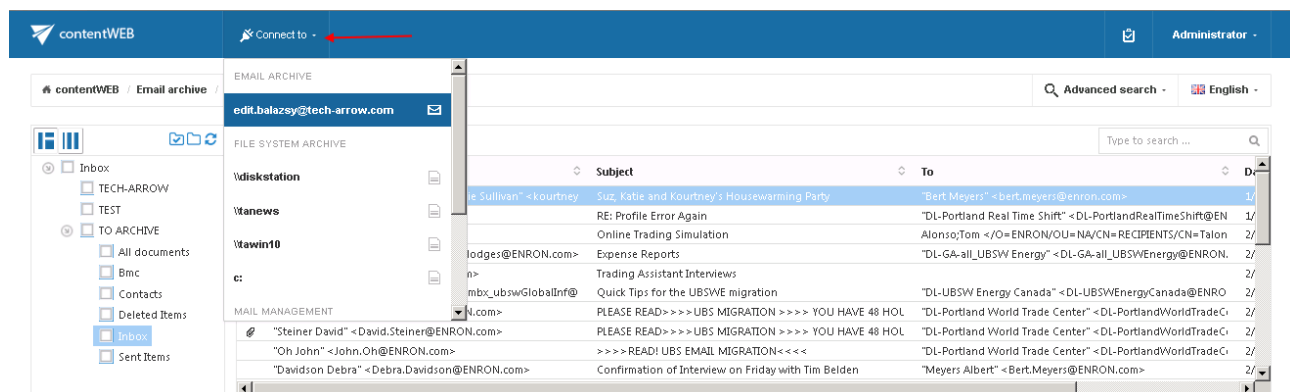
Definition of terms:

Item = a file, an email or a folder that is present in the contentWEB archive.

Entity = a mailbox (in case of Email archive), a root (in case of File system archive) ...; to connect to an entity select it in the "Connect" to menu

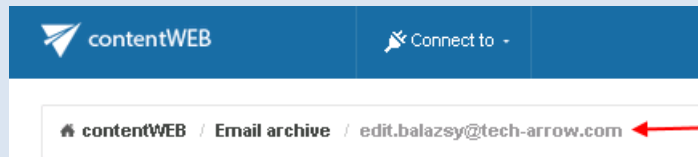
"Connect to" menu

In the left upper part of the header bar click on the "Connect to" menu to unfold the associated entities that you can connect to (to which an access permission is granted). Under **EMAIL ARCHIVE** the associated archive mailboxes can be seen; under **FILE SYSTEM ARCHIVE** the associated archive folders from the file system are visible etc.

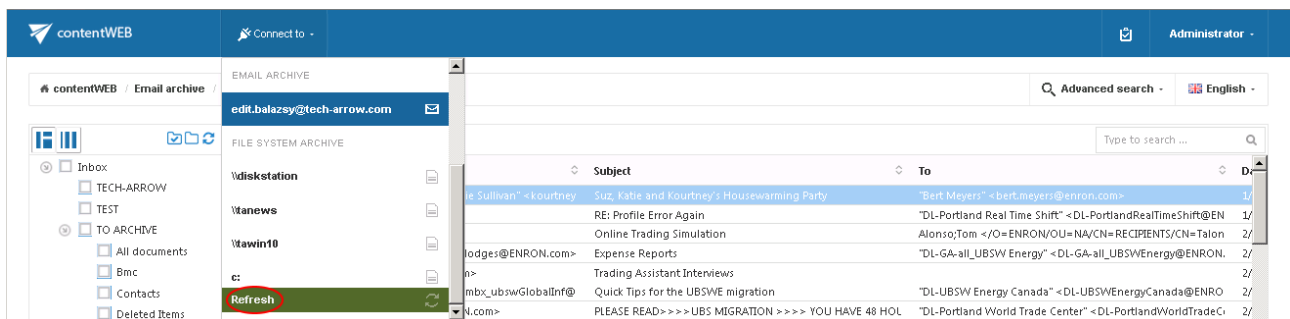




Note: Once you have connected to a desired entity, the corresponding breadcrumbs will be visible under the header bar of the contentWEB user interface.

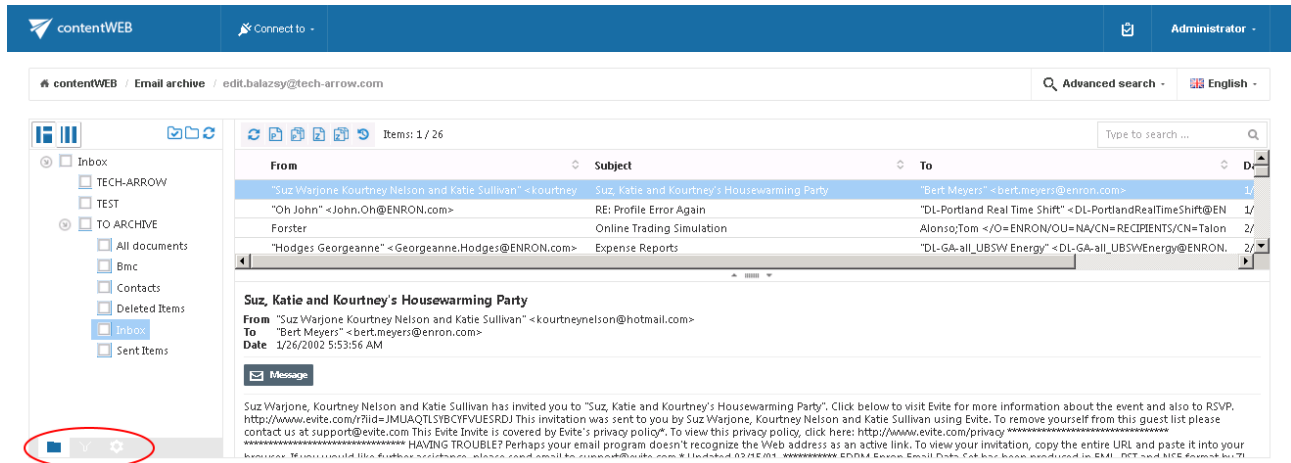


At the bottom of the connection list there is a **Refresh** button. This may be used if any newly processed items have not been displayed yet and the list should be refreshed.



contentWEB's navigation pane

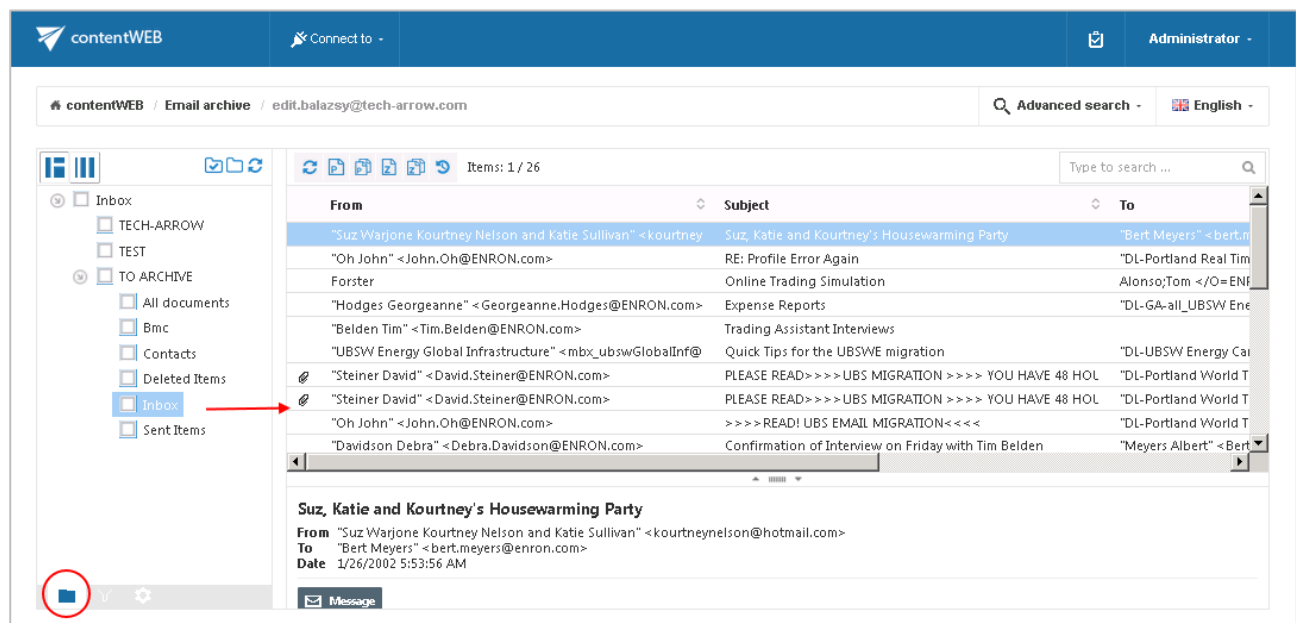
By default the contentWEB pane displays the folder structure of the selected entity. Using the buttons at the bottom of the contentWEB pane the user may switch between 3 views:



a) **Folders** button: Displays the selected entity's folder structure in the navigation pane.

To view the contents of a desired entity in contentWEB, connect to it in the **Connect to** dropdown list first. Select the **Folders** button in the navigation pane and unfold the structure down the desired folder.

Click on the folder in the pane, and the selected folder content gets displayed in the item list.



For more information about the folder selection types in the navigation pane refer to section [Folder selection methods](#) below.



- b) **Active/inactive items** button: Active/inactive item view can be applied from here. For more information check section [Filtering of active/inactive file system archive documents](#).

The screenshot shows the contentWEB interface with the 'Active/inactive items' button circled in red in the left sidebar. The main area displays a list of email items with columns for From, Subject, and To. The selected item is 'Suz, Katie and Kourtney's Housewarming Party'.

From	Subject	To
"Suz Warjone Kourtney Nelson and Katie Sullivan" <kourtney@kourtneynelson@hotmail.com>	Suz, Katie and Kourtney's Housewarming Party	"Bert Meyers" <bert.meyers@enron.com>
"Oh John" <John.Oh@ENRON.com>	RE: Profile Error Again	"DL-Portland Real Time"
Forster	Online Trading Simulation	Alonso;Tom </O=ENR>
"Hodges Georgeanne" <Georgeanne.Hodges@ENRON.com>	Expense Reports	"DL-GA-all_UBSW Energy"
"Belden Tim" <Tim.Belden@ENRON.com>	Trading Assistant Interviews	
"UBSW Energy Global Infrastructure" <mbx_ubswwGlobalInf@ubs.com>	Quick Tips for the UBSWE migration	"DL-UBSW Energy Car"
"Steiner David" <David.Steiner@ENRON.com>	PLEASE READ>>>UBS MIGRATION>>>> YOU HAVE 48 HOL	"DL-Portland World T"
"Steiner David" <David.Steiner@ENRON.com>	PLEASE READ>>>UBS MIGRATION>>>> YOU HAVE 48 HOL	"DL-Portland World T"
"Oh John" <John.Oh@ENRON.com>	>>>READ! UBS EMAIL MIGRATION<<<<	"DL-Portland World T"
"Davidson Debra" <Debra.Davidson@ENRON.com>	Confirmation of Interview on Friday with Tim Belden	"Meyers Albert" <Bert.Meyers@enron.com>

Suz, Katie and Kourtney's Housewarming Party
From: "Suz Warjone Kourtney Nelson and Katie Sullivan" <kourtneynelson@hotmail.com>
To: "Bert Meyers" <bert.meyers@enron.com>
Date: 1/26/2002 5:53:56 AM

- c) **Settings** button: The double click on item function may be applied from here. For more information refer to section [Download from the item list/item preview in contentWEB](#).

The screenshot shows the contentWEB interface with the 'Settings' button circled in red in the left sidebar. The main area displays a list of email items with columns for From, Subject, and To. The selected item is 'Suz, Katie and Kourtney's Housewarming Party'.

From	Subject	To
"Suz Warjone Kourtney Nelson and Katie Sullivan" <kourtney@kourtneynelson@hotmail.com>	Suz, Katie and Kourtney's Housewarming Party	"Bert Meyers" <bert.meyers@enron.com>
"Oh John" <John.Oh@ENRON.com>	RE: Profile Error Again	"DL-Portland Real Time"
Forster	Online Trading Simulation	Alonso;Tom </O=ENR>
"Hodges Georgeanne" <Georgeanne.Hodges@ENRON.com>	Expense Reports	"DL-GA-all_UBSW Energy"
"Belden Tim" <Tim.Belden@ENRON.com>	Trading Assistant Interviews	
"UBSW Energy Global Infrastructure" <mbx_ubswwGlobalInf@ubs.com>	Quick Tips for the UBSWE migration	"DL-UBSW Energy Car"
"Steiner David" <David.Steiner@ENRON.com>	PLEASE READ>>>UBS MIGRATION>>>> YOU HAVE 48 HOL	"DL-Portland World T"
"Steiner David" <David.Steiner@ENRON.com>	PLEASE READ>>>UBS MIGRATION>>>> YOU HAVE 48 HOL	"DL-Portland World T"
"Oh John" <John.Oh@ENRON.com>	>>>READ! UBS EMAIL MIGRATION<<<<	"DL-Portland World T"
"Davidson Debra" <Debra.Davidson@ENRON.com>	Confirmation of Interview on Friday with Tim Belden	"Meyers Albert" <Bert.Meyers@enron.com>

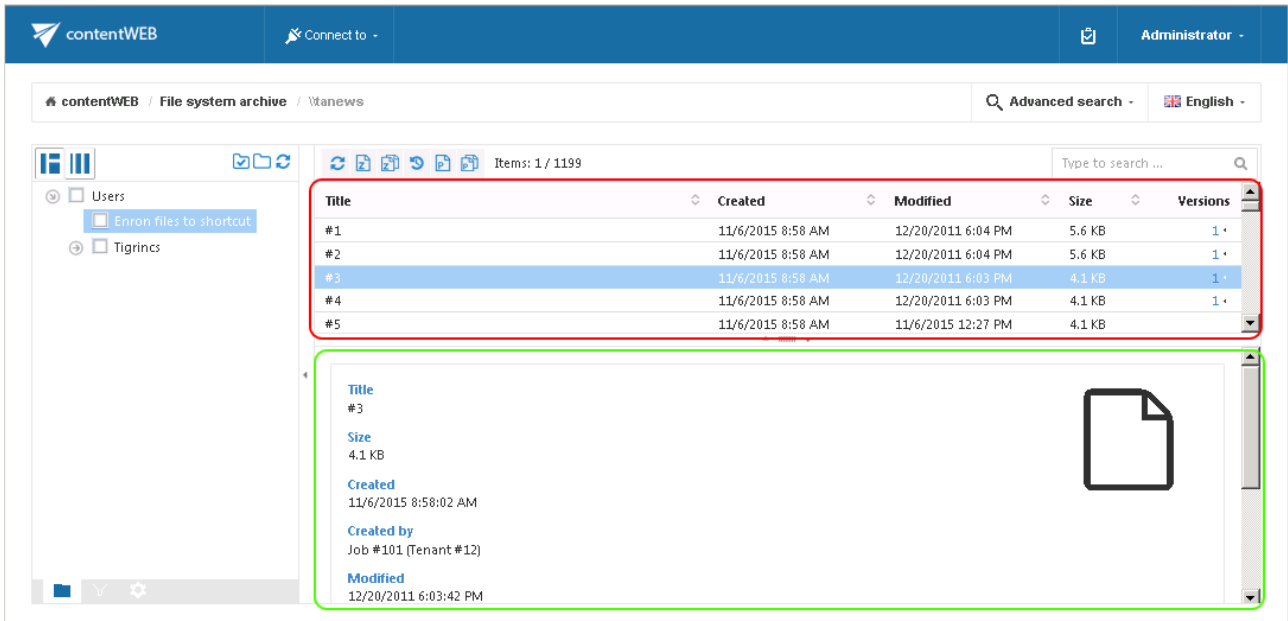
Suz, Katie and Kourtney's Housewarming Party
From: "Suz Warjone Kourtney Nelson and Katie Sullivan" <kourtneynelson@hotmail.com>
To: "Bert Meyers" <bert.meyers@enron.com>
Date: 1/26/2002 5:53:56 AM

Item list and item preview

If a folder is selected in the navigation pane its items are displayed in the list view. Each item has several columns. The available item columns are entity-specific and the items can be sorted by these

columns (red frame). The administrator may define in the **Settings** (will be described further in section [Table view column configurations](#)), which columns will be visible and which will be hidden.

The item preview (extended metadata information/the body of emails) gets displayed by selecting the particular item from the list view (green frame).



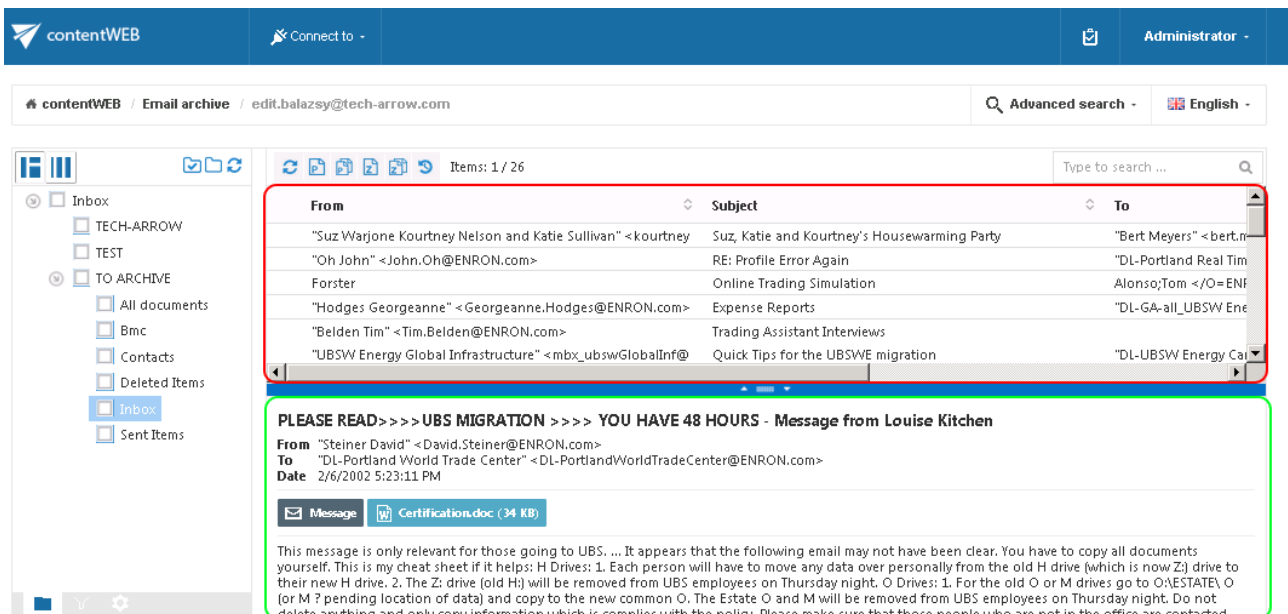
The screenshot shows the 'contentWEB / File system archive / Vlanews' interface. A table lists files with columns: Title, Created, Modified, Size, and Versions. The table is highlighted with a red frame. Below the table, a preview of the selected file (#3) is shown, highlighted with a green frame. The preview displays metadata such as Title, Size, Created, Created by, and Modified.

Title	Created	Modified	Size	Versions
#1	11/6/2015 8:58 AM	12/20/2011 6:04 PM	5.6 KB	1
#2	11/6/2015 8:58 AM	12/20/2011 6:04 PM	5.6 KB	1
#3	11/6/2015 8:58 AM	12/20/2011 6:03 PM	4.1 KB	1
#4	11/6/2015 8:58 AM	12/20/2011 6:03 PM	4.1 KB	1
#5	11/6/2015 8:58 AM	11/6/2015 12:27 PM	4.1 KB	1

Preview of item #3:

- Title: #3
- Size: 4.1 KB
- Created: 11/6/2015 8:58:02 AM
- Created by: Job #101 (Tenant #12)
- Modified: 12/20/2011 6:03:42 PM

Files' item list and item preview



The screenshot shows the 'contentWEB / Email archive / edit.balazsy@tech-arrow.com' interface. A table lists emails with columns: From, Subject, and To. The table is highlighted with a red frame. Below the table, a preview of the selected email is shown, highlighted with a green frame. The preview displays the email body text, which includes a message from Louise Kitchen regarding UBS migration.

