

contentACCESS MailApp

Manual - version 7.1



JULY 16, 2025

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Introduction

As we mentioned in contentACCESS documentation, MailApp 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 contentACCESS MailApp:

- 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 contentACCESS MailApp .

Configuration part for administrators

Important!! contentACCESS MailApp prerequisites:

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

If the user wants to use the **contentACCESS MailApp** in shared mailbox(es), the following is required:



- Office 1.8 API minimum. Supported Exchange and Outlook versions are described in [this](#) article (**Supported API requirement sets** column)

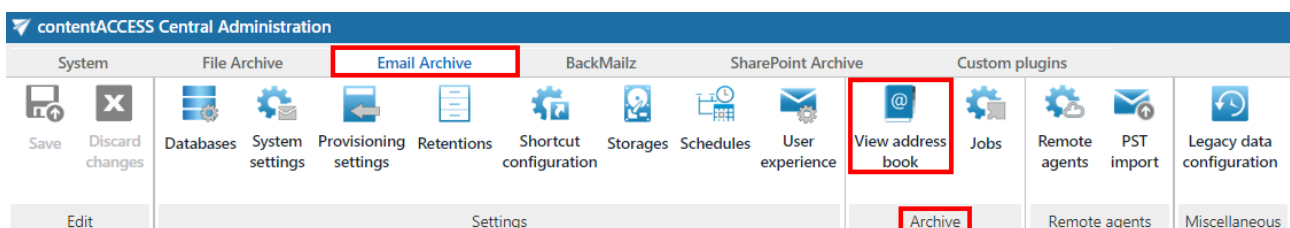
The following is **NOT** supported; therefore, you won't be able to use **contentACCESS MailApp** in these:

- Public folders
- Office365 group folders

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

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

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





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



View address book

Email Archive > Archive > View address book

Mailboxes

Public folders

Groups

Servers

import groups manually

+ add group manually

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

Page 1 of 1 (4 items)

1

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

- Inherit
- Explicitly allow
- Explicitly forbid.



View address book

Email Archive > Archive > View address book

Mailboxes

Public folders

Groups

Servers

import groups manually

+ add group manually

Name	Create Portal access	Enable mail app	Associate with role	Active	Group DN
✓ DEMO_d761c7e6-9f1e-48de-b569-d3024175e520	... Inherit	Inherit	Inherit	Yes	CN=DEMO_d761c7e6-9f1e-48de-b569-
InternalDemo	Show details		Default role	Yes	CN=InternalDemo,OU=TECHARROW.or
_9443775a-2698-48f0-a194-9ffca99fd809	Automatically create Portal user		Default role	Yes	CN= _9443775a-2698-48f0-

Page 1 of 1 (3 items)

1

Mail app activation

Assign database, storage and index zone

Archive settings override

Activate/Deactivate mailboxes

Remove group

Inherit

Explicitly allow

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 login provider.

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

Archive settings

Role for mailbox owners:

Standard user

Initialize archive:



