

# contentACCESS Mail app Manual - version 6.3



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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:

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 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;
- 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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Sy	stem	File A	rchive	Emai	il Archive	Back	Mailz	Sha	arePoint Archi	ve	Custom p	olugins		
Fo	×	ø	¢	-		缩	2	т <del>.</del> С		@	\$	\$25		<b>F</b>
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.



@	View address book
	Email Archive > Archive > View address book

Mailboxes	Pu	Iblic folders	Groups	Ser	vers		
ຳ import groups n	manually	+ add grou	p manually				
Name		Create contentWEB access	Enable mail app	Associate with role	Active	Group DN	
					•		
		Inherit	Inherit		Yes	CN=	,CN=Users,DC=ta,DC=interr
2		Enable	Enable	Inherit	Yes	CN=	2, CN=Users, DC=ta, DC=inter
3		Enable	Forbid	Inherit	Yes	CN=	3, CN=Users, DC=ta, DC=inter
TECH-ARROW		Inherit	Inherit		Yes		

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

- Inherit
- Explicitly allow
- Explicitly forbid.

SS book ve > View address book					
Public folders	Groups		Servers		
	Create Portal access	·	•	Active	Group DN  CN=DEMO_d761c7e6-9f1e-48de-b
		millent	Default role		CN=InternalDemo,OU=TECHARRO
-48f0-a194-9ffca99fd809	Automatically create Portal use	er 🕨	Default role	Yes	CN=9443775a-2698-
1 ()	Assign database, storage and i Archive settings override	index zone	Explicitly allow		
	ve > View address book Public folders anually + add g b569-d3024175e520 -48f0-a194-9ffca99fd809 1	Public folders     Groups       Public folders     Groups       anually     + add group manually       Create Portal access	Public folders     Groups       anually     + add group manually       Create Portal access     Enable mall app       Create Portal access     Automatically create Portal user       Create Portal access     Create Portal access       Create Portal access     Automatically create Portal user       Create Portal access     Create Portal access       Create Portal access     Create Portal user       Create Portal access     Create Portal access       Create Portal access     Create Portal us	Public folders     Groups     Servers       anually     + add group manually       Create Portal access     Enable mail app       Associate with role	Public folders     Groups     Servers       anually     + add group manually       Create Portal access     Enable mail app     Associate with role     Active       Create Portal access     Enable mail app     Associate with role     Active       Create Portal access     Enable mail app     Associate with role     Active       Create Portal access     Enable mail app     Associate with role     Active       Create Portal access     Enable mail app     Associate with role     Active       Show details     Default role     Yes       Automatically create Portal user     Default role     Yes       Mail app activation     Inherit     Explicitly allow       Archive settings override     Explicitly forbid

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

Portal user role			>
The user will be created with Azure			
	e login provider.		
<ul> <li>Use the role defined in the pro</li> </ul>	visioning job		
<ul> <li>Select a custom role you want</li> </ul>	to assign to the created user(s)		
Archive settings			
Role for mailbox owners:	Standard user	Ŧ	
Initialize archive:			

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

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

**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:

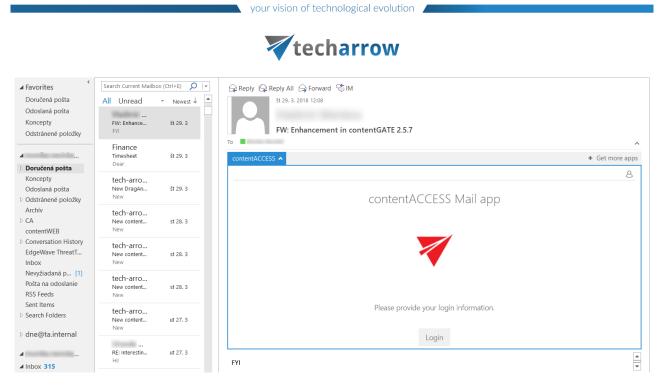
- https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp.xml
- https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp\_no\_ribbon\_button.xml

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.

