

contentWEB Manual – version 3.8



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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/

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 about how to grant access permissions please refer to the respective chapters of the contentACCESS Manual.

contentWEB is also accessible from all 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 their parameters (To, From, Subject, etc.)
- ✓ Searching in the content 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.
- \checkmark 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, 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	Dual Xeon
processor	
2GB RAM	4 GB RAM

Software requirements

- Operating System (64bit): Windows 2008 R2 and higher;
- Internet Information Services 7.0 and higher;
- o .NET Framework 4.5.2

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

MS Outlook 2010 x64, MS Outlook 2013 x64, MS Outlook 2016 x64 or MS Outlook 2019 x64

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

Other requirements

o 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 2nd step of the installation process.

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SPI De			
🟹 contentACC	ESS	your vision of technological e	evolution
Steps EULA contentACCESS components	contentACCESS components Select the components which you would like to		
	contentACCESS components contentACCESS License key	Proxy settings	
	 contentACCESS Central Administration contentWEB Central login contentACCESS Web Services (Proxy) Virtual drive Search service SMTP server 		
V techarrow			
W techarrow		Previous	Cancel



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), the central login window gets displayed. Users are asked to enter their name and password. Third party authentication providers can be also used for logging in (they 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 permissions can be granted in contentACCESS Central Administration.



contentWEB user interface

contentWEB	🖉 Connect to -				7 B
希 contentWEB / Email archive / e	ne@ta.internal	13 Type search text here		Sear	ch (dne@ta.internal) - 🔠 English
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3a) ▶ ∀ ¢					 Online help

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;

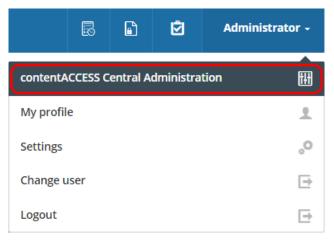
- **3 b)** Folder selector buttons: Here you can enable folder selection and then select/deselect the entire folder structure in the pane;
- **3 c)** Layout selector buttons: Use this to adjust the reading pane to the right/left side;
- 4. Toolbar buttons Refresh, Export to ZIP, Export to PST, Recovery, Delete, Legal hold (the processing options are dependent on the selected entity);
- 5. Item list view with the corresponding item properties;

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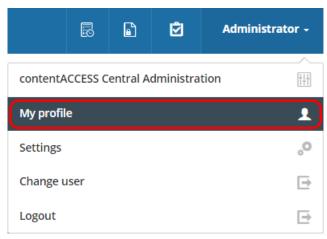
Note: An item is a file/email from the list view that has been previously processed by the contentACCESS server;

- 6. Item preview;
- 7. Periodical search list here the user can find list of all available Periodical searches
- **8.** Legal hold: allows to create a Legal hold case, where documents can be put these documents can't be deleted from the system until the case expires;
- 9. Tasks list;
- 10. Administrator's settings menu: Common settings and UI settings may be applied from the "Settings" menu item (available and visible only for System administrators); click "Logout" to log out from contentWEB

There is also the option, which allows to open the Central Administration directly if the user has access to it (like Tenant admin or System admin)



And the option to open the <u>User profile page</u>.



11. Switch to mobile version;

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



- 13. Fulltext search and Advanced search menu;
- 14. Simple search textbox;

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

Definition of terms:

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

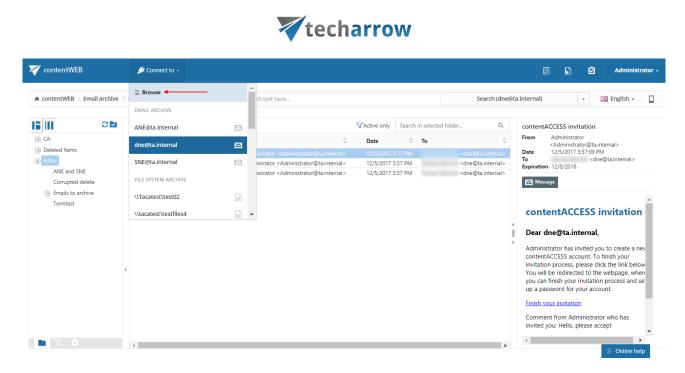
Entity = a mailbox (in case of Email archive), a root (in case of File system archive) ...; to connect to an entity select it in the "Connect to" menu

"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 archived mailboxes can be seen; under **FILE SYSTEM ARCHIVE** the associated archived folders from the file system are visible etc.

🟹 contentWEB	🗩 Connect to - 🔸		🗟 🔓 🗹 Administrator -
🀔 contentWEB / Email archive /	EMAIL ARCHIVE	h text here Search (dne	©ta.internal) → 📰 English → 🗋
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ANE and SNE Corrupted delete Emails to archive Tomitest	FILE SYSTEM ARCHIVE		Message
V Q			Administrator has invited you to create a nev contentACCESS account. To finish your invitation process, please click the link below You will be redirected to the webpage, when you can finish your invitation process and se up a password for your account. <u>Finish your invitation</u> Comment from Administrator who has

At the top is a **Browse** button. After clicking on it, a pop-up opens.



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Here the user can browse the available entities. The grid allows to filter them by tenant and model type and it is also possible to search in them.

contentWEB / Email archiv	e / dne@ta.int	Connect to		×	- 🏭 English -
		Tenant 9	Model 9	Entity	
	C 🖻				tACCESS invitation
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Inbox		TECH-ARROW	Email archive	SNE@ta.internal	<pre><dre@ta.internal></dre@ta.internal></pre>
ANE and SNE		TECH-ARROW	File system archive	\\Tacatest\test02	on 12/8/2018
Corrupted delete		TECH-ARROW	File system archive	\\tacatest\testfiles4	ssage
Emails to archive		TECH-ARROW	File system archive	\\tacatest05\test03	
Tomitest		TECH-ARROW	File system archive	C.	
ronnese		TECH-ARROW	File system archive	C:\0 TESTFILES	tentACCESS invitation
		TECH-ARROW	File system archive	C:\CorruptDelete	
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		TECH-ARROW	File system archive	C:\TESTFILES0	
		TECH-ARROW	File system archive	C:\TESTFILES1	istrator has invited you to create a nev ntACCESS account. To finish your
		TECH-ARROW	File system archive	C:\TESTFILES3	ion process, please click the link below
	4	TECH-ARROW	File system archive	C:\TESTFILES5	ill be redirected to the webpage, where
		Page 1 of 2 (19 items)	1 2 🕑		n finish your invitation process and se assword for your account.
		Reload data			your invitation
				OK Cancel	ent from Administrator who has I you: Hello, please accept

The user can select one entity and click OK or doubleclick on an entity to connect to it.

ave connected to a desired entity, the	he corresponding b	readcrumbs will be visible
par of the contentWEB user interface	e.	
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🕷 contentWEB / File system archiv	ve / C:\TESTFILES1	—
	oar of the contentWEB user interface	ave connected to a desired entity, the corresponding be oar of the contentWEB user interface. Connect to - Connect to - ContentWEB / File system archive / C:\TESTFILES1 -



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

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f contentWEB / Email archive /	C:\TESTFILES8	La thext here Search (dne@ta.internal) - Ea Eng	lish -
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contentWEB's navigation pane

By default, the contentWEB pane displays the folder structure of the selected entity. By using the buttons at the bottom of the contentWEB pane, the user may switch between 2 views:

contentWEB / Email archive	/ dne@ta.internal		Type se	arch text here					Search (dne@ta.i	internal)	-	🚟 English 🗸	
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 a. Folders button: Displays the selected entity's folder structure in the navigation pane. To view the content 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 of the desired folder.

Click on the folder in the pane and the content of the selected folder will be displayed in the item list.

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								Administ content/ invitation You will you can up a pas Finish you	entACCES ne@ta.intern rator has invite (CCESS account n process, pleasible redirected to CCESS account n process, pleasible be redirected to process, pleasible be redirected to rinsh your invita sword for your a ur invitation nt from Adminis	al, d you to create a To finish your e click the link b the webpage, v tion process an account.	a ne elov vher d se

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For more information about the folder selection types in the navigation pane refer to section <u>Folder selection methods</u> below.

b. Active/inactive items button: Active/inactive item view can be applied from here. For more information check section <u>Filtering of active/inactive file system archive documents</u>.

contentWEB		🗩 Connect to 🔸								B	d	Adminis	trator
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											ent from Adminis Ilo, please accep		invit
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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.

🟹 contentWEB	🗩 Connect to 🖌					🗟 🖬 🗹 Administrator
scontentWEB / Email archive	/ dne@ta.internal	Type search text here			Search (dne@ta	a.internal) - 🔛 English -
2 D	2 🖻 🖻 🗏 🔊 🔳 🖨	Items: 1 / 3	YActive only	Search in sele	cted folder Q	contentACCESS invitation
Double click on item Mo action Douwnload Apply	Subject contentACCESS invitation contentACCESS license e contentACCESS license v 4	rror Administrator <administrator@ta.int< td=""><td>ernal> 12/5/2017 3:</td><td>37 PM</td><td>Constant of the second sec</td><td>From Administrator Administrator @tainternal> Date 12/5/2017 3:37:09 PM To cdne@tainternal> Expiration 12/8/2018 ContentACCESS invitation Dear dne@tainternal, Administrator has invited you to create a new contentACCESS acount. To finish your invitation process, please click the link below You will be redirected to the webpage, where you can finish your invitation process and set up a password for your account. Einish your invitation Comment from Administrator who has invite you : Hello, please accept</td></administrator@ta.int<>	ernal> 12/5/2017 3:	37 PM	Constant of the second sec	From Administrator Administrator @tainternal> Date 12/5/2017 3:37:09 PM To cdne@tainternal> Expiration 12/8/2018 ContentACCESS invitation Dear dne@tainternal, Administrator has invited you to create a new contentACCESS acount. To finish your invitation process, please click the link below You will be redirected to the webpage, where you can finish your invitation process and set up a password for your account. Einish your invitation Comment from Administrator who has invite you : Hello, please accept



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 <u>Table view column configurations</u>) 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).

🏹 contentWEB	🗩 Connect to 🕞		🗟 🔓 🗹 Administrator -
f contentWEB / File system a	archive / C:\TESTFILES9	Type search text here	Search (C:\TESTFILES9) • 📰 English •
Root C	> 1024x768.jpg 3154 KB a35bb6d3af7c808a.jpg 50 KB bd13af041f7adb74399289 53.6 KB business and burgers.png 662 KB camera.png		Y Active only Search in selected folder Q 6/5/2017 6/5/2017 2/1/2017 3/3/2017 6/21/2017 6/21/2017
V ¢	 Title a-1024x768.jpg Size 68.1 KB Created 1/19/2015 5:03:34 PM Created by Job #47 (Tenant #1) Modified 3/28/2017 3:42:58 PM Path C\TESTFILE59\a-1024x76 File name D/3/28/26 ing 		

Files' item list and item preview

contentWEB	🏂 Connect to 🗸				E		Admini Admini	strator
contentWEB / Email arch	ive / dne@ta.internal	Type search text	here	Sea	rch (dne@ta.internal)	•	🔡 English 🗸	
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	From Administra Date 12/5/2017 To	or <administrator@ta.inter 3:37:09 PM</administrator@ta.inter 						
	 From Administra Date 12/5/2017 To Expiration 12/8/2018 Message 	or <administrator@ta.inter 3:37:09 PM</administrator@ta.inter 						
	 From Administra Date 12/5/2017 To Expiration 12/8/2018 Message 	or <administrator@ta.intern :37:09 PM <dne@ta.internal> ESS invitation</dne@ta.internal></administrator@ta.intern 						
	from Administra Date 12/5/2017 To Expiration 12/8/2018 ContentACC Dear dne@ta.in Administrator has i	or <administrater@taintern IS7:09 PM <dne@tainternal> ESS invitation ternal,</dne@tainternal></administrater@taintern 	nal> v contentACCESS account. To finish your invitation pr		below. You will be redire	ected to the w	vebpage, where yo	u can

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Emails' item list and item preview

Note: The **Split attachments** option is active (checked) by default. That means that the body of the email and the attachment are stored separately. If the email message containing attachments has been archived by a job, where this option **was not checked**, our apps (MailApp, officeGATE, contentACCESS Mobile) will show 0 attachments. However, if you open the original email, the attachments are shown.

contentACCESS Edit 🔺			+ Get more apps
attachments 0		Show original email	Restore original email
†			
1			
	Email has no attachments		
🛿 contentACCESS Mail app			
ContentACLESS Mail app			

If this option **was checked**, but the email was containing embedded email (.msg attachment), this embedded email won't be displayed between the attachments in our apps.

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.

contentWEB	🔊 Co	onnect to +					8	ß	Ø	Administ	trator
6 contentWEB / Email arcl	hive / dne@ta.ir	nternal Type sear	ch text here.			Search (dne@ta.i	internal)		•	English 🗸	C
)III 2	2) 🛃 🗐 🗿 💼 🔒 Items: 1	/ 3			V A	Active only	Search in	selected	folder	
) CA		Subject	0	From	0	Date	О То				
Deleted Items		contentACCESS invitation		Administrator <administrator@ta.internal></administrator@ta.internal>		12/5/2017 3:37 PM			<dne@t< td=""><td>a.internal></td><td></td></dne@t<>	a.internal>	
Inbox		contentACCESS license error		Administrator <administrator@ta.internal></administrator@ta.internal>		12/5/2017 3:37 PM			<dne@t< td=""><td>a.internal></td><td></td></dne@t<>	a.internal>	
		contentACCESS license warning		Administrator <administrator@ta.internal></administrator@ta.internal>		12/5/2017 3:37 PM			<dne@t< td=""><td>a.internal></td><td></td></dne@t<>	a.internal>	
	content	tACCESS invitation									
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	 From Date To Expiration Empiration Com Dear Admin 	Administrator <administrator@ 12/5/2017 3:37:09 PM <dne@ta.intern on 12/8/2018 ssage tentACCESS invitat dne@ta.internal, histrator has invited you to creat</dne@ta.intern </administrator@ 	al> ion e a new con	itentACCESS account. To finish your invitation	process, please cl	ick the link below. You w	vill be redire	ected to th	e webpa	age, where you	can
▽ ♠	 From Date To Expiration Empiration Com Dear Admin 	Administrator <administrator@ 12/5/2017 3:37:09 PM <dne@ta.intern 12/8/2018 ssage teentACCESS invitat dne@ta.internal,</dne@ta.intern </administrator@ 	al> ion e a new con		ı process, please cl	ick the link below. You w	vill be redire	ected to th	e webpa	ige, where you	can

Screenshot A: Reading pane at the bottom of the view

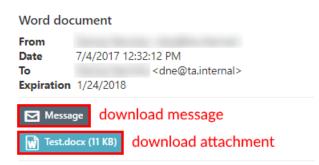


contentWEB	×	Connect to -										Ø	Administr	ator
contentWEB / Email archi	ve / dne@ti	a.internal	Type sea	rch text here					Search (dne@ta.inte	ernal)		•	🚼 English 🗸	
	0	P 2 8 9 8	Items:	1/3	7	Active only	Search in	selected folder	۹	contentA	CCESS i	nvitatior	n	_
) CA		Subject	0	From	\diamond	Date	\$	То	<	From	Adminis <admini< td=""><td></td><td>a.internal></td><td></td></admini<>		a.internal>	
Deleted Items		contentACCESS invit	ation	Administrator <administrator@ta.inte< td=""><td>mal></td><td>12/5/2017</td><td>3:37 PM</td><td></td><td><dne@ta.internal></dne@ta.internal></td><td>Date</td><td></td><td>17 3:37:09</td><td>9 PM</td><td></td></administrator@ta.inte<>	mal>	12/5/2017	3:37 PM		<dne@ta.internal></dne@ta.internal>	Date		17 3:37:09	9 PM	
Inbox		contentACCESS licer	nse error	Administrator <administrator@ta.inte< td=""><td>rnal></td><td>12/5/2017</td><td>3:37 PM</td><td></td><td><dne@ta.internal></dne@ta.internal></td><td>To Expiration</td><td>12/9/20</td><td></td><td>dne@ta.internal</td><td>J></td></administrator@ta.inte<>	rnal>	12/5/2017	3:37 PM		<dne@ta.internal></dne@ta.internal>	To Expiration	12/9/20		dne@ta.internal	J>
		contentACCESS licer	nse warning	Administrator <administrator@ta.inte< td=""><td>rnal></td><td>12/5/2017</td><td>3:37 PM</td><td></td><td><dne@ta.internal></dne@ta.internal></td><td>expiration</td><td>12/0/20</td><td>10</td><td></td><td></td></administrator@ta.inte<>	rnal>	12/5/2017	3:37 PM		<dne@ta.internal></dne@ta.internal>	expiration	12/0/20	10		
										Messa Messa	ge			
	•								4 m	new con invitatio below. Y webpage invitation your acc	trator ha tentACC n proces ou will b e, where n proces ount.	s invited ESS acco s, please e redirec you can s and set	al, you to create o ount. To finish y click the link tted to the finish your t up a password	yoı
										<u>Finish yo</u> Commer invited y	nt from A	dministr	rator who has accept	
													on, the role Ten igned to your	
T T										4				1

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 Email Archive (Screenshot A), and in the File System Archive (Screenshot B):



Sending the promised word document in attachment

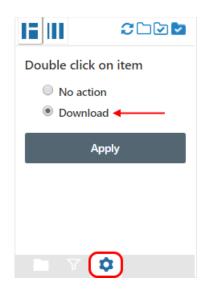
Screenshot A: Downloading an archived email/email attachment from the item preview



Title Testing.rar	deventeed the file from here	ΞA
Size 417.4 KB	download the file from here	H 1
Created 1/19/2018 5:27:06 PM		
Created by Job #47 (Tenant #1)		
Modified 1/19/2018 5:26:43 PM		
Path C:\TESTFILES9\Testing.	rar	
File name Testing.rar		
Mark for delete False		
Expiration date 1/19/2019		

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:

contentWEB	/ File system archi	ive / C:\TESTFILES9	Type search text here						Search (C:\TESTFILES9)	- English -	
		22 5 1	Items: 1 / 11	V	Active only	Search	in selected folder	Q			
Root		Title	0	Size 🗘	Created	\circ	Modified 0	Modified by	, Title Testing.rar		
		38010_mahou.jpg		557.7 KB	1/19/2018 5	:03 PM	5/10/2017 1:11 PM		-	_ §¶	
		38010_mahou_shoujo	_madoka_magica.jpg	557.7 KB	1/19/2018 5	:03 PM	5/10/2017 1:11 PM		Size 417.4 KB		
		960x0.jpg		177.8 KB	1/19/2018 5	:03 PM	1/18/2017 4:25 PM				
		a-1024x768.jpg		68.1 KB	1/19/2018 5	:03 PM	3/28/2017 3:42 PM		Created 1/19/2018 5:27:06 PM		1
		a35bb6d3af7c808a.jp	g	315.4 KB	1/19/2018 5	:03 PM	6/5/2017 1:10 PM				
		bdb3d7041f7adb743	99289a440f0f275.jpg	50 KB	1/19/2018 5	:03 PM	2/1/2017 12:13 PM		Created by Job #47 (Tenant #1)		
		business and burgers	.png	53.6 KB	1/19/2018 5	:03 PM	3/3/2017 1:32 PM				
		camera.png		662 KB	1/19/2018 5	:03 PM	6/21/2017 1:56 PM		Modified 1/19/2018 5:26:43 PM		
	0	cloud.mail_jpg		15.8 KB	1/19/2018 5	:03 PM	2/7/2017 2:40 PM		I		
		contentACCESS.Emai	Archive.besafe1-1.jpg	138.7 KB	1/19/2018 5	:03 PM	1/20/2017 2:41 PM		Path C:\TESTFILES9\Testing.rar		
	1	Testing.rar		417.4 KB	1/19/2018 5	:27 PM	1/19/2018 5:26 PM				
	Ŭ								File name Testing.rar		
									Mark for delete		
									False		
									Expiration date 1/19/2019		
									1/15/2015		

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 (\degree) 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;
- ✓ Size enables sorting according to size;
- ✓ **Created** enables sorting according to creation date;
- ✓ **Modified** enables sorting according to modification date.