Save

Cancel

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

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

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

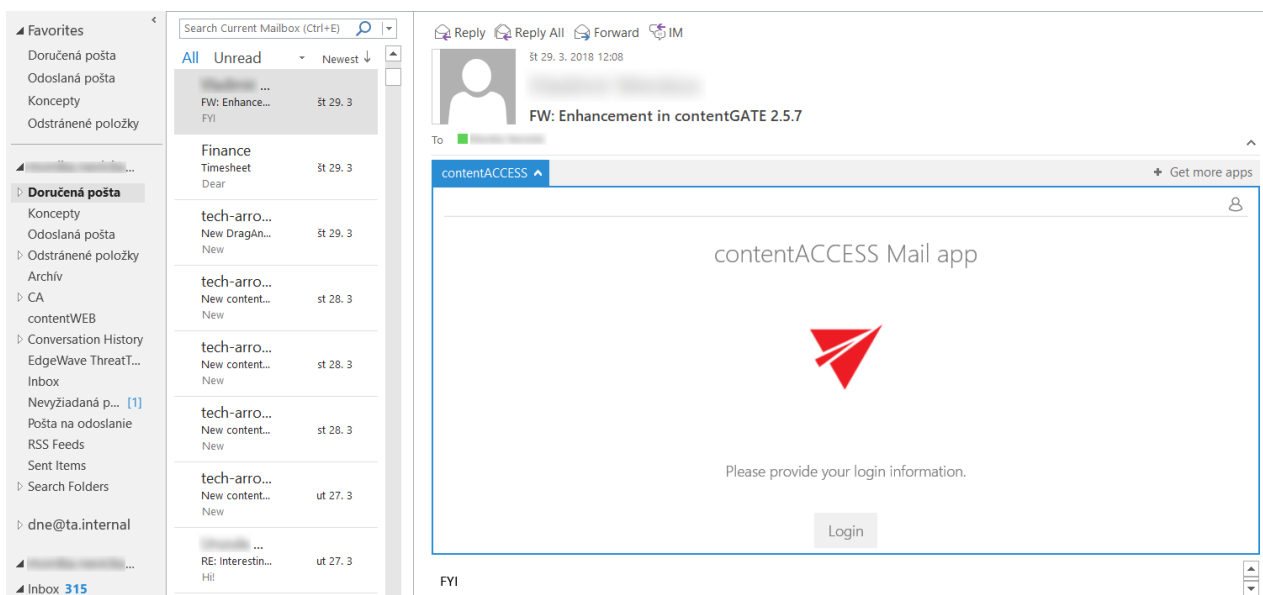
- [https://\[SERVERNAME\]/contentACCESSWS/Mailapp/Mailapp.xml](https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp.xml)
- [https://\[SERVERNAME\]/contentACCESSWS/Mailapp/Mailapp_no_ribbon_button.xml](https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp_no_ribbon_button.xml)

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

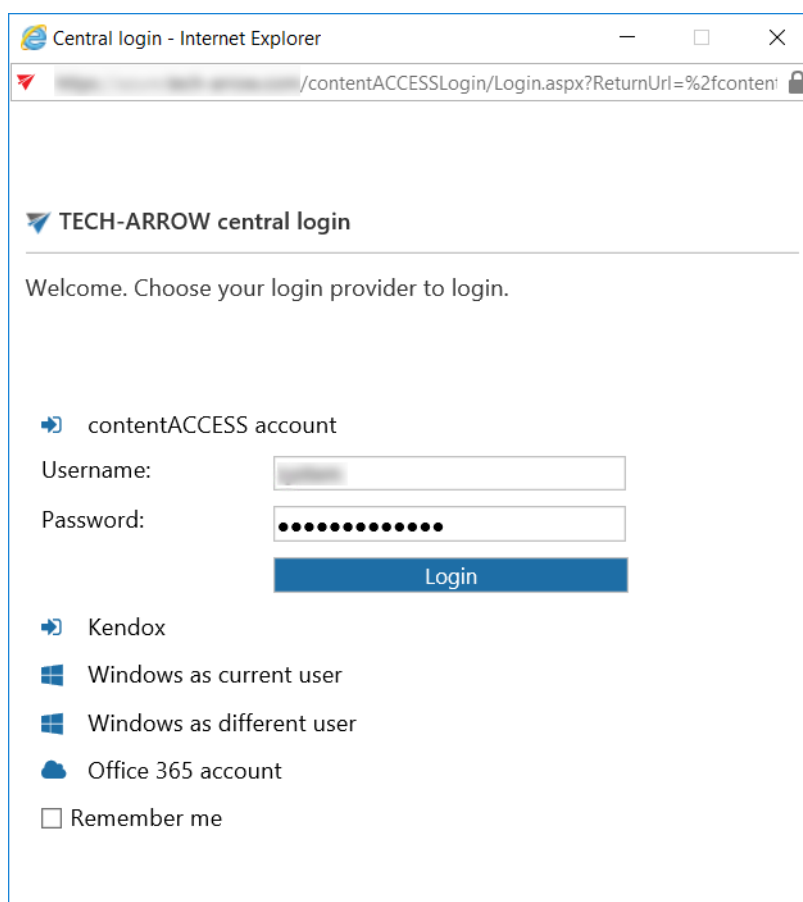
How to use contentACCESS MailApp – part for the users

After the contentACCESS MailApp was activated, it is recommended to restart your Outlook.

