

contentACCESS Mail app Manual - version 5.1



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Introduction

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

The following platforms support Mail app:

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

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

Configuration part for administrators

Important!! Mail app prerequisites:

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



If the user wants to use the Mail app in shared mailbox(es), the following is required:

 Office 1.8 API minimum. Supported Exchange and Outlook versions are described in <u>this</u> article (Supported API requirement sets column)

The following is **NOT** supported, therefore you won't be able to use **Mail app** in these:

- Public folders
- Office365 group folders

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

- configure a shortcut that Mail app will use and set this shortcut as default (refer to section Shortcuts in email archiving);
- configure a retention that Mail app will use and set this retention as default (refer to section <u>Retentions</u>);
- 3) install the Proxy server with HTTPS connection;
- 4) configure HTTPS based alias In Central Administration under System => Services => System

=> External accessibility settings;

5) allow Mail app activation for selected mailboxes/groups/servers from Central Administration

=> Address book

6) run the **Email archive Provisioning job** to apply the changes.

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

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Save	Discard changes	Databases	System settings	Provisioning settings	Retentions	Shortcut configuration		Schedules	User experience	View address book	Jobs	Remote agents	PST import	Legacy data configuration
E	dit				Sett	tings				Archiv	/e	Remote	agents	Miscellaneous



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

		w address book				
Mailboxes	P	ublic folders	Groups	Se	ervers	
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5 import groups	manually	+ add grou	p manually			
Name	• manualiy	Create contentWEB access	Enable mail app	Associate with role	Active	Group DN
		J		Associate with role		Group DN
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Name		Create contentWEB access	Enable mail app		Yes	CN= ,CN=Users,DC=ta,DC=in

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

- Inherit
- Explicitly allow
- Explicitly forbid.

Oview address Email Archive > Archive	S book re > View address book					
Mailboxes	Public folders	Groups	Ser	vers		
 import groups ma Name 	Create contentWEB access	up manually	Associate with role	Active	Group DN	
✓ ■■■■	Inherit	Inherit		Yes	CN=	,CN=Users,DC=ta,DC=internal
2	Automatically create content	WEB user 🕨	Inherit	Yes	CN=	2, CN=Users, DC=ta, DC=internal
3	Mail app activation	Inherit	t	Yes	CN=	3,CN=Users,DC=ta,DC=internal
TECH-ARROW	Assign database, storage and	d index zone Explicitly a	llow	Yes		
Page 1 of 1 (4 items)	Archive settings override Activate/Deactivate mailboxe	Explicitly fo	orbid			

If you selected **Explicitly allow**, the contentWEB user role pop-up will open. Here you need to specify the contentWEB user role (containing user permissions) to be assigned to the contentWEB user(s). It

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is possible to select a **custom role** from the dropdown list or you can use the role defined in the **Email archive Provisioning job**.

contentWEB user ro	ole		×
The user will be created with Use the role defined in th Select a custom role you	e provisioning job		
Role to assign			
Created user role:	Full_EAUser		Ŧ
		Save	Cancel

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

🛕 To apply the new settings, the provisioning job needs to be started. You can wait for the scheduled run or you can <u>start it now</u>. 🥬

Important: To successfully install the Mail app, the Exchange server must have access to the contentACCESS server and to the Mail app's .xml manifest file. The manifest file can be accessed using the following links:

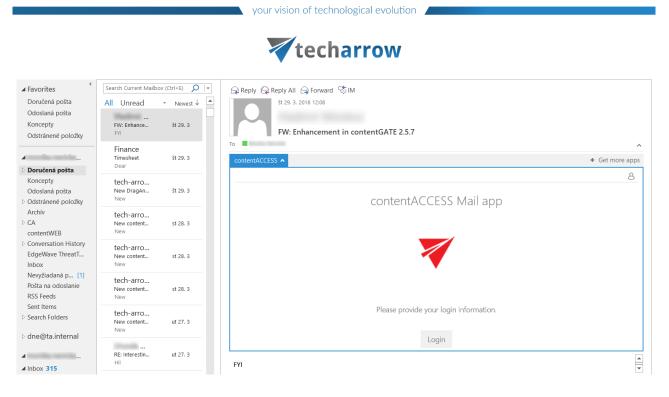
- https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp.xml
- https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp_no_ribbon_button.xml

The administrator should be able to browse the file using the links above without any issues.