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



contentWEB / File system archive / C:\TESTFILES9		C-\TESTEILES9	Type search text	t here		Search (C:\TESTF	ILES9) - 🏭 English -
contentiveo / The sy	accin archive	Contract Protocolo	Type search text	e ner e		Search (c. (test)	sta english e
III <i>°</i>		🔀 🗐 🍤 🛢 👔 Items: 1 / 11			YActive only Search in selected folder.	. Q	
Root		Title	ି Size	ි Created	ି Modified ି	Versions	
		38010_mahou.jpg	557.7 KB	1/19/2018 5:03 PM	5/10/2017 1:11 PM		
		38010_mahou_shoujo_madoka_magica.jpg	557.7 KB	1/19/2018 5:03 PM	5/10/2017 1:11 PM		
		960x0.jpg	177.8 KB	1/19/2018 5:03 PM	1/18/2017 4:25 PM		
		a-1024x768.jpg	68.1 KB	1/19/2018 5:03 PM	3/28/2017 3:42 PM		and the second
		a35bb6d3af7c808a.jpg	315.4 KB	1/19/2018 5:03 PM	6/5/2017 1:10 PM		
		bdb3d7041f7adb74399289a440f0f275.jpg	50 KB	1/19/2018 5:03 PM	2/1/2017 12:13 PM		
		business and burgers.png	53.6 KB	1/19/2018 5:03 PM	3/3/2017 1:32 PM		
		camera.png	662 KB	1/19/2018 5:03 PM	6/21/2017 1:56 PM		Title
		doud.mail_jpg	15.8 KB	1/19/2018 5:03 PM	2/7/2017 2:40 PM		cloud.mailjpg
		contentACCESS.EmailArchive.besafe1-1.jpg	138.7 KB	1/19/2018 5:03 PM	1/20/2017 2:41 PM		Size
		Testing.rar	417.4 KB	1/19/2018 5:27 PM	1/19/2018 5:26 PM		15.8 KB
	4					* 111	Created 1/19/2018 5:03:35 PM
						•	Created by Job #47 (Tenant #1)
							Modified 2/7/2017 2:40:14 PM
							Path C:\TESTFILES9\cloud.mail_jpg
							File name cloud.mailjpg
							Mark for delete False
							Expiration date

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;
- ✓ Date enables sorting according to the sent date;
- ✓ **To** enables sorting according to the addressee;
- ✓ Size enables sorting according to size.

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

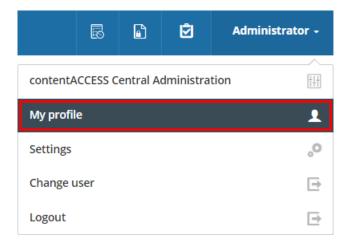
contentWEB	øc	onnect to -				B	Administrat
6 contentWEB / Email arcl	hive / dne⊚ta.	internal	Type search	n text here		Search (dne@ta.internal)	• 🔠 English •
	C 🖻 🖬	🗐 🤊 🛢 👔 Items: 1 / 75			√Active only	Search in selected folder Q,	contentACCESS 3.3 SP1 is ou
) CA		From	Subject	O Date O	То	O Size O	From noreply@tech- arrow.com
Deleted Items		noneply@tech-arrow.com	contentACCESS 3.3 SP1 is out	11/3/2017 4-19 PM	techarrow all@tech-arrow.com	77824	Date 11/3/2017 4:19:56 PM
Inbox		<dne@ta.internal></dne@ta.internal>	FW: Outlook forms testing01	11/3/2017 4:19 PM	<dne@ta.internal></dne@ta.internal>	49152	To techarrow_all@tech-
ANE and SNE		<dne@ta.internal></dne@ta.internal>	RE: Outlook forms testing01	11/3/2017 4:18 PM	<dne@ta.internal></dne@ta.internal>	49152	arrow.com Expiration 5/14/2019
Corrupted delete		<dne@tainternal></dne@tainternal>	RE: Outlook forms testing01	11/3/2017 4:18 PM	<dne@ta.internal></dne@ta.internal>	49152	
(Emails to archive		<dne@ta.internal></dne@ta.internal>	RE: Outlook forms testing01	11/3/2017 4:18 PM	<dne@ta.internal></dne@ta.internal>	49152	Message
Tomitest		<dne@ta.internal></dne@ta.internal>	RE: Outlook forms testing01	11/3/2017 4:18 PM	<dne@ta.internal></dne@ta.internal>	49152	
	0	<dne@ta.internal></dne@ta.internal>	Outlook forms testing01	11/3/2017 4:17 PM	<dne@ta.internal></dne@ta.internal>	45056	
		<dne@ta.internal></dne@ta.internal>	Outlook forms testing01	11/3/2017 4:17 PM	<dne@ta.internal></dne@ta.internal>	45056	
		<dne@ta.internal></dne@ta.internal>	Outlook forms testing01	11/3/2017 4:17 PM	<dne@ta.internal></dne@ta.internal>	45056	₩ t
		<dne@ta.internal></dne@ta.internal>	Outlook forms testing01	11/3/2017 4:17 PM	<dne@ta.internal></dne@ta.internal>	45056	
		<cerseime@gmail.co< td=""><td>m> Re: links</td><td>11/3/2017 2:25 PM</td><td></td><td>90112</td><td>a set to a the COL</td></cerseime@gmail.co<>	m> Re: links	11/3/2017 2:25 PM		90112	a set to a the COL
			The next generation of email archiving is	s herel 9/4/2017 3:45 PM		77824	contentACCE
4			The next generation of email archiving is	s here! 9/4/2017 3:45 PM		77824	SP1 is out!
			The next generation of email archiving is	s here! 9/4/2017 3:45 PM		77824	
			The next generation of email archiving is	s here! 9/4/2017 3:45 PM		77824	
			FW: Datenmigration - Ihr Archiv SICHER	migrieren! 9/4/2017 3:44 PM		77824	
			FW: Datenmigration - Ihr Archiv SICHER	migrieren! 9/4/2017 3:44 PM		77824	contentACCE
			FW: Datenmigration - Ihr Archiv SICHER	migrieren! 9/4/2017 3:44 PM		77824	To improve the mobi
			FW: Datenmigration - Ihr Archiv SICHER	migrieren! 9/4/2017 3:44 PM		77824	platform we are relea of our mobile applica
			FW: contentACCESS new version	9/4/2017 3:43 PM		73728	users to access all th
			FW: contentACCESS new version	9/4/2017 3:43 PM		73728	contentACCESS any
			FW: contentACCESS new version	9/4/2017 3:43 PM		73728	and on most commo
			FW: contentACCESS new version	9/4/2017 3:43 PM		73728	platforms. The new r
			TECH-ARROW at Cloud Expo Europe	9/4/2017 3:42 PM		69632	supports data brows access.
			TECH-ARROW at Cloud Expo Europe	9/4/2017 3:42 PM	from the second second	69632	acco55.
			TECH-ARROW at Cloud Expo Europe	9/4/2017 3:42 PM		69632	
			TECH-ARROW at Cloud Expo Europe	9/4/2017 3:42 PM		69632 -	Remote file a



On the **UI settings** page, the system administrator may choose 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 <u>User interface settings</u> of this guide.

User profile page

The user profile page is directly accessible for end users from contentWEB.



On the page it is possible to see the name, display name, tenant, user logins and login sessions of the current user. There are options to change the display name and the password. The user can also log out using the **Logout** button in the upper right corner. To return back to contentWEB, click on the **Go to contentWEB** under the list of login sessions.

ኛ User profi	ile				
😞 Ad	ministra	tor			
User details:					
Display name:	Administrator d	ange			
Tenant:	System				
Password:	<u>change</u>				
User logins:					
Provider		Username			
Forms		system			
Login sessior	ns:				
Login type	Login name	Last access date	Expiration	IP address	Device
Forms	system	1/31/2018 4:13:53 PM	1/31/2018 5:13:53 PM	fe80::cd8c:bbd6:306e:8235%12	Platform: Desktop, Browser: Internet Explorer (11), OS: Windows
Go to content	WEB				

Changing the display name

click on the <u>change</u> next to the Display name of the user

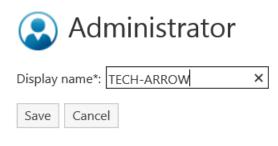
your vision of technological evolution



Display name: Administrator change

Tenant:	System
Password:	<u>change</u>

• type in the desired name and click on the Save button



Changing the password

click on the <u>change</u> next to the Password

Display name:	: Administrator <u>change</u>
Tenant:	System
Password:	change

 type in the current password, the desired password and another time the desired password to confirm it (the new and confirm must match), then click on the Change button. The **Password strength** bar changes depending on the new password length, minimum character count is 8.

Change password	
Current password*:	•••••
New password*:	•
Password strength	Too short
Confirm password*:	
	Change Cancel

21/109



Change password	
Current password*:	••••
New password*:	•••••
Password strength	Weak
Confirm password*:	
	Change Cancel
Change password	
Current password*:	•••••
New password*:	•••••
Password strength	Fair
Confirm password*:	
	Change Cancel
Change partword	
Change password	
Current password*:	•••••
Current password*: New password*:	••••••••• ••••••••
Current password*: New password*: Password strength	Good
Current password*: New password*:	Good
Current password*: New password*: Password strength	Good Change Cancel
Current password*: New password*: Password strength	
Current password*: New password*: Password strength Confirm password*:	
Current password*: New password*: Password strength Confirm password*: Change password	
Current password*: New password*: Password strength Confirm password*: Change password Current password*:	
Current password*: New password*: Password strength Confirm password*: Change password Current password*: New password*:	Change Cancel
Current password*: New password*: Password strength Confirm password*: Change password Current password*: New password*: Password strength	Change Cancel

• if your password was successfully changed, a green notification bar will appear

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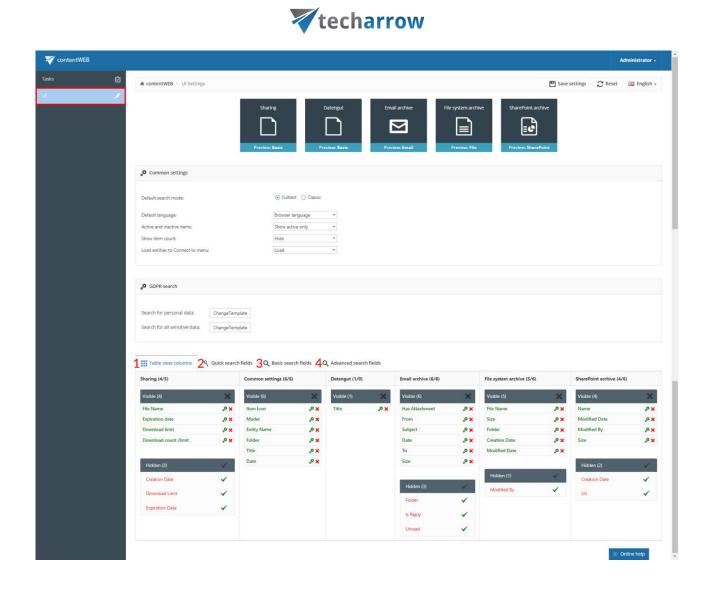
Change password	
Current password*:	•••••
New password*:	•••••
Password strength	Strong
Confirm password*:	•••••
Password successfully	changed!
	Change Cancel

User interface settings

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

	8	ß	Ø	Administrator +	
contentACCESS Central Administration					
My profile					
Settings				°.	
Change u	iser			₽	
Logout				\supseteq	

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



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

Model settings

Display settings of the available models can be changed by clicking on the respective window.



Model settings	×
Email archive [EmailArchive]	
lcon	Preview
icon-envelop	Basic 🔻
Server side rendering	Inactive items
Supported 🔻	Supported 🔻
Versions	
Not supported	
	OK Close

Screenshot: Email archive model settings

Common settings – in this section setting that are common for all entities can be set:

Default search mode

The admin can specify what search mode will be used by default when a user searches in multiple models which support both full-text and legacy search. There are two options for this setting: Full-Text or Classic.

Default language

The admin can set the default contentWEB language for the users. If the **Browser language** is selected and contentWEB supports that language (has a translation), it will use the users browser language. If contentWEB doesn't support it, then English will be used as default.

Active and inactive items

The admin can set which items should be visible by default for the users. There are three options:

- Show active only



- Show inactive only
- Show all

Show item count

The administrator can choose if the item count of folders will be displayed or not. If the administrator chooses not to display it, the system won't have to query the item count from a folder.

Load entities to Connect to menu

If the administrator chooses not to load the entities, the user will be redirected directly to the **Browse menu** after clicking on the **Connect to** menu.

GDPR search

Here it is possible to change the predefined patterns that are used by GDPR search.

Table view column configurations (1) – allows to set which columns will be displayed in the grid (in standard view and advanced search view)

Quick search fields (2) - quick search criteria may be enabled/disabled here

Basic search fields (3) - basic search criteria may be enabled/disabled here

Advanced search fields (4) - advanced search criteria may be enabled/disabled here

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

If some changes are made, they need to be saved using the **Save settings** button in the upper right corner. If the user has made some changes without saving, he will be notified when leaving the page.

Quick and advanced search field settings are described in more details in chapter <u>Editing Quick</u>, <u>Basic and Advanced search criteria</u> 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 for a model (e.g. Email archive model) by clicking on the cross mark (★) in the table of **Visible** columns. Clicking the check mark (✓) in the **Hidden** column makes it work 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 on the cog mark located next to the given column name (e.g. "From" as on the picture below).

Note: Only the visib	le column's s	ettings can be edited.			
Email archive (6/8)		File system archive (5/6)		SharePoint archive (5/6)	
Visible (6)	×	Visible (5)	×	Visible (5)	×
Date	° × °,	Creation Date	° × °.	Creation Date	° × °,
Folder	° × °,	File Name	<mark>×</mark> ٥٥	Modified By	° × °,
From	() ×	Folder	<mark>×</mark> ٥,	Modified Date	° × °,
Is Reply	° × °,	Modified By	× °.	Name	× °,
Subject	°0 ×	Modified Date	° × °,	Size	° × °,
То	°° ×				
		Hidden (1)	\checkmark	Hidden (1)	\checkmark
Hidden (2)	\checkmark	Size	✓	Url	✓
Has Attachment	✓				
Unread	✓				

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



Column settings		×
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[String]		
Field name:	Title	
From	Sender	
Format	Sortable	
	YES	,
Visibility	YES NO	
Always	v	ĺ
Always		
Standard view only Advanced search view only		
Auvanced search view Unity	Close Save changes	

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

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

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From before configuration 🔅	Subject \Diamond	Date 🗘 T	• ÷	Size 🗘
Administrator <administrator@ta.internal></administrator@ta.internal>				49152
Administrator <administrator@ta.internal></administrator@ta.internal>	contentACCESS license error	12/5/2017 3:37 PM	<dne@ta.internal></dne@ta.internal>	45056
Administrator <administrator@ta.internal></administrator@ta.internal>	contentACCESS license warning	12/5/2017 3:37 PM	<dne@ta.internal></dne@ta.internal>	45056
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	Subject contentACCESS invitation			
Sender after configuration \diamond	542,544	Date \bigcirc T	o 0	Size 🗘

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

2 🖻 🖹 🗄 🍤 🖬 🖨 Items: 1 / 3	visible column YActive only Search in selected folder	Q
From	Subject O Date O To O	Size 🗘
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C E S I Items: 1 / 3	"Date" column is hidden VActive only Search in selected folder	Q
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Note: By default, the "From" and "Date" columns are turned on in the Advanced search view only.

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

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Search functions in contentWEB: "Connect to search", quick search, advanced search, GDPR search

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

Search query language

The search query language is used to specify conditions on documents which have to be returned as result when searching the archive. The search query language used in any user interface of contentACCESS can be divided into following categories:

Source specification

The searching user can specify where to search on different levels: tenant, model, entity

Tenant:(string) - select a tenant by name; search in tenants having the specified string in name

MTID:(string) – select a model by type identifier (EmailArchive, FileSystemArchive, SharePointArchive)

Source:(string) – select a model by keyword; search in models having the specified string as a keyword (email, file, sharepoint). This is similar as the MTID mentioned, but accepts more free model specification. Possible values are:

- For FileSystemArchive: file, fs, filesystem, archive
- For EmailArchive: archive, email, mail, mailarchive, emailarchive

Examples:

- source:file
- source:mail

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Entity:(string) - select one or more entities by name; search in entities having the specified string in name. Entity name is **mailbox address** in **Email archive** and **Root folder path** in **File system archive**.