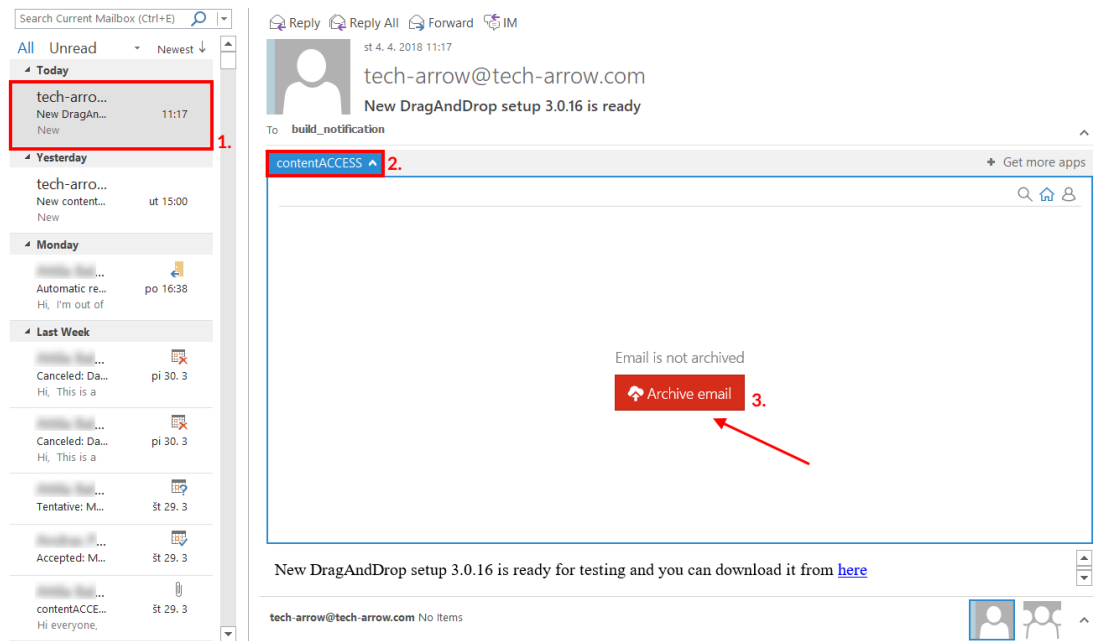
Open your Outlook desktop. If you checked the option to **enable link security** in [System](#), section External accessibility settings, you will first need to authenticate yourself.



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



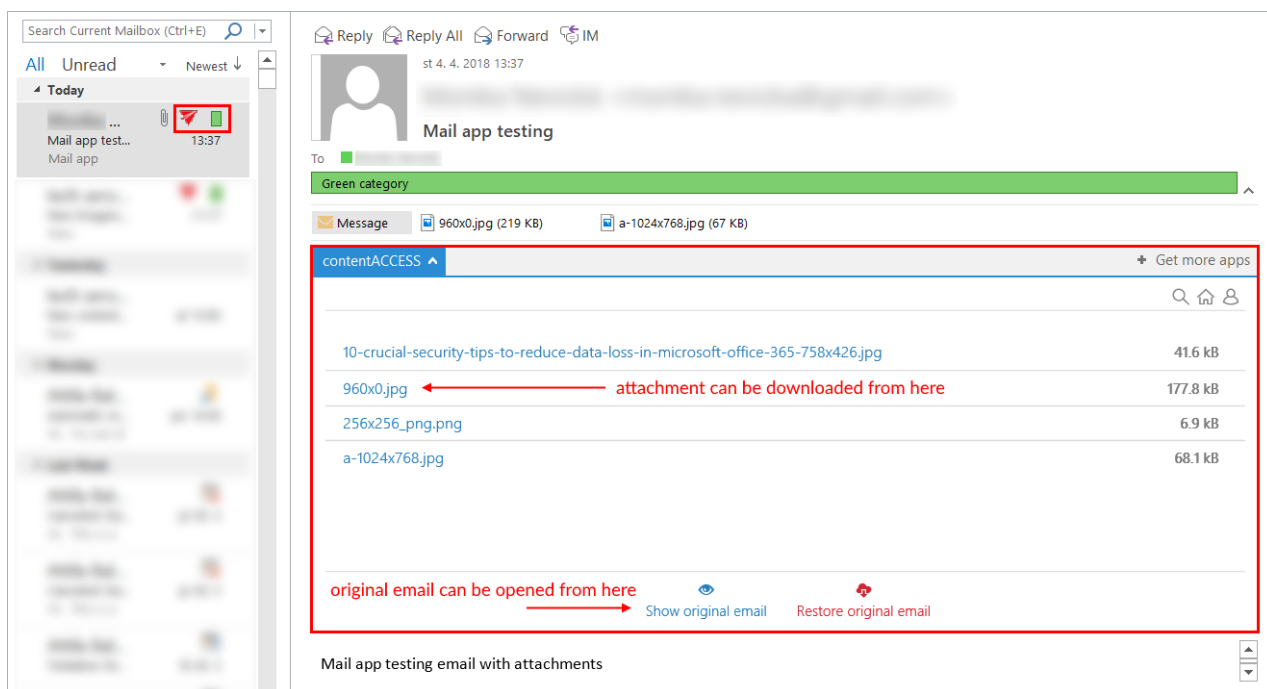
After successfully logging in, select a message (including an attachment) that you would like to archive manually (1). In the reading pane, click on **contentACCESS** (2) ... **Archive email** (3) buttons.