How to use Mail app – part for the users

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

Open your Outlook desktop. If you checked the option to **enable link security** in <u>System</u>, section External accessibility settings, you will first need to authenticate yourself.



When clicking on the **Login** button, a pop-up with the configured <u>Login providers</u> opens.

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Office 365 ad	count			
🗌 Remember me				

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

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Search Current Mailbo		✓ Geneply Geneply All Generating Forward ★ ★	
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contentACCE Hi everyone,	∬ št 29. 3	tech-arrow@tech-arrow.com No items	

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

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

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

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		a-1024x768.jpq	68.1 kB
-		a=102+x7.003pg	00.1 KD
		original email can be opened from here Show original email Restore original email	
		Mail app testing email with attachments	▲ ▼

How to manually restore with Mail app?

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

🛿 Reply 🛛 🛱 Reply All 🏻 🖓 Forward 🖓 🕅	М	
st 4. 4. 2018 13:37		
Mail app testing		
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Message 📓 960x0.jpg (219 KB)	🖬 a-1024x768.jpg (67 KB)	
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10-crucial-security-tips-to-reduce-da	ita-loss-in-microsoft-office-365-758x426.jpg	41.6 kB
960x0.jpg		177.8 kB
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256x256_png.png		68.1 kB
256x256_png.png a-1024x768.jpg		

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

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

contentACCESS A	+ Get more apps
	오 슶 용
Email has no attachmen	ts
Show original email Restore ori	

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To search in the available entities, click on the search icon and enter the term you are looking for. Select if you want to search only in your mailbox, all mailboxes or everywhere by clicking on the respective tab. It is also possible to sort search results by **date**, **title (subject)** or even by **"best match"** in case you selected the **Everywhere** tab.

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▽ Search		→ Q	ය ප
My mailbox	All mailboxes	Everywhere	
9 email(s) found.	1	sort by date	: ↓
< @tee Mail app test	ch-arrow.com>	9.7.	2020
noreply@tech-arrow.com [Build succeeded] contentACCESS	5 - contentACCESS:develop -		2020
noreply@tech-arrow.com [Build succeeded] officeGATE Dev	v - officeGATE:develop - conte		2020
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noreply@tech-arrow.com		7.7.	2020

If you start Mail app on a shared mailbox, instead of **Everywhere** you will have an **Other** dropdown option with the following sub-options:

- **Current mailbox** search in the email archive of the shared mailbox
- **Everywhere** same as when not using a shared mailbox



▽ Search			<mark>오</mark> 슶 용					
My mailbox	All mailboxes	Other						
7126 email(s) found.	Current mailbox Everywhere							
noreply <noreply@mycompanyarch Periodical search result</noreply@mycompanyarch 	Everywhe	are and						
PERIODICAL SEARCH REPORT Dear monika.nevicka@tech-arrow.com, We are sending to you the periodical search report. Periodical Search details Searched for 'test ReceivedDate:>2019-06-03 Attachment:testi								
noreply <noreply@mycompanyarchive.com> 14. 9. 20 Periodical search result</noreply@mycompanyarchive.com>								
PERIODICAL SEARCH REPORT Dear mon report. Periodical Search details Searcher			periodical search					

You can also add some filters to the search query by clicking on the **Filtering** icon in the upper left corner. Click on the property that you would like to add to the query. For subject, filename and from, you need to write the values manually afterwards ("build" on our screenshot).