From	Subject	To
"Suz Warjone Kourtney Nelson and Katie Sullivan" <kourtney...>	Suz, Katie and Kourtney's Housewarming Party	"Bert Meyers" <bert.m...>
"Oh John" <John.Oh@ENRON.com>	RE: Profile Error Again	"DL-Portland Real Tim
Forster	Online Trading Simulation	Alonso;Tom </O=ENF
"Hodges Georgeanne" <Georgeanne.Hodges@ENRON.com>	Expense Reports	"DL-GA-all_UBSW Ene
"Belden Tim" <Tim.Belden@ENRON.com>	Trading Assistant Interviews	
"UBSW Energy Global Infrastructure" <mbx_ubswGlobalInf@	Quick Tips for the UBSWE migration	"DL-UBSW Energy Cal

Preview of email:

PLEASE READ>>> UBS MIGRATION >>> YOU HAVE 48 HOURS - Message from Louise Kitchen

From: "Steiner David" <David.Steiner@ENRON.com>
 To: "DL-Portland World Trade Center" <DL-PortlandWorldTradeCenter@ENRON.com>
 Date: 2/6/2002 5:23:11 PM

Attachments: Message, Certification.doc (34 KB)

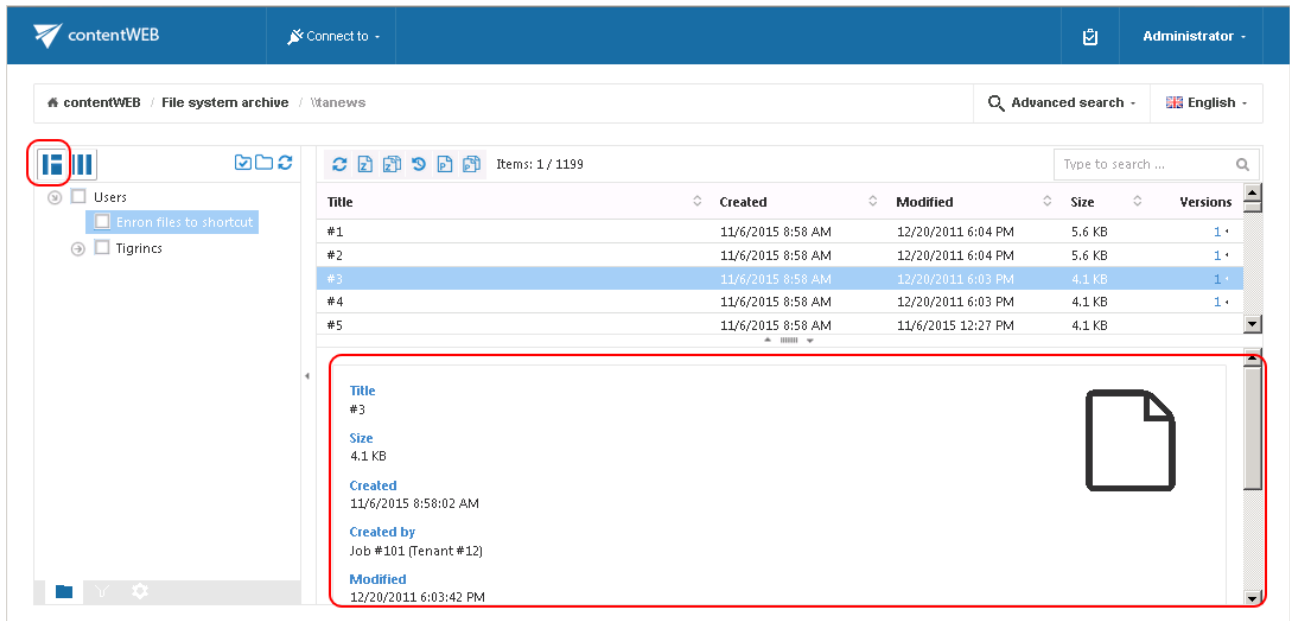
This message is only relevant for those going to UBS. ... It appears that the following email may not have been clear. You have to copy all documents yourself. This is my cheat sheet if it helps: H Drives: 1. Each person will have to move any data over personally from the old H drive (which is now Z) drive to their new H drive. 2. The Z: drive (old H) will be removed from UBS employees on Thursday night. O Drives: 1. For the old O or M drives go to O:\ESTATE\O (or M ? pending location of data) and copy to the new common O. The Estate O and M will be removed from UBS employees on Thursday night. Do not delete anything and only copy information which is complies with the policy. Please make sure that those people who are not in the office are contacted.

Emails' item list and item preview

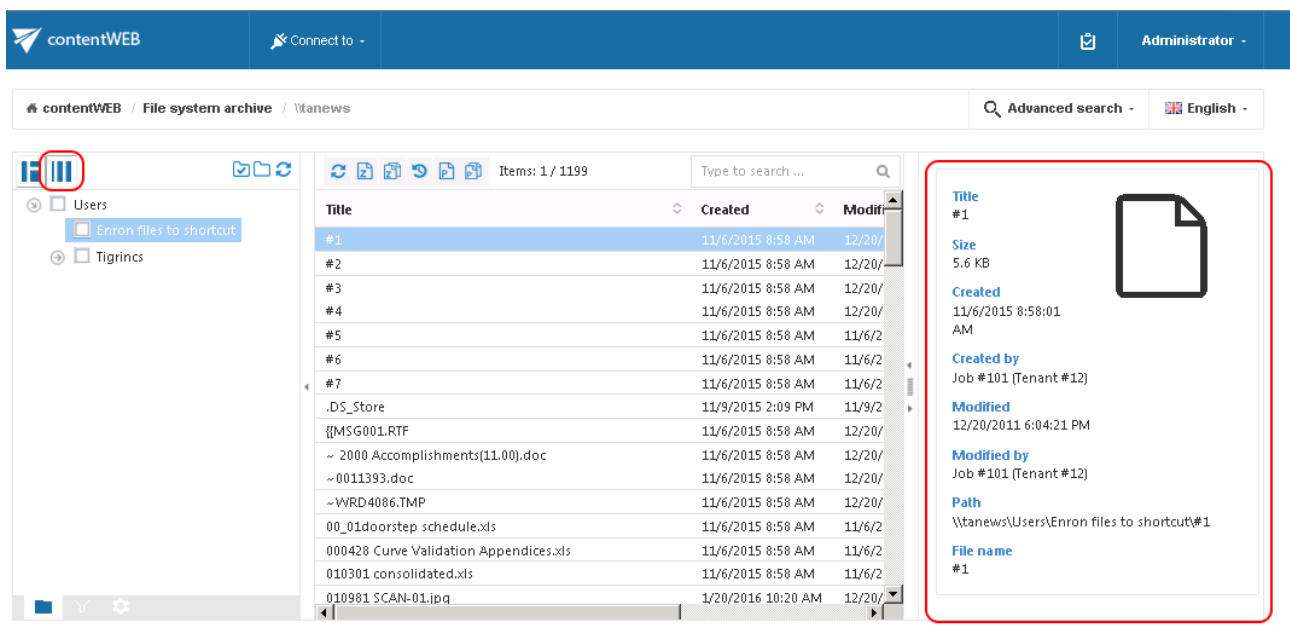
Layout selector

From the layout selector menu (situated above the navigation pane on the left side) the user can choose from 2 kinds of layouts: the item preview can be situated either at the bottom of the view

(Screenshot A), or on the right side of the view (Screenshot B). It depends on the user which option he prefers.



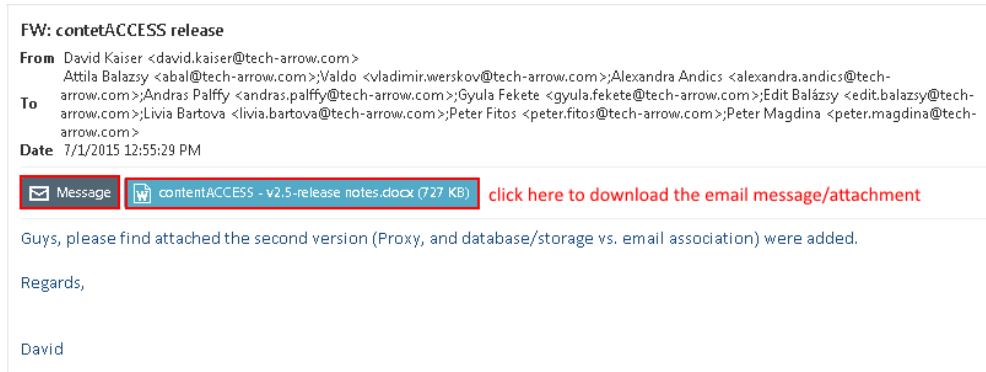
Screenshot A: Reading pane at the bottom of the view



Screenshot B: Reading pane at the right side of the view

Download from the item list/item preview in contentWEB

There are two ways how to download the items in contentWEB: a) First option is to click on the corresponding button in the item preview. The below displayed screenshots illustrate how it looks in the File System Archive (Screenshot A), and in the Email Archive (Screenshot B):

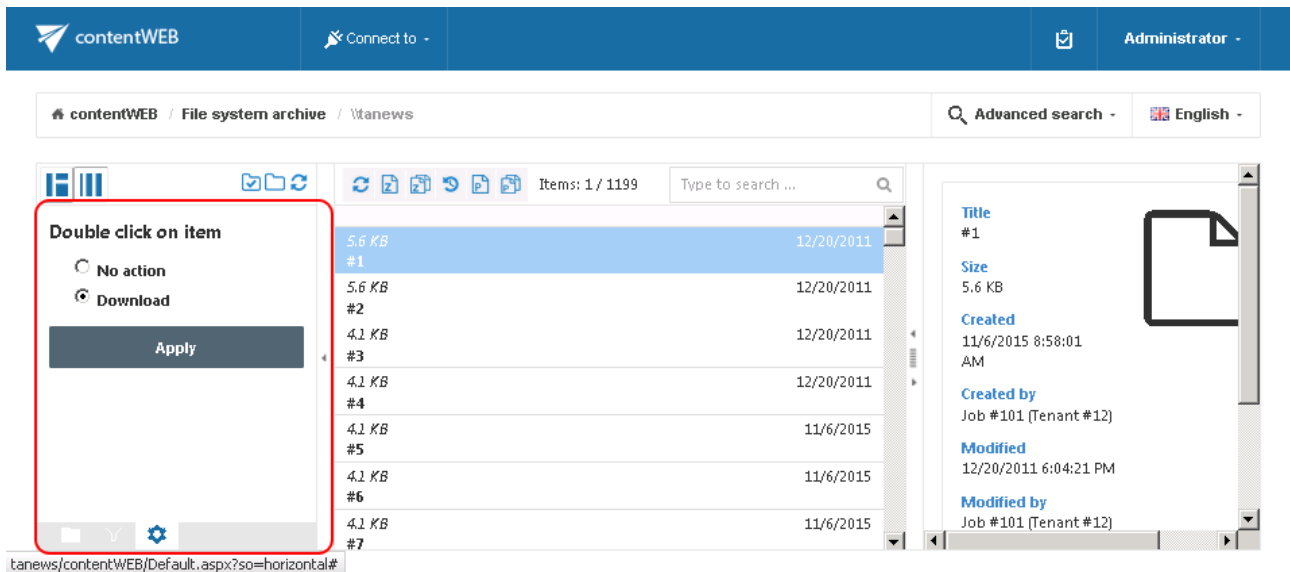


Screenshot A: Downloading an archived email/email attachment from the item preview



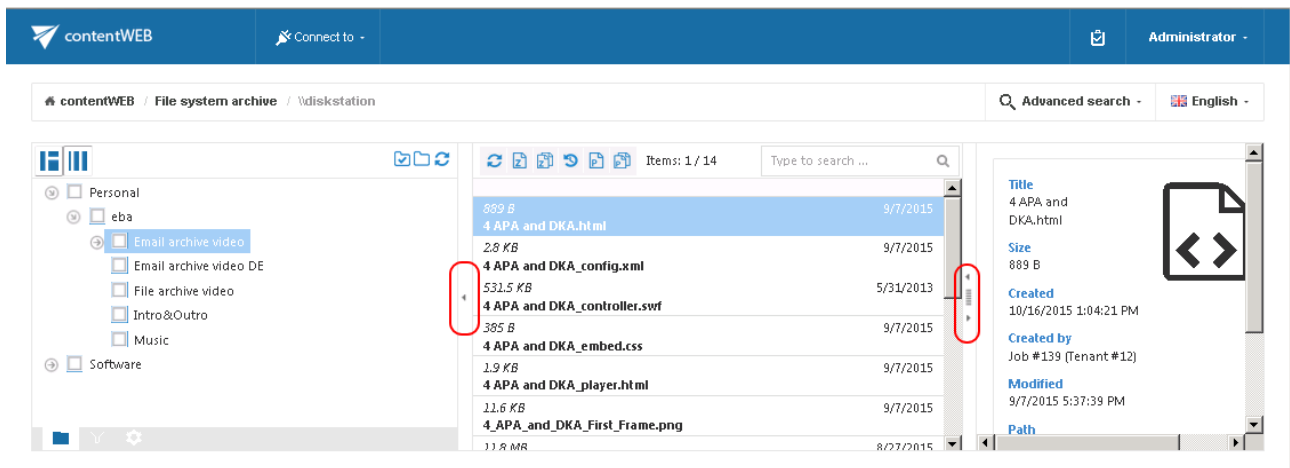
Screenshot B: Downloading an archived file from the item preview

b) The second (and easier) method of downloading the contentWEB item is to double click on it in the item list. With this option the selected item will be opened in a new tab and the user can save it. This option is configurable. To be able the download with this method, the following settings must be done: at the bottom of the navigation pane click on the cog mark (⚙) and check the “Download” radio button. Then click “Apply”. To disable double click download again, check “No action” radio button, and click “Apply”.



Hide/show function

The user interface is divided into 3-columns/sections. Any of these sections can be easily hidden with clicking on the small arrow marks (◀) as shown on the picture below:



Sorting in contentWEB

The processed items can be sorted by the available item columns (displayed columns are configurable in the **UI settings**). With a click on the arrow sign (↕) the user may sort them in the reverse order.

By default, the following columns are visible in **File Archive** system:

- ✓ **Title** – enables sorting according to file name;



- ✓ **Created** – enables sorting according to creation date;
- ✓ **Modified** – enables sorting according to modification date;
- ✓ **Size** – enables sorting according to size.

Note: The **Folders** column is available from the Advanced search view only.

The screenshot shows the 'contentWEB / File system archive / \diskstation' view. A table lists files with the following columns: Title, Created, Modified, Size, and Versions. The first row is highlighted in blue.

Title	Created	Modified	Size	Versions
4 APA and DKA.html	10/16/2015 1:04 PM	9/7/2015 5:37 PM	889 B	
4 APA and DKA_config.xml	10/16/2015 1:04 PM	9/7/2015 5:37 PM	2.8 KB	
4 APA and DKA_controller.swf	10/16/2015 1:04 PM	5/31/2013 8:02 PM	531.5 KB	
4 APA and DKA_embed.css	10/16/2015 1:04 PM	9/7/2015 5:37 PM	385 B	
4 APA and DKA_player.html	10/16/2015 1:04 PM	9/7/2015 5:37 PM	1.9 KB	
4_APA_and_DKA_First_Frame.png	10/16/2015 1:04 PM	9/7/2015 3:59 PM	11.6 KB	
andraspalffy - email archive 001.mp3	10/16/2015 1:05 PM	8/27/2015 2:32 PM	11.8 MB	
EA(12).sbv	10/16/2015 1:04 PM	9/9/2015 8:20 AM	4.9 KB	

By default, the following columns are visible in **Email Archive** system:

- ✓ **From** – enables sorting according to the sender;
- ✓ **Subject** – enables sorting according to the subject;
- ✓ **To** – enables sorting according to the addressee;
- ✓ **Date** – enables sorting according to the sent date;
- ✓ **Attachment** – enables sorting based on email attachments;

Note: The **Folders** column is available from the Advanced search view only.

The screenshot shows the 'contentWEB / Email archive / edit.balazsy@tech-arrow.com' view. A table lists emails with the following columns: From, Subject, To, Date, and Attachment. The first row is highlighted in blue.

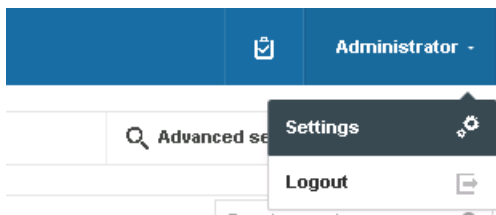
From	Subject	To	Date	Attachment
Edit_Balazsy <edit.balazsy@tech-arrow.com>	officeGATE video	John Arrow <john.arrow@tech-arrow.com>	3/8/2016 8:50 AM	
John Arrow <john.arrow@tech-arrow.com>	officeGATE	Edit_Balazsy <edit.balazsy@tech-arrow.com>	2/25/2016 12:43 PM	
John Arrow <john.arrow@tech-arrow.com>	video	Edit_Balazsy <edit.balazsy@tech-arrow.com>	2/25/2016 12:38 PM	
<tfs@techarrow.onmicrosoft.com>	New contentACCESS setup 2.8.14 (PATCH) is ready	<Build_notification@tech-arrow.com>	1/26/2016 8:30 AM	
<tfs@techarrow.onmicrosoft.com>	New contentGATE setup x64 2.0.2 is ready	<Build_notification@tech-arrow.com>	1/26/2016 8:16 AM	
Edit_Balazsy <edit.balazsy@tech-arrow.com>	Test	Edit_Balazsy <edit.balazsy@tech-arrow.com>	1/22/2016 10:49 AM	
<tfs@techarrow.onmicrosoft.com>	New contentGATE setup x64 2.0.0 is ready	<Build_notification@tech-arrow.com>	1/21/2016 3:25 PM	



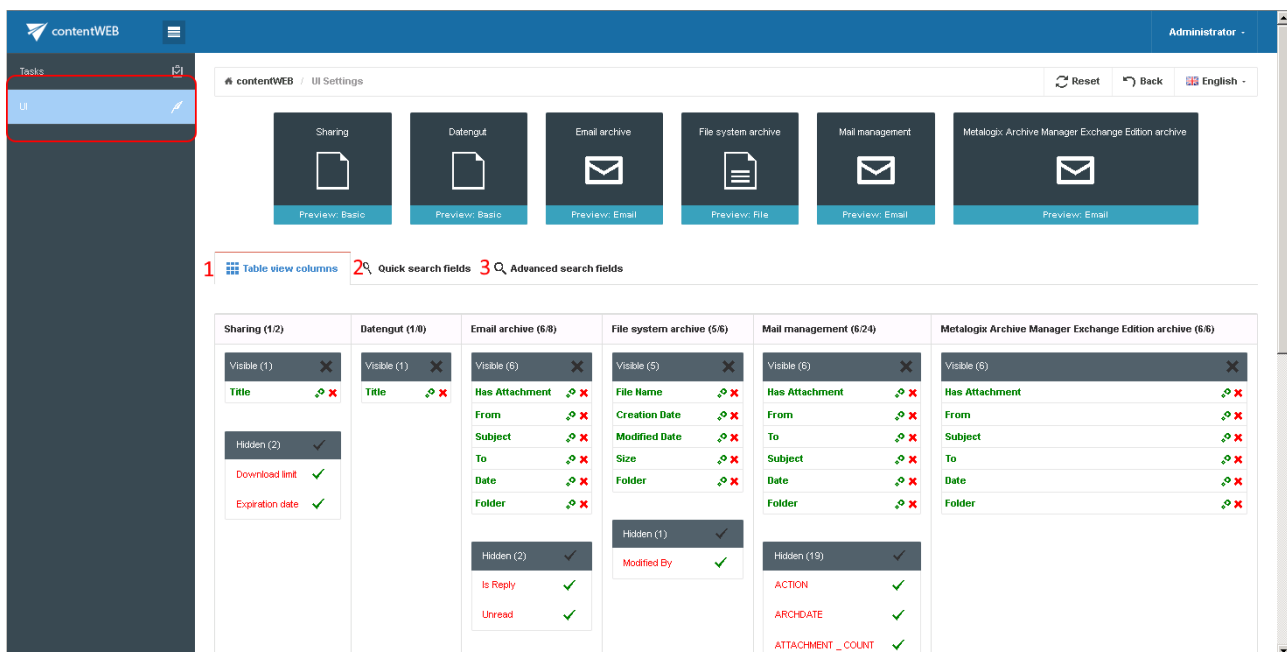
The system administrator may set on the **UI settings** page, which columns will be visible in the grid for the given model. It is also possible to rename the columns and set them to sortable/non-sortable in case of need. For more information about these settings refer to chapter [User interface settings](#) of this guide.

User interface settings

contentWEB's user interface settings are available on the **UI Settings** page. The page can be opened with clicking the **Settings** menu item ...



... and switching to **UI** in the left pane of the settings page.



The **UI Settings** page features the following configuration options:

1. **Table view column configurations** – allows to set, which columns will be displayed in the grid (in standard view and advanced search view)
2. **Quick search fields** - quick search criteria may be enabled/disabled here
3. **Advanced search fields** – advanced search criteria may be enabled/disabled here

The default table **UI Settings** may be reset easily via the **Reset** button located at the top of the page.



Quick and advanced search field settings are described in more details in chapter [Editing Quick search and Advanced search criteria](#) of this guide. Now only the **Table view column configurations** will be described.

Table view column configurations

Table view column configurations allow to set, which columns will be displayed in the item's grid.

➤ Hiding/Unhiding columns

Visible columns may be hidden to a model (e.g. Email archive model) by clicking the cross mark (✖) in the table of **Visible** columns. Clicking the check mark (✓) in the **Hidden** column makes to work it the opposite way. Columns that were set to Visible/Hidden are shifted to the appropriate column in the grid.