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 MailApp again. To view the original email, click on **Show original email** option. To download the archived attachment, click on it in the message and it will be downloaded automatically.



How to manually restore with contentACCESS MailApp?

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



[Reply](#) [Reply All](#) [Forward](#) [IM](#)
 st 4. 4. 2018 13:37
Mail app testing
 To

Green category

[Message](#) [960x0.jpg \(219 KB\)](#) [a-1024x768.jpg \(67 KB\)](#)

contentACCESS [Get more apps](#)

Attachment Name	Size
10-crucial-security-tips-to-reduce-data-loss-in-microsoft-office-365-758x426.jpg	41.6 kB
960x0.jpg	177.8 kB
256x256_png.png	6.9 kB
a-1024x768.jpg	68.1 kB

[Show original email](#) [Restore original email](#)

Mail app testing email with attachments

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

Note: In MailApp 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 MailApp in MS Outlook will show 0 attachments.

contentACCESS [Get more apps](#)

Email has no attachments

[Show original email](#) [Restore original email](#)



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.

The screenshot shows the contentACCESS MailApp interface. At the top, there's a search bar with a magnifying glass icon and a red arrow pointing to it. Below the search bar are three tabs: 'My mailbox', 'All mailboxes' (which is selected and highlighted in blue), and 'Everywhere'. To the right of the tabs is a 'sort by date' button with a red box around it and a downward arrow. Below the tabs, it says '19 email(s) found.' The search results are listed below, showing email details like sender, subject, and date. The first email is from 'noreply@tech-arrow.com' with the subject '[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 120355c7' and the date '9. 7. 2020'. The second email is from 'noreply@tech-arrow.com' with the subject '[Build succeeded] officeGATE Dev - officeGATE:develop - contentAccess - 43b0a9de' and the date '8. 7. 2020'. The third email is from 'noreply@tech-arrow.com' with the subject '[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 85072ba7' and the date '8. 7. 2020'. The fourth email is from 'noreply@tech-arrow.com' with the subject '[Build failed] contentACCESS - contentACCESS:develop - contentAccess - 85072ba7' and the date '8. 7. 2020'. The fifth email is from 'noreply@tech-arrow.com' with the date '7. 7. 2020'.

If you start contentACCESS MailApp 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

My mailbox All mailboxes Other

7126 email(s) found.

Current mailbox
Everywhere

noreply <noreply@mycompanyarchive.com>
Periodical search result
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. 202
Periodical search result
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

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

+ Get more add-ins

Subject:(build)

Subject
Filename
From
Has attachment

All mailboxes Everywhere

sort by date

@tech-arrow.com> 9. 7. 2020

noreply@tech-arrow.com 9. 7. 2020
[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 120355c7

noreply@tech-arrow.com 8. 7. 2020
[Build succeeded] officeGATE Dev - officeGATE:develop - contentAccess - 43b0a9de