Examples:

- entity:abal@tech-arrow.com search in ABAL's mailbox
- entity:c:\temp search in c:\temp folder

Property value specification

The following properties can be used to specify conditions on documents to be returned as result when searching the archive:

Date

Applicable only for properties of "date" type. Exact date specification has to be in format YYYY-MM-DD (no hours, minutes, seconds can be specified).

Example:

date:(2016-12-05)

Available placeholders: now - means this hour; today, yesterday, this week, last week, this month, last month, this year, last year

Example:

date:(now), date:(last week)

Number

Numbers are written as usually (1, 2, 3...). For the size conditions also units can be specified:

- K | KB size in kilobytes
- M | MB size in megabytes
- **G | GB** size in gigabytes
- T | TB size in terabytes

Example:



size:(>1K) – files or emails (depending on the archive) larger than 1 KB

Range

Two types of ranges can be specified: numerical and date ranges. Ranges can be upper bound, lower bound or an interval. A range can be specified as a value for all properties of type "date" and "number".

Prop:(>value) - the value of property "Prop" is greater than "value"

Prop:(<value) - the value of property "Prop" is less than "value"

Prop:(value1, value2) - the value of property "Prop" is greater than "value1" and less than "value2"

Examples:

- size:(1K, 1M) files/emails (depending on the archive) larger than 1KB and smaller than 1MB
- date:(2016-10, 2016-12) files created/modified or emails sent (depending on the archive) in the last quarter of 2016

Filename

Finds items by attachment name (Email archive) or file name (File archive). Wildcard characters can be used for filename pattern specification (* or ?). They have the same meaning as when searching for files in Windows.

Filename:(*.txt) - this will find all attachments and files having the extension .txt

Filename:(file) – this will find attachments and files having the exact name "file"

Filename:(file.*) - this will find attachments and files named "file" of any type (extension)

Boolean queries

Boolean query is a search type that allows you to combine desired keywords with operators like AND and OR to get more specific results.

Operator AND

This operator will narrow your search down to items containing only the words separated by it. Every blank space has the same meaning as the AND operator.



Example (both will do the same):

- content AND access AND email AND archive
- content access email archive

Operator OR

This operator, on the other hand, expands your search by connecting multiple phrases. The OR operator works like "at least one phrase from the entered must be present". It means that the search will return results containing one of the selected phrases, two, three...or even all.

Example:

content OR access – finds all item containing "content" or "access" or "content access"

Grouping

Multiple terms or clauses can be grouped together by using parentheses "()" to form sub-queries, for example:

 (email OR file) AND archive - the returned results must contain at least one of the following: email archive, file archive

Regular expressions

Regular expression (regexp) is a sequence of characters defining a search pattern. This pattern is then often use to "find" or to "find and replace" strings. Regular expressions can be specified in search query by using double asterisk prefix:

**<regular-expression-pattern>

Regular expressions can be used for property queries, but also for free text queries.

Standard operators

Anchoring

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It is possible to define the start and end on a string for your regexp pattern, but it needs to be anchored specifically. The symbol ^ indicates the beginning, while the \$ symbol indicates the end.

Patterns are always anchored by default. The provided pattern must match the entire string. For example, for string "abcde":

- ab.* = match
- abcd = no match

Allowed characters

Any Unicode character may be used in the pattern, but there are some exceptions that are reserved and must be escaped. The standard reserved characters are:

.?+*|{}[]()"\

If you enable optional features (described in this section), then the following characters may also be reserved:

• #@&<>~

Note: Any reserved character can be escaped using a backslash "*", including a backslash character itself: "\\".

Any character (except double quotes) is interpreted literally when bounded by double quotes:

john"@smith.com"

Match any character

The period symbol "." can be used to represent any character. The string "abcde" can be found like this:

- ab... = match
- a.c.e = match

Once or more

The plus symbol "+" can be used to repeat the preceding pattern once or multiple times. The string "aaabbb" can be found like this:

a+b+ = match



- aa+bb+ = match
- a+.+ = match
- aa+bbb+ = match

Zero or more times

The asterisk symbol "*" can be used to match the preceding pattern zero or more times. The string "aaabbb" can be found like this:

- a*b* = match
- a*b*c* = match
- .*bbb.* = match
- aaa*bbb* = match

Zero times or once

The question mark "?" makes the preceding pattern optional, so it can matches zero times or once. The string "aaabbb" can be found like this:

- aaa?bbb? = match
- aaaa?bbbb? = match
-?.? = match
- aa?bb? = no match

Minimum to maximum

Curly brackets "{}" can be used to specify a minimum and also maximum number of times the preceding shortest pattern can be repeated. The allowed forms are:

- {5} the pattern repeats exactly 5 times
- {2,5} the pattern repeats 2 to 5 times
- {2,} the pattern repeats at least twice

For string "aaabbb", the following applies:

- a{3}b{3} = match
- a{2,4}b{2,4} = match
- a{2,}b{2,} = match



- .{3}.{3} = match
- a{4}b{4} = no match
- a{4,6}b{4,6} = no match
- a{4,}b{4,} = no match

Grouping

By using parentheses "()", it is possible to form sub-patterns. The quantity operators listed above operate on the shortest previous pattern, which can also be a group. For string "ababab", the following applies:

- (ab)+ = match
- ab(ab)+ = match
- (..)+ = match
- (...)+ = no match
- (ab)* = match
- abab(ab)? = match
- ab(ab)? = no match
- (ab){3} = match
- (ab){1,2} = no match

Alternation

The pipe symbol "|" works the same as the OR operator mentioned above in this section. The match will be successful if the pattern on either the left side OR the right side matches. Alternation applies to the longest pattern. For string "aabb", the following applies:

- aabb|bbaa = match
- aacc|bb = no match
- aa(cc|bb) = match
- a+|b+ = no match
- a+b+|b+a+ = match
- a+(b|c)+ = match

Character classes

Ranges of characters may be specified as character classes, by being enclosed in square brackets "[]". A leading ^ symbol negates the character class. The following forms are allowed:



- [abc] = 'a' or 'b' or 'c'
- [a-c] = 'a' or 'b' or 'c'
- [-abc] = '-' or 'a' or 'b' or 'c'
- [abc\-] = '-' or 'a' or 'b' or 'c'
- [^abc] = any character except 'a' or 'b' or 'c'
- [^a-c] = any character except 'a' or 'b' or 'c'
- [^-abc] = any character except '-' or 'a' or 'b' or 'c'
- [^abc\-] = any character except '-' or 'a' or 'b' or 'c'

Note: The dash "-" indicates a range of characters, except when it is the first character or when it is escaped with a backslash.

For string "abcd", the following applies:

- ab[cd]+ = match
- [a-d]+ = match
- [^a-d]+ = no match

Optional operators

Complement

Complement is probably the most used and helpful option. The shortest pattern that comes after a tilde symbol "~" is negated. For example, `"ab~cd" means:

- Starts with a
- a is followed by b
- b is followed by a string of any length that is anything, except c
- Ends with d

For the string "abcdef", the following applies:

- ab~df = match
- ab~cf = match
- ab~cdef = no match
- a~(cb)def = match
- a~(bc)def = no match

Interval

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The interval option enables the use of numeric ranges. The ranges have to be always enclosed by angle brackets "<>". For string "access90", the following applies:

- access<1-100> = match
- access<01-100> = match
- access<001-100> = no match

Intersection

The ampersand symbol "&" joins two patterns. They both of them have to match the string. For string "aaabbb", the following applies:

- aaa.+&.+bbb = match
- aaa&bbb = no match

Any string

The at sign "@" matches any string in its entire length. This can be combined with intersection and complement (mentioned above) in cases when you want to search for "everything except something". For example:

• @&~(content.+) finds everything, except strings beginning with "content"

Properties in different archives

When specifying a boolean value for a property in query, the following notations can be used:

- true | yes | y stand for True
- false | no | n stand for False

Property names and values are not case sensitive. Wildcard characters (* and ?) can be used everywhere.

The character '|' means an option or alternative (in cases if multiple property names and values can be used).

If the value is specified in quotes (e.g. "value"), it is considered as a phrase.

Example:

"brown fox" will find all documents that contains the words "brown" followed by word "fox"

Email properties



The properties below are applicable when searching in Email archive

Property	Specificity	Description
HasAttachment:	true false	if true, finds emails having one or more attachments; if false, finds emails having no attachments
Importance:	Low Normal High	finds emails with the specified importance level
Sensitivity:	Normal Personal Private Confidential	finds emails with the specified sensitivity level
Flag:	true false	find emails having a flag set (true) or not set (false)
AttachmentCount:	(number)	finds emails with the specified attachment count
Bcc:	(string)	condition on addresses in BCC tag of the email
Category:	(string)	condition on category
Cc:	(string)	condition on addresses in CC tag of the email
Folder:	(string)	condition on folder path; possible to find emails only in the specified folder (backslash is used as path separator, e.g. Inbox\Important)
ReceivedDate:	(date)	condition on receiving date
RetentionTime:	(number)	condition on retention time (in months)
Sender From:	(string)	condition on email sender
Date SentDate:	(date)	condition on email's sent date
Size:	(number)	condition on email's size in bytes
Title Subject:	(string)	condition on email subject
То:	(string)	condition on email's recipient
Body:	(string)	search in the mail's body text
Attachment:	(string)	search in mail's attachment text

File properties



The properties below are applicable when searching in File archive

Property	Specificity	Description
CreationDate:	(date)	condition on file's creation date
Title Filename:	(string)	condition on file's name
Folder:	(string)	condition on file's path (\ is the path separator as in Windows, e.g. c:\documents\rfa)
Date ModifiedDate:	(date)	condition on file's creation date
Size:	(number)	condition on file's size in bytes

SharePoint document properties

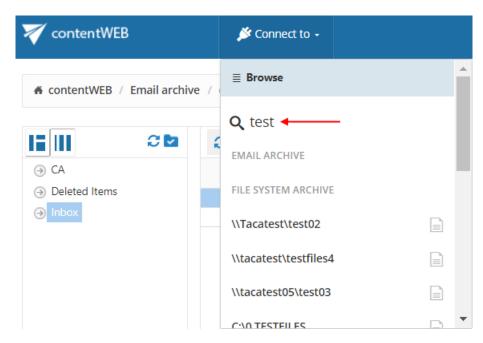
The properties below are applicable when searching in SharePoint archive

Property	Specificity	Description
CreatedBy:	(string)	condition on user who created the file
CreationDate:	(date)	condition on creation date
FileSize:	(number)	condition on file size
Date ModificationDate:	(date)	condition on modification date
ModifiedBy:	(string)	condition on user who modified the document
Name:	(string)	condition on document name
Title:	(string)	condition on document title
VersionNum:	(number)	condition on document's version number

"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 only in one single folder – the folder that 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 <u>Editing</u> <u>Quick, Basic and Advanced search criteria</u> of this guide later on.

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T 🖈						Best regards,	_



Searching for emails containing the word Timesheet (our work presence)

Search criteria: Root folder (entity): dne@ta.internal Archive subfolder: Emails to archive Title: contains phrase "timesheet".

In this use case we will search for emails in subfolder **Emails to archive** on the dne@ta.internal root. We connect to the root (dne@ta.internal) in the **Connect to** list first.

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Further we select the given subfolder (*Emails to archive*) in the navigation pane:

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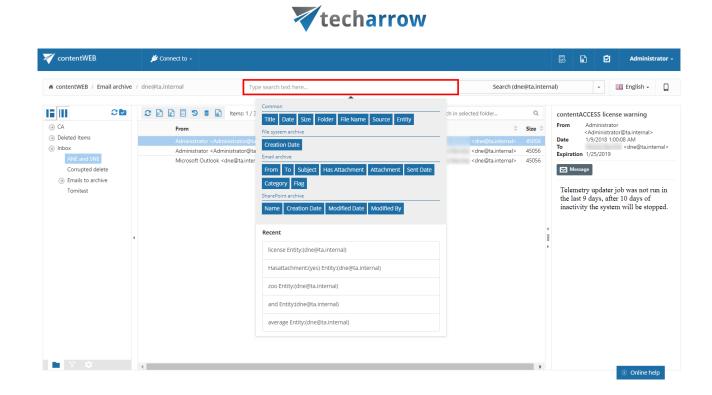
Now we type "timesheet" into the quick search field and the entry (entries) will be automatically searched for.

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Fulltext search

The fulltext search allows the user to search in the entity, which he selected in the **Connect to** dropdown list – archived mailbox, File archive root or SharePoint archive root site.

If you move your cursor over the **Type search text here...** field, a pop-up with some search filtering options and recent search will appear.



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If the user has access to more than just one mailbox, he gets the option to **Search everywhere** – it will allow him to search in all of the mailboxes he has access to. If the user has access to only one mailbox, **Search everywhere** is not enabled.

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If the user does a search using **Search everywhere** and there are models which support **Fulltext search** and also those which don't, a result mode selector will be visible. If the user selects **Fulltext**, it will search only in models which support **Fulltext search**. If the user selects **Others**, it will search in models which support other types of search, except fulltext.

f contentWEB / Search	
test	Search everywhere
C Items: 1 / 9 in everywhere	Results from: Fulltext Others
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In this case, the user has access to many entities

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	*	File system archive	C:\TESTFILES3	C:\TESTFILES3	38010_mahou_s	houjo_madoka_magica.jpg	
		File system archive	C:\TESTFILES3	C:\TESTFILES3	business and bu	rgers.png	
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	ß	SharePoint archive	Testing site		contentACCESS	- v2 6-release notes_v10.pdf	50 KB
		SharePoint archive	Testing site		Andras Palffy ha	s invited you to 'Testing site'.msg	Created
		SharePoint archive	Testing site		16.png		11/3/2017 10:51:54 AM
		SharePoint archive	Testing site		ai-email.jpg		
		SharePoint archive	Testing site		Screen Shot 201	7-10-04 at 1.14.07 PM (1).png	Created by Job #6 (Tenant #1)
		SharePoint archive	Testing site		tf		· · · · ·
		SharePoint archive	Testing site		17.png		Modified 2/1/2017 12:13:19 PM
		File system archive	C:\TESTFILES3	C:\TESTFILES3	960x0.jpg		
		File system archive	C:\TESTFILES3	C:\TESTFILES3	a-1024x768.jpg		Path C:\TESTFILES3\bdb3d7041f7adb74399289
		File system archive	C:\TESTFILES3	C:\TESTFILES3	a35bb6d3af7c80	08a.jpg	
		File system archive	C:\TESTFILES3	C:\TESTFILES3	camera.png		File name
		File system archive	C:\TESTFILES3	C:\TESTFILES3	cloud.mailjpg		bdb3d7041f7adb74399289a440f0f275.jpg
	_	en a se	CATEGORIE CON	C) TECTER FOX	1 11 2 170 44 (7 1	× 1000000 11000075	Mark for delete

so if the user searches for a phrase or applies a filter (requirement) that more items of the mailboxes meet, it will look for example like this:

🗸 content	WEB	🗩 Connect to -						ß	Ø	Administ	trator -
希 contentWI	EB / Search	test				Search everywher	e		•	∺ English 🗸	
C 🛛 🗉	🗈 🟮 🐻 Items: 1	1/9 in everywhere		Result	ts from:	Fulltext Others	Impo	tant			
	Model \Diamond	Entity 0	Folder 0	Title	\circ	Date 0	From Date		IE@ta.inter 3/2017 3:32		
	Email archive	ANE@ta.internal	Inbox	Importance test		7/3/2017 3:01 PM	То		IE@ta.inter	nal	
	Email archive	dne@ta.internal	Inbox\Corrupted delete	Test email		11/23/2017 6:44 PM			25/2019	with high impor	
	Email archive	dne@ta.internal	Inbox\ANE and SNE	Microsoft Outlook Test Message		12/20/2017 1:35 PM	• This	messag	e was sent	with high impor	tance.
W	SharePoint archive	Testing site		contentACCESS - v2 6-release notes_v8.do	CX	7/25/2016 3:46 PM		lessage			
W	SharePoint archive	Testing site		contentACCESS - v2 6-release notes_v8.do	cx	10/4/2016 1:19 PM					
	Email archive	dne@ta.internal	CA\AttachmentTest	Attach03		6/30/2017 3:48 PM	HLL	am sen	ding this a	email to test th	he
						7/3/2017 3:32 PM				contentWEB	
	Email archive	dne@ta.internal	CA\AttachmentTest	Attach02		6/30/2017 3:47 PM	searc	ch.			
	Email archive	dne@ta.internal	CA\AttachmentTest	Attach + body		6/30/2017 3:46 PM					

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 choose **Advanced search** option from the dropdown list on the right side of the user interface.

contentWEB	🗩 Connect to 🗸					Administrator
ContentWEB / Email archive	/ dne@ta.internal Type search	text here		Search (dne@ta	a.internal)	• 🔠 English •
	2 🖻 🗾 🗒 🛢 🔒 Items	1/6 Y	Active only Search in sel	Search everywhere		20
∋ CA	From	Subject	Date	Advanced search		Administrator@ta.interna
Deleted Items Inbox	Administrator <administra Administrator <administra< td=""><td>tor@ta.internal> contentACCESS license</td><td>error 12/12/2017 10:33</td><td>GDPR search</td><td></td><td><dne@ta.internal></dne@ta.internal></td></administra<></administra 	tor@ta.internal> contentACCESS license	error 12/12/2017 10:33	GDPR search		<dne@ta.internal></dne@ta.internal>
ANE and SNE Corrupted delete	Administrator <administra Administrator <administra< td=""><td></td><td></td><td></td><td>Message</td><td></td></administra<></administra 				Message	
Emails to archive	Administrator <administra « dne@ta.ir</administra 		ion 12/8/2017 2:53 PM 7/4/2017 12:32 PM			CESS invitation
Emails with attachm Tornitest					contentACCESS ac invitation process, You will be redired you can finish you up a password for <u>Finish your invitat</u>	invited you to create a new count. To finish your please click the link below. cted to the webpage, where ir invitation process and set your account.

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

If the user does a search using Advanced search and there are models which support Fulltext search and also those which don't, a search mode selector will be visible. If the user selects Fulltext, it will search only in models which support Fulltext search. If the user selects Others, it will search in models which support other types of search, except fulltext. contentWEB / Search Search everywhere test 😂 🛃 📳 💼 🐻 Items: 1 / 9 in everywhere Results from: Fulltext Others

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).

techarrow

The range of parameters that can be set differs based on what kind of entity does the user **Connect to** (File archive, Email archive, SharePoint archive...). Here on the screenshot below the parameters common for all kind of entities can be seen.