➤ Column settings

Column settings can be edited with clicking the cog mark located next to the given column name (e.g. "From" as on the picture below).

Note: Only the visible column's settings can be edited.

Email archive (6/8)	File system archive (5/6)	Mail management (6/24)	Metalogix Archive Manager Exchange Edition archive (6/6)
<div>Visible (6) ✖</div> <div>Has Attachment ⚙️ ✖</div> <div>From ⚙️ ✖</div> <div>Subject ⚙️ ✖</div> <div>To ⚙️ ✖</div> <div>Date ⚙️ ✖</div> <div>Folder ⚙️ ✖</div> <div>Hidden (2) ✓</div> <div>Is Reply ✓</div>	<div>Visible (5) ✖</div> <div>File Name ⚙️ ✖</div> <div>Creation Date ⚙️ ✖</div> <div>Modified Date ⚙️ ✖</div> <div>Size ⚙️ ✖</div> <div>Folder ⚙️ ✖</div> <div>Hidden (1) ✓</div> <div>Modified By ✓</div>	<div>Visible (6) ✖</div> <div>Has Attachment ⚙️ ✖</div> <div>From ⚙️ ✖</div> <div>To ⚙️ ✖</div> <div>Subject ⚙️ ✖</div> <div>Date ⚙️ ✖</div> <div>Folder ⚙️ ✖</div> <div>Hidden (19) ✓</div> <div>ACTION ✓</div> <div>ARCHDATE ✓</div>	<div>Visible (6) ✖</div> <div>Has Attachment ⚙️ ✖</div> <div>From ⚙️ ✖</div> <div>Subject ⚙️ ✖</div> <div>To ⚙️ ✖</div> <div>Date ⚙️ ✖</div> <div>Folder ⚙️ ✖</div>

By clicking the cog mark the settings dialog of the selected column opens.

Column settings

From

[String]

Field name:

From

Title

Sender

Format

3 Sortable

YES

YES

NO

Visibility 2

Always

Always

Standard view only

Advanced search view only

Close

Save changes

It is possible to configure the following values in this dialog:

- Title** – allows to change the title of the column in the grid (e.g. *Sender* as on the screenshots)

before configuration

From	Subject	To	Date
Jeff Youngflesh	Re: BMC update, 17:15	Chaz Vaughan;Stephen Morse	12/15/2000 5:43 PM
Jeff Youngflesh	Re: Quest Software/BMC update	Jennifer Medcalf	12/15/2000 4:44 PM
Jeff Youngflesh	FW: BMC DEAL --- UPDATE --- from Net Works (J Rub)	Jennifer Medcalf	12/14/2000 5:01 PM
Jeff Youngflesh	Re: BMC Update, 2:30pm 12/13 - changes noted	Jennifer Medcalf	12/13/2000 2:47 PM
Jeff Youngflesh	Thank you, Doug!	Douglas Cummins	12/13/2000 11:25 AM

after configuration

Sender	Subject	To	Date
Jeff Youngflesh	Re: BMC update, 17:15	Chaz Vaughan;Stephen Morse	12/15/2000 5:43 PM
Jeff Youngflesh	Re: Quest Software/BMC update	Jennifer Medcalf	12/15/2000 4:44 PM
Jeff Youngflesh	FW: BMC DEAL --- UPDATE --- from Net Works (J Rub)	Jennifer Medcalf	12/14/2000 5:01 PM
Jeff Youngflesh	Re: BMC Update, 2:30pm 12/13 - changes noted	Jennifer Medcalf	12/13/2000 2:47 PM

- Visibility** – allows to set, in which views will be the given column available; in standard view, in advanced search view or always

visible column

From	Subject	To	Date
Jeff Youngflesh	Re: BMC update, 17:15	Chaz Vaughan;Stephen Morse	12/15/2000 5:43 PM
Jeff Youngflesh	Re: Quest Software/BMC update	Jennifer Medcalf	12/15/2000 4:44 PM

"From" column is hidden

Subject	To	Date
Re: BMC update, 17:15	Chaz Vaughan;Stephen Morse	12/15/2000 5:43 PM
Re: Quest Software/BMC update	Jennifer Medcalf	12/15/2000 4:44 PM



Note: By default the “From” column is turned on in the Advanced search view only.

3. **Sortable-** allows to set, if the items will be sortable based on this column

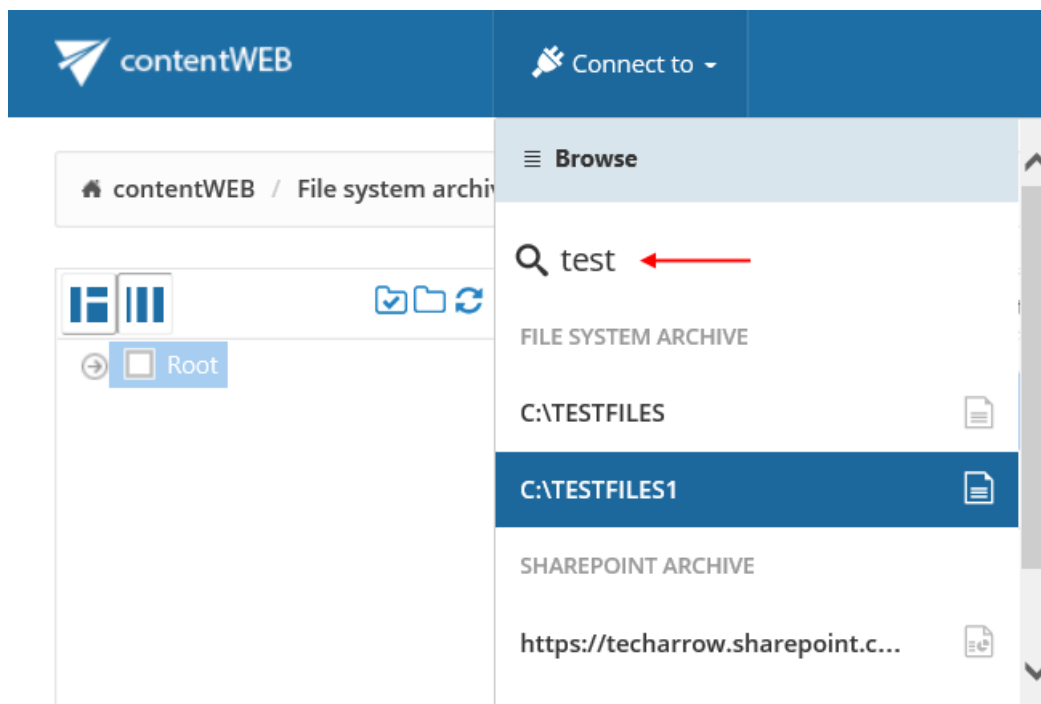
Items: 1 / 16		Type to search ...	
From	Subject	To	Date
Jeff Youngflesh	Re: BMC update, 17:15	Chaz Vaughan;Stephen Morse	12/15/2000 5:43 PM
Jeff Youngflesh	Re: Quest Software/BMC update	Jennifer Medcalf	12/15/2000 4:44 PM

Search functions in contentWEB: “Connect to search”, quick search, advanced search

The following chapters will describe how to use the search functions that are available in contentWEB.

“Connect to” search

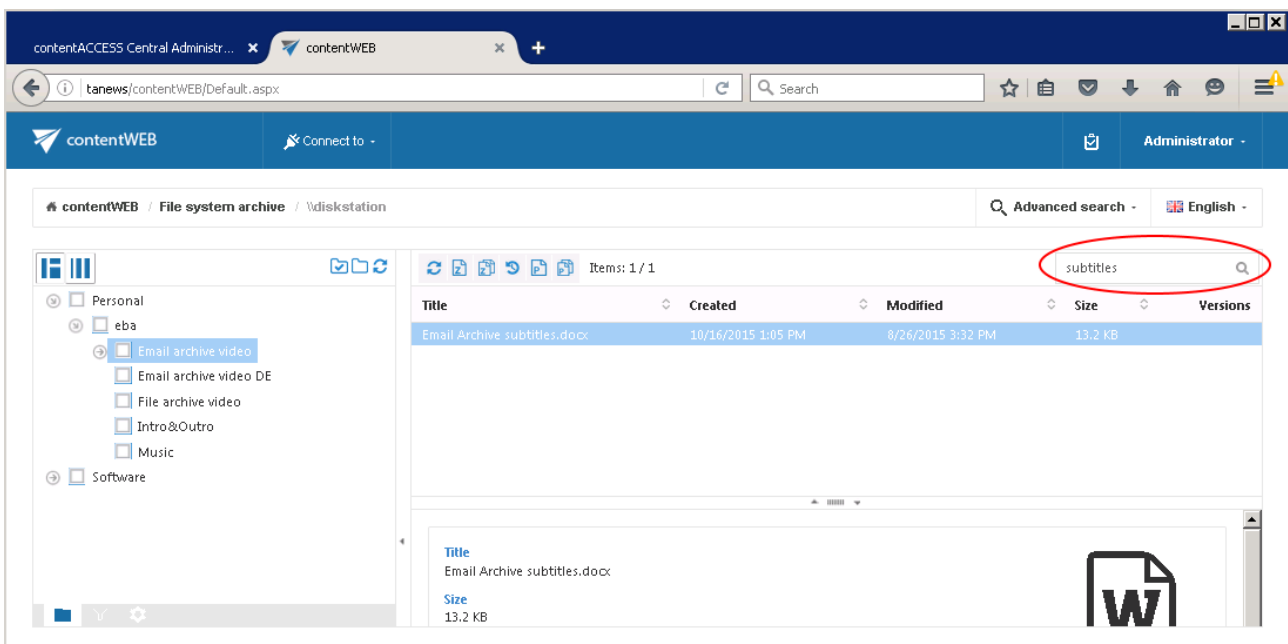
Click into the **Connect to** dropdown list and start to write the name of the entity that you would like to connect to. This search function will automatically filter out the entities by the partial name entered here.



Quick search

The quick search function of contentWEB enables searching in one single folder only, which is selected in the left navigation pane, in the tree view. Quick search supports only text-based fields (e.g. Title, Subject). To start the search, connect to the desired folder in the “Connect to” list, and locate the desired folder/subfolder in the navigation pane. Then type the searched phrase into the search box located above the list view.

The quick search criteria may be changed in the UI settings. This will be detailed in chapter [Editing Quick search and Advanced search criteria](#) of this guide later on.

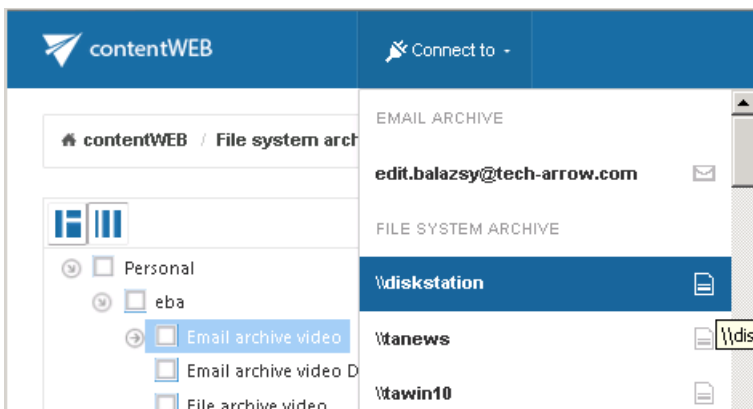


Use case 1: Searching for a document containing our Youtube video subtitles

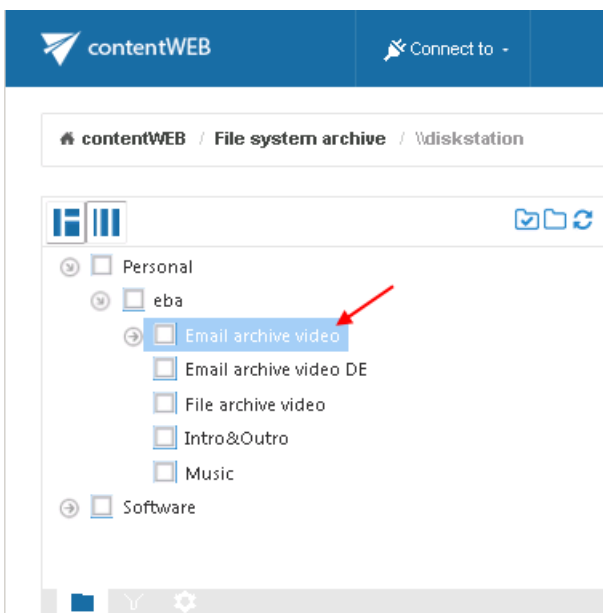
Search criteria:

- Root folder (entity):** `\\diskstation`
- Archive subfolder:** Email archive video
- Title:** contains phrase “subtitle”.

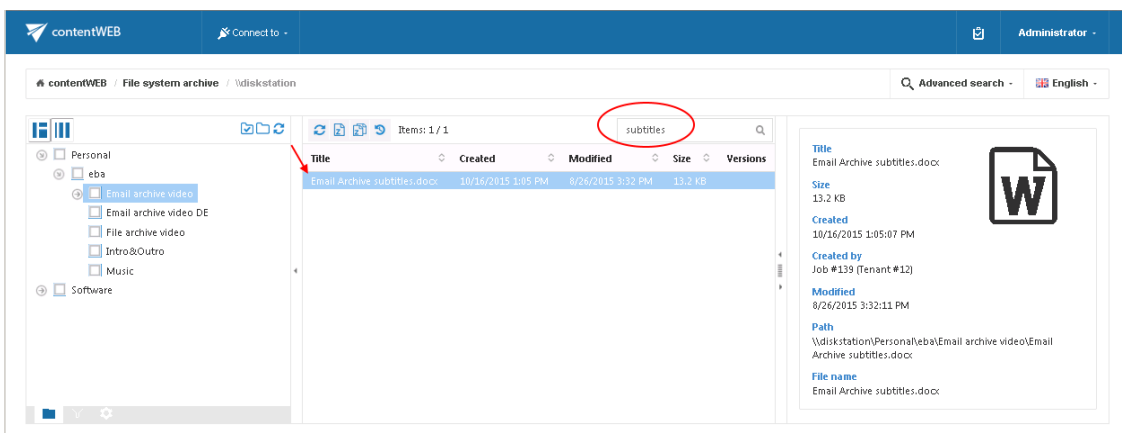
In this use case we will search for a document in subfolder **Email archive video** on the `\\diskstation` root. We connect to the root (`\\diskstation`) in the **Connect to** list first.



Further we select the given subfolder (*Email archive video*) in the navigation pane:



Now we type “subtitles” into the quick search field and the entry (entries) will be automatically searched for.

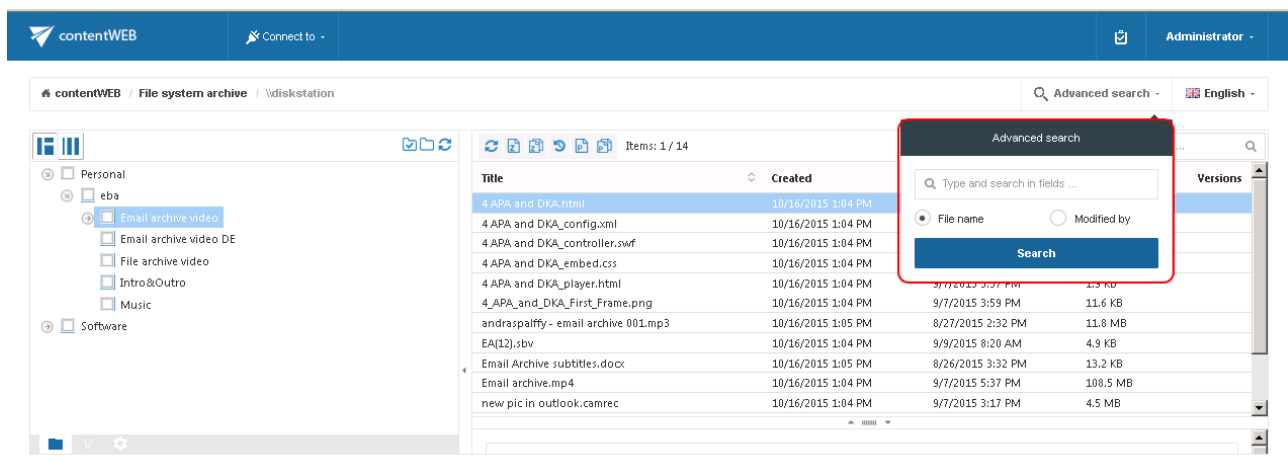




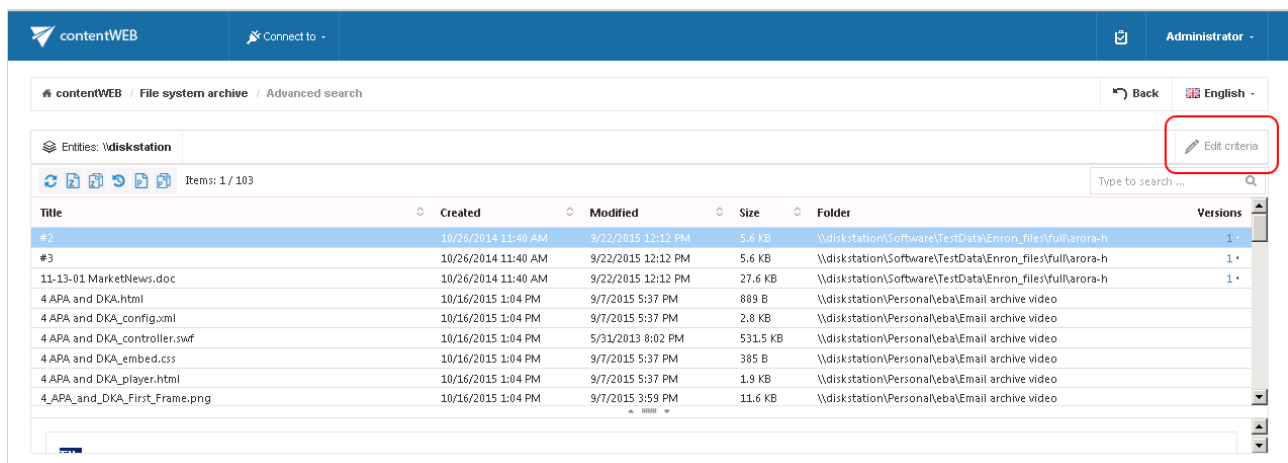
Advanced search

With the advanced search function the user may search in one or multiple entities simultaneously according to one or multiple search criteria. With advanced search it is not allowed to search in one folder only. It crawls the whole folder structure of the selected entity/entities.

To start advanced search, connect to an entity in the “Connect to” list. Then click on the **Advanced search** option on the right side of the user interface. You can specify the first search criteria in this **Advanced search** menu, or you can leave the menu empty and specify all your criteria later on. Click **Search**.



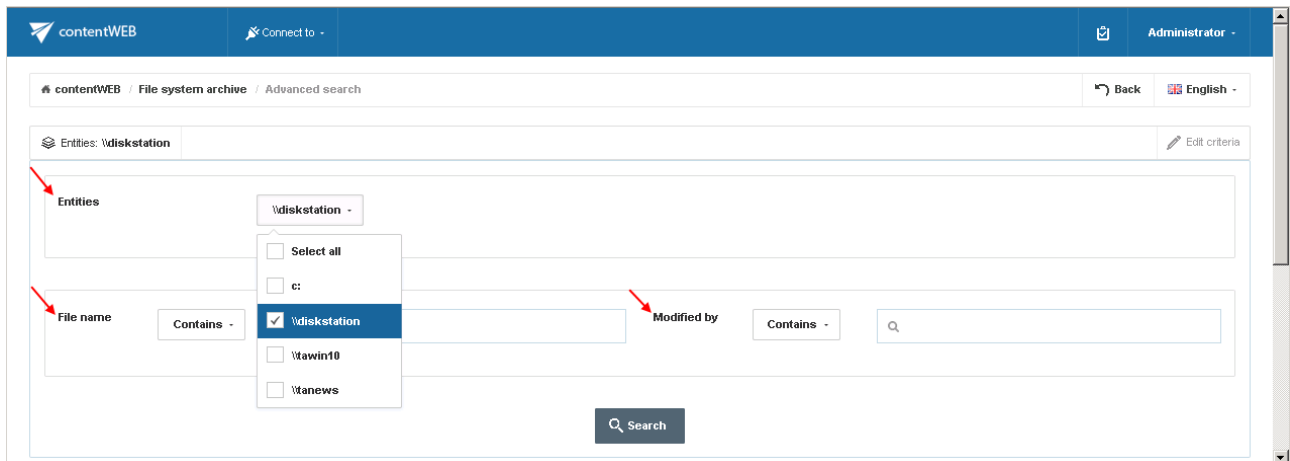
Click on **Edit criteria** at the right side of the next page:



The **Advanced search** page will be loaded. Unroll the **Entities** dropdown list and select the entities (mailboxes/root folders) to be crawled. **Entities** filter lists all available mailboxes/roots on which the logged on user has the necessary access permissions.



By using the advanced search criteria the user may decide, if documents with the identical name will be searched for (use the “**Equals**” filter), or also documents with this partial name will be searched for (use the “**Contains**” filter).