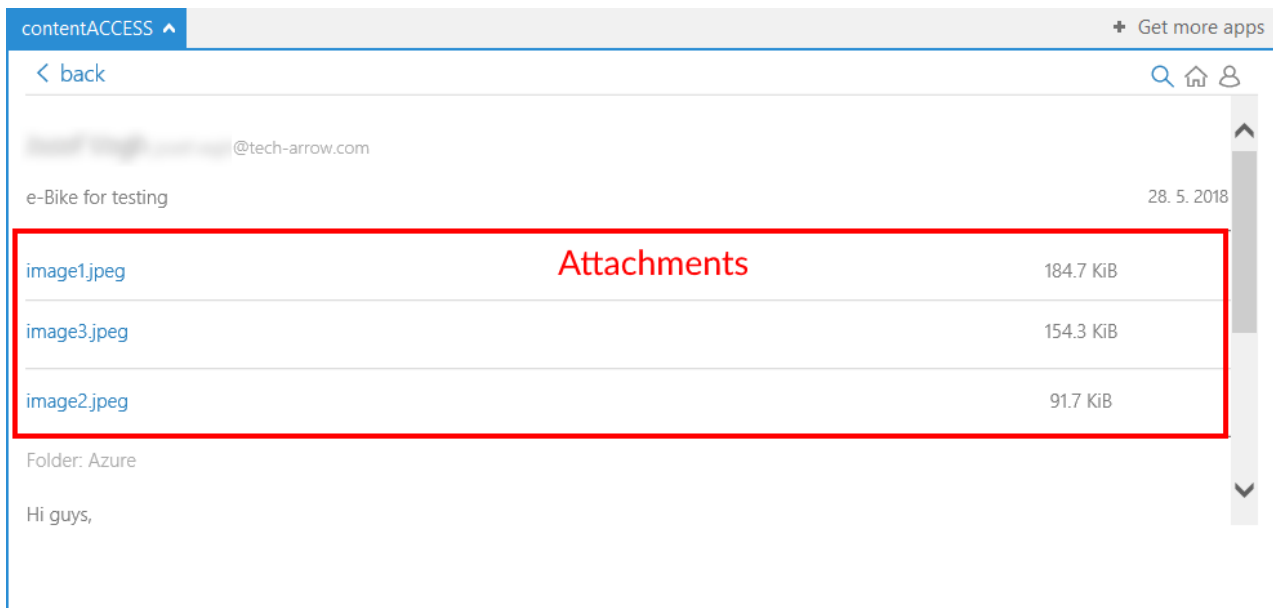
noreply@tech-arrow.com 8. 7. 2020
[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 85072ba7

noreply@tech-arrow.com 8. 7. 2020
[Build failed] contentACCESS - contentACCESS:develop - contentAccess - 85072ba7

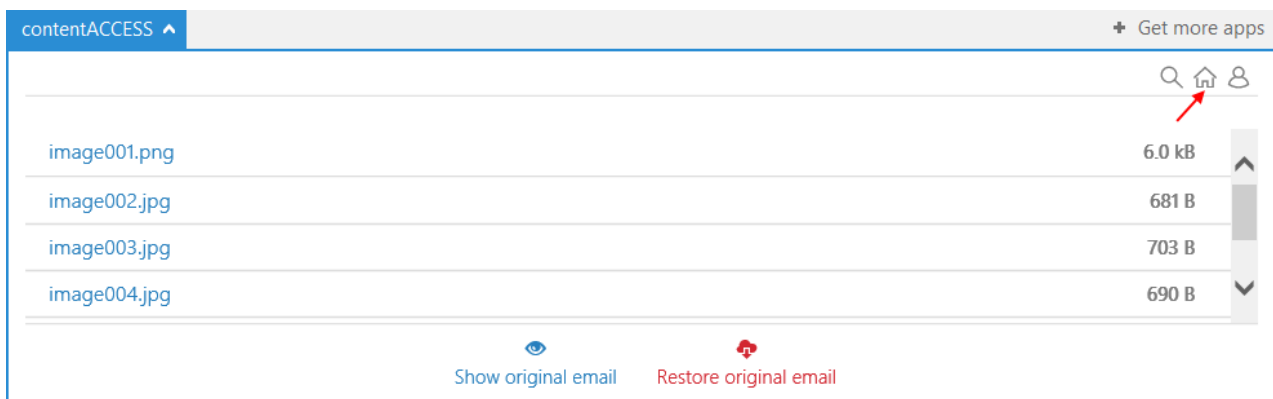
noreply@tech-arrow.com 7. 7. 2020



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.