🟹 contentWEB	🏂 Connect to 🗸							Ø	Administ	rator -
♣ contentWEB / A	dvanced search								🏭 English 🗸	۵
Search in	Select			Search for text	٩					
Common										
Title	Contains - Q			Date	After 👻					
Size	Smaller than 👻	MB -		Folder	Contains +	Q				
				File name	Contains -	Q				
			Clear	Q Search						

To select the desired entity (or entities), click on the **Select** button (upper left part of the screenshot above). Check the checkboxes of the entities you want to perform search in. If you check the **Tenant** checkbox (first one, marked on screenshot), then all entities listed below will be selected. If you click on the icon in the **Model** column (marked on screenshot), you will be able to filter entities by model type.

Online help



nter text to search			
Tenant	Model	Entity	
Microsoft	File system archive	(All)	
Microsoft	File system archive	(Blanks)	
Tech-Arrow	File system archive	BackMailz plugin	
Tech-Arrow	File system archive	Email archive	
Tech-Arrow	File system archive	File system archive	
Tech-Arrow	SharePoint archive	GDPR Application GDPR Exchange	
Tech-Arrow	BackMailz plugin	GDPR Exchance	
Expo	SharePoint archive	****	
SP test tenant	SharePoint archive	Test doc lib	
Cloud Expo	SharePoint archive		
Cloud Expo	SharePoint archive		
Microsoft	Email archive		
Tech-Arrow	Email archive		
Tech-Arrow	Email archive		
Tech-Arrow	Email archive		

contentWEB enables advanced searching based on criteria set in the **UI settings**. For more information refer to the <u>Editing Quick search and Advanced search criteria</u> subchapter of this guide.

Searching for an email message containing the phrase "word"

Search criteria:	Mailbox: dne@ta.internal
	Date range: 10.02.2016 - 30.03.2018
	Subject: contains phrase "word".

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 <u>dne@ta.internal</u> in the **Connect to** list.

🏹 contentWEB	🗯 Connect to 🕞	
	EMAIL ARCHIVE	
♠ contentWEB / Email archive /	dne@ta.internal	⊠

contentWEB Manual | Version 3.8| ALL RIGHTS RESERVED



Select Advanced search option from the dropdown menu in the right upper part of the user interface.

	2		Ø	Administ	rator -
Search (dne@ta.inter	rnal)		•	🔚 English 🗸	
Search everywhere					
Advanced search		-	- Inin	ternal>	
GDPR search			3 >		

Specify the desired criteria:

- From the Search in 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 <u>dne@ta.internal</u> that we have selected in the Connect to list.
- 2. As we are searching for emails with subject containing "word", we enter this phrase into the **Subject** text box.
- We are searching for emails in date range 10/02/2016 30/03/2018, so we select Between from the Receive Date dropdown list. Then we specify the desired date range and click on Search.

contentWEB / Advance	ed search						88	English 👻
Search in	Select Email archive: dne@tainte	nal	Search for text	Q				
mail archive								
Subject	Contains -	Q, word	Folder	Contains -	Q			
From	Contains +	٩	То	Contains 👻	۹			
Cc	Contains -	Q,	Bcc	Contains -	٩			
Sent Date	After +	≡	Received Date	Between +	2016-02-10		2018-03-30	=
Has Attachment	No Filter 👻		Size	Smaller than 👻		MB -		
Attachment	Contains -	Q,	Body	Contains -	٩			
Category	Contains +	٩	Importance	No Filter 👻				
Sensitivity	No Filter 👻							

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



🏹 contentWEB	🎉 Connect to 🗸			🗟 🖬 🗹 Adr	ninistrator -
f contentWEB / Search	Subject:(word*) Receiv	edDate:(2016-02-10, 2018-03-30)		Search in selected - 🔛 Englis	sh 🗸 🛄
				Word document	
From	Subject Date Word document 7/4/2017 12:	To S2 PM <dne@ta.inter< th=""><th> Size Centity nal> 57344 dne@ta.internal </th><th>Date 7/4/2017 12:32:12 PM</th><th></th></dne@ta.inter<>	 Size Centity nal> 57344 dne@ta.internal 	Date 7/4/2017 12:32:12 PM	
				Message	
				Sending the promised word document in atta	ichment

Note: In the search view the **Folder** column is automatically displayed as well. This feature simplifies the identification of 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 <u>Table</u> <u>view column configurations</u> of this guide

Periodical search

GDPR requires to detect any data leakage and as soon as possible. Thanks to this feature the user won't have to manually search if someone worked with sensitive data, but can instead create and configure a periodical search, which will perform all the necessary actions.

Periodical search is a search performed automatically by the **Task runner** with the recurrence and other parameters configured by the user. The search is performed only on the entities allowed by the user's roles and permissions.

Permissions

There are 2 periodical search related permissions that can be assigned from Central Administration:



Role details					\times
Role display name:	Full_EAUser				
Permissions					
Manage legal hold cases:	 Not allowed 	 All allowed 		£	•
View legal hold cases:	 Not allowed 	 All allowed 		?	
PeriodicalSearch					-
Create periodical searches:	Not allowed	 All allowed 		?	
Manage other user's periodical sear	ches: O Not allowed	 All allowed 		?	
Plugin.BackMailz					J.
Use BackMailz Service:	 Not allowed 	 All allowed 	O Specific allowed	?	1
Plugin.CategorizeToPF					_
View mailboxes:	 Not allowed 	O All allowed	O Specific allowed	?	
Plugin.Datengut					-
View Datengut DDCs:	Not allowed	O All allowed		?	
Plugin.EmailArchive					
Select a tenant, where the role will	be available				
Tenant:	TECH-ARROW	Ŧ			
			Save	Cance	9

1) Create periodical search – allows to define a periodical search and manage (view, delete) own periodical searches

2) Manage other's periodical searches

The Manage other's periodical searches permission allows to see other user's periodical searches – on tenant or system level – based on role assignment. With this permission, the user cannot create a periodical search. He can only see, enable/disable and delete the periodical searches on the tenant(s) where he has permissions. If the user had the **Create periodical search** permission before, but the permission was removed, he will be still able to see his own periodical searches.

Using periodical search



First, the user must perform a search in contentWEB. The same parameters that were entered here will be later used by the periodical search.

d d 🛛 🕄 🖬	🖬 🛃 Ite	ems: 1 / 10 in dne@ta.internal							conten	tACCESS license error
Subject	0	From	0	Date	0	Folder	То		From Date	Administrator <administrator@ta.internal> 12/5/2017 3:37:08 PM</administrator@ta.internal>
contentACCESS licer	nse error	Administrator <administrator@ta.internal< td=""><td>,</td><td>12/5/2017 3:37</td><td>PM</td><td>Inbox</td><td></td><td><dne@ta.inter< td=""><td>То</td><td><dne@ta.internal></dne@ta.internal></td></dne@ta.inter<></td></administrator@ta.internal<>	,	12/5/2017 3:37	PM	Inbox		<dne@ta.inter< td=""><td>То</td><td><dne@ta.internal></dne@ta.internal></td></dne@ta.inter<>	То	<dne@ta.internal></dne@ta.internal>
contentACCESS licer	nse error	Administrator <administrator@ta.internal< td=""><td></td><td>12/12/2017 10:</td><td>33 AM</td><td>Inbox\Emails to archive\Emails to process</td><td></td><td><dne@ta.inter< td=""><td>Expirati</td><td>on 12/8/2018</td></dne@ta.inter<></td></administrator@ta.internal<>		12/12/2017 10:	33 AM	Inbox\Emails to archive\Emails to process		<dne@ta.inter< td=""><td>Expirati</td><td>on 12/8/2018</td></dne@ta.inter<>	Expirati	on 12/8/2018
contentACCESS licer	nse warning	Administrator <administrator@ta.internal< td=""><td>•</td><td>1/9/2018 1:00 A</td><td>MA</td><td>Inbox\ANE and SNE</td><td></td><td><dne@ta.inter< td=""><td>🖂 Me</td><td>ssage</td></dne@ta.inter<></td></administrator@ta.internal<>	•	1/9/2018 1:00 A	MA	Inbox\ANE and SNE		<dne@ta.inter< td=""><td>🖂 Me</td><td>ssage</td></dne@ta.inter<>	🖂 Me	ssage
contentACCESS licer	nse warning	Administrator <administrator@ta.internal< td=""><td></td><td>12/5/2017 3:37</td><td>PM</td><td>Inbox</td><td></td><td><dne@ta.inter< td=""><td></td><td></td></dne@ta.inter<></td></administrator@ta.internal<>		12/5/2017 3:37	PM	Inbox		<dne@ta.inter< td=""><td></td><td></td></dne@ta.inter<>		
contentACCESS license error Administrator < Administ		Administrator <administrator@ta.internal< td=""><td></td><td>12/22/2017 1:0</td><td>0 AM</td><td>Inbox\ANE and SNE</td><td></td><td><dne@ta.inter< td=""><td>Your</td><td>contentACCESS license is invalid (The system</td></dne@ta.inter<></td></administrator@ta.internal<>		12/22/2017 1:0	0 AM	Inbox\ANE and SNE		<dne@ta.inter< td=""><td>Your</td><td>contentACCESS license is invalid (The system</td></dne@ta.inter<>	Your	contentACCESS license is invalid (The system
contentACCESS licer	nse error	Administrator <administrator@ta.internal< td=""><td>•</td><td colspan="2">12/12/2017 10:33 AM</td><td>Inbox\Emails to archive\Emails to process</td><td></td><td><dne@ta.inter< td=""><td></td><td>information is out of date, please run the</td></dne@ta.inter<></td></administrator@ta.internal<>	•	12/12/2017 10:33 AM		Inbox\Emails to archive\Emails to process		<dne@ta.inter< td=""><td></td><td>information is out of date, please run the</td></dne@ta.inter<>		information is out of date, please run the
contentACCESS licer	nse error	Administrator <administrator@ta.internal< td=""><td>•</td><td>12/8/2017 2:53</td><td>PM</td><td>Inbox\Emails to archive\Emails to process</td><td></td><td><dne@ta.inter< td=""><td></td><td>etry collector plugin.), system stopped. Telemo</td></dne@ta.inter<></td></administrator@ta.internal<>	•	12/8/2017 2:53	PM	Inbox\Emails to archive\Emails to process		<dne@ta.inter< td=""><td></td><td>etry collector plugin.), system stopped. Telemo</td></dne@ta.inter<>		etry collector plugin.), system stopped. Telemo
contentACCESS licer	nse warning	Administrator <administrator@ta.internal< td=""><td>•</td><td>11/23/2017 6:4</td><td>7 PM</td><td>Inbox\Corrupted delete</td><td></td><td><dne@ta.inter< td=""><td></td><td>er job was not run in the last 21 days, after 10</td></dne@ta.inter<></td></administrator@ta.internal<>	•	11/23/2017 6:4	7 PM	Inbox\Corrupted delete		<dne@ta.inter< td=""><td></td><td>er job was not run in the last 21 days, after 10</td></dne@ta.inter<>		er job was not run in the last 21 days, after 10
									of ina	ctivity the system will be stopped.
FW: contentACCESS	new version			9/4/2017 3:43 P	PM	Inbox\Emails to archive		•		

Click on the periodical search button. A pop-up window will open. Here you can set the following:

- Search name name of the periodical search
- Notification recipients (split by ";") email addresses of users that will receive the notification email (this email will be sent by the notification job)
- Tenant Tenant that the search will be performed on (only tenants available for the user are listed in the dropdown list)
- Keep results number of search results that will be stored in the database (explained below)
- Recurrence (weekly on selected day(s) at selected time or monthly on selected day(s) at selected time)
- Description description of the periodical search

eate periodical se	arch	
Search name:	License search	
Notification recipients:	dne@ta.internal	
Tenant:	TECH-ARROW	-
Keep results:	10	÷
Recurrence:	Weekly	*
	✓ Sunday Monday Tuesday Wednes Thursday Friday Saturday	sday
At:	16:00	÷
Description:	License searching on weekends	

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The list of all available periodical searches can be viewed by clicking on the **Periodical search** button in the upper right corner.



The following actions are available:

Name Last execution time Recurrence Next run Keep in history Notification recipients Enabled 21 (3 × 4) 5) und search - Running every 1 month on 7/1/2018 8:00:00 PM 10 dne@ta.internal Ves 0 < 0 < 0 < 0 < 0 < 0 < 0 < 0 < 0 < 0 <	unning weekly on Sunday 10 dne@ta.internal No (3 2 € 10) unning weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@ta.internal Yes (1) 2 ○ 10)
tescend 1 second Running weekly on Sunday - 10 dne@ta.internal No ③ / ● ⊕ rense search01 - Running weekly on Sunday 6/9/2018 40000 PM 10 dne@ta.internal Yes ① / ● ⊕ st search - Running weekly on Sunday 6/9/2018 80000 PM 10 dne@ta.internal Yes ① / ● ⊕	unning weekly on Sunday 10 dne@ta.internal No ③ ∥ ⊕ main unning weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@ta.internal Yes ① ∥ ⊖ main
ense search 1 second Running weekly on Sunday 10 dne@ta.internal No (3) / ⊕ m ense search01 - Running weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@ta.internal Yes (0) / ⊖ m it search - Running weekly on Sunday 6/9/2018 8:00:00 PM 10 dne@ta.internal Yes (3) / ⊖ m	unning weekly on Sunday 10 dne@tainternal No () 🖉 🕁 🛅 unning weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@tainternal Yes () 🖉 💬 📅
I second Running weekly on Sunday - 10 dne@ta.internal No ③ / ● ⊕ ense search01 - Running weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@ta.internal Yes ① / ● ⊕ t search - Running weekly on Sunday 6/9/2018 8:00:00 PM 10 dne@ta.internal Yes ① / ● ⊕	unning weekly on Sunday 10 dne@tainternal No () 🖉 🕁 🛅 unning weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@tainternal Yes () 🖉 💬 📅
t search - Running weekly on Sunday 6/9/2018 8:00:00 PM 10 dne@ta.internal Yes (1) 🖉 ⊖ 🛱	Inning weekly on Sunday 6/9/2018 4:00:00 PM 10 dne@tainternal Yes () 2 ⊖ 10 m Inning weekly on Sunday 6/9/2018 8:00:00 PM 10 dne@tainternal Yes () 2 ⊖ 10 m
	inning weekly on Sunday 6/9/2018 8:00:00 PM 10 dne@ta.internal Yes 👔 🧷 🖨 📾
o - Running weekly on Sunday 10 dne@ta.internal No 🚺 🖉 🕀 🍿	anning weekly on Sunday 10 dne@ta.internal No 🛈 🖉 🕀 🏛
o - Running weekly on Sunday 10 dne@ta.internal No 🚺 🖉 🕀 🌐	inning weekly on Sunday 10 dne@ta.internal No 🚯 🏈 🕁 🛅

1) Refresh - refreshes the list of periodical searches



- 2) View details explained below
- **3)** Edit explained below
- 4) Enable/disable with this button it is possible to enable or disable the selected periodical search (when disabled, it won't perform any actions; disabled searches have grey background)
- 5) Delete deletes the periodical search

View details

On this page it is possible to see the details about the selected periodical search. The **Query** displays all searching parameters of the periodical search (the search this periodical search was created from). By clicking on the link, the defined search will be performed again in a moment.

The previous search result summary is displayed in the grid below. We can see the start date, end date, duration and total hit count. It is also possible to download the report file from here by clicking on the button in the **Actions** column. The report file contains a detailed summary with the list of emails, files and database records, where the results are coming from.

contentWEB / Periodical search	/ License search				🏭 English 🗸
cense search					
scription: License searching o exkt run: 6/9/2018 4/0000 PF currence: Running weekly on rep in history: 10 dm@ta.internal eated by: Administrator Edit					
Previous search resul	lts				
Previous search resul	Its End date	Duration	Hit count	Actions	
Previous search resul start date 5/27/2018 4:00:04 PM		Duration 1 second	Hit count 10	Actions	

Edit

Here it is possible to set/change the same parameters as after clicking on the **Periodical search** button after performing a search.

	techarrow	
Edit periodical searc	h	×
Search name:	License search]
Notification recipients:	dne@ta.internal	
Tenant:	TECH-ARROW -	
Keep results:	10	
Recurrence:	Weekly -	
	 Sunday Monday Tuesday Wednesday Thursday Friday Saturday 	
At:	16:00 ‡	
Description:	License searching on weekends	
	OK Canc	el

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History management

Every periodical search has a defined "**Keep in history**" property (same value as **Keep records** when creating the periodical search) – this means that we store X previous search results in the database and also in the corresponding report file on the resource storage.

Task runner processing

When a periodical search is found

- We check the **IsActive** status if the search is not active, it means that it was marked as deleted.
- If the search is marked as deleted, we will remove the corresponding history items, report files and also the definition/configuration of the periodical search.
- If a periodical search is disabled, it will be skipped by the **Task runner**.
- If the search is active, its scheduled time is recalculated based on recurrence the next job will not process it. (It means that if it is scheduled to run at 10:00 on every Wednesday, it will be processed at that time and set to run on the next Wednesday at 10:00, on the other days and times the search can't be found).

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techarrow

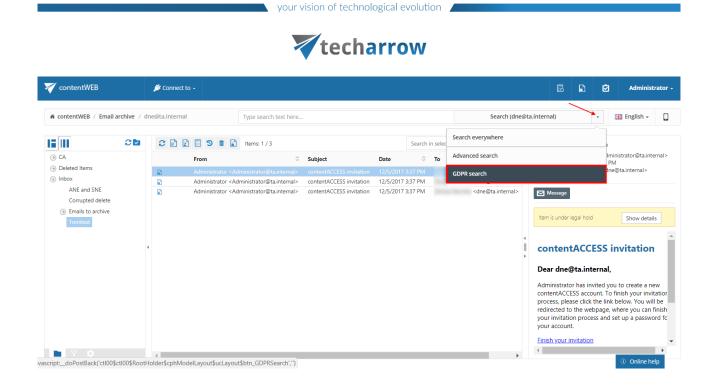
- Task runner job will create a report in the resource storage, a new record in the history table and will add a reporting email into the notification job's queue – history management is performed during this processing.
- The report file is available only from contentWEB. The notification email contains a link to the periodical search detail page, which contains the stored history results therefore it is easy to compare the results from there, and this way we can easily ensure that the report is not available for a user without permissions.
- If the user would like to share the report with another user, he needs to save the report file and send it to the user. He can use our sharing app for this.