<i>e</i> Central login - Internet	Explorer	_	
7	/contentACCESSLogin/Login.a:	spx?ReturnU	rl=%2fcontent
TECH-ARROW cer	ntral login		
Welcome. Choose you	ur login provider to login.		
<ul> <li>contentACCESS</li> </ul>	account		
Username:	apartition in the second se		
Password:	•••••		
	Login		
🔹 Kendox			
📢 Windows as cur	rent user		
📢 Windows as dif	ferent user		
Office 365 acco	unt		
🗌 Remember me			

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



Search Current Mailb	ox (Ctrl+E) 🔎	💌 🛱 Reply 🛱 Reply All 🚔 Forward 😤 IM	
All Unread	✓ Newest ↓	tech-arrow@tech-arrow.com	
tech-arro New DragAn New	11:17	New DragAndDrop setup 3.0.16 is ready	^
▲ Yesterday		contentACCESS ^ 2.	<ul> <li>Get more apps</li> </ul>
tech-arro New content New	ut 15:00		ር ଜ 8
▲ Monday			
Automatic re Hi, I'm out of	<mark>е</mark> ро 16:38		
A Last Week			
 Canceled: Da Hi, This is a	pi 30. 3	Email is not archived	
 Canceled: Da Hi, This is a	pi 30. 3		
 Tentative: M	št 29. 3		
 Accepted: M	it 29. 3	New DragAndDrop setup 3.0.16 is ready for testing and you can download it from here	▲ ▼
contentACCE Hi everyone,	∬ št 29. 3	tech-arrow@tech-arrow.com No Items	· 77

*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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Search Current Mail	box (Ctrl+E) 🔎 🔻	🛱 Reply 🛱 Reply All 🔓 Forward 😤 IM	
All Unread	✓ Newest ↓	st 4. 4. 2018 13:37	
▲ Today … Mail app test… Mail app	0 <b>7</b> 13:37	Mail app testing	
teritoria.		Green category	~
		Message 960x0.jpg (219 KB)	
		contentACCESS A	+ Get more apps
10.0			Q 🎧 8
-		10-crucial-security-tips-to-reduce-data-loss-in-microsoft-office-365-758x426.jpg	41.6 kB
		960x0.jpg	177.8 kB
		256x256_png.png	6.9 kB
		a-1024x768.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 😤 IM	
st 4. 4. 2018 13:37	
Mail app testing	
reen category	
ontentACCESS A	+ Get more ap
	へ 命 8
10-crucial-security-tips-to-reduce-data-loss-in-microsoft-office-365-758x426.jpg	41.6 kB
960x0.jpg	177.8 kB
256x256_png.png	6.9 kB
	68.1 kB
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 attachment 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 attachments	
•	
Show original email Restore original emai	I

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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.

ontentACCESS 🔨		+ Get more add
		<b>→</b> Q ☆ 2
My mailbox	All mailboxes	Everywhere
9 email(s) found.	1	sort by date
< @text	ech-arrow.com>	9. 7. 2020
noreply@tech-arrow.com [Build succeeded] contentACCES	SS - contentACCESS:develop - c	9. 7. 2020 ontentAccess - 120355c7
noreply@tech-arrow.com [Build succeeded] officeGATE De	ev - officeGATE:develop - conte	8. 7. 2020 ntAccess - 43b0a9de
noreply@tech-arrow.com [Build succeeded] contentACCES	SS - contentACCESS:develop - c	8. 7. 2020 ontentAccess - 85072ba7
noreply@tech-arrow.com [Build failed] contentACCESS - c	ontentACCESS:develop - conter	8. 7. 2020 ntAccess - 85072ba7
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