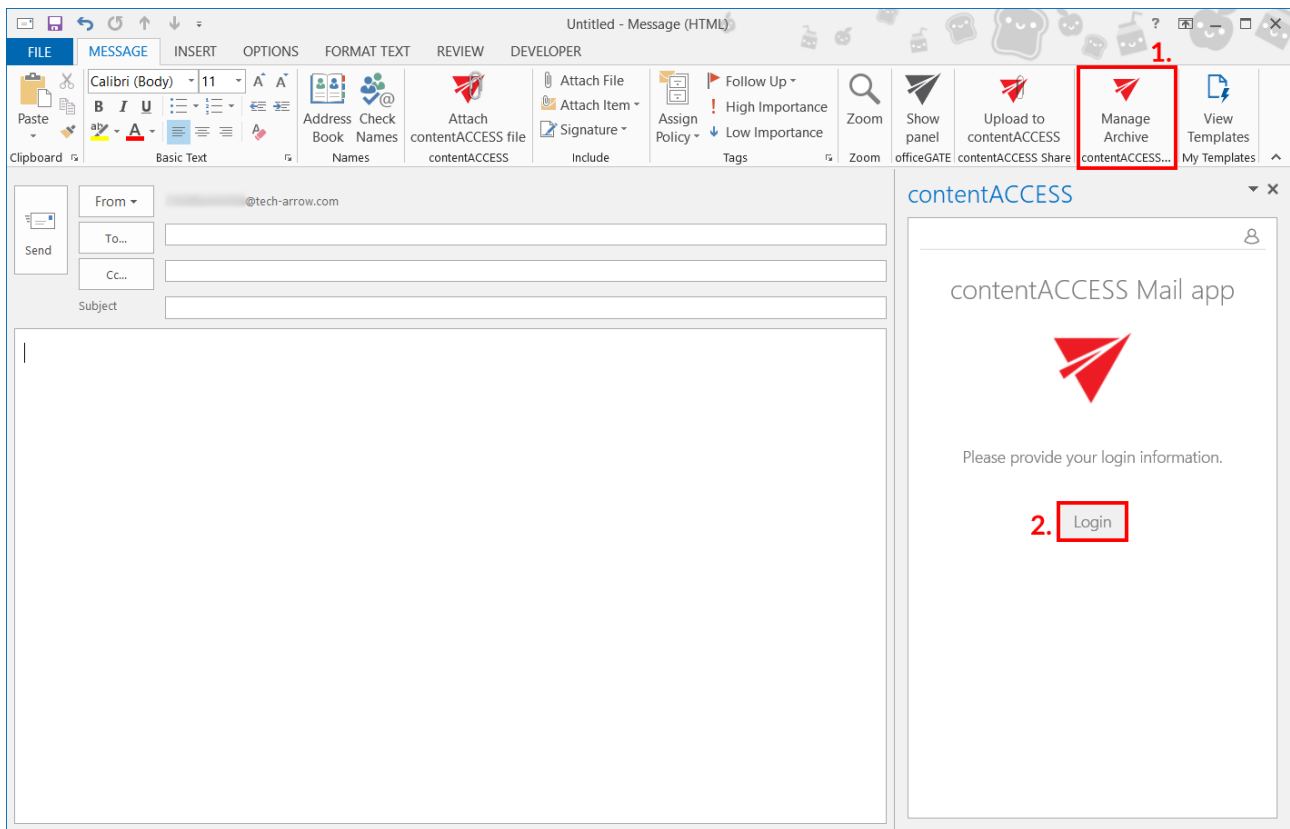
The **home** button will return you to the home screen, from where it is possible to archive, restore, download attachments or view the original email.