GDPR search

The general data protection regulation, or as most people know it **GDPR**, brought new rules about data storage and regulation. Having a proper overview about all company and personal data – where it is stored, for how long, who is accessing it, may seem like a hard task now. That's why we programmed our **GDPR search**, so it would be much easier and faster for our customers to find all personal data they need. The predefined search patterns allow the user to search for the most common, sought, requested and necessary data in a very user-friendly way.

Does your customer want you to find and delete his personal data? Or you just want to check where a credit card number was mentioned? No problem!

To get to the GDPR search page, click on the search type dropdown list and choose the GDPR search.



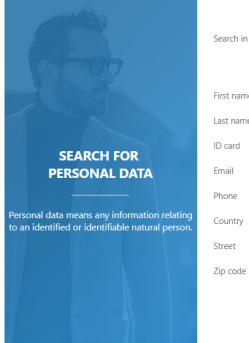
On the GDPR search page, it is possible to choose between two tabs – **Search for personal data** and **Search for all sensitive data**. The user can change the predefined search patterns by clicking on the **Change template** button on both tabs, but we don't recommend it. If the patterns were changed, the user can also reset them back to the original state.

Note: To be able to change the patterns, the user must have the **Customize GDPR search** permission allowed in his <u>role</u>, otherwise this option won't even be visible.

techarrow

Search for personal data

Search for all sensitive data



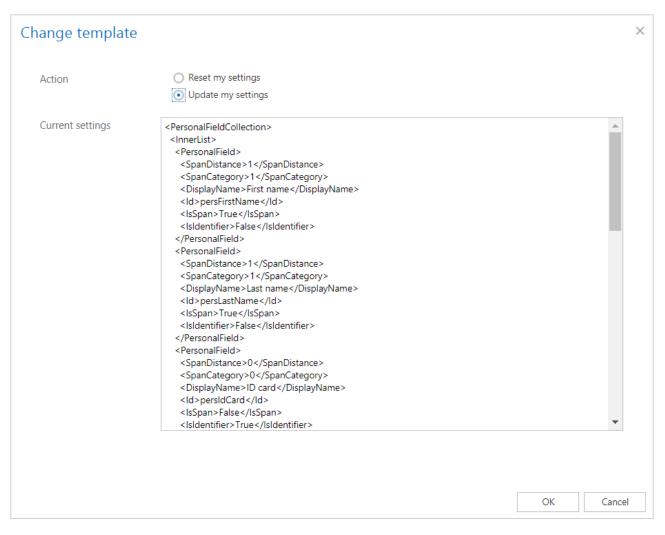
rch in	Select
	Search everywhere
t name	
name	
ard	
ail	
ne	
intry	
et	
code	

Search

Change template

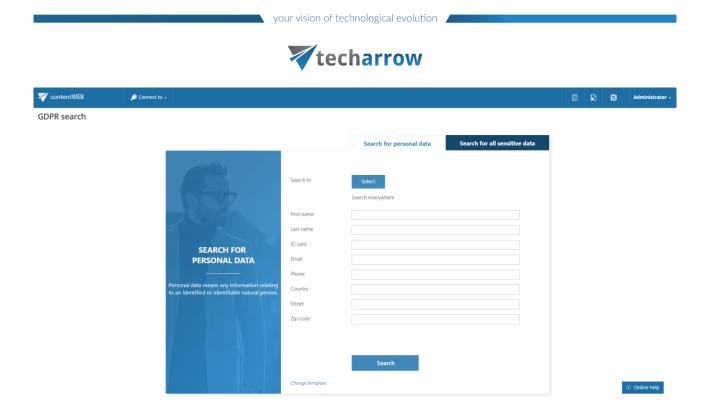
	contentWEB Manual Versio	on 3.8 ALL RIGHTS RESERVED)
TECH-ARROW, a. s.	Kazanská 5B, 821 06 Bratislava, Slovakia, EU	E-mail: sales@tech-arrow.com	www.tech-arrow.com





Search for personal data

On this page, the user can search for any information related to an identified person.



By clicking on the **Select** button, the entity selector popup window will open. Here the user may select entities he wants to search in. It is also possible to filter the entities by model type. Select the desired entities and click on **OK**.

Note: The search can be performed only on the entities allowed by the user's roles and permissions.



Searc	h in	

Sea	rch in		×
Ente	er text to search		
	Tenant	Model	P Entity
\checkmark	TECH-ARROW	File system archive	(All)
	TECH-ARROW	File system archive	(Blanks) (Non blanks)
	TECH-ARROW	File system archive	Email archive
✓	TECH-ARROW	File system archive	File system archive
✓	TECH-ARROW	File system archive	SharePoint archive
	TECH-ARROW	File system archive	
	TECH-ARROW	File system archive	.#
	TECH-ARROW	File system archive	\\tacatest\tacatest
	TECH-ARROW	Email archive	dne@ta.internal
	TECH-ARROW	Email archive	SNE@ta.internal
<	TECH-ARROW	Email archive	ANE@ta.internal
	TECH-ARROW	SharePoint archive	Testing site
	RFA test	File system archive	C:
✓	RFA test	File system archive	C
	RFA test	File system archive	C:\00
			OK Cancel
			OK Cancel

The selected entities will be displayed under the Select button. Specify the information you want to search for and click on the **Search** button.

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		Search for personal data	Search for all sensitive data
	Search in	Select File system archive: C:\TESTFILES3, C:\TE: \\Tacatest\test02 Email archive: ANE@ta.internal	STFILES5, C:\MonnieFile, C:,
	First name	Monika	
	Last name		
SEARCH FOR	ID card		
PERSONAL DATA	Email		
Personal data means any information relating	Phone		
to an identified or identifiable natural person.	Country	Slovakia	
	Street		
	Zip code	82106	
		Search	
	Change template		

The search results will be displayed and you can perform all the actions as with results of **Quick search** or **Advanced search** – export, create report, legal hold, mark for delete and even create periodical search.

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6 content	WEB	/ Search				Gdprpersknown:(persFirstName:Monika;) Monika			Search everywhere		🔠 English	- 1
C 🕞 🛛	1	🕽 🔳 🛃 Items: 1	/ 37 in everywhere			Results fro	m: Fulltext Ot	hers				
				Folder	Title	0		0 1	Title			
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		SharePoint archive	Testing site		cloud.mail_		1/25/2018 4:14 PM		Modified			
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	-	SharePoint archive	Testing site			ESS.Email_Archive.be_safe_:1-1.jpg	1/25/2018 4:14 PM	- 11	Modified By			
		SharePoint archive	Testing site		9h6c0qJ.jpc		1/25/2018 4:14 PM	- 11	Monika Nevická			
		Email archive	dne@ta.internal	Inbox\Emails to archive\Emails with attachments		re's \$50 to sponsor your content on LinkedIn!	1/1/1753 1:00 AM	- 11	Size			
	_	SharePoint archive	Testing site	mean fernans ce arenne fernans mer acaerments		f7adb74399289a440f0f275.jpg	1/25/2018 4:14 PM	- 11	129.9 KB			
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		Email archive	dne@ta.internal	Inbox\Emails to archive\Emails with attachments		Monika, your coupon is about to expire!	1/1/1753 1:00 AM	- 11	email.jpg			
8						/ / /		- 11	Mark for delete False			
_		Email archive	dne@ta.internal	Inbox\Emails to archive	RE: Re[4]: T		8/25/2017 6:31 AM	- 11	Faise			
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		SharePoint archive	Testing site			ecurity-tips-to-reduce-data-loss-in-microsoft-office-365-7	1/25/2018 4:14 PM	- 11	1/25/2019			
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		Email archive	dne@ta.internal	Inbox\Emails to archive	FW: conten	tACCESS new version	9/4/2017 3:43 PM					
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8												
		Email archive	dne@ta.internal	Inbox\Emails to archive	RE: Re[4]: T	rial	8/25/2017 6:31 AM					
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8												
8												
		Email archive	dne@ta.internal	Inbox\Emails to archive	Re: Links		8/25/2017 12:43 PM	4				
		Email archive	dne@ta.internal	Inbox\Emails to archive	Task 12317	- Click to run Outlook is not supported	8/30/2017 5:16 PM					
		Email archive	dne@ta.internal	Inbox\Emails to archive	Task 12308	- CPU requirement	8/30/2017 11:44 AM	4 v				

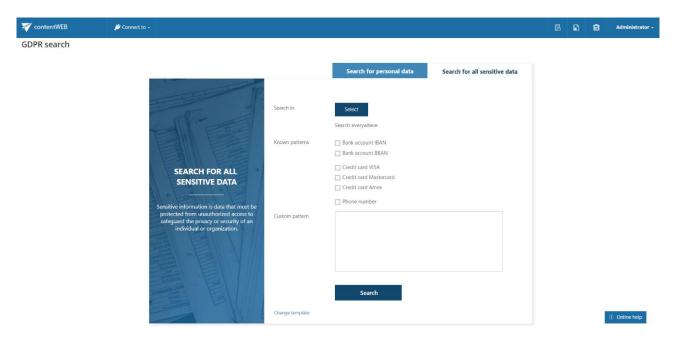
contentWEB Manual | Version 3.8| ALL RIGHTS RESERVED TECH-ARROW, a. s. | Kazanská 5B, 821 06 Bratislava, Slovakia, EU | E-mail: sales@tech-arrow.com | <u>www.tech-arrow.com</u>

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Search for all sensitive data

On this page, the user can search for bank accounts, credit card numbers and phone numbers.



By clicking on the **Select** button, the entity selector popup window will open. Here the user may select entities he wants to search in. It is also possible to filter the entities by model type. Select the desired entities and click on **OK**.

Note: The search can be performed only on the entities allowed by the user's roles and permissions.



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Searc	nı	n
Scarc		

Sea	rch in		×
Ent	er text to search		
	Tenant	Model	F Entity
✓	TECH-ARROW	File system archive	(All)
	TECH-ARROW	File system archive	(Blanks) (Non blanks)
	TECH-ARROW	File system archive	Email archive
✓	TECH-ARROW	File system archive	File system archive
~	TECH-ARROW	File system archive	SharePoint archive
	TECH-ARROW	File system archive	
	TECH-ARROW	File system archive	
	TECH-ARROW	File system archive	\\tacatest\tacatest
	TECH-ARROW	Email archive	dne@ta.internal
	TECH-ARROW	Email archive	SNE@ta.internal
✓	TECH-ARROW	Email archive	ANE@ta.internal
	TECH-ARROW	SharePoint archive	Testing site
	RFA test	File system archive	G
✓	RFA test	File system archive	G
	RFA test	File system archive	C:\00
			OK Cancel

The selected entities will be displayed under the Select button. Select the information you want to search for, or define your own pattern and click on the **Search** button.

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		Search for personal data	Search for all sensitive data
	Search in	Select File system archive: C:\TESTFILES1, C:\TES Email archive: dne@ta.internal, ANE@ta.ir	
	Known patterns	Bank account IBAN Bank account BBAN	
SEARCH FOR ALL SENSITIVE DATA		 Credit card VISA Credit card Mastercard Credit card Amex 	
Sensitive information is data that must be protected from unauthorized access to safeguard the privacy or security of an individual or organization.	Custom pattern	Phone number	
Treads Treads			
Tress 1 Press Press 1 Press 1 Press		Search	
	Change template		

The search results will be displayed and you can perform all the actions as with results of **Quick search** or **Advanced search** – export, create report, legal hold, mark for delete and even create periodical search.

TontentWEB					•		Administ	trator -
6 contentWEB / Search	(**0[0-9]{2,3}[0-9]{6-7} OR **0[0)-9]{{9,10} OR **[0-9]{7}}	Gdprsensknown:(cbSer	Search everyw	nere	•	English 🗸	
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Editing Quick, Basic and Advanced search criteria

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

💎 contentWEB	🏂 Connect to -						B	Ð	Ø	Administrator +
希 contentWEB / SharePoint a	rchive / Testing site	Type search text here				Search (1	contentACCESS (entral A	dministra	tion
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Documents LBAPicLib MonnieSPA		There are r	to items to show in this view				Change user			₽
MonnieTesting										
Projects										
Projects_new										
Site Pages										
Test Cases										
Test tasks										

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
- > Basic search fields tab to edit the search fields that the basic search uses
- > Advanced search fields tab to edit the search fields that the advanced search uses

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

- ➤ check mark (✓) means enable
- cross mark (x) 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.

🏹 contentWEB	۶	Connect to -				8	Û	Administ	rator -
f contentWEB / Ac	dvanced search							👬 English 🗸	
Search in	Select File system archive: 0			Search for text	٩				
File system	-								
File Name	Contains 👻	Q		Size	Smaller than 👻	MB +			
Folder	Contains 👻	۹		Creation Date	After 👻				
Modified Date	After -								
			Clear	Q Search					
								 Online he 	lp

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

🏹 contentWEB	Administrator -
Tasks 🖻	希 contentWEB / UI Settings 😨 Reset 🔛 English -
u 🥢	Sharing Datengut Email archive File system archive SharePoint archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the system archive Image: Description of the syste
	Default language: Browser language *
	Active and inactive items: Show active only *
	© GDPR search
	Personal data search: Change personal data search template
	Sensitive data search: Change sensitive data search template

eDiscovery process

Electronic discovery, or **eDiscovery**, is the process of identifying, gathering and processing data stored in electronic form in response to a request in legal proceedings such as litigation, law suit or government investigations.



The first step is to search for the data you want to/need to find and process. This can be easily done by using the search function in contentWEB and applying filters to narrow down the search. For this task, we recommend one of the following options (or even combination of them, if necessary):

- <u>Fulltext search</u> search in the entity selected in **Connect to** by multiple criteria
- Advanced search search in multiple entities by multiple criteria
- <u>GDPR search</u> if you need to search for sensitive data (items containing name, phone number, address, card number, etc.)

After the search has been performed, it is possible to configure a <u>Periodical search</u>. Thanks to this feature the user won't have to manually search if someone worked with sensitive data, but can let the system do the work instead. The system will be also sending notification emails with the results of the periodical search to the specified recipients - this way **any data leakage can be detected very soon**.

Create periodical sea	rch	×
Search name:	Microsoft license	
Notification recipients:	admin@ta.internal; dne@ta.internal	
Tenant:	TECH-ARROW -	
Keep results:	10	
Recurrence:	Weekly	
	 Sunday Monday Tuesday Wednesday Thursday Friday Saturday 	
At:	14:00	
Description:	Microsoft licence search results.	
	OK Cance	2

The search results can be exported as **PST** (if the results are only from Email archive) or **ZIP** file. The ZIP file will also contain <u>Manifest file</u> - an .xls file that contains summary about the exported items. Export actions can be <u>downloaded</u> from **Tasks list** or **Tasks page**.

	techarrow	1	
Export	to PST		×
Name *:	Export Tue Jun 04 2019 Microsoft		
Export:	 All items from the search result Selected item(s) (1) 		
Tenant *:	TECH-ARROW		Ŧ
		Create	Cancel

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Screenshot: Exporting items as PST

Export	to zip ×
Name *:	Export Tue Jun 04 2019 Microsoft
Export:	 All items from the search result Selected item(s) (1)
Tenant *:	TECH-ARROW -
	Create Cancel

Screenshot: Exporting items as ZIP

The <u>legal hold</u> feature allows to create a legal hold case, where the user can put documents (search results) afterwards. Documents that are under a legal hold case can't be deleted from the system until the legal hold case expires.



Manage legal hold case							
Create new legal hold case Update existing legal hold case							
Name:*	Microsoft license						
Description:	Items related to N	licrosoft licenses					
Never expires							
Expiration date:	6/30/2020		-				
Tenant:*	TECH-ARROW		-				
Only documents bel	Only documents belonging to selected tenant going to be processed						
 All items (42 ite 	amel						
 Selected item(s) 							
			Save Canc	el			

If you don't want to export search results as ZIP, but want to have an **.xls document with summary** about them (similar to the manifest file), it is possible to create one by using the <u>Create report</u> function. The report can be then downloaded from **Tasks list** or **Tasks page**.

Report	×
Name *:	Report Tue Jun 04 2019 - Microsoft license
Export:	 All items from the search result Selected item(s) (1)
Tenant *:	TECH-ARROW -
	Create Cancel

Folder selection methods

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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 <u>Tasks supported by different</u> entities.

Important: To select a folder, first click the button Enable folder selection.							
	🏹 contentWEB	×	•				
	f contentWEB / Fi	e system archive /(C:				
	Root 01	2					
	02	-					

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);

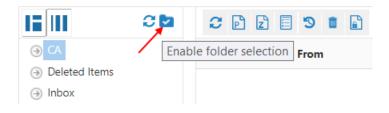


	Type search text here				Search (Tes	ting site) - 👬 English -
11 C 🖬	🔀 🛃 🗐 🛢 🝙 Items: 4 / 8		Search in se	elected folder	Q	
Test Subsite	Title	O Modified	\$	Modified by	≎ Size ≎	Teleforgener Hanager Sesser Ven Tods Help
Documents	~ACLjpg	6/1/2017 1	:23 PM	_	205 KB	12 2 10 10 X I C C C C C C C
LBAPicLib	55337 with ELM 6.3.17.png	6/1/2017 1	:23 PM	-	84.6 KB	Look for: Pflar in: Pflar
MonnieSPA	Application Server Remote PowerShell support - SAPERION ELM is mi	issi 10/12/201	7 4:30 PM		142 KB	8 (C) (5-2013 (C) 2 Test2007 (C) 2 Test207 (C) 2 T
MonnieTesting	Retrieve - IPM.Appointment with attachments in the body.jpg	6/1/2017 1	:23 PM		151.2 KB	20 Advente tota [2] 30 Peder Filter 127 selfs metadoled researce [20 Centrels 30 Peder Filter 127 selfs metadoled researce [30 Peder Filter 427 selfs metadoled researce [427 selfs metadoled researce [
Projects	Retrieve, Restore problem.jpg	6/1/2017 1	:23 PM		75.2 KB	Conversion Actors Detected Terrs Detected Terrs Pater Price ETF with endpointed research
Projects_new	RTF archive error.jpg				102.4 KB	A feiter filme All with mithabilited researcy of
Site Pages	Saperion ELM installation ERROR.jpg	6/1/2017 1	:23 PM		71.6 KB	Pocesarig Knahed Number of Remail So Foreward Remail 15
Test Cases	Screen Shot 2017-10-04 at 1.14.07 PM (1).png	10/12/201	7 4:25 PM		134.2 KB	fran i
Test tasks					+	Or Details or
•						Image: 1 three: [Fielding: 3 three: [Fielding] (Supplementation and the environment of an injunct. Image: Description
						Title RTF archive error.jpg

> 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. First, you need to **Enable folder selection**.