Screenshot: Default search criteria in file archive system

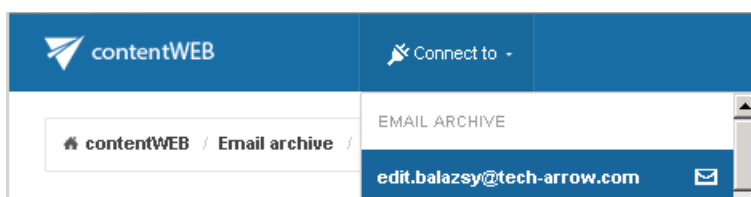
contentWEB enables advanced searching based on criteria set in the **UI settings**. For more information refer to the [Editing Quick search and Advanced search criteria](#) subchapter of this guide.

Use case 2: Searching for an email message about an expense report

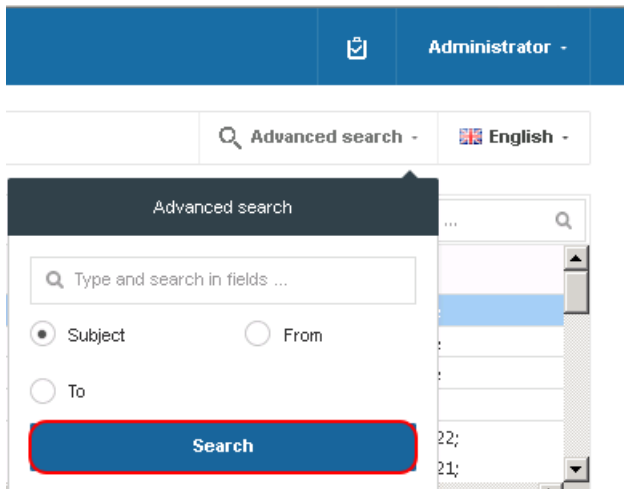
Search criteria: **Mailbox:** edit.balazsy@tech-arrow.com
 Date range: 01.01.2002 – 31.12.2002
 Subject: contains phrase “expense report”.

As we need to search for an item based on a non-textual value (date range), and we would like to search for the item according to multiple search criteria (date range and subject), we need to use the **Advanced search** of contentWEB.

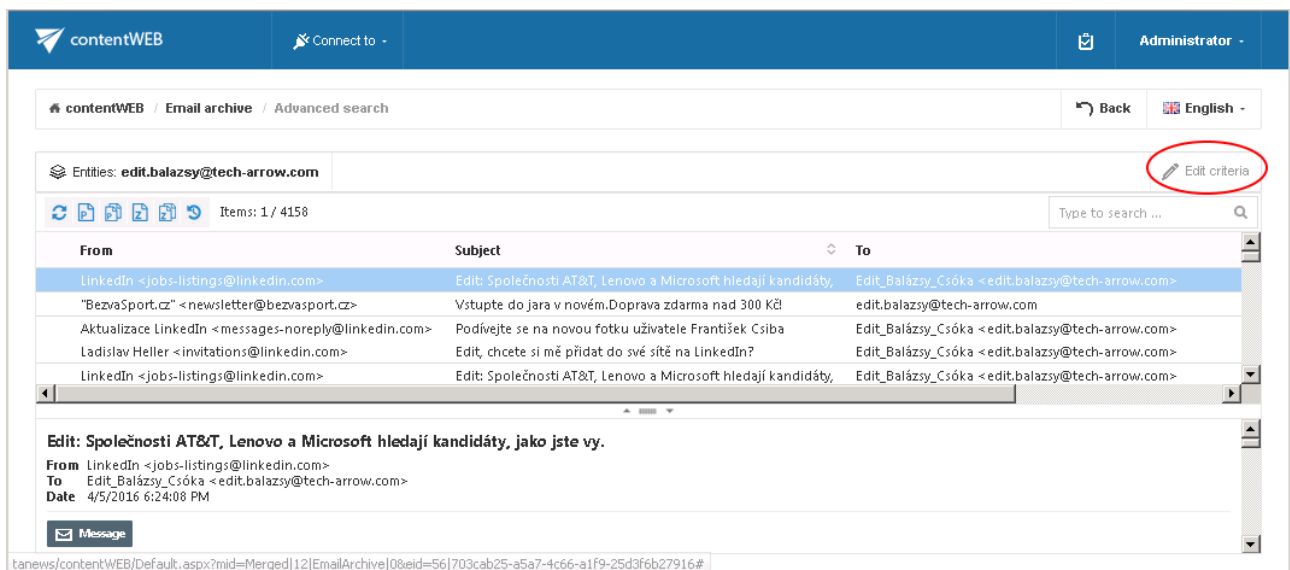
To start advanced search, connect to the archive mailbox of edit.balazsy@tech-arrow.com in the “**Connect to**” list.



Click on the **Advanced search** option in the right upper part of the user interface. Click **Search** in the search menu.



Further click **Edit criteria** on the next page.



On the next page we can specify the desired criteria:

1. From the **Entities** dropdown list the user may select multiple archive mailboxes (root folders in case of file archive), on which he has access permissions. Now we are searching only in mailbox edit@balazsy@tech-arrow.com that we have selected in the **Connect to** list.
2. As we are searching for emails of which subject contains “expense report”, we enter this phrase into the **Subject** text box.
3. We are searching for emails in date range **01/01/2002 – 31/12/2002**, so we select **Between** from the **Date** dropdown list. Then we specify the desired date range.



contentWEB / Email archive / Advanced search

Entities: edit.balazsy@tech-arrow.com

Entities: edit.balazsy@tech-arrow.com

Subject: Contains - expense report

To: Contains -

From: Contains -

Date: Between - 01/01/2002 - 31/12/2002

Search

Now we click on **Search**.

contentWEB / Email archive / Advanced search

Entities: edit.balazsy@tech-arrow.com

Subject: Contains contentaccess

Entities: edit.balazsy@tech-arrow.com

From: Contains - Attila

To: Contains - Edit

Subject: Contains - contentaccess

Date: Between - 07/03/201 - 07/06/201

Search

The desired file has been found as displayed on the picture below:



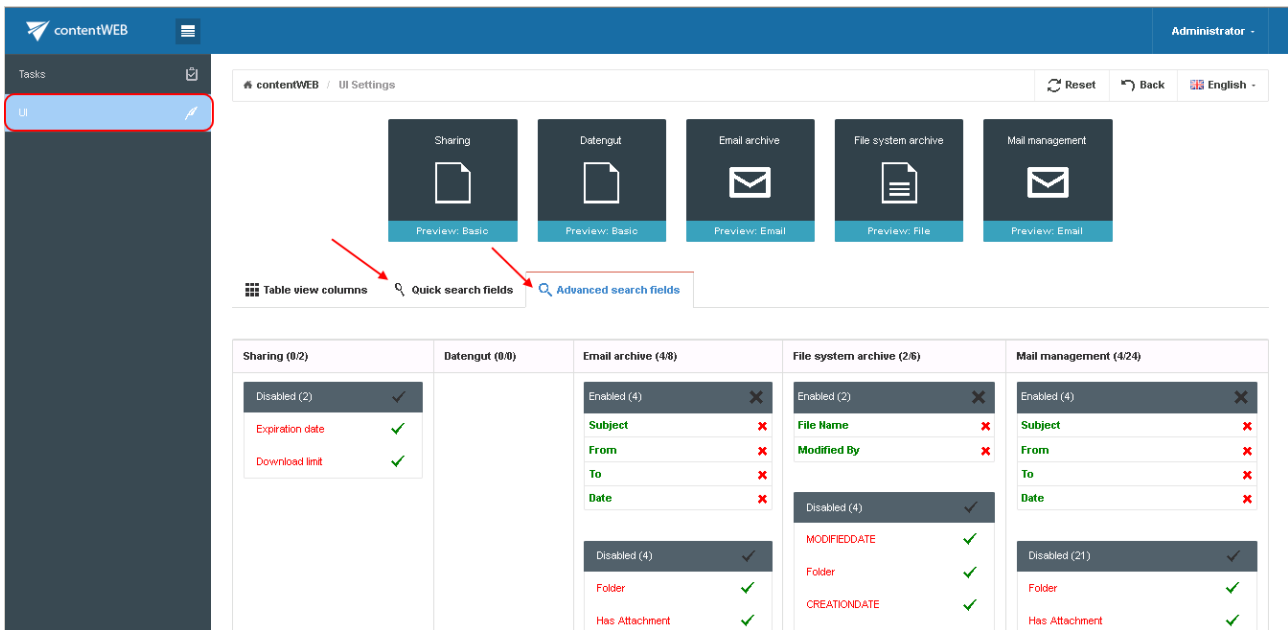
Note: In the search view the **Folder** column is automatically displayed as well. This feature simplifies to identify the file location in the folder structure. The administrator may configure, which columns should be displayed in search view. This configuration is further described in chapter [Table view column configurations](#) of this guide

Editing Quick search and Advanced search criteria

The search criteria that the contentWEB quick search and advance search uses may be edited by the system administrator. To edit these criteria open the **Administrator** menu, and click on **Settings**.

Switch to **UI settings** with clicking on **UI** in the left panel. Open the

- **Quick search fields** tab to edit the search fields that the quick search uses
- **Advanced search fields** tab to edit the search fields that the advanced search uses



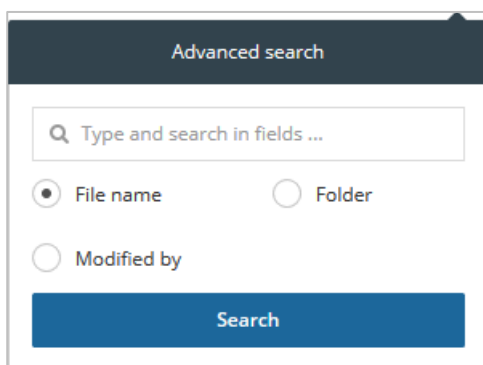
Sharing (0/2)	Datengut (0/0)	Email archive (4/8)	File system archive (2/6)	Mail management (4/24)
Disabled (2) ✓ Expiration date ✓ Download limit ✓		Enabled (4) ✕ Subject ✕ From ✕ To ✕ Date ✕ Disabled (4) ✓ Folder ✓ Has Attachment ✓	Enabled (2) ✕ File Name ✕ Modified By ✕ Disabled (4) ✓ MODIFIEDDATE ✓ Folder ✓ CREATIONDATE ✓	Enabled (4) ✕ Subject ✕ From ✕ To ✕ Date ✕ Disabled (21) ✓ Folder ✓ Has Attachment ✓

New search fields may be enabled/disabled to the available models (Email Archive, File Archive etc.) by clicking on the

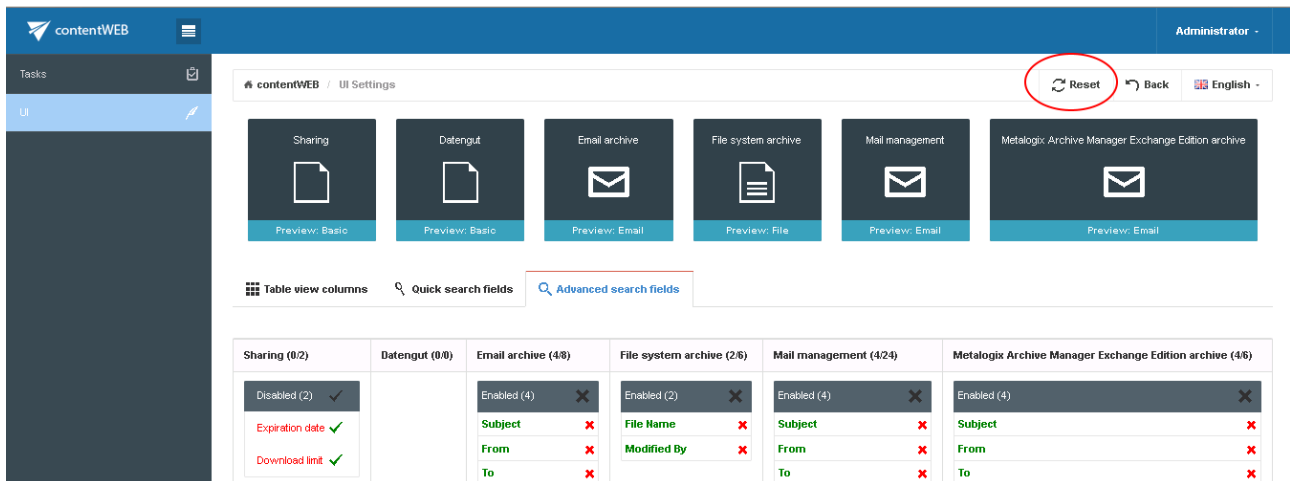
- check mark (✓) – means enable
- cross mark (✕) – means disable

next to the given model's field.

The enabled search fields will be added to/ the disabled fields will be deleted from the **Advanced search** menu's search criteria.



The default search field settings can be reset by clicking the **Reset** button on the **UI settings** page:



Folder selection methods

In the following subchapters we will describe how multiple folders/items may be selected in the contentWEB pane/in the items grid. Any operations may be started on multiple items/folders that are selected. These operations are described in more details in section [Tasks supported by different entities](#).

Multi-selection:

Multiple item selection: If the user would like to perform any operations on the contentWEB items from the grid (item list), he can **select multiple items** for processing.

The user may select multiple items **in the item's grid** with

- holding down the CTRL/SHIFT keys and selecting multiple items to process (like on the picture below);



contentWEB / Email archive / edit.balazsy@tech-arrow.com

Advanced search - English -

Items: 6 / 16

From	Subject	To	Date
Jeff Youngflesh	Thank You, (again)	Bob McAuliffe	12/6/2000 9:23 AM
Jeff Youngflesh	Update on BMC/EBS situation	Bob McAuliffe	12/12/2000 2:30 PM
Jeff Youngflesh	Calendar Availability for 11/30, 12/1? (BMC/EBS update)	Bob McAuliffe; Peter Goebel; Bruce Smith; Randy Matson; Jim O	11/29/2000 1:16 PM
Jeff Youngflesh	Re: BMC update, 17:15	Chaz Vaughan; Stephen Morse	12/15/2000 5:43 PM
Jeff Youngflesh	EBS opp ty w/BMC	Chaz Vaughan; Stephen Morse	11/30/2000 6:13 PM
Jeff Youngflesh	Re: BMC Update, clarification	Chaz Vaughan; Stephen Morse	12/13/2000 10:38 AM
Jeff Youngflesh	Thank you, Doug!	Douglas Cummins	12/13/2000 11:25 AM
Jeff Youngflesh	EBS Professional Services Agreement	Eric Merten; Tom O Moore	12/12/2000 1:56 PM
Peter Goebel	Re: Product Quotes and Software License Agreement (BMC / 1	Jeff Youngflesh	12/12/2000 8:58 AM
Jeff Youngflesh	Re: BMC Update, 2:30pm 12/13 - changes noted	Jennifer Medcalf	12/13/2000 2:47 PM

Update on BMC/EBS situation

From: Jeff Youngflesh
To: Bob McAuliffe
Date: 12/12/2000 2:30:00 PM

Message

Bob, I want to make sure I keep you in the loop on the EBS/BMC/NetWorks/Global Strategic Sourcing interactions. EBS has worked out an additional 25% discount, which brings the total discount structure to Enron to a 45%-off pricing level, if EBS and Enron aggregate their spend opportunity. This should come as good news to anyone at NetWorks who might be about to implement a BMC solution. Also, there is additional flexibility in the situation, in that BMC will be willing to work with Enron business units with regard to the timing of their software purchases as it relates to applicability in EBS' deal. For example, if Randy Matson's team chose the BMC solution at the

- CTRL + A - with this function the user may select the first 200 items from the grid.

Multiple folder selection: An action can be run in parallel either on one or on multiple folders. To **select one or multiple folders for processing** check the checkbox(es) next to the desired folder(s) in the navigation pane. The selected folders' paths will be displayed in the grid. Now you can run the desired action on the selected folders at one go.

contentWEB / Email archive / edit.balazsy@tech-arrow.com

Advanced search - English -

Folders: 3

Folder name/path
Inbox/TO ARCHIVE/Bmc
Inbox/TO ARCHIVE/Contacts
Inbox/TO ARCHIVE/Deleted Items

Recursive folder selection:

The user may select the

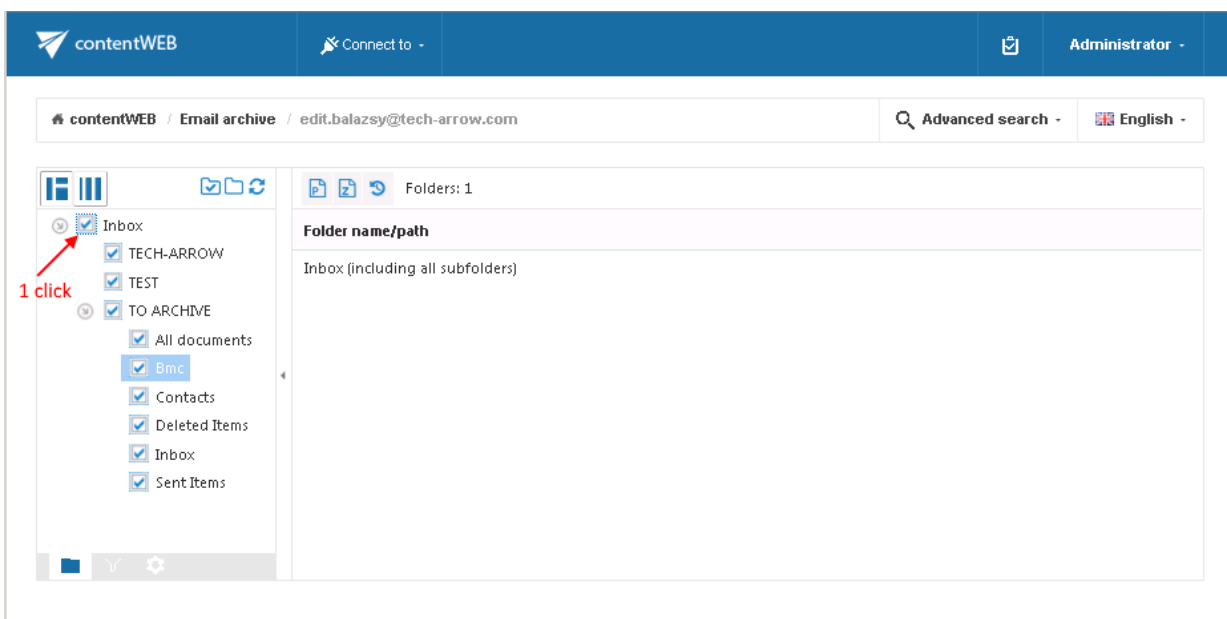
- **Entire folder structure** – by a) **single clicking** into the checkbox of the main parent folder or b) using the **Select all folders** button
- **Recursive folder structure starting from a parent folder** – by single clicking the parent subfolder

in the contentWEB's navigation pane.

On **double clicking** the parent folder's checkbox **only the parent will be selected**, on **third click** the **already selected folder will be deselected**.

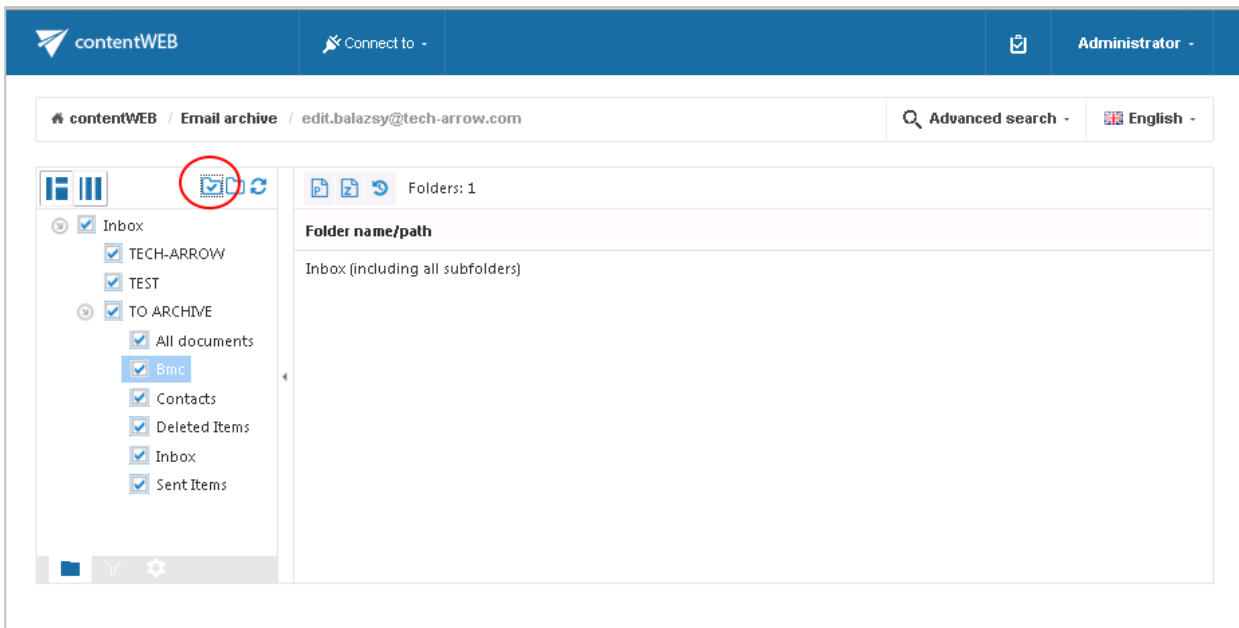
Selecting the entire folder structure: The user may select the **whole recursive folder structure** by

- **a single click** into the checkbox of the main parent folder. The information that the subfolders have been also selected is involved in the grid, and the path is marked with a black color.