			<mark>오</mark> 슶 용
My mailbox	All mailboxes	Other	
7126 email(s) found.	ive come	Current m Everywhe	
noreply <noreply@mycompanyarch Periodical search result</noreply@mycompanyarch 	live.com>		
PERIODICAL SEARCH REPORT Dear mor report. Periodical Search details Searche		2 7 1	eriodical search
noreply <noreply@mycompanyarch Periodical search result</noreply@mycompanyarch 	ive.com>		14. 9. 202
PERIODICAL SEARCH REPORT Dear mor report. Periodical Search details Searche			eriodical 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).

contentACCESS 🔨			<b>+</b> G6	et more add-ins
Subject:(build	<u>l</u> )			<mark>ር</mark> ଜ
Subject	ox	All mailboxes	Everywhere	
<sub>1:</sub> Filename			sort b	y date 🛛 🖊
From Has attachment >	. (	⊇tech-arrow.com>		9. 7. 2020
noreply@tech-arro [Build succeeded		ESS - contentACCESS:develop - c	ontentAccess - 120355	9. 7. 2020 5 <b>c7</b>
noreply@tech-arro [Build succeeded		Dev - officeGATE:develop - conter	ntAccess - 43b0a9de	8. 7. 2020
noreply@tech-arro [Build succeeded		ESS - contentACCESS:develop - co	ontentAccess - 85072	8. 7. 2020 ba <b>7</b>
noreply@tech-arro [Build failed] con		contentACCESS:develop - conter	ntAccess - 85072ba7	8. 7. 2020
noreply@tech-arro	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 🔺	<b>₽</b> Ge	et more apps
< back		Q 🎧 8
@te	h-arrow.com	^
e-Bike for testing	2	28. 5. 2018
image1.jpeg	Attachments 184.7 KiB	
image3.jpeg	154.3 KiB	
image2.jpeg	91.7 KiB	
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.

contentACCESS 🔺	+ Get more a	pps
	ፍ 🖧 ሪ	8
image001.png	6.0 kB	~
image002.jpg	681 B	
image003.jpg	703 В	
image004.jpg	690 B	~
	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
	오 슶 온
Server name azure.tech-arrow.com:443	& 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.



FILE	ちび↑ MESSAGE	↓ ÷ INSERT	OPTIONS	FORMAT TEX	T REVIEW DEV	Untitled - Me /ELOPER	ssage (HT	ML	ර	1			
Paste	aby - A -	iy) • 11	A A €≣ ₹≣ A S	Address Check Book Names Names	Attach contentACCESS file contentACCESS	<ul> <li>Attach File</li> <li>Attach Item *</li> <li>Signature *</li> <li>Include</li> </ul>	Assign	<ul> <li>Follow Up -</li> <li>High Importance</li> <li>Low Importance</li> <li>Tags 5</li> </ul>	Q Zoom Zoom	Show panel officeGATE	Upload to contentACCESS contentACCESS Share	Manage Archive contentACCESS	View Templates My Templates
=	From 🕶		@tech-arr	ow.com							entACCESS		<b>▼ ×</b> 8
Send	Cc Subject									(	contentAC	CESS Ma	il app
I													
											Please provide y	our login info	rmation.
											2.	Login	

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



Ć	Central login - Internet Explore	r	_		×
¥	https:// /o	contentACCESSLogin/Login.aspx?f	ReturnUrl=	=%2fcon	teni 🔒
	🐺 TECH-ARROW centra	I login			
	Welcome. Choose your	login provider to login.			
	<ul> <li>contentACCESS ac</li> </ul>	count			
	Username	100000		]	
	Password	•••••			
		Login			
	🏓 Kendox				
	🗧 Windows as curre	nt user			
	🗧 Windows as differ	ent user			
	Office 365 account	t			
	Remember me				