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	ør Connect to →	8	Administrator
f contentWEB / Email archiv	e / dne@ta.internal Type search text here	Search (dne@ta.internal)	• English •
	🖻 🚬 🗐 🍤 🛢 👔 Folders: 3		
	Folder name/path		
AttachmentTest	CA/AttachmentTest		
 Deleted Items Emails to archive 	Deleted Items/Emails to archive		
 Inbox 	Inbox/Corrupted delete		
ANE and SNE			
Corrupted delete			
Emails to archive			
Tomitest			



Recursive folder selection

First, folder selection must be enabled.



Then the user may select the

- Entire folder structure by a) a single click 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 a single click on the parent subfolder in the contentWEB's navigation pane.

By 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.

🞻 contentWEB	🗯 Connect to 🕞	5 B	Administrator
f contentWEB / Email archiv	re / dne@ta.internal Type search text here	Search (dne@ta.internal) -	🔡 English 🗸 🚺
	🖻 😰 🗐 🦻 🔒 Folders: 1		
3 🔽 CA	Folder name/path		
AttachmentTest Cick Cick Inbox ANE and SNE Corrupted delete Corrupted delete Emails to archive Tomitest	CA (including all subfolders)		
T 🗘			 Online help

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

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



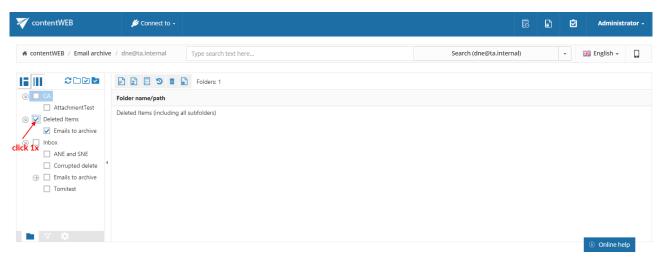
🟹 contentWEB	🖋 Connect to -		Administra	ator -
f contentWEB / Email archiv	e / dne⊚ta.internal Type search text here	Search (dne@ta.internal)	• English •	
	🖻 😰 🗐 🍤 🛢 🖍 Folders: 3			
	Folder name/path			
AttachmentTest	CA (including all subfolders)			
 Deleted Items Emails to archive 	Deleted Items (including all subfolders)			
 	Inbox (including all subfolders)			
7 \$			(i) Online help	p

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

 by clicking 1x into the checkbox of the given parent folder (e.g. Deleted Items on the picture below):



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

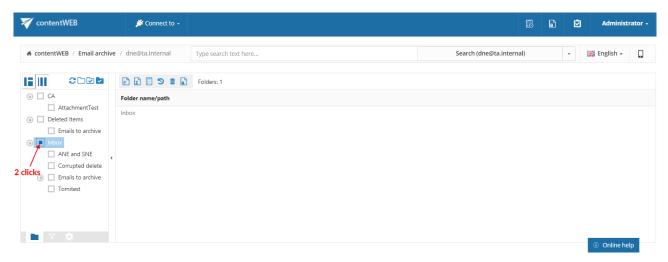


contentWEB / Email archive / d	ne@ta.internal Type se	earch text here	Search (dne@ta	a.internal)	- English	h - (
	From	≎ Subject Date ≎ To	≎ Size ≎			
AttachmentTest Deleted Items		There are no active items to show in this view				
Emails to archive						
Inbox						
ANE and SNE						
Corrupted delete						
Emails to archive			•	4		
Tomitest 4						

Screenshot: Deselecting the whole recursive folder structure using the Select none icon

Selecting the parent folder without its subfolders:

If the user wants to exclude the child folders from processing 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

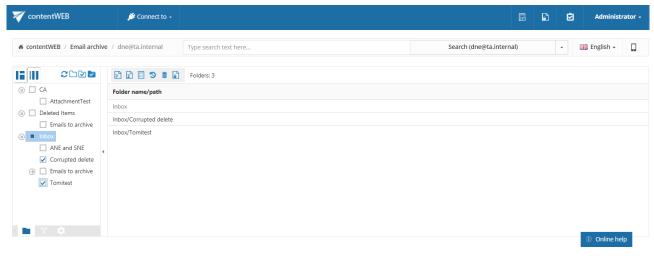
On **third click** the **parent folder will be** automatically **deselected**. The same can be achieved by clicking the **Deselect all folders** icon above the pane.

	contentWEB	🗩 Connect to 🗸					🗟 💼 💆 Administrato
CA AttachmentTest From Subject Date To AttachmentTest Administrator < Administrator @ta.internal> contentACCESS invitation 12/5/2017.3:37.PM <dm@ta.internal> Deleted Items Administrator < Administrator @ta.internal> contentACCESS license error 12/5/2017.3:37.PM <dm@ta.internal> Administrator < Administrator @ta.internal> contentACCESS license error 12/5/2017.3:37.PM <dm@ta.internal> AME and SNE Corrupted delete Itek Corrupted delete Tomitest Deleted Items</dm@ta.internal></dm@ta.internal></dm@ta.internal>	contentWEB / Email archive	/ dne@ta.internal	Type search text here			Search (dne@	@ta.internal) - 🏭 English -
Image: ContentACCESS invitation Subject Date To Image: ContentACCESS invitation 12/5/2017 3:37 PM <dne@ta.internal> Image: ContentACCESS invitation 12/5/2017 3:37 PM <dne@ta.internal> Image: ContentACCESS invitation 12/5/2017 3:37 PM <dne@ta.internal> Image: ContentACCESS invitation 12/5/2017 3:37 PM <dne@ta.internal> Image: ContentACCESS invitation 12/5/2017 3:37 PM <dne@ta.internal> Image: ContentACCESS inconse error 12/5/2017 3:37 PM <dne@ta.internal> Image: Conte</dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal></dne@ta.internal>	;∭ ≎⊡⊍⊵	2 🖻 🖻 🗏 🔊 💼	ltems: 1 / 3	7 Active or	ly Search in selecte	d folder Q	contentACCESS invitation
AttachmentTest Administrator <administrator@tainternal> contentACCESS invitation 12/5/2017 3.37 PM <dme@tainternal> ContentACCESS invitator@tainternal> contentACCESS license error 12/5/2017 3.37 PM <dme@tainternal> Administrator <administrator@tainternal> contentACCESS license error 12/5/2017 3.37 PM <dme@tainternal> Administrator <administrator@tainternal> contentACCESS license error 12/5/2017 3.37 PM <dme@tainternal> Administrator <administrator@tainternal> contentACCESS license error 12/5/2017 3.37 PM <dme@tainternal> MAL and SNE Administrator contentACCESS license warning 12/5/2017 3.37 PM <dme@tainternal> Elick Corrupted delete Emails to archive contentACCESS license warning 12/5/2017 3.37 PM <dme@tainternal> Tomitest ContentACCESS license warning 12/5/2017 3.37 PM <dme@tainternal> ContentACCESS license</dme@tainternal></dme@tainternal></dme@tainternal></dme@tainternal></administrator@tainternal></dme@tainternal></administrator@tainternal></dme@tainternal></administrator@tainternal></dme@tainternal></dme@tainternal></administrator@tainternal>) 🗌 CA	From	\$	Subject	Date 0	То	
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Indox ANE and SNE Corrupted delete Tomitest ContentACCESS invitation Dear dne@ta.internal, Administrator has invited you to create a net contentACCESS account. To finish your invitation process, please click the link below	Deleted Items		-				Expiration 12/8/2018
ANE and SNE ANE Corrupted delete Emails to archive Tomitest ContentACCESS invitation Dear dne@ta.internal, Administrator has invited you to create a ner contentACCESS account. To finish your invitation process, please click the link below	Emails to archive	Administrator ·	<administrator@ta.internal></administrator@ta.internal>	contentACCESS license warning	12/5/2017 3:37 PM	<dne@ta.< td=""><td>Message</td></dne@ta.<>	Message
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contentACCESS account. To finish your invitation process, please click the link below							Administrator has invited you to create a new
							contentACCESS account. To finish your

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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;
- Export to PST exports selected mailbox items/folders or all items of the selected folder into Outlook PST format;



- 3. **Export to ZIP** exports selected items/folders or all items of the selected folder into a compressed ZIP format; emails are saved as MSG files and are compressed to ZIP format
- 4. Create report creates a XLS file containing a list of the selected files and their details
- 5. **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)
- 6. Delete allows to mark/unmark documents for/from delete
- Legal hold allows to create a legal hold case, where the user can put documents afterwards. Documents which are under a legal hold case can't be deleted from the system until the legal hold case expires.

Toolbar buttons are available from the search page, too.

1 2 3 4 5 6 7 Image: Control (Control (Contro))))	🖌 contentWEB / Email	archive /	@tech-arrow.com	Type search text here			Search (@tech-arrow.com) - 🔡 English -
From Subject From /o=ExchangeLabs/ou=Exchange Administrative Group (FVDBOHF) /o=ExchangeLabs/ou=Exchange Administrative Group (FVDBOHF) Test shared file Date Date @ elmbuild02@gmail.com New 66.45 setup(s) Date Date Date Date onoreply@tech-arrow.com> New contentACCESS setup 31.35.0 is ready Date							0	
Prom Subject (FVDIBOHTS2SPDLT)/cn=Recipients/cn=17c 0 /o=Exchange.dation/out_Exchange.dationistrative.Group (FVDIBOHTs. Text-shared file. abal 0 elmbuildQ2@gmail.com New 66.45 setup(s) 0 cnoreply@tech-arrow.com> New contentACCESS setup 3.135.0 is ready 0 @tech-arrow.com> New contentACCESS setup 3.135.0 is ready 0 @tech-arrow.com> mail app test with attachments 1 Linkedin <news@linkedin.com> The (slightly insane) morning routines of these top professionals 3 0 @tech-arrow.com> New contentACCESS setup 2.2.31 is ready 0 @tech-arrow.com> test attachment 1 @tech-arrow.com> test attachment 0 @tech-arrow.com> test attachment</news@linkedin.com>						Search in selected folde	er Q,	
Image: Control of the control of) Inbox				•		0	(FYDIBOHF23SPDLT)/cn=Recipients/cn=17c
elmbuildU2@gmail.com New 56.45 setup(s) To New content/CCESS setup 31.35.0 is ready <								
New contentACCESS setup 3.135.0 is ready © tech-arrow.com> mail app test with attachments LinkedIn <news@linkedin.com> The (slightly insane) morning routines of these top professionals 3 ContentACCESS 3.3 training.pptx ContentACCESS 3.3 training.pptx © tech-arrow.com> test attachment © tech-arrow.com> test attachment</news@linkedin.com>			-					То
Image: ContentAccEss 3 3 training.pptx Image: ContentAccEss 3 3 training.pptx								Expiration 10/20/2027
Initial production Initial produ								Message
<noreply@tech-arrow.com> New contentGATE setup 2.2.31 is ready contentACCESS 3_3_training.pptx (Shared file will be available until 2017-10-31 23/59/59 and can be downloaded 5 time(s)</noreply@tech-arrow.com>							se top professionals 3	
©tech-arrow.com> test attachment (Shared file will be available until 2017-10-31 23-59-59 and can be downloaded 5 timupader 5							se top professionals 5.	contentACCESS 3 3 training,pptx
23:59:59 and can be downloaded 5 time(s))						cop clear to ready		
				@tech-arrow.com>	Test mailapp Auto-c	liscover in mail apps		23:59:59 and can be downloaded 5 time(s))

Screenshot: Toolbar buttons used to trigger Email archive tasks

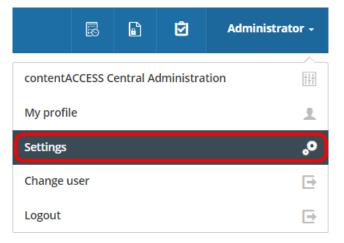
Note: For more information regarding these functionalities in File System Archive and Email Archive read sections <u>File Archive tasks</u> and <u>Email Archive tasks</u> of this guide.

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 (\times) the administrator may enable a particular task; with clicking on the check mark (\checkmark) he may disable the task again.

ontentWEB							Administrator -
)	ContentWEB / Tasks Settings				🛄 Sav	e settings 🛛 🔁 Reset	🏭 English -
	° Common settings						
	Remove task after download						
	🛱 Task types 👘 Manifest						
	Task types supported by a model						
		Export to PST	Export to zip	Recovery	Delete from archive	Legal hold	Report
	Advanced Sharing	-	×	-		-	×
	Custom	-	×	-			×
	Email Archive	✓	✓	✓	✓	✓	✓
	File System Archive	-	✓	✓	✓	✓	✓
	GDPR Application	-	✓	-			~
	GDPR Exchange	✓	✓	-		-	~
	GDPR File System	-	✓	-		-	~
	- Marcella	-	✓	-	-	-	✓
	10.000	-	×	-	-	-	×
	Share Point Archive	_	~	×	~	~	~

If some changes are made, they need to be saved using the **Save settings** button. If the user has made some changes without saving, he will be notified when leaving the page.

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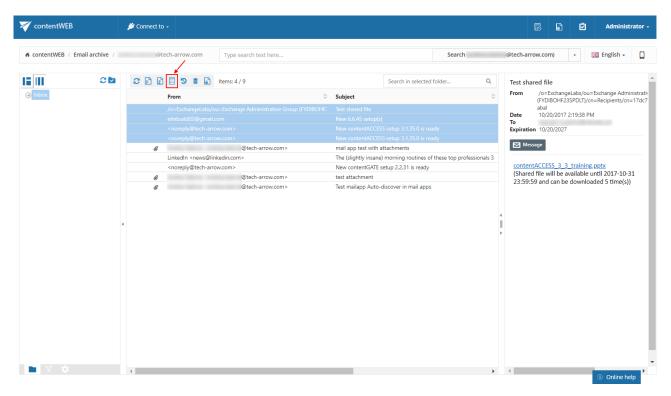
🟹 contentWEB		you made i	may not be saved.				
	Conte			Leave	Stay	Cave settings	CReset Englis
Л	о Солинон эссения	3					
	✓ Remove task after	r download					
	宁 Task types	🖒 Manifest					
	🛱 Task types supp	orted by a m	odel				
			Export to PST	Export to ZIP	Recovery	Delete from a	rchive Legal ho
	Email	Archive	×	✓	✓	✓	✓
	File System	Archive		✓	✓	×	✓
	Legacy Email	Archive	✓	×	-	-	-
	Share Point	Archive	-	✓	-	✓	✓

Create report

The **Create report** task creates a XLS file, which can be later downloaded from the Tasks list or Tasks page. The downloaded file is saved on the resource storage. It contains a summary about the selected items.

To create a report file, select some items and click on the **Create report** button.





A pop-up window opens. Name your report and choose if you want to get summary of all items (all items in the selected folder) or only of the selected items. Click **Create**.

Report		×
Name *:	Report Wed May 30 2018	
Export:	 All items Selected item(s) 	
		Create Cancel

Download the file from the Tasks list or the Tasks page.

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		5	Ø	Administrator -
0	Tasks list		ß	🖁 English 🖌 📮
Description	Status	Progress	ŵ	
Report Wed May 30 2018	Done	100%	 →	Iministrative Group 'cn=17dc787139f54f97
contentWEB Export 5/30/2018 test4	Done	100%		
contentWEB Export 5/30/2018 test3	Done	100%		
contentWEB Export 5/30/2018 test2	Done	100%		0-31 23:59:59
contentWEB Export 5/30/2018 test1	Done	100%		
+ 1	06 other task	S		

On the **Summary** tab the user may view the task summary information, the creation date and who created the report action and the total number of the items.

Report	Wed May 30 2018			
Tenant:	Tech-Arrow			
Created on:	5/30/2018 2:27:03 PM			
Created by:	Administrator			
				_
Email ar	chive			
	Number of items 4	L		
				-
⇒ Su	mmary Email archive (+) : (Þ	

On the **Entity** tab (the tab is named based on the entity of the items) the user may find the title of the items, their type, size and path of each item.



Type	Size	Path	Date	Subject	From	То	Message	Has attack	Importanc	Aailbox		
msg	18 KB	Inbox	2017-10-2	2 Test share	/o=Exchar	named in	IPM.Note	False	1	- A - A - A - A - A - A - A - A - A - A	@tech-	arrow.com
msg	76 KB	Inbox	2016-11-3	8 New 6.6.4	elmbuild02		IPM.Note	False	1	-	@tech-	arrow.com
msg	56 KB	Inbox	2016-11-2	New cont	<pre><noreply@< pre=""></noreply@<></pre>	<build_not< td=""><td>IPM.Note</td><td>False</td><td>1</td><td>-</td><td>@tech-</td><td>arrow.com</td></build_not<>	IPM.Note	False	1	-	@tech-	arrow.com
msg	88 KB	Inbox	2016-11-2	New cont	<noreply@< td=""><td><build_not< td=""><td>IPM.Note</td><td>False</td><td>1</td><td>alter here</td><td>@tech-</td><td>arrow.com</td></build_not<></td></noreply@<>	<build_not< td=""><td>IPM.Note</td><td>False</td><td>1</td><td>alter here</td><td>@tech-</td><td>arrow.com</td></build_not<>	IPM.Note	False	1	alter here	@tech-	arrow.com
	msg msg msg	msg 18 KB msg 76 KB msg 56 KB	msg 18 KB Inbox msg 76 KB Inbox msg 56 KB Inbox	msg 18 KB Inbox 2017-10-7 msg 76 KB Inbox 2016-11-7 msg 56 KB Inbox 2016-11-7	msg 18 KB Inbox 2017-10-2 Test share msg 76 KB Inbox 2016-11-3 New 6.6.4 msg 56 KB Inbox 2016-11-2 New cont	msg 18 KB Inbox 2017-10-2 Test share /o=Exchar msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild0 msg 56 KB Inbox 2016-11-2 New conte <noreply@< td=""></noreply@<>	msg 18 KB Inbox 2017-10-2 Test share /o=Exchan msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild02 msg 56 KB Inbox 2016-11-2 New conte <noreply@< td=""> cbuild_not</noreply@<>	msg 18 KB Inbox 2017-10-2 Test share /o=Exchan IPM.Note msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild0: IPM.Note msg 56 KB Inbox 2016-11-2 New conte <norepty@ </norepty@ subid_not IPM.Note	msg 18 KB Inbox 2017-10-2 Test share /o=Exchan IPM.Note False msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild02 IPM.Note False msg 56 KB Inbox 2016-11-2 New conte<	msg 18 KB Inbox 2017-10-2 Test share /o=Exchan IPM.Note False 1 msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild02 IPM.Note False 1 msg 56 KB Inbox 2016-11-2 New conts rorepty@ <build_not ipm.note<="" td=""> False 1</build_not>	msg 18 KB Inbox 2017-10-2 Test share /o=Exchan IPM.Note False 1 msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild02 IPM.Note False 1 msg 56 KB Inbox 2016-11-2 New conte For projection False 1	msg 18 KB Inbox 2017-10-2 Test share /o=Exchan IPM. Note False 1 @tech- msg 76 KB Inbox 2016-11-3 New 6.6.4 elmbuild0. IPM. Note False 1 @tech- msg 56 KB Inbox 2016-11-2 New conte <noreply@<build_not< td=""> IPM. Note False 1 @tech-</noreply@<build_not<>

Legal hold

To learn about configuring Legal hold, please read this section first.