Screenshot: Selecting the whole recursive folder structure using the single click option

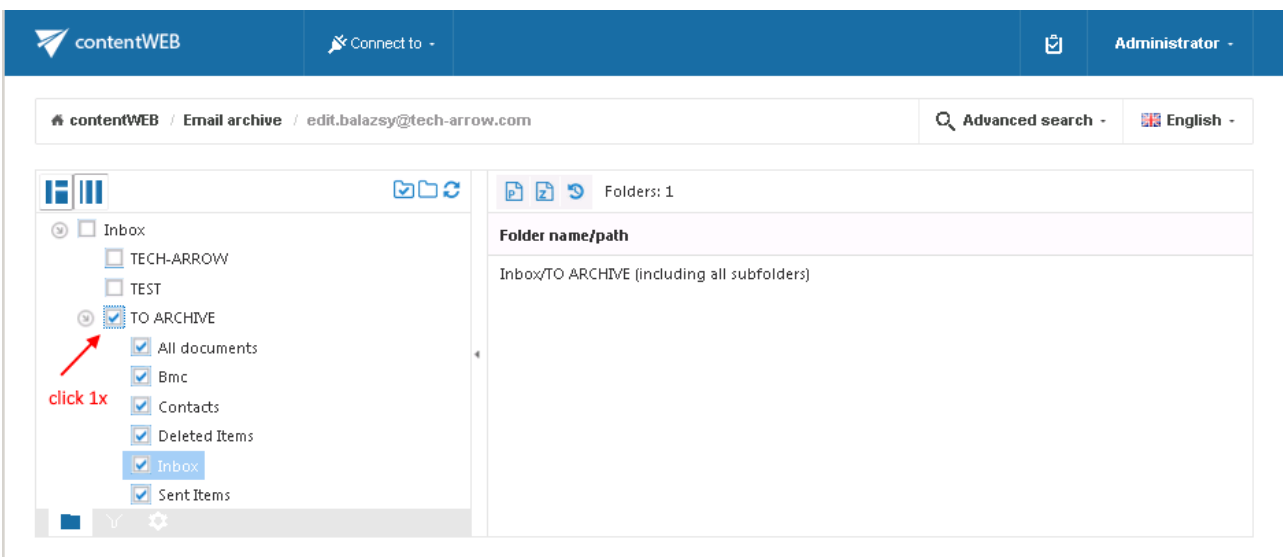
- Clicking on the **Select all folders** icon above the contentWEB pane:



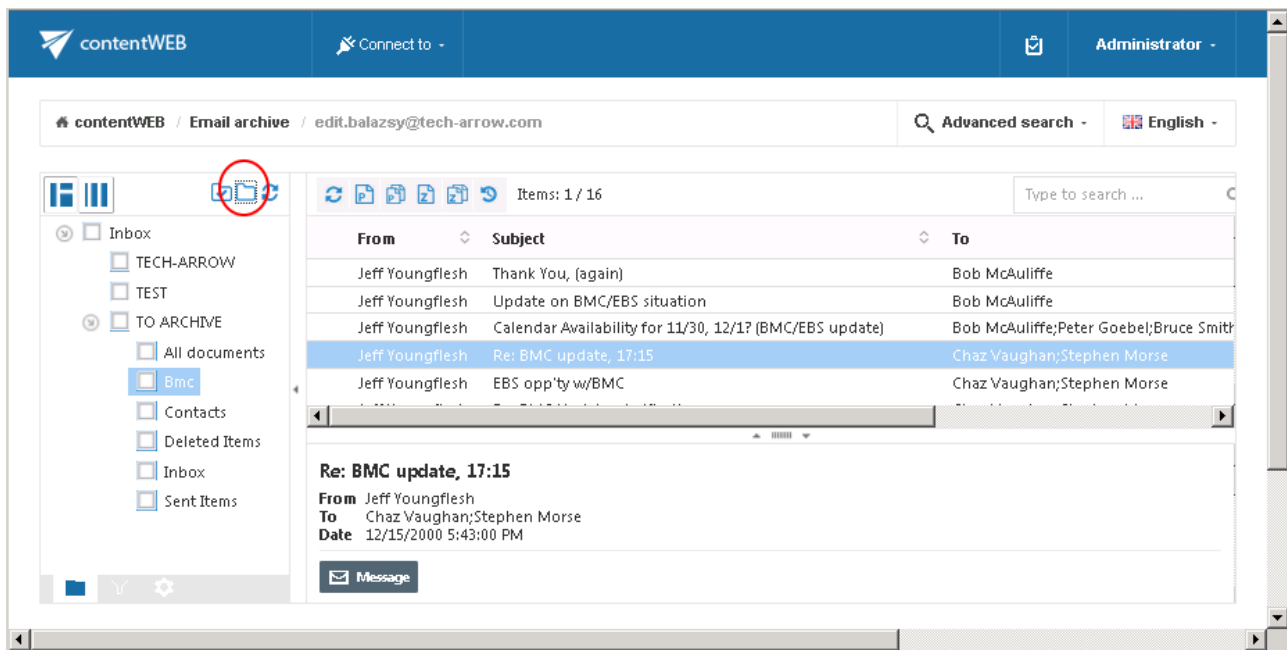
Screenshot: Selecting the whole recursive folder structure using the **Select all folders** icon

Selecting a recursive folder structure starting from a parent folder: The user may select a folder structure starting from a parent folder

- with clicking **1x** into the checkbox of the **given parent folder** (e.g. TO ARCHIVE on the picture below):

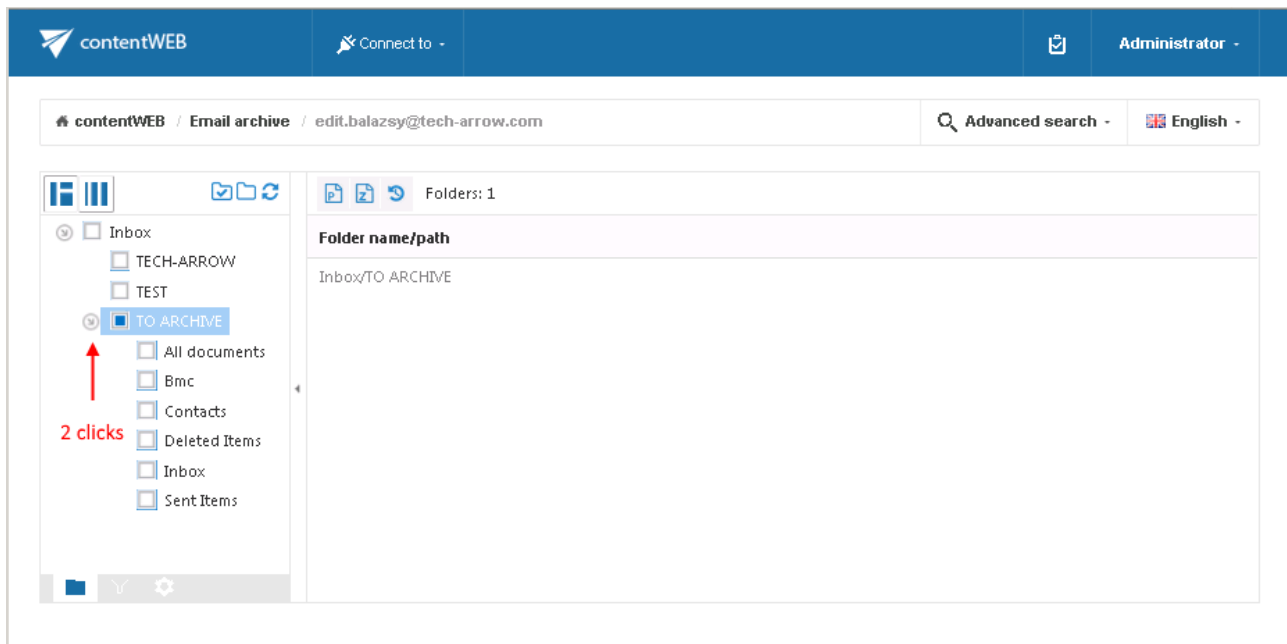


Use the **Deselect all folders** icon above the contentWEB pane to deselect all already selected folders:



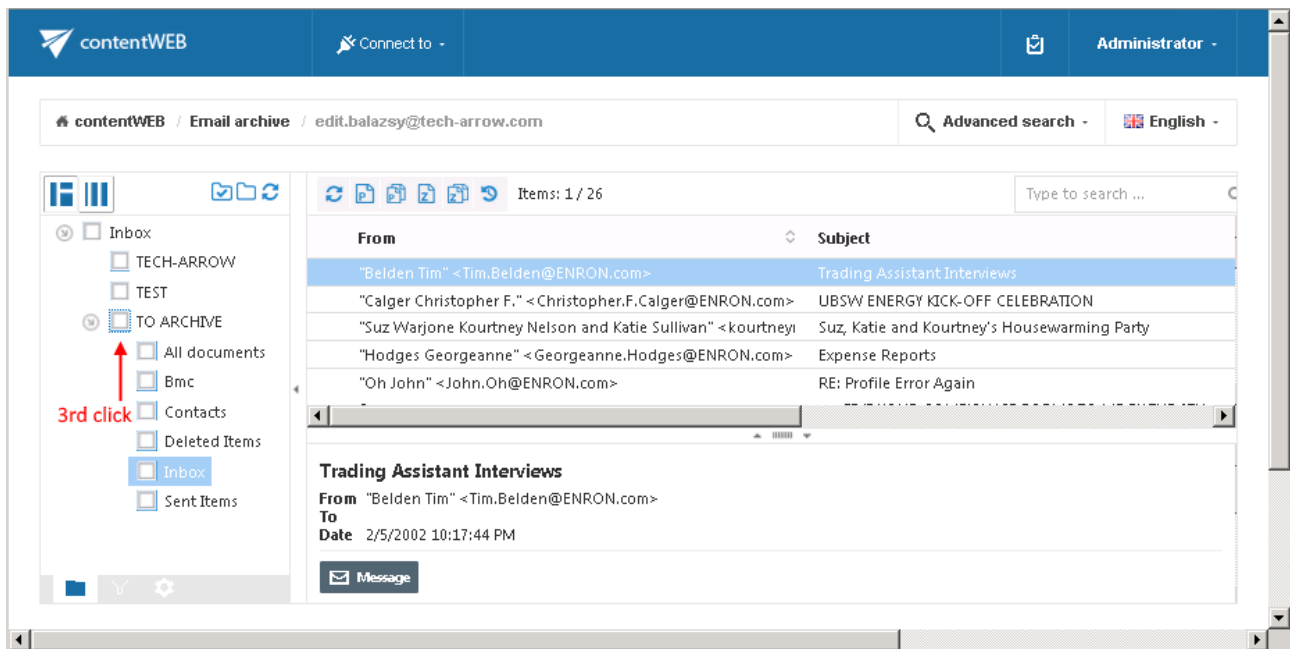
Screenshot: Deselecting the whole recursive folder structure using the **Deselect all folders** icon

Selecting the parent folder without its subfolders: Should the user exclude from processing the child folders and would like to process the **selected parent folder** only, he has to **click the parent folder twice** as illustrated on the below displayed screenshot. In this case, the folder path will be marked with a grey color in the grid.



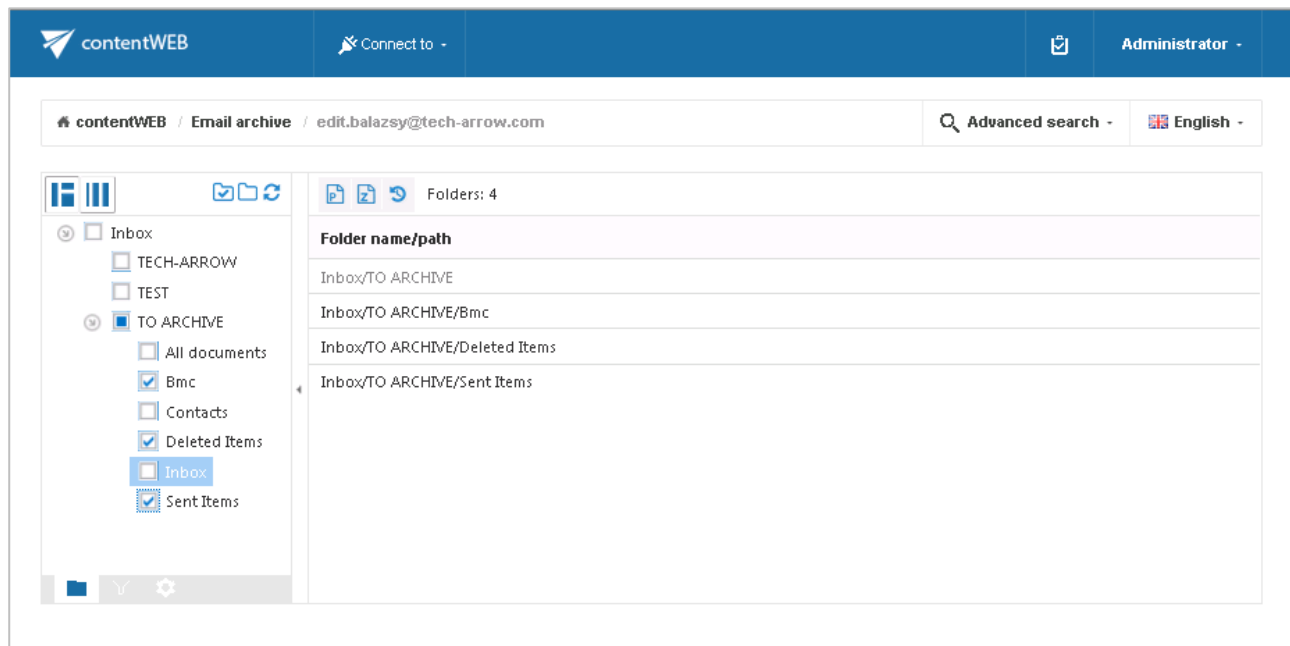
Screenshot: Selecting the parent folder by double-clicking the check box

On **third click** the **parent folder will be automatically deselected**. The same can be achieved by clicking the **Deselect all folders** icon above the pane.



Screenshot: Deselecting the parent folder on third click

It is also possible to select the parent folder and only some of its child folders. To achieve this, double click the checkbox of the parent folder and check the checkboxes of those child folders that you would like to select.



Screenshot: Selecting the parent folder and some of the child folders

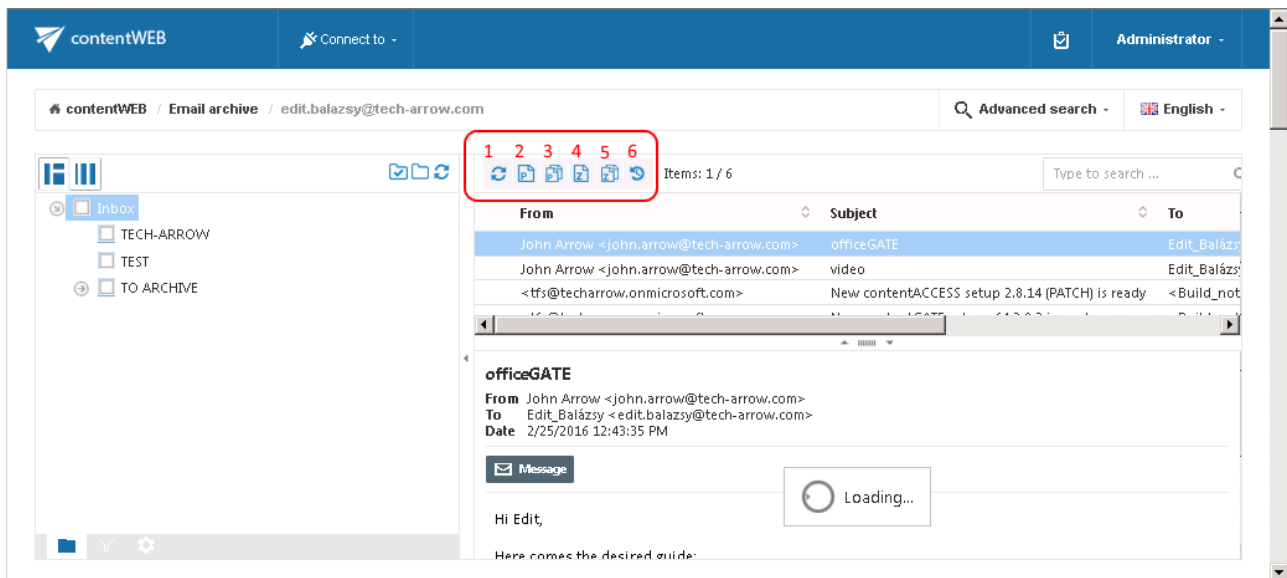


Tasks supported by entities (models)

The tasks that are supported in contentWEB are entity-specific. The available tasks can be triggered using the appropriate toolbar buttons located above the items grid. There are 6 different tasks that can be run using these buttons, namely:

1. **Refresh** – the button is used to manually update the item list;
2. **Export to PST** – exports selected mailbox items or folders into Outlook PST format;
3. **Export all to PST** – exports all items of the selected folder to PST;
4. **Export to ZIP** – exports selected items or folders into a compressed ZIP format; emails are saved as MSG files and are compressed to ZIP format
5. **Export all to ZIP** – exports all items of the selected folder into ZIP;
6. **Recovery** – recovers selected items, folders or the whole folder structure, if they were deleted from the original location (either from the mailbox or from the file system). Recovery works by the Email Archive and File system archive only.

Toolbar buttons are available from the search page, too.



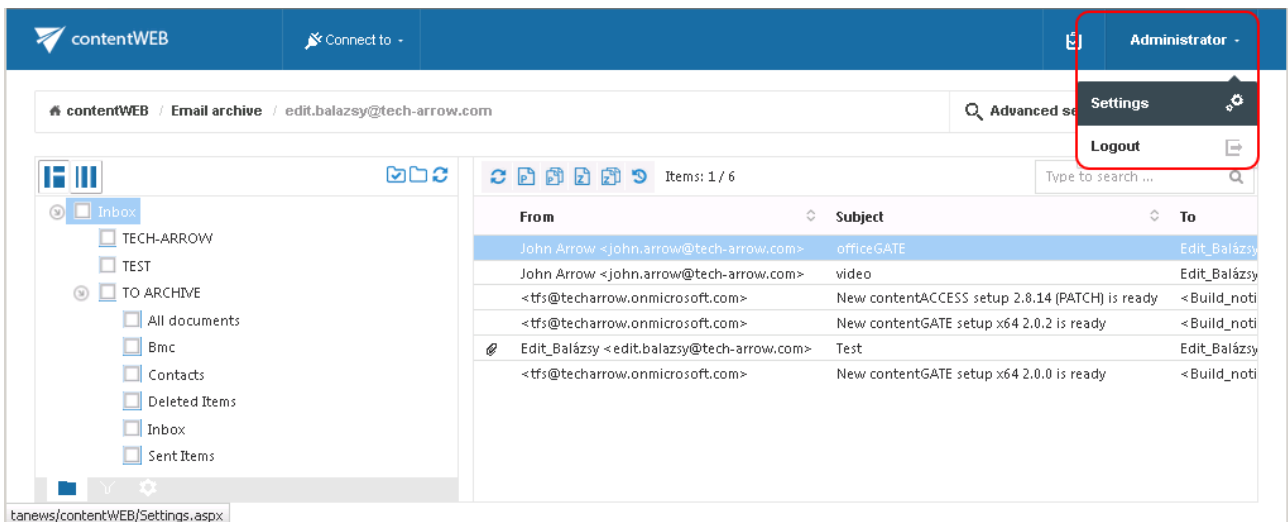
Screenshot: Toolbar buttons used to trigger File system archive tasks

Note: For more information regarding these functionalities in File System Archive and Email Archive read sections [File Archive tasks](#) and [Email Archive tasks](#) of this guide.