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noreply@tech-arrov	w.com			7. 7. 2020			



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

contentACCESS 🔺	+	Get more apps
< back		<mark>Q</mark> 슈 용
	@tech-arrow.com	^
e-Bike for testing		28. 5. 2018
image1.jpeg	Attachments 184.7 KiB	
image3.jpeg	154.3 KiB	
image2.jpeg	91.7 КіВ	
Folder: Azure		
Hi guys,		\sim

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

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image001.png	6	5.0 kB	~
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image003.jpg		703 B	
image004.jpg		690 B	\sim
	۰ با ا		
	Show original email Restore original email		

In the menu it is possible to view the current logged in user and to sign him out. After clicking on settings, you will be redirected to a section, where it is possible to view the **server name**, change the application **language**, view last **logs** (e.g. in case an error occurred) and also **view/sign out** the user.



On the bottom are two buttons – **Save** (to save the changes) and **Cancel** (if you don't want to save the changes).

contentACCESS 🔺		+ Get more apps
		Q 企 8
Server name azure.tech-arrow.com:4	43	& Logged in user system
		🔑 Settings
Choose language	English	🖒 Sign out
Logs		Show logs
system		Sign out
	Save Cancel	

Mail app in compose mode

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

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



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From Send	@tech-	arrow.com					contentACC		• • •
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Choose your login provider, enter the applicable user credentials and click Login.



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	🐺 TECH-ARROW cent	ral login			
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	Office 365 accou	nt			
	□ Remember me				

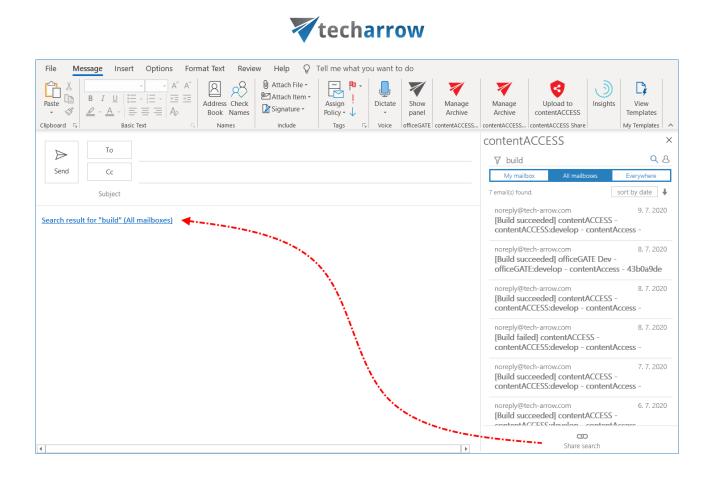
Enter the term you want to search for and select where you want to search by clicking on the respective tab. Click on the search icon, or press enter. The search results will be displayed. It is possible to sort them by **date**, **title (subject)** or even by **"best match"** in case you selected the **Everywhere** tab.

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

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File Message Insert Options Format Text Review Help Q Tell me what you want to do	
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	Manage Archive
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Subject	
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	noreply@tech-arrow.com 6. 7. 202 [Build succeeded] contentACCESS - contentACCESs dowload contentAccess
	co .
()	Share search

Sharing a link to the whole search

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



Sharing selected email(s)

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



File Message Insert Options Format Text Review Help Q Tell me what you want to do	
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Subject	7 email(s) found. sort by date
[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 120355c7.msg 692 bytes attached as file	noreply@tech-arrow.com [Build succeeded] contentACCESS - contentACCESS:develop - contentAccess -
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	noreply@tech-arrow.com 6. 7. 2020 [Build succeeded] contentACCESS - contentACCESS:/doubles_contentAccess
۹	COD CC X Attach as link Attach as file Close

Opening selected email(s)

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

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File M	essage Insert (Options Form	nat Text Revie	ew Help Q	Tell me what yo	u want to	o do					
Paste			Address Check Book Names	 Q Attach File ▼ P Attach Item ▼ Q Signature ▼ 	Assign ↓ Policy ▼ ↓	Dictate	Show panel	Manage Archive	Manage Archive	Upload to contentACCESS) Insights	View Templates
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