The document can be put into a legal hold case from:

- Selection (selecting one or more items or folders)
- Search result

contentWEB	🗩 Connect to +				🗟 🔓 🗹 Administrator
ContentWEB / Email archive	/ dne@ta.internal Type search tex	t here		Search (dne@	€ta.internal) - 📰 English -
☐ ☐ 20 20 20 20 20 20 20 20 20 20 20 20 20	Image: Second system Image: Second system From Legal hold	✓ Active only Subject Date	Search in selected	d folder Q	contentACCESS invitation From Administrator <administrator@ta.internal> Date 12/5/2017 3:37:09 PM</administrator@ta.internal>
 Deleted Items Inbox ANE and SNE Corrupted delete Emails to archive Tomitest 	Administrator «Administrator@ta.interna Administrator «Administrator@ta.interna Administrator «Administrator@ta.interna Administrator «Administrator@ta.interna	> contentACCESS invitation 12/5/2017 3:37	PM	<pre><dne@tainternal> 4 <dne@tainternal> 4 <dne@tainternal> 4</dne@tainternal></dne@tainternal></dne@tainternal></pre>	To <pre></pre>
				< III. •	contentACCESS invitation
					Administrator has invited you to create a new contentACCESS account. To finish your invitatior process, please click the link below. You will be redirected to the webpage, where you can finish your invitation process and set up a password fo your account.
7 ¢					Einish your invitation Comment from Administrator who has invited

After some items are chosen and you click the Legal hold button, a pop-up will show up.

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Manage legal hold case				
Create new legal ho	old case	Update existing legal hold case		
Name:*				
Description:				
Never expires		,		
Expiration date:		Ŧ		
 All items (9 items) Selected item(s) (2 items) 	ems)			
		Save	ncel	

Here you can set a legal hold case. Name and expiration date are required. By checking the **Never expires** checkbox, the expiration date disappears. Radio buttons on the bottom indicate which items should be included into legal hold case (all items means all items in the folder that is selected in contentWEB).

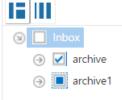
It is also possible to add items to an already existing legal hold case. If you wish to do so, select the option **Update existing legal hold case** and choose the case you want to add your item(s) to, then click **Update**.

Manage legal hold case					
Create new legal	hold case	Update existing legal hold case			
You are going to add documents to an existing legal hold case. Select necessary information to update legal hold case					
Legal hold case:*	FA index test	Ŧ			
 All items (9 items) Selected item(s) (2 	items)				
		Save Cance	el -		



You can create a legal hold case if you select a folder from the tree on the left side. There are 2 possibilities. First is when you click the checkbox and a checkmark appears in the box. It indicates that all documents in the folder will be processed recursively. Second is when you click 2 times on the checkbox, then a square appears, which means that only document on the first level in the folder will be processed.

<i>Note:</i> The folder selection must	be enabled first.		
	Root	2 b	
		· ·	



The list of cases can be accessed from the upper right corner of the page, by clicking on the **Legal hold** icon.



The Legal hold view and management is controlled by the system's permission management, so only people with the correct permissions can manage or view legal hold cases and documents.

In the Legal hold cases page you can manage the existing legal hold cases, manually delete them or see details of the legal hold case including the document list. If an expiration date is specified for a legal hold case, then the system will automatically remove the legal hold from documents on case expiration.

In Legal hold cases page you can do 3 actions. In the upper left corner of the list is a refresh button (1) to reload legal hold cases. By double clicking on the row in table or by clicking on the info icon (2) in action column, you are redirected to the legal hold case detail view. By clicking the recycle bin (3) you can mark legal hold case for delete.

techarrow						
🏹 contentWEB	🎉 Connect to -				8 1	Administrator -
f contentWEB / Legal hold						English -
3 1						
Name	Expiration date	Status	Creation date	Deleted	Action	
Setups	7/30/2018	Waiting	6/19/2018 4:06:17 PM	No	3 💼 🕄	
Testing legal	Never expires	Finished	12/11/2017 10:57:43 AM	No	3 ∰ 3 ⊕€ 2	
						(i) Online help

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Legal hold case details view provides more information about a selected case. This page has 3 main parts. In the first part you find details of the legal hold case. In the second part there are information about tasks that were assigned to the legal hold case.

🗸 contentWEB 🛛 🔌	Connect to -				Administrator
f contentWEB / Legal hold / Testing legal	al			1	🔚 English 🗸 🔲
Testing legal					
Description: Expiration date: Never expires Creation date: 12/11/2017 10:57:43 AM Status: Finished	Total tasks: 3 Finished tasks: 3 Running tasks: 0 Tasks with error: 0				
Task type	Creation date	Status		Action	
		-			
Add items	12/11/2017 10:57:43 AM	Done			
Add items	4/12/2018 10:51:48 AM	Done			
Add items Add folders					
Add items	4/12/2018 10:51:48 AM	Done		Search	Q
Add items Add folders	4/12/2018 10:51:48 AM	Done	Date	Search Action	Q
Add items Add folders	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM	Done Done	Date 10/3/2017		Q
Add items Add folders	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM Folder	Done Done Entity		Action	Q
Add items Add folders C 2 m Items: 0/8 Name 38010_mahou_shoujo_madoka_magica.jpg	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM Folder C\\TESTFILES1\38010_mahou_shoujo_madoka	Done Done Entity C\TESTFILES1	10/3/2017	Action	Q
Add items Add folders C T T T T T T T T T T T T T	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM Folder C:\TESTFILES1\38010_mahou_shoujo_madoka C:\TESTFILES1\960x0.jpg	Done Done Entity C\TESTFILES1 C\TESTFILES1	10/3/2017 10/3/2017	Action	٩
Add items Add folders C The folders Name 38010_madoka_magica.jpg 96000.jpg a-1024x768.jpg	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM Folder C:\TESTFILES1\38010_mahou_shoujo_madoka C:\TESTFILES1\38010_mahou_shoujo_madoka	Done Done Entity C\TESTFILES1 C\TESTFILES1 C\TESTFILES1	10/3/2017 10/3/2017 10/3/2017	Action	Q
Add items Add folders C 2 m Items: 0/8 Name 38010_mahou_shoujo_madoka_magica.jpg 960x0jpg a1024x768,jpg a35bb6d3af7c608a.jpg	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM C\TESTFILES 138010_mahou_shoujo_madoka C\TESTFILES 1\960x0.jpg C\TESTFILES 1\960x0.jpg C\TESTFILES 1\950x0.jpg	Done Done Entity C.\TESTFILES1 C.\TESTFILES1 C.\TESTFILES1 C.\TESTFILES1	10/3/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017	Action	٩
Add items Add folders C 2 m Items: 0/8 Name 38010_mahou_shoujo_madoka_magica.jpg 960x0jpg a-1024x768.jpg a35bbcf3a7c608a.jpg Outlook forms testing01	4/12/2018 10:51:48 AM 6/19/2018 3:21:55 PM Folder C:\TESTFILES1\38010_mahou_shoujo_madoka C:\TESTFILES1\98000,jpg C:\TESTFILES1\930506/d3r7c808ajpg Inbox\Emails to archive	Done Done Entity C\TESTFILES1 C\TESTFILES1 C\TESTFILES1 C\TESTFILES1 dne@tainternal	10/3/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017 11/3/2017	Action	٩

There are many different task types. After double clicking on the task you can see some additional data about the selected task. If task is in error state, then error message is shown in this pop-up view.

Task details		×
Task type:	Export items	
Creation date:	5/19/2017	
Status:	Done	
	Close	



Export tasks are special task, which have additional action in tasks list. If task is an export task and it is finished, then in action column you can see a download icon.

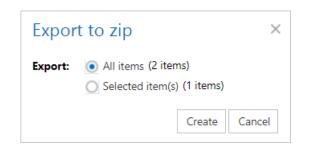
In the third part you can find documents, which belong to the current legal hold case. Here more actions are available. In the upper left corner of the documents list there is a refresh button (1) to refresh the view. Next to the refresh button is a zip icon (2), which indicates that you can create a zip export from the whole or just from selected documents. Next to the zip icon is a delete button (3) to delete selected item(s) from the legal hold case. In action column of documents list there are 2 buttons. First (4) will open a document in contentWEB and the second (5) will download it.

In the upper right corner is a search field. You can search in documents belonging to the legal hold case. Search will be performed against "Name" column. Search can be performed by hitting enter after you provide a search term. If you want to see the whole list again, then an empty search should be performed.

C 2 m Items: 0/3 1 2 3					Search	Q
Name	Folder	Entity	Date	Action		
close to the edge	Inbox\archive	diversities, reducting	5/11/2017	4 → 🗋 🛨		
over and over	Inbox\archive	distant and a second	5/11/2017	🗋 🛨 🛶 5		
never look back	Inbox\archive	distanting a second	5/11/2017	$\square \pm$		

Exporting the documents

After selecting some documents (with "CTRL" + click multiselect is enabled), you can choose the export to zip button. A popup will appear with 2 possible settings.



Here you can choose which items you want to export (all items in legal hold case or only some selected). By clicking on **Create**, a new export task is added to the legal hold case. It will be available as soon as the legal hold plugin processes the task. After it's finished a download link will appear in tasks list.



Task type	Creation date	Status	Action
Add items	5/11/2017	Done	
Export items	5/19/2017	Done	→ <u>+</u>

Each document included in any legal hold is also marked and displayed for the user in search result and also in browsing mode.

demand	ing our hero	
From Date To	5/11/2017 9:28:21 AM	
Mess	age	
Item is u	nder legal hold	Show details
We're o If time	ding our hero rying for help von't save us save ourselves	

Tasks list

Export, recovery and delete 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:

contentWEB	🗩 Connect to 🚽							B	6 Ø	Administrato
希 contentWEB / Email archive	e / dne@ta.internal	Type search text h	ere			0	Tasks list		ď	🖁 English 🖌 [
						Description	Status	Progress	ŵ	
		tems: 1 / 3		YActive only	Search	Export Tue Jun 19 2018	Running	29%		
∋ CA	From	\$	Subject	Date	0			_		rator@ta.internal>
Deleted Items	Administrator < Admin	iistrator@ta.internal>	contentACCESS invitation	12/5/2017 3:37	PM I	Export ZIP	Done	100%	1	.internal>
Inbox ANE and SNE	Administrator < Admin		contentACCESS invitation	12/5/2017 3:37				_		
ANE and SNE Corrupted delete	Administrator < Admin	iistrator@ta.internal>	contentACCESS invitation	12/5/2017 3:37	PM (Export ZIP Tue Jun 19 2018	Done	100%	1 🛱	
Emails to archive Tomitest						Report Mon Jun 18 2018	Done	100%	D 🗇	Show details
Tomitest						Report Mon Jun 18 2018	Done	100%	<u>ا</u> ش (
							+ 9 other ta	sks		itation
								Dear dne@ta	internal,	
								process, please or redirected to the	account. To fin lick the link be webpage, wh	ish your invitation
								Finish your invita	tion	
								Comment from A	Administrator v	who has invited
								4		×.

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

0	Tasks list		ß
Description	Status	Progress	<u> </u>
ZIP export evening	Running	19%	
Export Tue Jun 19 2018	Done	100%	1
Export ZIP	Done	100%	,
Export ZIP Tue Jun 19 2018	Done	100%	1
Report Mon Jun 18 2018	Done	100%	,
	+ 10 other ta	sks	

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.

0	Tasks list		ß
Description	Status	Progress	ŵ
ZIP export evening	Running	19%	۲
Export Tue Jun 19 2018	Done	100%	(
Export ZIP	Done	100%	(
Export ZIP Tue Jun 19 2018	Done	100%	(
Report Mon Jun 18 2018	Done	100%	I
	+ 10 other ta	sks	

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** \rightarrow **Tasks** \rightarrow **Common**



settings. If you want to use the automatic deletion, check the "Remove task after download" checkbox.

🏹 contentWEB				A	dministrator -
Tasks	Ø	f contentWEB / Tasks Settings	Save settings	C Reset	🔡 English 🗸
	P	° Common settings			
		Remove task after download			

To show the complete task list on a new page, click on the page icon in the upper right corner of the Tasks list (\square) – this will navigate you to the <u>Tasks page</u>.

Tasks page

The task page is a more transparent and detailed view of the Tasks list.

Export, recovery and delete tasks are shown here. The user can download the finished export tasks, remove tasks, check progress or cancel the ongoing tasks.

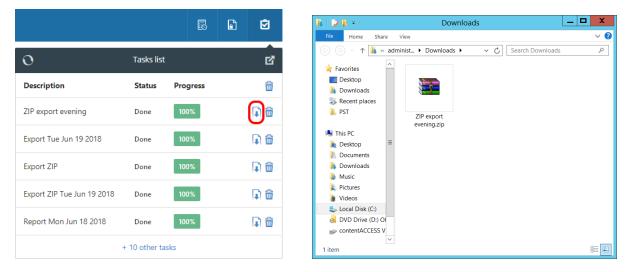
Connect to -			🛱 Administ	rator -
# contentWEB / Tasks list			English 🗸	
0				
Export Tue Jun 19 2018 Done	6/19/2018 4:42 PM 100%	Export ZIP Done	6/19/20 4:36 PM 100%	_
	<u>ل</u> اً (ا		(I)	ŵ
Export ZIP Tue Jun 19 2018 Done	6/19/2018 4:34 PM 100%	Report Mon Jun 18 2018 Done	6/18/201 12:08 PM 100%	_
	<u>ل</u> اً (ا		(J)	ŵ
Report Mon Jun 18 2018 Done	6/18/2018 11:57 AM 100%	Report Mon Jun 18 2018 Done	6/18/20 11:57 AM 100%	
	a		(J)	ŵ
Export Mon Jun 18 2018 Done	6/18/2018 11:46 AM 100%	Export Mon Jun 18 2018 Done	6/18/201 11:46 AM 100% () Online he	

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



Manifest file and its settings

The manifest file is an XLS file that is automatically created when exporting any files and/or folders into ZIP format. It is a supplementary export file and can be found in the ZIP file downloaded from the **Tasks** list. It contains a summary about the items that have been exported. By default, the manifest contains the following information:

- On the Summary tab the user may view the task summary information, the creation date and creator of the export action, the total number of the exported items;
- On the Entity tab (named after entity where the items were exported from) the user may find the title of the items, the item type, size and path of each item.

Note: The File System Archive's manifest file (Title column) contains links that point to the corresponding files.



ZIP exp	oort evening		
Tenant:	TECH-ARROW		
Created on:	6/19/2018 5:12:06 PM		
Created by:	Administrator		
	Export from Entity: dne@ta.internal, Folder: CA recursively, Entity: dne@ta.internal, Folder: Deleted Items recursively,		
Export detail	s: Entity: dne@ta.internal, Folder: Inbox recursively		
Email ar	<u>chive</u>		
	Number of items	102	
▶ ▶ Summ	ary Email archive / 😓 /	III	

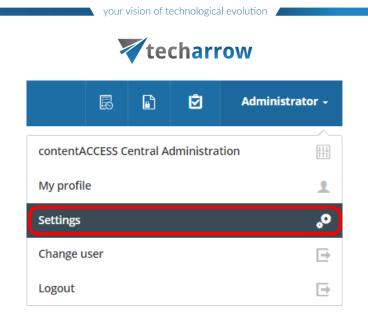
Email archive											
< Back to Summary	•										
Title	Type	Size	Path	Date	Subject	From	То	Message	Has attach	Important	Mailbox
Pictures	msg	132608	CA\AttachmentTest	2017-06-	3 Pictures	/O=FIRST	User1@m	IPM.Note	True	1	dne@ta.internal
Attach03	msg	134144	CA\AttachmentTest	2017-06-	3 Attach03	/O=FIRST	User1@m	IPM.Note	True	1	dne@ta.internal
Attach02	msg	132816	CA\AttachmentTest	2017-06-	3 Attach02	/O=FIRST	(Aranka@n	IPM.Note	True	1	dne@ta.internal
Attach + body	msg	86528	CA\AttachmentTest	2017-06-	3 Attach + b	/O=FIRST	User1@m	IPM.Note	True	1	dne@ta.internal
ontentACCESS invitation	msg	45056	Inbox\Emails to archive\Emails to pr	2017-12-	1 contentAC	Administra		IPM.Note	False	1	dne@ta.internal
ontentACCESS license error	msg	45056	Inbox\Emails to archive\Emails to pr	2017-12-	1 contentAC	Administra		IPM.Note	False	1	dne@ta.internal
ontentACCESS license error	msg	45056	Inbox\Emails to archive\Emails to pr	2017-12-	1 contentAC	Administra		IPM.Note	False	1	dne@ta.internal
ontentACCESS invitation	msg	45056	Inbox\Emails to archive\Emails to pr	2017-12-	0 contentAC	Administra		IPM.Note	False	1	dne@ta.internal
ontentACCESS license error	msg	45056	Inbox\Emails to archive\Emails to pr	2017-12-	0 contentAC	Administra		IPM.Note	False	1	dne@ta.internal
Vord document	msg	36864	Inbox\Emails to archive\Emails to pr	2017-07-	0 Word doc			IPM.Note	True	1	dne@ta.internal
dgewave ThreatTest voted as one of the most promising MS	msg	585728	Inbox\Emails to archive\Emails with	2018-02-	2 Edgewave			IPM.Note	True	1	dne@ta.internal
here's \$50 to sponsor your content on LinkedIn!	msg	53248	Inbox\Emails to archive\Emails with	1753-01-	0	linkedin@	•	IPM.Note	False	1	dne@ta.internal
teminder: , your coupon is about to expire!	msg	53248	Inbox\Emails to archive\Emails with	1753-01-	0 Reminder:	linkedin@		IPM.Note	False	1	dne@ta.internal
dgewave ThreatTest voted as one of the most promising MS	msg	45056	Inbox\Emails to archive\Emails with	1753-01-	0 Edgewave		techarrow	IPM.Note	False	1	dne@ta.internal
Summary Email archive					Î I 🗌			m		<i>.</i>	•

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

Field settings in the manifest file

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

Navigate to the logged on user and open the **Settings** page.