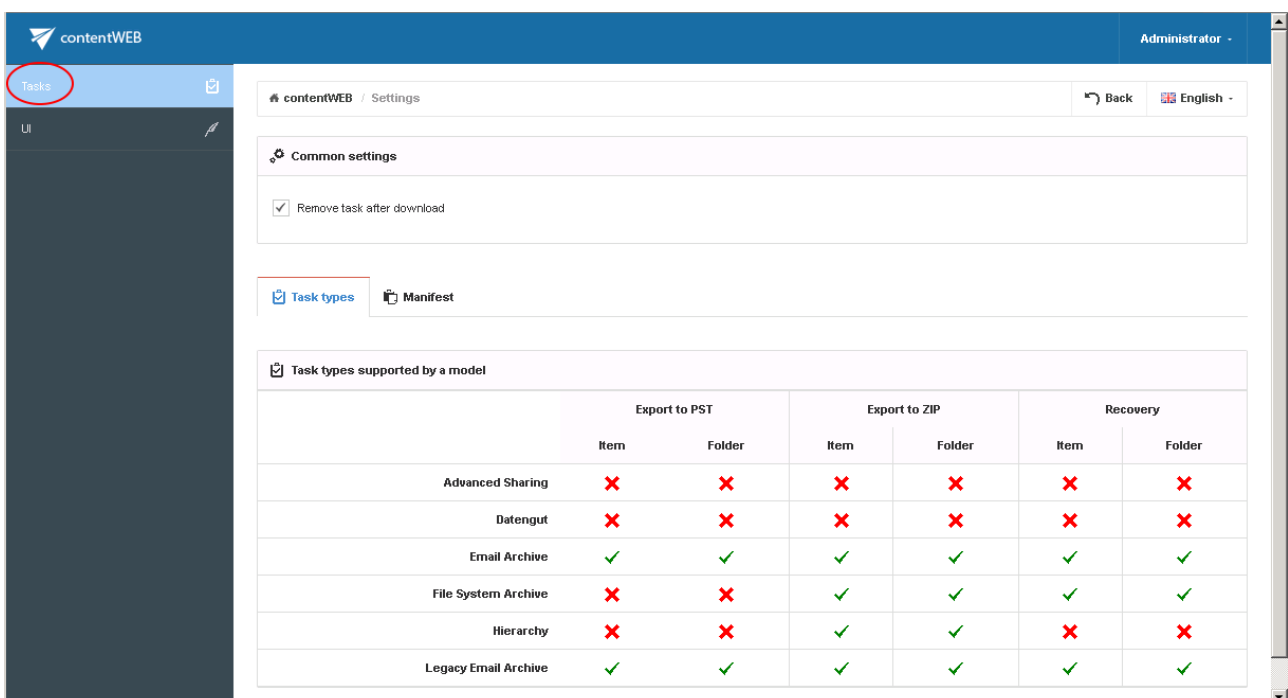
Enabling/disabling tasks

By default, all tasks available for an entity are enabled. However, the system administrator may configure if some tasks should be disabled/enabled for a given entity. This can be done from the administrators' settings page.

To open the page, navigate to the logged on user in the right upper part of the header bar, open the dropdown menu, and click on **Settings**:

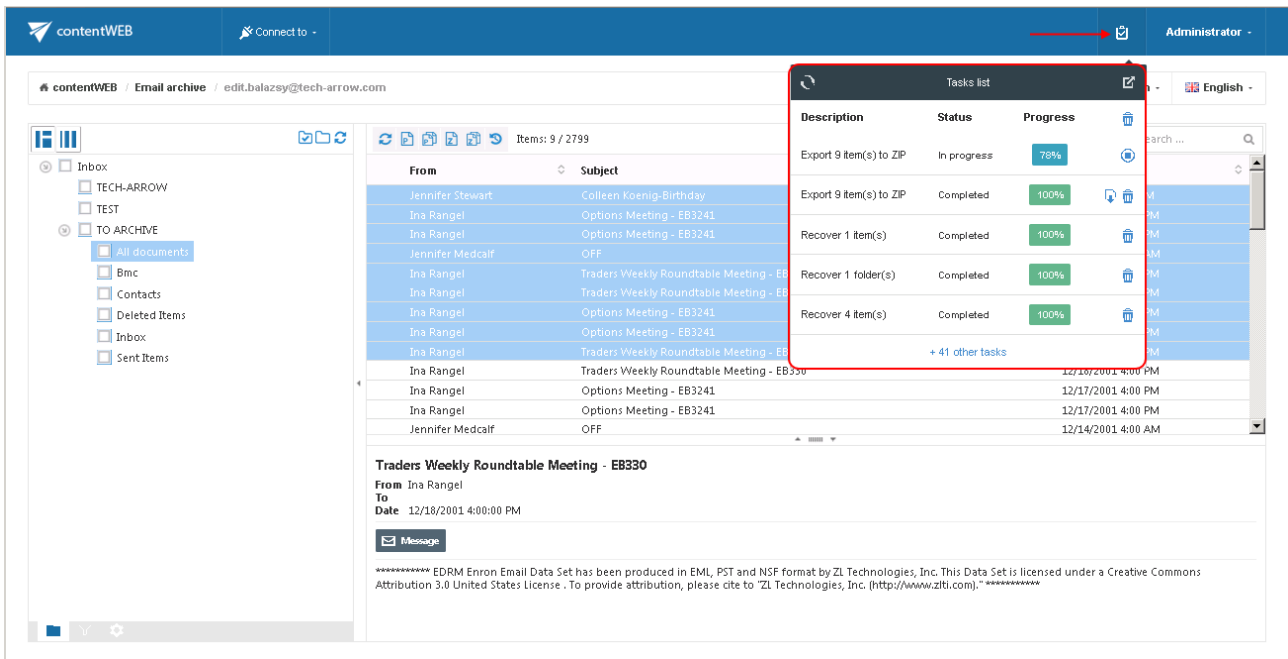


On the **Task types** tab the tasks enabled/disabled by an entity (model) can be seen. With clicking on the cross mark (✗) the administrator may enable a particular task; with clicking on the check mark (✓) he may disable the task again.

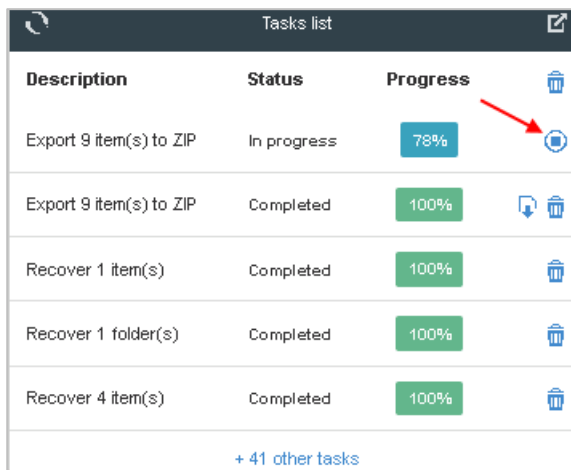


Tasks list

Export and recovery tasks that have been completed/are currently running can be viewed in the **Tasks list**. Click on the task button in the head bar of contentWEB to expand the list of tasks:









Currently running tasks can be cancelled by clicking the **Cancel** button in the list:



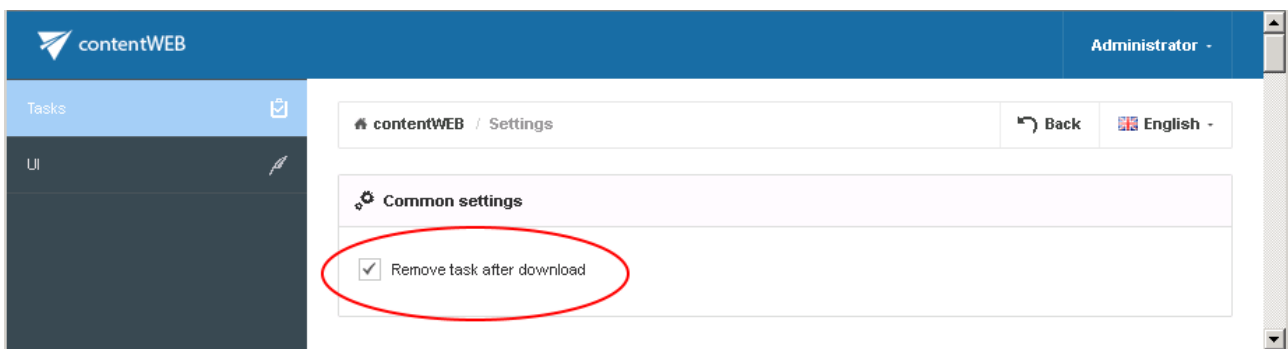
Screenshot: Cancelling an export task


The finished export tasks can be downloaded from here. The unnecessary tasks can be deleted manually from the tasks list one-by-one by clicking on the recycle bin mark in the respective row. With this action the exported items will be deleted from the server, too. All completed tasks may be deleted by clicking the bin mark in the first row.

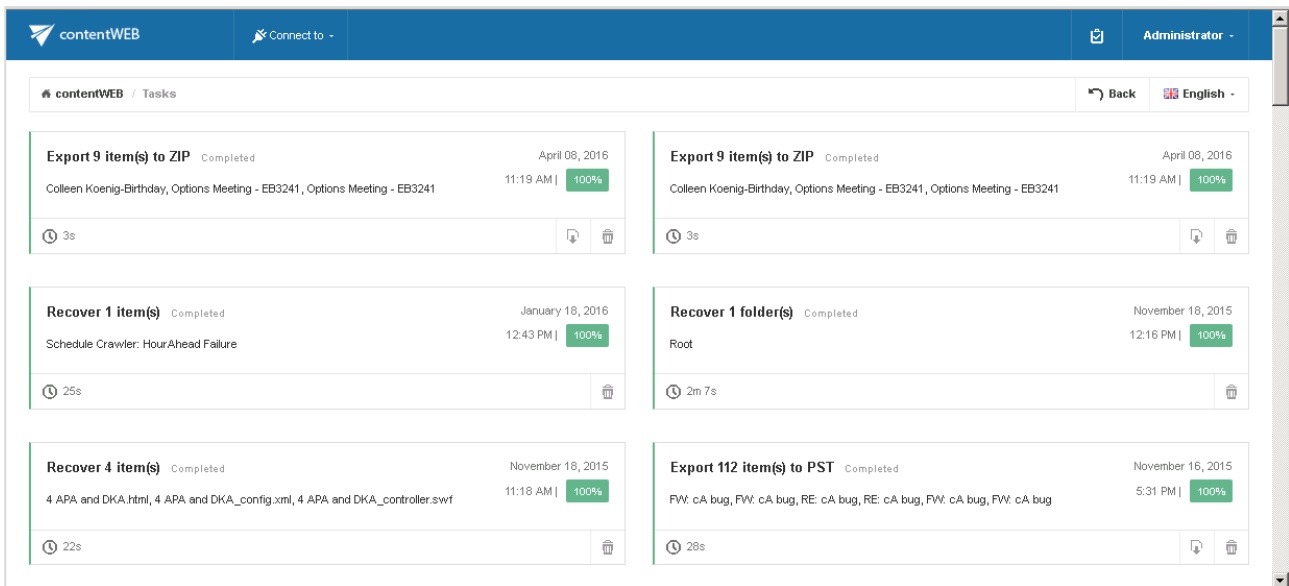
Tasks list			
Description	Status	Progress	
Export 9 item(s) to ZIP	In progress	78%	
Export 9 item(s) to ZIP	Completed	100%	 
Recover 1 item(s)	Completed	100%	
Recover 1 folder(s)	Completed	100%	
Recover 4 item(s)	Completed	100%	
+ 41 other tasks			

Screenshot: Download and deletion of the tasks

contentWEB allows to set the automatic deletion of already completed tasks. This configuration can be reached on the Task settings page. The page is accessible from **Settings → Tasks → Common settings**, by selecting the “Remove task after download” option.

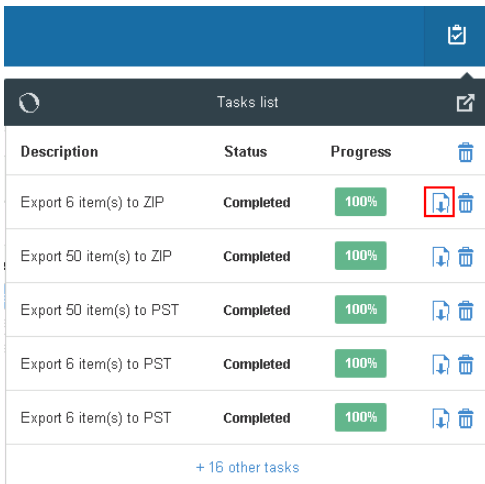


To show the complete task list on a new page, click on the page icon in the right upper corner of the Tasks list (). The tasks' download and delete actions can be done from this page, too.

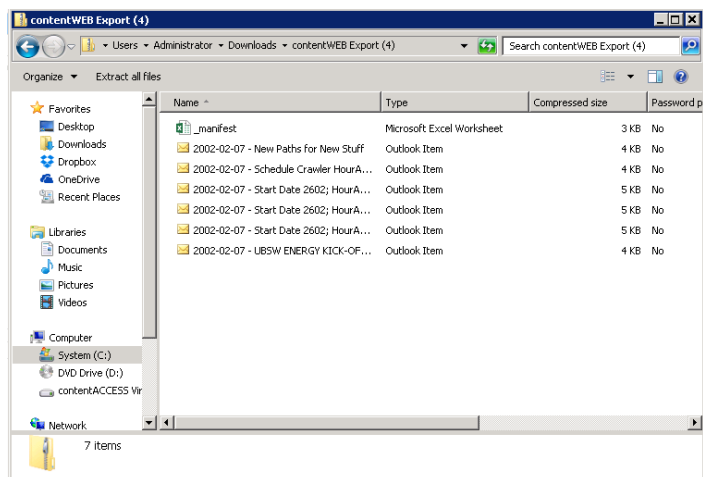


Download of export actions

Any export actions (Export to ZIP, Export to PST) can be downloaded from the Tasks list or from the tasks' page. The downloaded items are saved on the user's local disk between downloads. The ZIP package also contains a Manifest file in XLS format, which contains a summary about the exported items:



Screenshot A: Download of exported items



Screenshot B: Downloaded items

Manifest file and its settings

The manifest file is an XLS file that is automatically created when exporting any files and folders into ZIP format. It is a supplementary export file and can be found in the ZIP file downloaded from the

- On the **Resume** tab the user may view the task summary information, the start date and end date of the export action, the total number and size of the exported items;
- On the **Files** tab the user may find the title of the files, the file type, size and path to each files.

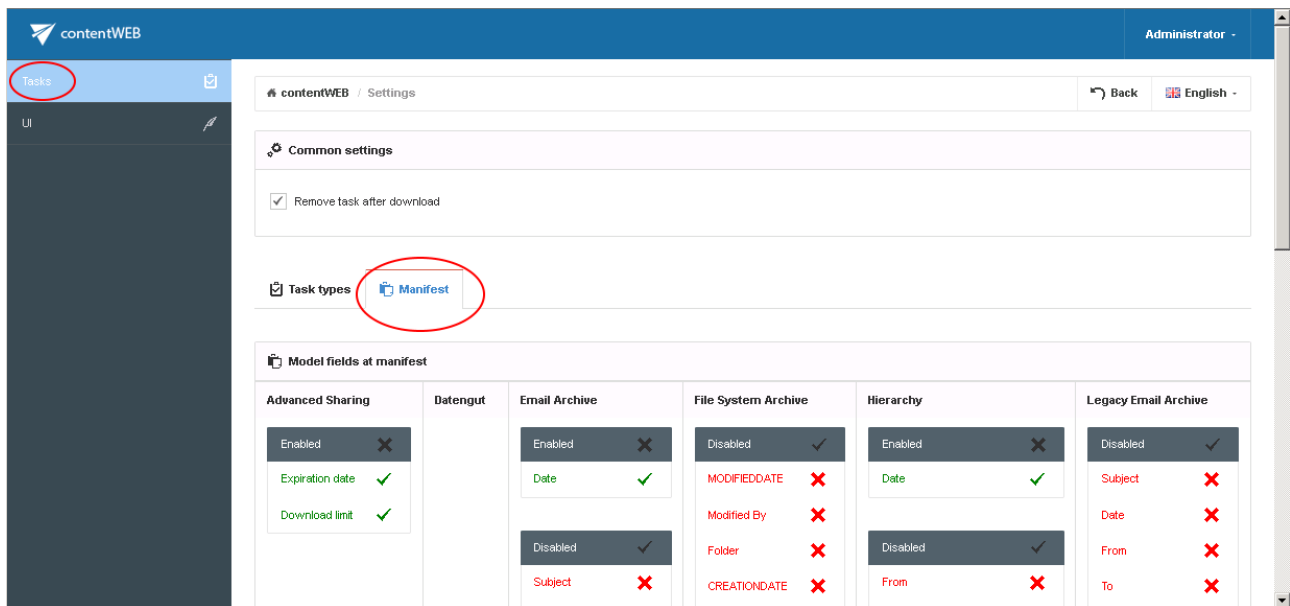
[illegible]

The exact fields involved in this manifest file can be configured in the administrator's settings as described below.

To add/delete fields that should be involved in the exported manifest file open the **Manifest settings** page from the **Administrator settings** → **Tasks** → **Manifest** tab.

The screenshot shows the application's top navigation bar with a blue background. On the right side, there is a user profile section with a checkmark icon and the text 'Administrator'. Below this, a dropdown menu is open, displaying 'Settings' (highlighted with a red rectangle and a gear icon) and 'Logout' (with a door icon). The main content area below the menu shows a search bar with the text 'Advanced s...', a table with columns 'To' and 'Date', and two rows of data: '3/30/2002 5:00 AM' and '12/31/2001 4:00 PM'.

Further switch to **Tasks** in the pane and select the **Manifest** tab.



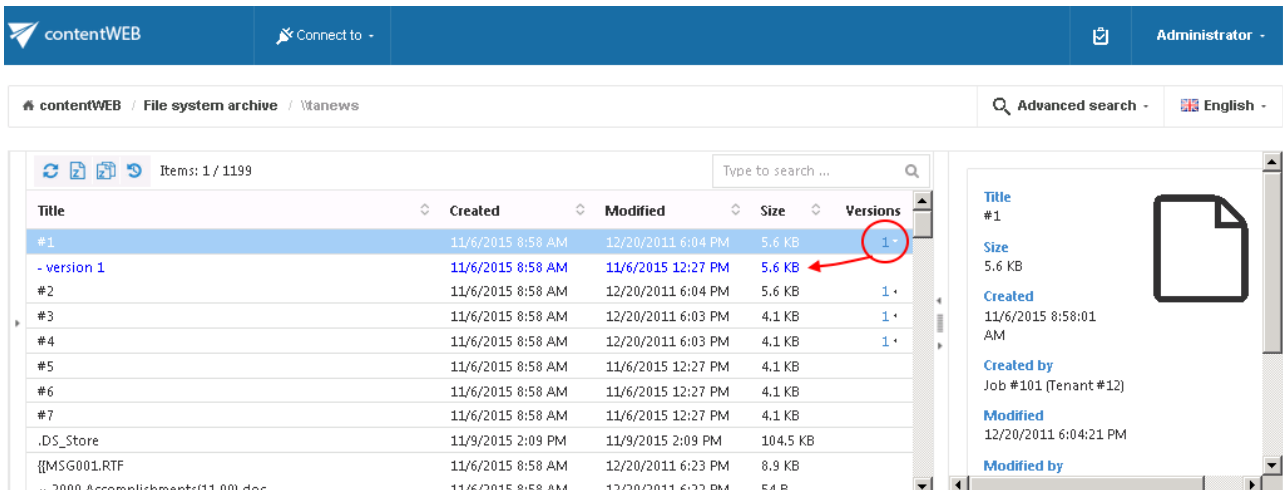
All available fields that can be displayed in the manifest file can be viewed here. Click on the cross mark (✗) next to the field to add it into the manifest. With clicking on the check mark (✓) you may disable the selected field again.

File System Archive

contentWEB is also a web user interface for the contentACCESS File System Archive. Any files archived by a File System Archive job can be accessed by an end user (with the necessary rights) from contentWEB during the files' retention time.

File versions

In contentWEB the end user may also view the versions that have been created to a file during the archive process. Versions are created when the original file is modified in the original file system, and the archive job archives this new file version into the archive. In contentWEB, these versions are accessible in the "**Versions**" column of the item list. Click on the version count in this column and the document version(s) will be displayed. Document versions are marked with blue color.



Title	Created	Modified	Size	Versions
#1	11/6/2015 8:58 AM	12/20/2011 6:04 PM	5.6 KB	1
- version 1	11/6/2015 8:58 AM	11/6/2015 12:27 PM	5.6 KB	
#2	11/6/2015 8:58 AM	12/20/2011 6:04 PM	5.6 KB	1
#3	11/6/2015 8:58 AM	12/20/2011 6:03 PM	4.1 KB	1
#4	11/6/2015 8:58 AM	12/20/2011 6:03 PM	4.1 KB	1
#5	11/6/2015 8:58 AM	11/6/2015 12:27 PM	4.1 KB	
#6	11/6/2015 8:58 AM	11/6/2015 12:27 PM	4.1 KB	
#7	11/6/2015 8:58 AM	11/6/2015 12:27 PM	4.1 KB	
.DS_Store	11/9/2015 2:09 PM	11/9/2015 2:09 PM	104.5 KB	
{MSG001.RTF	11/6/2015 8:58 AM	12/20/2011 6:23 PM	8.9 KB	
~ 2000 Accomplishments(11.001).doc	11/6/2015 8:58 AM	12/20/2011 6:22 PM	54 B	

Filtering of active/inactive file system archive documents

When is an item/folder inactive in the archive? When an archive job is running, it is synchronizing the current state of the archive with the state of the file system. It synchronizes the folder permissions as well.