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

contentACCESS MailApp in compose mode

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



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



Central login - Internet Explorer

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

TECH-ARROW central login

Welcome. Choose your login provider to login.

contentACCESS account

Username

Password

Login

Kendox

Windows as current user

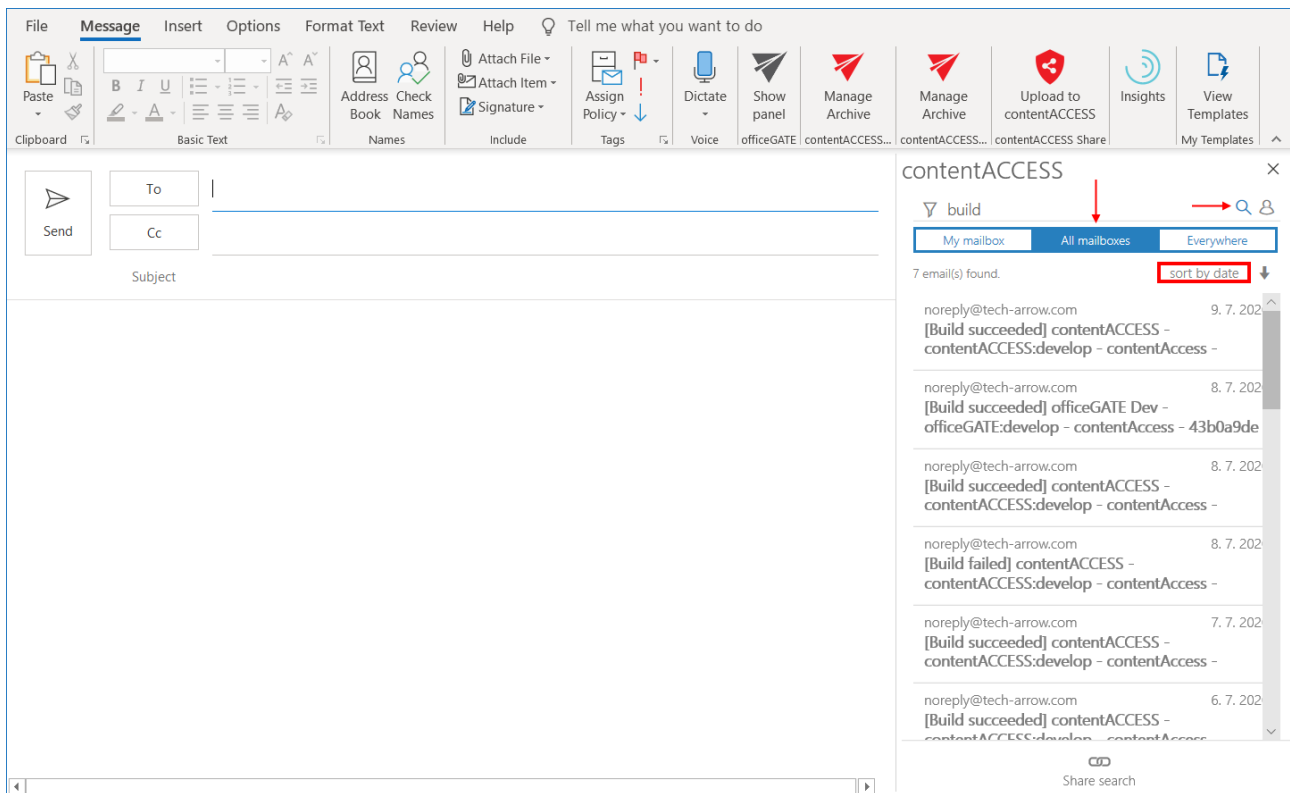
Windows as different user

Office 365 account

☐ Remember me

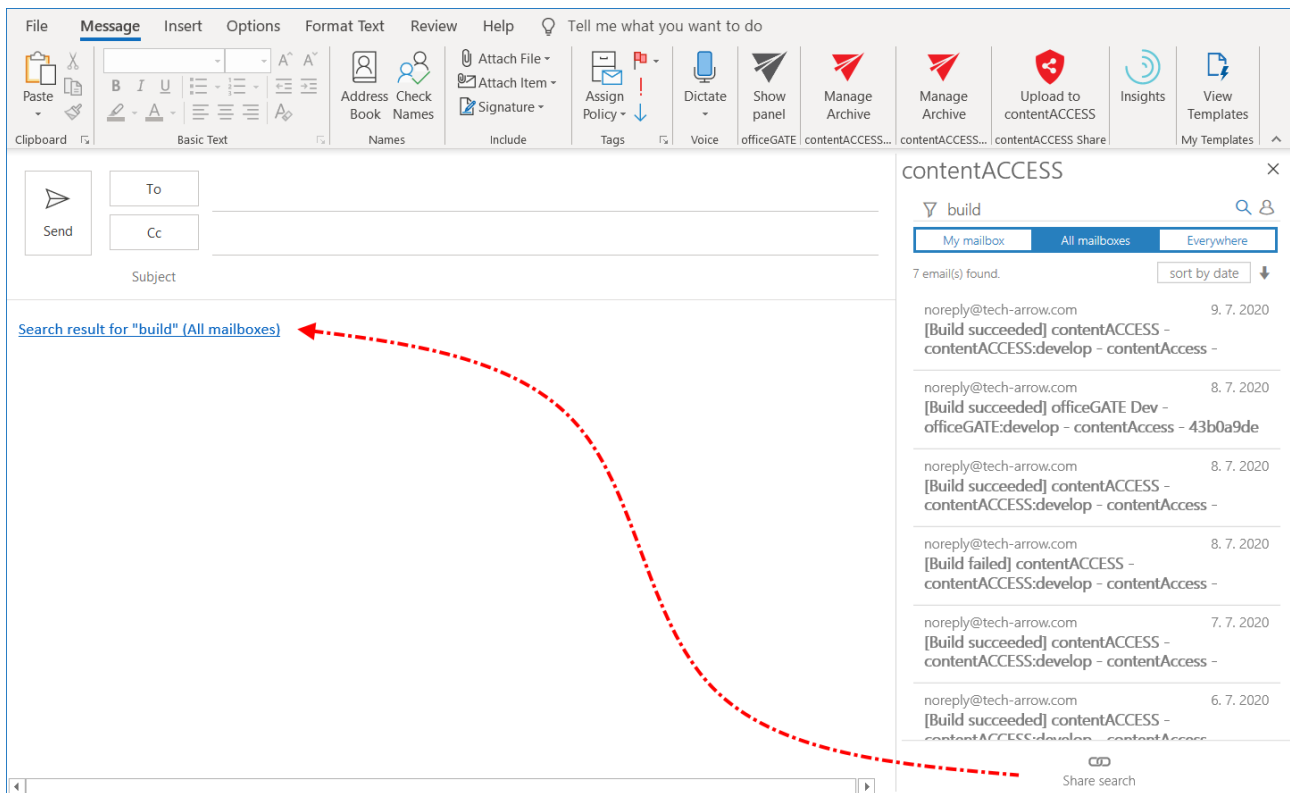
Enter the term you want to search for and select where you want to search by clicking on the respective tab. Click on the search icon, or press enter. The search results will be displayed. It is possible to sort them by **date**, **title (subject)** or even by **“best match”** in case you selected the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

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



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 contentACCESS MailApp 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).



The screenshot displays the contentACCESS MailApp interface. The top menu bar includes File, Message, Insert, Options, Format Text, Review, and Help. The ribbon contains various tools like Paste, Basic Text, Names, Include, Tags, Voice, officeGATE, contentACCESS, and