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

	f contentWEB / Tasks	Settings						Save setting	s 📿 Reset 🔡	🖁 English 🗸
Ø									~	
	° Common settings									
	Remove task after dow	rnload								
	🕈 Task types 👘 M	lanifest								
	💼 Model fields at manif	est								
	Advanced Sharing	Custom		Email Archive		File System Archive	Kendox	Legacy Email Archive	Share Point A	rchive
	Enabled 🗙	Enabled	×	Enabled	×	Enabled 🗙		Enabled 📏	Enabled	×
	Expiration date 🖌	Date	✓	Subject	✓	Creation Date 🖌		Date 🗸	Name	✓
		From	✓	Date	✓	File Name 🖌		From 🗸	Creation Da	te 🖌
	Disabled 🧹	То	✓	From	✓	Modified By 🖌		Subject 🗸	Modified Da	ite 🖌
	Download limit 🗙	Has Attachment	✓	То	✓	Modified Date 🖌		то 🗸	Size	~
		Unread	✓	Folder	✓	Size 🗸			Modified By	 Image: A start of the start of
		Is Reply	 Image: A second s	Has Attachment	✓			Disabled 🗸 🗸	Uri	~
				Unread	✓	Disabled 🧹		Has Attachment 🗙		
				Is Reply	✓	Folder 🗙				

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

File System Archive

techarrow

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 of a file that have been created during the archiving 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.

contentWEB / File system a	rchive / C:\TESTFILES9 Type search text here.					Search (C:\TE	STFILES9)	•	🏭 English 🗸	Į.
) 0 b	😂 🔁 🗐 🕲 🖨 Items: 1 / 15			Search in selected	folder	Q,				
Root	Title	≎ Size ≎	Created	O Modified	\$	Versions	Title Versions testing.txt	1		
	38010_mahou.jpg	557.7 KB	1/19/2018 5:03 PM	5/10/2017 1:1	1 PM		2		רו	
	38010_mahou_shoujo_madoka_magica.jpg						Size 13 B		l≡l	
	960x0.jpg	177.8 KB	1/19/2018 5:03 PM	1/18/2017 4:2	5 PM					
							Created 6/20/2018 10:57:30			
	a35bb6d3af7c808a.jpg	315.4 KB	1/19/2018 5:03 PM	6/5/2017 1:10	PM		AM			
	Address book modifications.docx	35.7 KB	6/12/2018 2:51 PM	1/22/2018 6:1	8 PM		Created by			
							Job #47 (Tenant #1)			
	bdb3d7041f7adb74399289a440f0f275.jpg	50 KB	1/19/2018 5:03 PM	2/1/2017 12:1	3 PM		Modified			
	business and burgers.png	53.6 KB	1/19/2018 5:03 PM	3/3/2017 1:32	PM		6/20/2018 11:20:43 A	M		
							Modified by			
	cloud.mail_jpg	15.8 KB	1/19/2018 5:03 PM	2/7/2017 2:40	PM	4	Job #47 (Tenant #1)			
	 contentACCESS.EmailArchive.besafe1-1.jpg 	138.7 KB	1/19/2018 5:03 PM	1/20/2017 2:4	1 PM	1				
						۱.	Path C:\TESTFILES9\Versio	ns testino	the	
	Testing.rar	417.4 KB	1/19/2018 5:27 PM	1/19/2018 5:2	5 PM			cooring	,	
	Versions testing.txt					2-)	File name Versions testing.txt			
	- version 2	8 B	6/20/2018 10:57 AM	6/20/2018 11:	16 AM 🛛 🔶	~	-			
	- version 1	3 B	6/20/2018 10:57 AM	6/20/2018 10:	57 AM 🔶		Mark for delete False			
							Expiration date 6/20/2019			

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 "<u>Create report</u>

contentWEB / File system an	chive / C:\TESTFILES9 Type search text here.					Search (C:\T	ESTFILES9) - 🔛 English	h - [
))) () ()	😋 🛃 🎽 🔊 🗈 👔 Items: 1 / 15			Search in selected	older	٩		
Root	T Create report	⊖ Size ≎	Created	O Modified	0	Versions		d fill
Sub1	38010_mahou.jpg	557.7 KB	1/19/2018 5:03 PM	5/10/2017 1:11	PM			
Sub2	38010 mahou shoujo madoka magica.jpg	557.7 KB	1/19/2018 5:03 PM	5/10/2017 1:11				
	960x0.jpg	177.8 KB	1/19/2018 5:03 PM	1/18/2017 4:25	PM		HELENAL DI LA CAL	THE .
	a-1024x768.jpg	68.1 KB	1/19/2018 5:03 PM	3/28/2017 3:42	PM			Contractory of the second
	a35bb6d3af7c808a.jpg	315.4 KB	1/19/2018 5:03 PM	6/5/2017 1:10	PM		The second se	
	Address book modifications.docx	35.7 KB	6/12/2018 2:51 PM	1/22/2018 6:18	PM			
							T. 3	and the
	bdb3d7041f7adb74399289a440f0f275.jpg	50 KB	1/19/2018 5:03 PM	2/1/2017 12:13	PM		Title	
	business and burgers.png	53.6 KB	1/19/2018 5:03 PM	3/3/2017 1:32	РМ	4	960x0.jpg	
							Size	
	cloud.mailjpg	15.8 KB	1/19/2018 5:03 PM	2/7/2017 2:40	PM		177.8 KB	
	contentACCESS.EmailArchive.besafe1-1.jpg	138.7 KB	1/19/2018 5:03 PM	1/20/2017 2:41	PM		Created	
							1/19/2018 5:03:34 PM	
	Testing.rar	417.4 KB	1/19/2018 5:27 PM	1/19/2018 5:26	PM		Created by	
	Versions testing.txt	13 B	6/20/2018 10:57 AM	6/20/2018 11:2	0 AM	2 •	Job #47 (Tenant #1)	
							Modified	
							1/18/2017 4:25:52 PM	
							Path	

Read more about this feature here.

- ✓ 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 if 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 "**TESTFILES9**" on the below displayed screenshot contains both active and inactive items.



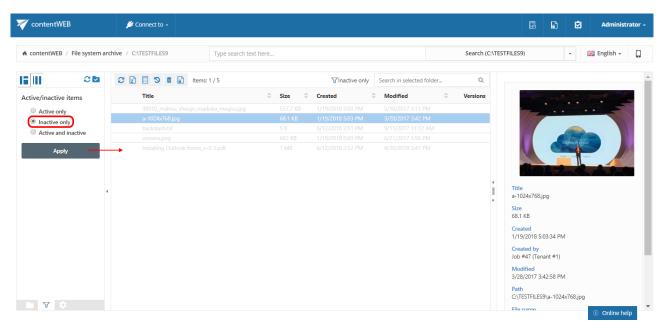
contentWEB / File system	archive / C:\TESTFILES9 Type search	n text here				Search (C:\T	TESTFILES9) - Italish -
) () () () () () () () () () (3 🛃 🗐 🗿 📑 🕞 Items: 1 / 15			Search in selected	folder	Q	
Root	Title	⊖ Size ⊖	Created	O Modified	0	Versions	
	38010_mahou.jpg	557.7 KB	1/19/2018 5:03 PM	5/10/2017 1:11	PM		
	960x0.jpg						HEALTHING IN THE LOW OWNERS AND
							Contraction of the second
	a35bb6d3af7c808a.jpg	315.4 KB	1/19/2018 5:03 PM	6/5/2017 1:10	PM		and an and a second second
	Address book modifications.docx	35.7 KB	6/12/2018 2:51 PM	1/22/2018 6:18	8 PM		THE REAL PROPERTY OF THE REAL
	bdb3d7041f7adb74399289a440f0f275.jpg	50 KB	1/19/2018 5:03 PM	2/1/2017 12:13	8 PM		Title
	business and burgers.png	53.6 KB	1/19/2018 5:03 PM	3/3/2017 1:32	PM		960x0.jpg
							Size
	cloud.mailjpg	15.8 KB	1/19/2018 5:03 PM	2/7/2017 2:40	PM	4	177.8 KB
	 contentACCESS.Email_,Archive.be_,safe_,1- 		1/19/2018 5:03 PM	1/20/2017 2:41			Created
						+	1/19/2018 5:03:34 PM
	Testing.rar	417.4 KB	1/19/2018 5:27 PM	1/19/2018 5:26			Created by
	Versions testing.txt	13 B	6/20/2018 10:57 AM	6/20/2018 11:2	0 AM	2 •	Job #47 (Tenant #1)
							Modified
							1/18/2017 4:25:52 PM
							Path
							C:\TESTFILES9\960x0.jpg
							File name

To filter out active/inactive items in a folder, click on the horn sign (\forall) 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:

contentWEB	🗩 Connect to +				6) 🖸 Admin	nistrator
ContentWEB / File system	archive / C:\TESTFILES9 Type search text her	e		Search (C:\TESTFILES9)	• English •	-
. III 0 ta	C 2 5 1 1 1 10	7	Active only Search in selected	folder Q			
active/inactive items	Title	⊖ Size ⊖ Create	d 🗘 Modified	Versions		CHINE SUN	1 de
Active only	38010_mahou.jpg	557.7 KB 1/19/20	018 5:03 PM 5/10/2017 1:1	11 PM		10	
 Active only Inactive only 	960x0.jpg	177.8 KB 1/19/20	018 5:03 PM 1/18/2017 4:2	25 PM			-
Active and inactive	a35bb6d3af7c808a.jpg	315.4 KB 1/19/20	018 5:03 PM 6/5/2017 1:10) PM	Statement of a		THE O
Active and inactive	Address book modifications.docx	35.7 KB 6/12/20	018 2:51 PM 1/22/2018 6:1	18 PM			States .
Apply	bdb3d7041f7adb74399289a440f0f275.jpg	50 KB 1/19/20	018 5:03 PM 2/1/2017 12:1	13 PM	Carbon Statement	matal franksie	
стрыл	business and burgers.png	53.6 KB 1/19/20	018 5:03 PM 3/3/2017 1:32	2 PM		A AND A DE	
	cloud.mail_jpg	15.8 KB 1/19/20	018 5:03 PM 2/7/2017 2:40) PM	1. 200		
	contentACCESS.EmailArchive.besafe1-1.jpg	138.7 KB 1/19/20	018 5:03 PM 1/20/2017 2:4	11 PM	Title		
	Testing.rar	417.4 KB 1/19/20	018 5:27 PM 1/19/2018 5:2	26 PM	960x0.jpg		
	Versions testing.txt	13 B 6/20/20	018 10:57 AM 6/20/2018 11	20 AM 2 4	Size 177.8 KB		
					Created 1/19/2018 5:03:34	PM	
					Created by Job #47 (Tenant #	1)	
					Modified 1/18/2017 4:25:52	PM	
					Path C:\TESTFILES9\960	lx0.jpg	
					File name		
					960x0.jpg	(i) Online	

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. Create report
- 4. Recover item(s)
- 5. Mark for delete
- 6. Legal hold

The file archive tasks can be disabled/enabled in the Administrator's settings on the **Task types** tab. For more information read section <u>Enabling/disabling tasks</u>.



contentWEB	🏂 Connect to 🗸								8	ê 2	Adminis	trato
ContentWEB / File system	archive / C:\TESTFILES9	Type search text he	re					Search (C:\TEST	FILES9)	•	🏭 English 🗸	(
		ems: 1 / 11		YA	ctive only	Search in se	lected folder	Q				
Root	Title	0	Size 🗘	Created 0	Modified	\$	Modified by	Versions	(B)		4	6
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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.

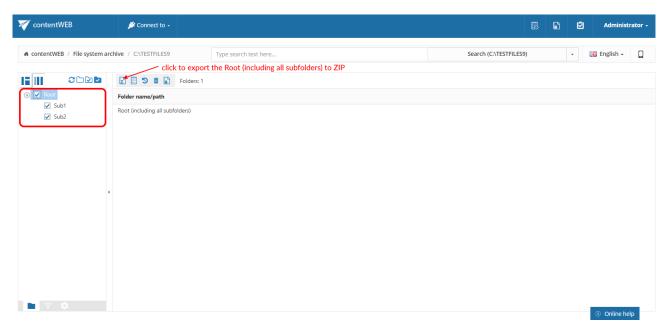
Refresh

This toolbar button should be used if any items have not been displayed in the item list yet and the list of items should be reloaded.

Export 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 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 **Root** folder (including all its subfolders) to be exported into ZIP:





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

Create report

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Read more about this feature here.

Recovery

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 that 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 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.

Recovery of deleted items of folder "Sub1"

In this use case we will recover the deleted items of our shared folder "**Sub1**". First we select this folder in the navigation pane. Our inactive items have a light grey color in the grid.



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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"):

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11 III 0 to	b) click to recove	r				
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T ¢					 Online hel 	

With 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 be

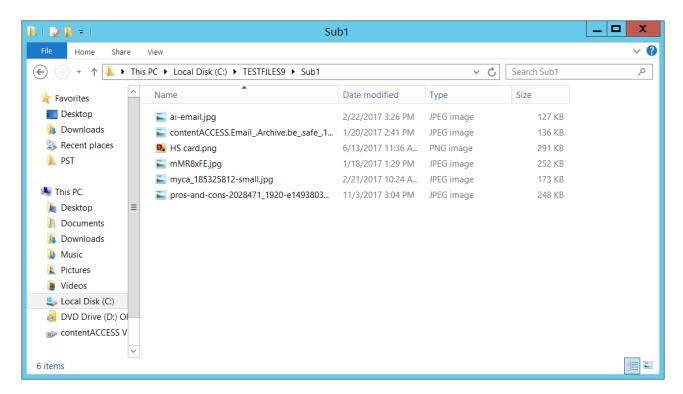


archived. By selecting the recovery date the user can prevent the recovered file(s) from being rearchived.

Folder(s) recovery	
Set the modification date of recovered items to ⓒ Original modification date	
O Recovery date	
	Cancel Recover

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 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:



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					① Online help

Mark for delete

With this task you can mark/unmark documents to be later deleted from the archive by the <u>Delete</u> <u>job</u>. You can either way mark/unmark only the selected files, or all files from the current folder.

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Select the desired action (mark or unmark) from the **Operation** dropdown list and then click **Create**.

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Delete	from archiv	/e	×
Process:	 All items (9 Selected iter 		ıs)
Operation*:	Mark for delete		*
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your vision of technological evolution

Legal hold

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Read more about this feature <u>here</u>.

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 to ZIP
- 4. Create report
- 5. Recover item(s)
- 6. Mark for delete
- 7. Legal hold

The email archive tasks can be disabled/enabled in the Administrator's settings on the **Task types** tab. For more information read section <u>Enabling/disabling tasks</u>.

elmbuild02@gmail.com <noreply@tech-arrow.com> <noreply@tech-arrow.com> LinkedIn <news@linkedin.com> <noreply@tech-arrow.com></noreply@tech-arrow.com></news@linkedin.com></noreply@tech-arrow.com></noreply@tech-arrow.com>	Subject From //=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOH5) hange Administrative Group (FYDIBOH5) Test shared file abal New 6.6.45 setup(s) Date 10/20/2017 2:1938 PM n> New contentACCESS setup 3.135.0 is ready Date ©etch-arrow.com> mail petst with attachments com> com> The (slightly insane) morning routines of these top professionals 5 com>
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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 of items should be reloaded.

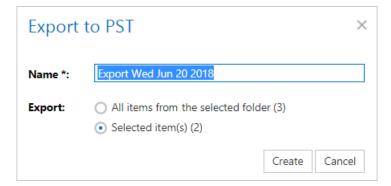


Export to PST

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** button located above the list view.

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Choose if you want to export all items from the current folder, or only the selected items. Click on **Create** or press enter.



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

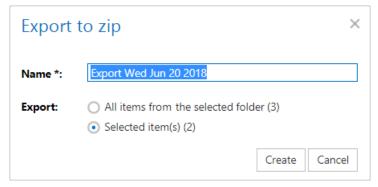


Export to ZIP

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** button located above the item list.

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Choose if you want to export all items from the current folder, or only the selected items. Click on **Create** or press enter.





Create report

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Read more about this feature here.

Recovery

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 content can't be recovered back into the original location in the mailbox.

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- 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.

Recovery of deleted mailbox folder "Inbox"

In this use case we will recover the deleted mailbox folder "**Inbox**". 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:

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Folder "Inbox" 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 <u>Tasks list</u>.

Mark for delete

With this task you can mark/unmark emails to be later deleted from the archive by the <u>Delete job</u>. You can either way mark/unmark only the selected emails, or all emails from the current folder.

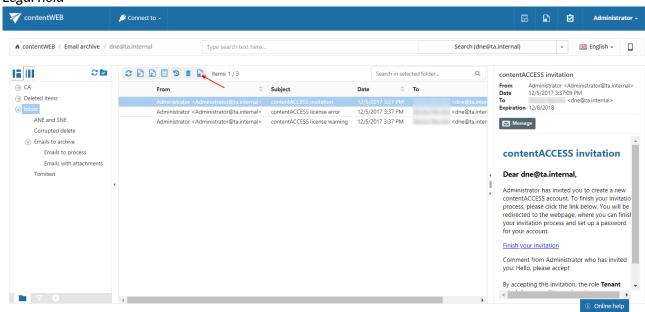


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Select the desired action (mark or unmark) from the **Operation** dropdown list and then click **Create**.

Delete from archive			
Process:	 All items fro the selected folder (3) Selected item(s) (1) 		
Operation*:	Mark for delete Create		

Legal hold



Read more about this feature here.