An item/folder gets an **inactive status** in the archive, if the **file/folder no longer exists in the file system (neither the original, nor the shortcut to it)**.

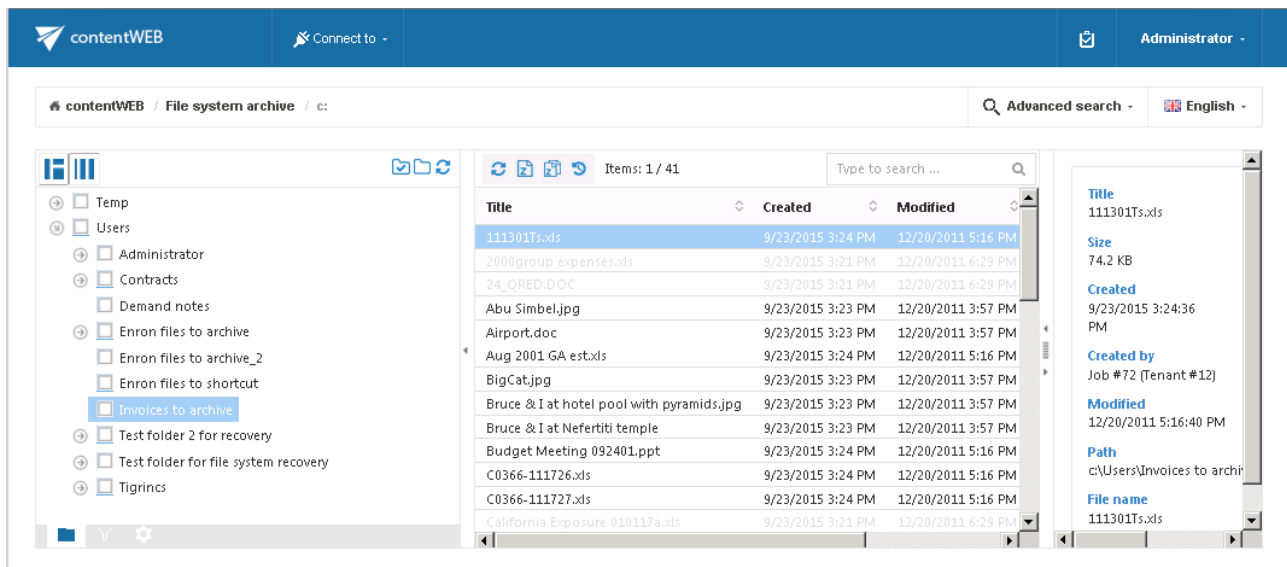
Inactive files are marked with grey color in contentWEB, active files have a bold black color. Once the item is moved back by the user or it is restored, its status will turn to active.

The aim of active/inactive item view in the archive is:

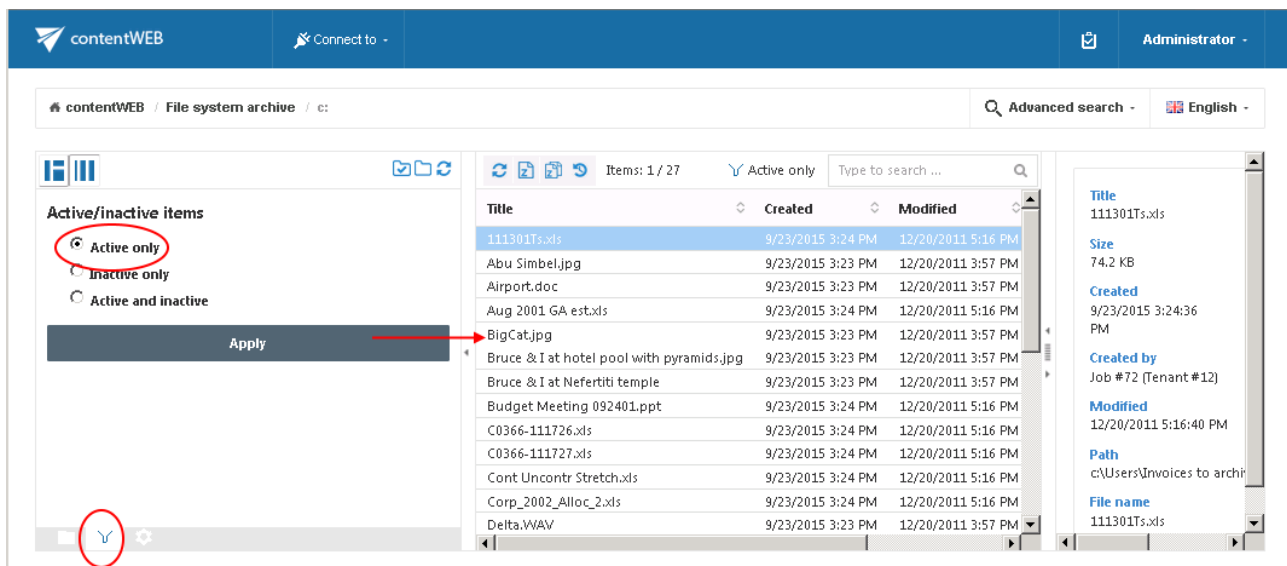
- ✓ To make visible in the archive, whether the archive items have corresponding original or shortcut in the original file system; this might be useful when the user wants to recover from the archive. (For more information about the recovery function refer to section "[Manual recovery](#)" below.)
 - ✓ To avoid displaying duplicates by using the active/inactive filtering options in the archive.
- Note:** Duplicates are created, if a file/folder was moved to another file system location, or it has been renamed and an archive job processed both the old and the new file/folder.

How to filter between active/inactive items in the archive?

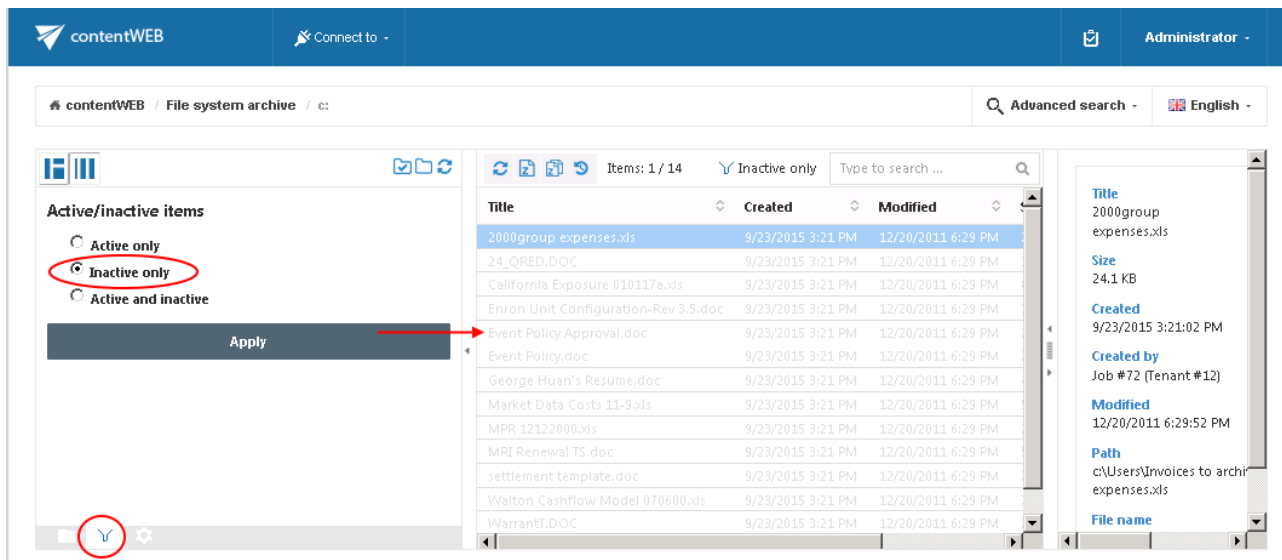
Our archive folder "**Invoices to archive**" on the below displayed screenshot contains both active and inactive items.



To filter out active/inactive items in a folder click on the horn sign (Y) at the bottom of the navigation pane. To filter the active documents only, “Active only” filter must be applied. Screenshot A shows the active items of the archive folder, on screenshot B only the inactive items are filtered out:



Screenshot A: Active items of the folder



Screenshot B: Inactive items of the folder

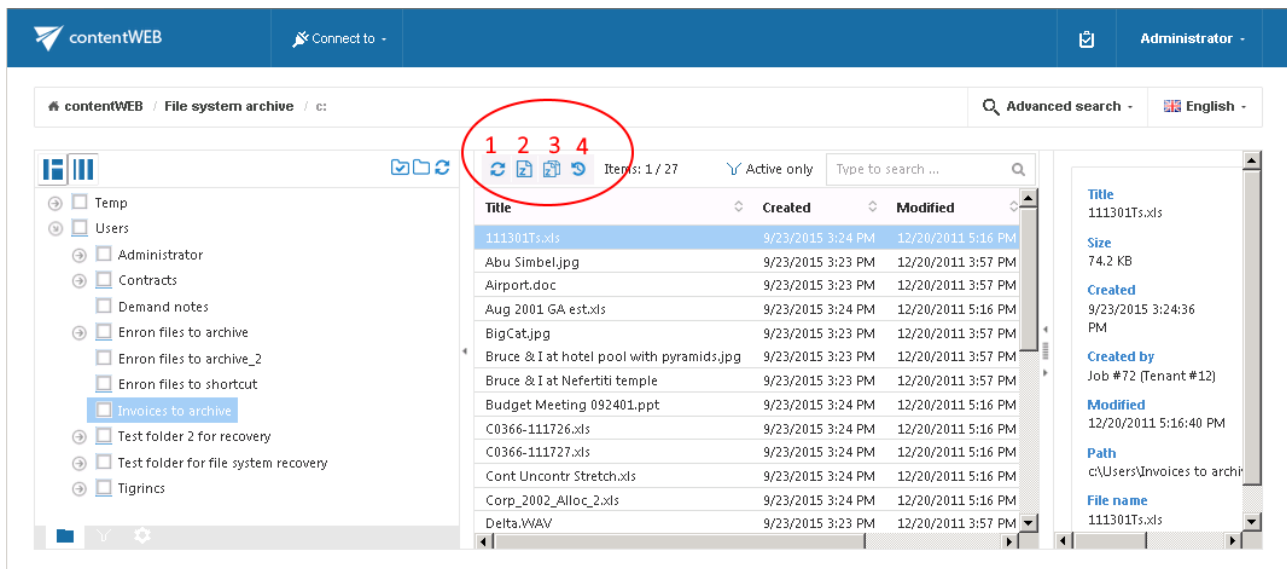
File Archive tasks

By default the following tasks can be triggered on the selected File Archive items/folders using the toolbar buttons:

1. Refresh
2. Export to ZIP
3. Export all to ZIP*
4. Manual recovery of inactive items

***With the Export all buttons the user may export all items of the selected folder into ZIP/PST format.**

The file archive tasks can be disabled/enabled in the Administrator's settings, on the **Task types** tab. For more information read section [Enabling/disabling tasks](#).



Screenshot: Toolbar buttons in File Archive

It is possible to select

- the **whole folder structure** on the root,
- a **recursive folder** structure
- **child folders**
- and **items** to process

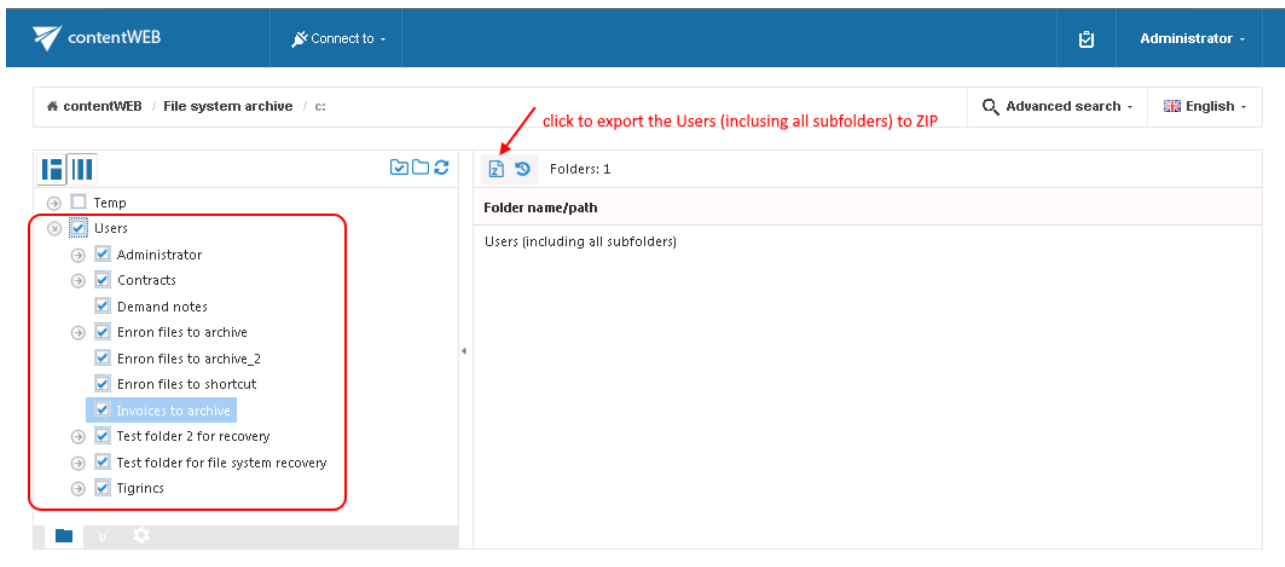
For more information refer to section [Folder selection methods](#).

Refresh

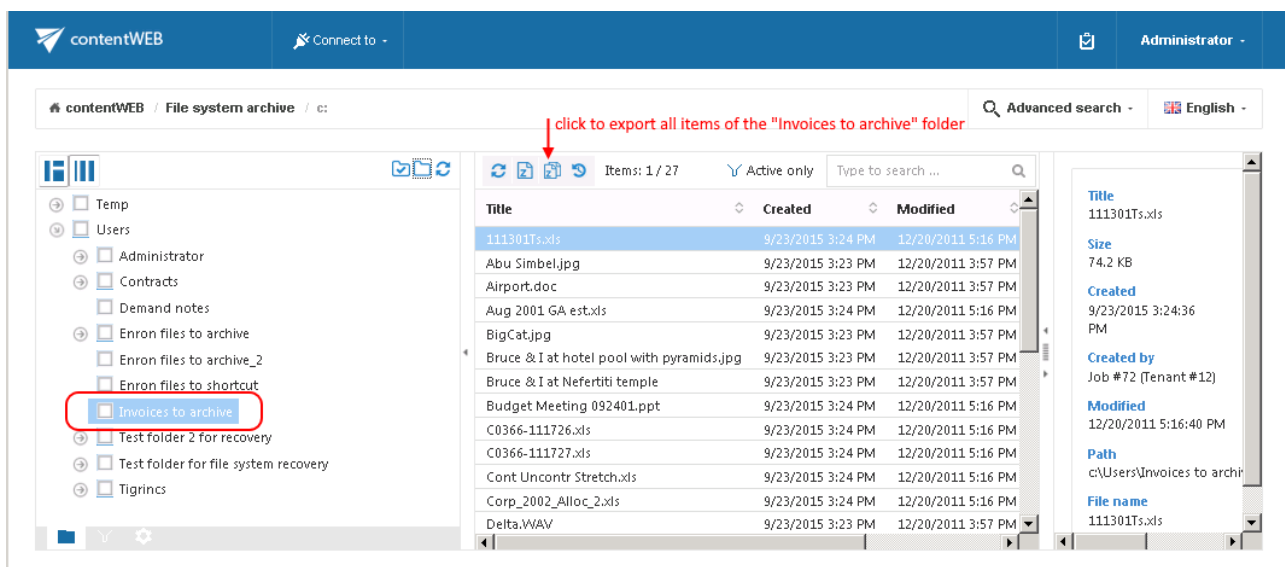
This toolbar button should be used if any items could not be displayed in the item list yet, and the list items should be reloaded.

Export to ZIP/Export all to ZIP

To export file archive item(s)/folder(s) into ZIP format select the desired item(s) from the list view (or select the node(s) in the left side pane) and click on the **Export (all) to ZIP** button located above the list view. The exported items are zipped in the background (on the server side). On the screenshot below we have selected the **Users** folder (including all its subfolders) to export into ZIP:



By clicking on the **Export all to ZIP** button the user may export all items of the selected folder.



The exported items/folders can be downloaded from the Tasks list. (For more information refer to section [Download of export actions](#))

Manual recovery

The manual recovery is used to re-generate a file system from the archive back into the original file location.

This processing type can be used in the following cases:

- A folder structure has been deleted;
- One or more folders have been deleted;
- One or more documents from the folder(s) have been deleted



from the original file location and the user needs to get back these already archived documents from the archive. The items which do not have an original or a shortcut in the original file location (in the file system) are inactive in contentWEB and have a light grey color.

With the recovery function the archived items can be put back into their source location. It can also create the folder if it was deleted from the folder structure. It is possible to recover any part of the structure:

- One or multiple folders;
- Recursive folder structure;
- One or more folder contents.

Important! The root folder mustn't be deleted (or it must be re-created if it was deleted) from the original file system, otherwise its contents can't be recovered back into the original location.

The file system recovery job is checking for the duplicates, so the same recovery job can be run safely multiple times, duplicates will not be created:

- If there is a shortcut for the recovered file in the folder – the file won't be recovered;
- If the file is already present in the folder – the file won't be recovered.

Use case 3: Recovery of deleted items of folder "Enron files to archive_2"

In this use case we will recover the deleted items of our shared folder "Enron files to archive_2". First we select this folder in the navigation pane. Our inactive items have a light grey color in the grid.

The screenshot shows the contentWEB interface. The top bar includes the contentWEB logo, a 'Connect to' button, and the user role 'Administrator'. The breadcrumb path is 'contentWEB / File system archive / c:'. The left navigation pane shows a tree structure with folders like 'Temp', 'Users', 'Administrator', 'Contracts', 'Demand notes', 'Enron files to archive', 'Enron files to archive_2' (selected), 'Enron files to shortcut', 'Invoices to archive', 'Test folder 2 for recovery', 'Test folder for file system recovery', and 'Tigrincs'. The main grid displays a list of items with columns for 'Title' and 'Created'. The right pane shows details for the selected item, including 'Title', 'Size', 'Created', 'Modified', 'Path', and 'File name'.