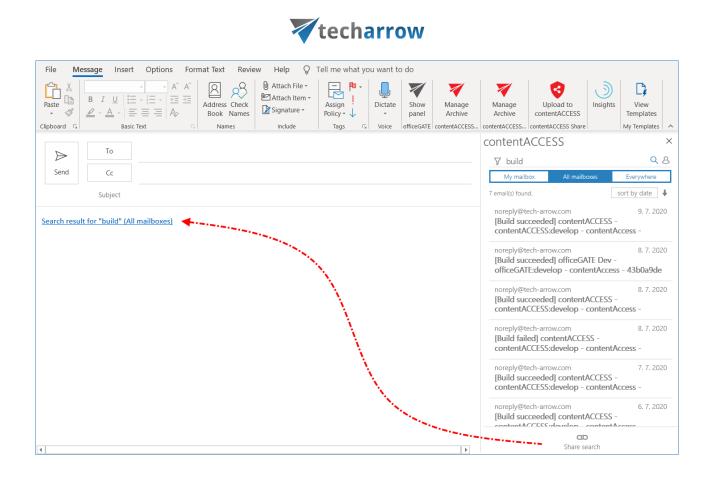
Enter the term you want to search for and select where you want to search by clicking on the respective tab. Click on the search icon, or press enter. The search results will be displayed. It is possible to sort them by **date**, **title (subject)** or even by **"best match"** in case you selected the **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	
Image Archive       Image Archive         Paste Image Archive       Image Archive         Image A	Manage Archive         Upload to contentACCESS         Insights         Uproplates           contentACCESS         contentACCESS share         My Templates         ^
	contentACCESS ×
	y build → Q &
Send Cc	My mailbox All mailboxes Everywhere
Subject	7 email(s) found.
	noreply@tech-arrow.com 9. 7. 202 [Build succeeded] contentACCESS - contentACCESS:develop - contentAccess -
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	noreply@tech-arrow.com 8. 7. 202 [Build succeeded] contentACCESS - contentACCESS:develop - contentAccess -
	noreply@tech-arrow.com 8. 7. 202 [Build failed] contentACCESS - contentACCESS:develop - contentAccess -
	noreply@tech-arrow.com 7. 7. 202 [Build succeeded] contentACCESS - contentACCESS:develop - contentAccess -
	noreply@tech-arrow.com 6. 7. 202 [Build succeeded] contentACCESS - contentACCESS:dawloo_contentAccess
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#### 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	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	Manage Archive contentACCESS Share
	contentACCESS ×
	∑ build Q 8
Send Cc	My mailbox All mailboxes Everywhere
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 -
Build succeeded] officeGATE Dev - officeGATE:develop - contentAccess - 43b0a9de.msg         692 bytes         Build succeeded] contentACCESS:develop - contentAccess - 120355c7	noreply@tech-arrow.com [Build succeeded] officeGATE Dev - officeGATE:develop - contentAccess - 43b0a9de
IBuild succeeded! officeGATE.Dev - officeGATE:develop - contentAccess - 43b0a9de       attached as link	noreply@tech-arrow.com [Build succeeded] contentACCESS
	noreply@tech-arrow.com 8. 7. 2020 [Build failed] contentACCESS - contentACCESS:develop - contentAccess -
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	noreply@tech-arrow.com 6. 7. 2020 [Build succeeded] contentACCESS - contentACCESS:develop_contentAccess
[4] [b]	COD         C         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 Me	essage Insert Options	s Format Text Re	eview Help Q	Tell me what yo	ou want t	o do					
Paste	$ \begin{array}{c c} & & & 11 \\ \hline B & I & \underline{\cup} &   \vdots & \downarrow \vdots & \downarrow \vdots \\ \underline{\mathscr{O}} & & \underline{A} & \downarrow   \vdots & \equiv & \equiv \\ \end{array} $	Address Chec Book Name	es Signature -	Assign Policy ▼ ↓	Dictate	Show panel	Manage Archive	Manage Archive	Upload to contentACCESS	) Insights	View Templates
Clipboard 🗔	Basic Text	🕞 Names	Include	Tags 🖓	Voice	officeGALE	contentACCESS	contentAccess	contentACCESS Share		My Templates A
$\triangleright$	То								ACCESS		
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