My Templates. The main composition area shows fields for To, Cc, and Subject. Below these are two attachments: "[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 120355c7.msg" and "[Build succeeded] officeGATE Dev - officeGATE:develop - contentAccess - 43b0a9de.msg", both labeled "attached as file". The body of the email contains two links: "[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 120355c7" and "[Build succeeded] officeGATE Dev - officeGATE:develop - contentAccess - 43b0a9de", both labeled "attached as link". On the right, a sidebar titled "contentACCESS" shows a list of 7 emails found, sorted by date. The bottom of the sidebar has buttons for "Attach as link", "Attach as file", and "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 MailApp pane.



File

Message

Insert

Options

Format Text

Review

Help

Tell me what you want to do

Paste

Clipboard

Basic Text

Names

Include

Tags

Voice

officeGATE

contentACCESS...

contentACCESS...

contentACCESS Share

My Templates

Send

To

Cc

Subject

contentACCESS

< back

Search

Noreply noreply@tech-arrow.com

[Build succeeded] contentACCESS - contentACCESS:develop - contentAccess - 120355c7

9. 7. 2020

Folder: Doručená pošta

Microsoft Azure DevOps Server

BUILD #CONTENTACCESS_4.1.24_20200709_1 (DEVELOP) SUCCEEDED

contentACCESS

Ran for 38 minutes

View results

Open