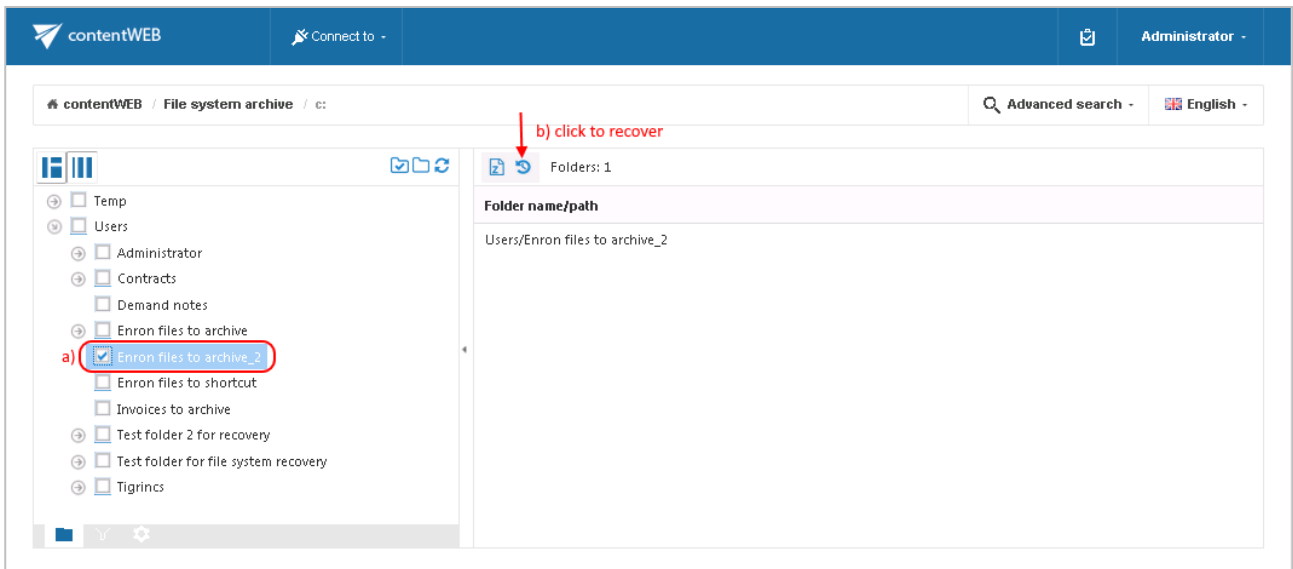
Title	Created
#1	9/17/2015 12:42 PM
#2	9/17/2015 12:42 PM
#3	9/17/2015 12:42 PM
[[MSG001.RTF	9/17/2015 12:42 PM
002925C0137_51.gif	9/17/2015 12:26 PM
0110C6+.xls	9/17/2015 12:42 PM
11-13-01 MarketNews.doc	9/18/2015 4:46 PM
2001 Org.ppt	9/17/2015 12:42 PM
2001 resume.rtf	9/17/2015 12:26 PM
2001 YEAR END PROCESS REVIEW.doc	9/17/2015 12:42 PM
2001MYPRC Overview.xls	9/17/2015 12:42 PM
2001Obj.doc	9/17/2015 12:42 PM
2002 BLANCO HUB BUDGET.xls	9/17/2015 12:42 PM

Details for selected item:

- Title: #1
- Size: 5.6 KB
- Created: 9/17/2015 12:42:26 PM
- Created by: Job #139 (Tenant #12)
- Modified: 12/20/2011 7:45:02 PM
- Path: c:\Users\Enron files to an
- File name: #1



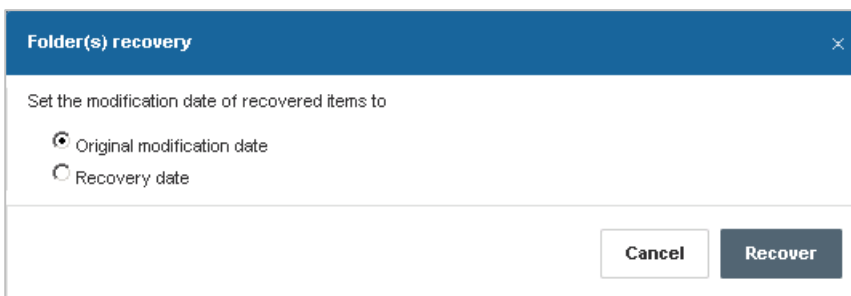
Now we want to have all deleted folder items (inactive documents) back in our file location. We check folder's check box in the navigation pane (step "a") and we click on the recovery toolbar button above the list view (step "b"):



By the manual recovery the user has multiple options:

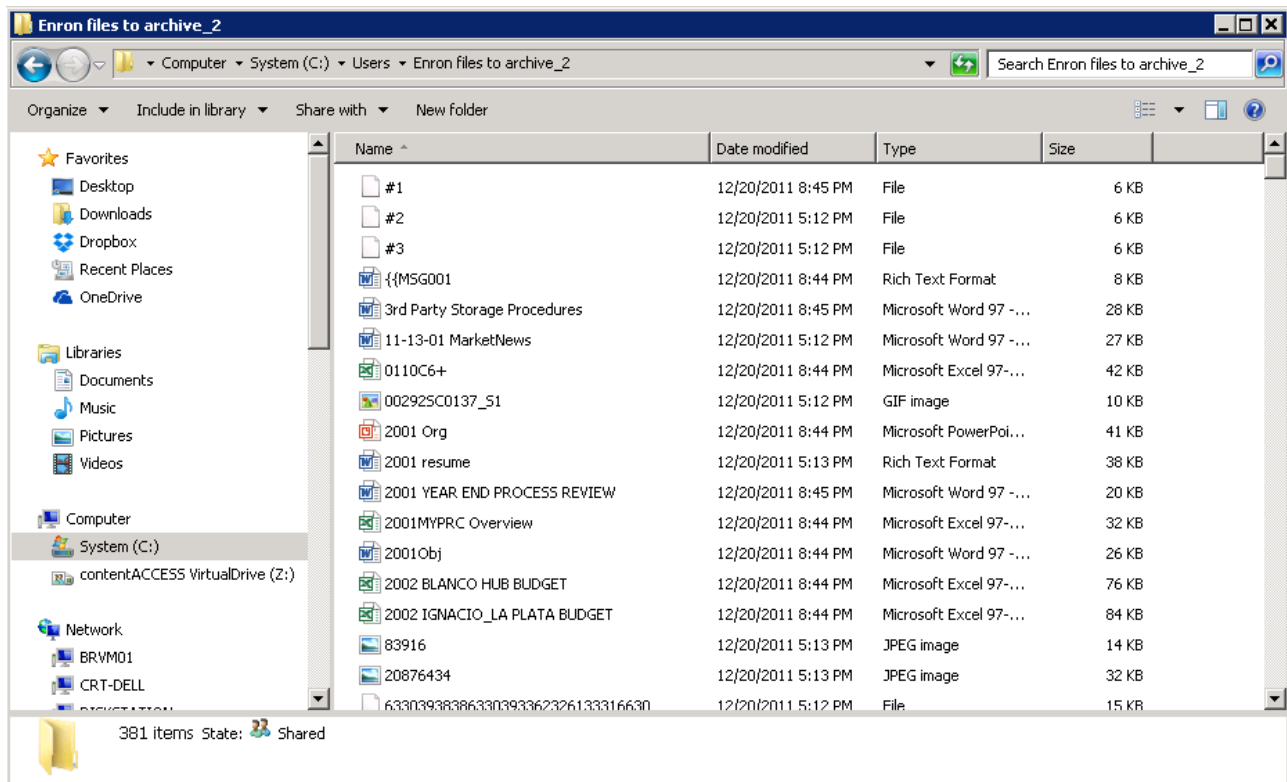
- He can either recover with the original modification date;
- He can also recover with the recovery date.

It is worth to recover with the recovery date if an archive job is already running on the selected file system folders, and the files with a modification date younger than the recovery date are set to archive. With selecting the recovery date the user can prevent the recovered file(s) from re-archiving.

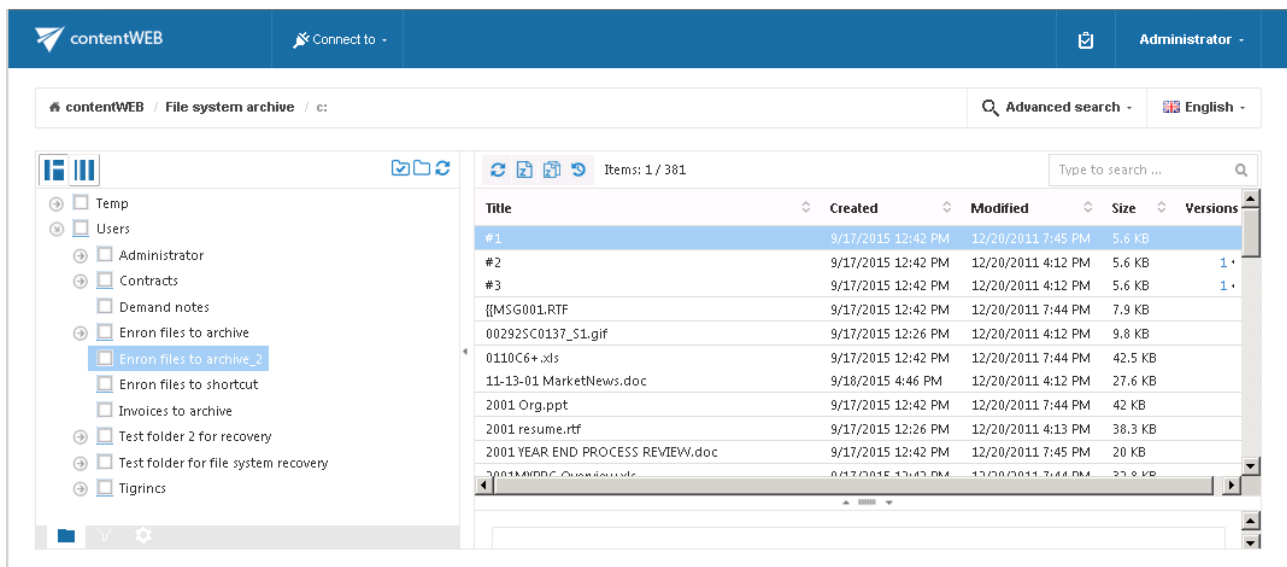


Click on **"Recover"** button to start the process. The active items will be skipped in the file system; if an original file exists, it will not be touched, if a shortcut to the item exists, it will be skipped.

All the items were recovered into the given folder. The modification date is set to the original modification date:



Once the files are recovered, they will be recolored to black in the contentWEB's item's grid:



Email Archive

contentWEB is also a web user interface for the contentACCESS Email Archive. Emails and attachments archived by an Email Archive job can be accessed by an end user from contentWEB during the emails' retention time.

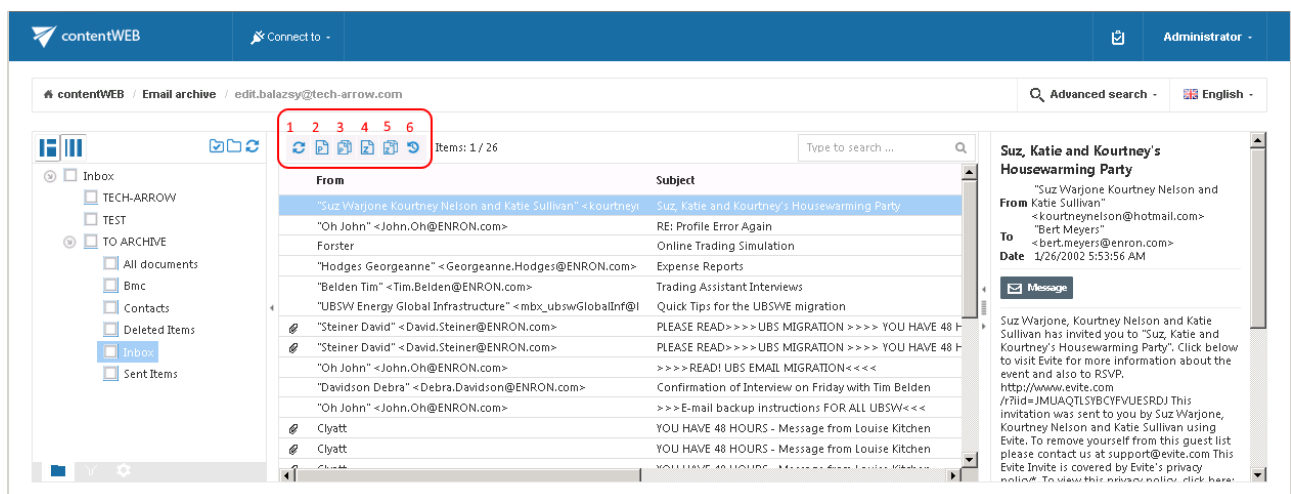
Email Archive tasks

By default the following actions can be run on the selected email archive items/folders using the toolbar buttons.

1. Refresh
2. Export to PST
3. Export all to PST*
4. Export to ZIP
5. Export all to ZIP*
6. Manual recovery

*With the Export all buttons the user may export all items of the selected folder into ZIP/PST format.

The email archive tasks can be disabled/enabled in the Administrator's settings, on the **Task types** tab. For more information read section [Enabling/disabling tasks](#).



Screenshot: Toolbar buttons in the Email Archive

It is possible to select

- the whole folder structure on the root,



- a recursive folder structure
- child folders
- and items to process

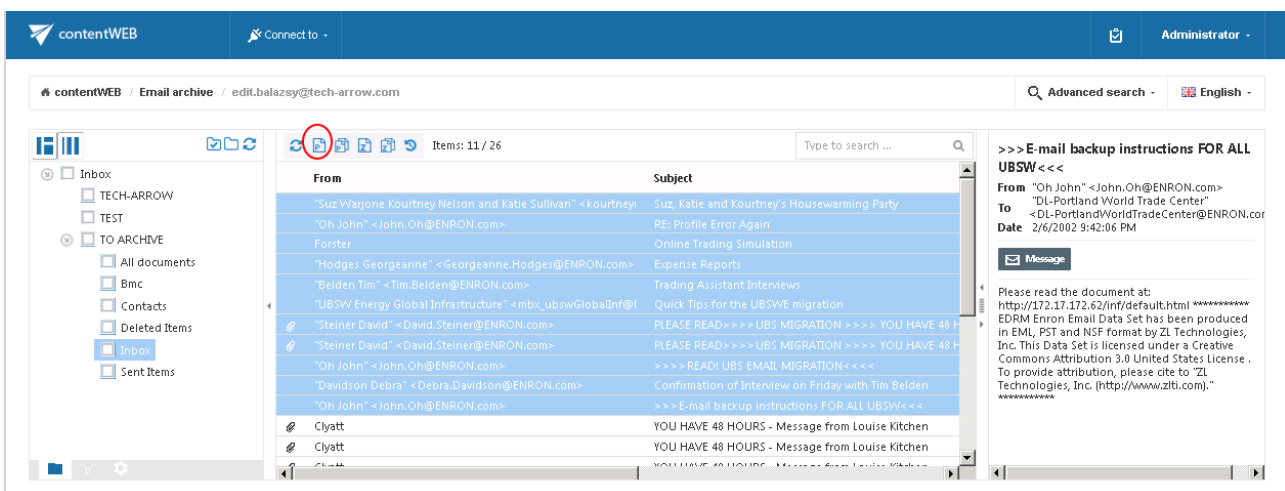
For more information refer to section [Folder selection methods](#).

Refresh

This option should be used if any items have not been displayed in the item list yet, and the list items should be reloaded.

Export to PST / Export all to PST

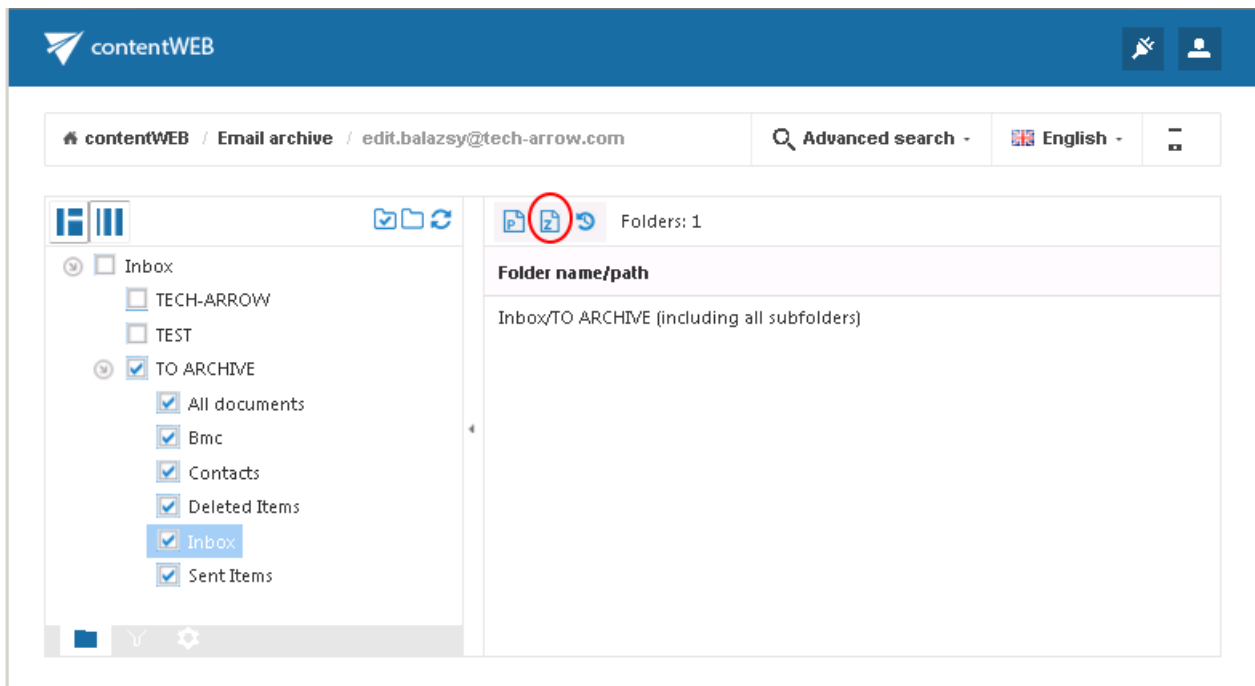
To export one or multiple mailbox items/mailbox folders into PST format select the items from the item list/mailbox folders from the navigation pane. Now click on the **Export to PST /Export all to PST** button located above the list view. **Export to PST** will export only the selected items, **Export all to PST** will select all items of the current folder into PST. On the screenshot below we have selected 11 items in the item list to be exported:



The exported items/folders can be downloaded from the Tasks list. (For more information refer to section [Download of export actions](#))

Export to ZIP / Export all to ZIP

To export one or multiple mailbox archive item(s)/folder(s) into ZIP format select the mailbox item(s) from the item list (or select the node in the tree view) and click on the **Export to ZIP / Export all to ZIP** button located above the item list. **Export to ZIP** will export only the items selected in the items list, while **Export all to ZIP** will export all items of the selected folder(s). The exported items are zipped in the background (on the server side). On the screenshot below we have selected parent folder "TO ARCHIVE" and its subfolders from the navigation pane. These will be exported into ZIP:



Screenshot: "TO ARCHIVE" parent and its subfolders selected for processing

Manual recovery

The manual recovery is used to re-generate the emails from the archive back into the original location.

This processing type can be used in the following cases:

- A folder structure has been deleted;
- One or more folders have been deleted;
- One or more emails from the folder(s) have been deleted

and the user needs to get back these already archived items from the archive.

With the recovery function the archived items can be put back into their original mailbox location. It can also create the folder if it was deleted from the mailbox's folder structure. It is possible to recover any part of the structure:

- One or multiple mailbox folders;
- Recursive folder structure;
- One or more folder contents.

Important! The root folder mustn't be deleted (or it must be re-created manually if it was deleted) from the folder structure, otherwise its contents can't be recovered back into the original location in the mailbox.

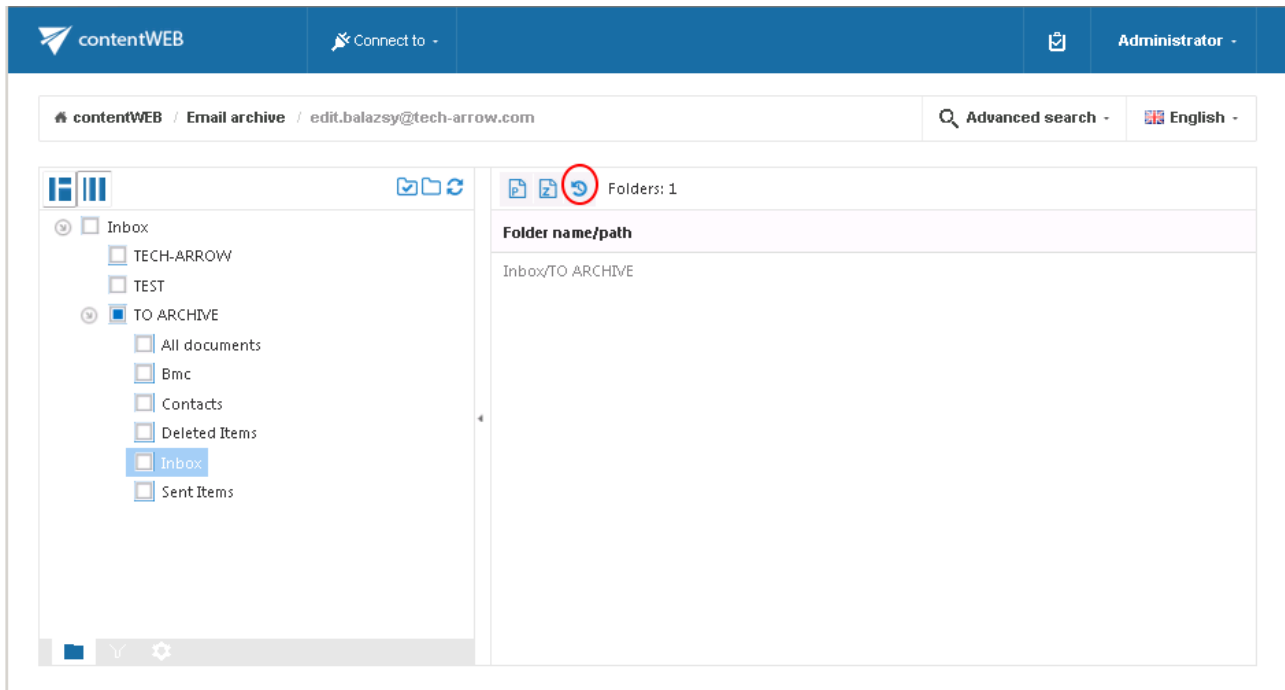
- If there is a shortcut for the recovered email in the mailbox folder – the email won't be recovered;
- If the email is already present in the mailbox folder – the email won't be recovered;



- If the email has been deleted from the mailbox folder – the email will be recovered.

Use case 4: Recovery of deleted mailbox folder “TO ARCHIVE”

In this use case we will recover the deleted mailbox folder “**TO ARCHIVE**”. We would not like to involve the subfolders, so we double click on this folder’s checkbox in the navigation pane. Then we click on the recovery toolbar button above the list view:



Folder “TO ARCHIVE” will be put back into the mailbox after the task is completed.

Export and recovery actions (accessible from the toolbar buttons of Email Archive and File System Archive) that run/are currently running can be viewed and downloaded from the **Tasks list**. For more information about the Tasks List refer to section [Tasks list](#).