

MIMOSA
SYSTEMS

Information Immediacy, Discovery, & Continuity

Mimosa NearPoint™ for Microsoft® Exchange Server

Mimosa Archive Client User's Guide

3.5



© Copyright 2003-2008, Mimosa Systems, Inc.

All Rights Reserved.

Mimosa Systems, Inc.

3200 Coronado Drive

Santa Clara, CA 95054

www.mimosasystems.com.

The software and each of its components, including the source code, documentation, appearance, structure, and organization are owned by Mimosa and others and are protected under copyright and other laws. Title to the Software and any components or to any copy, modification, or merged portion shall remain with the respective copyright holders, subject to the licenses described within the Mimosa End User License Agreement ("EULA"). The Mimosa Software cannot be distributed without the prior written permission of Mimosa and cannot be copied, except as necessary for back-up purposes.

The information contained in this manual is governed by the Limited Warranty expressed in the EULA. For additional third party copyright attributions refer the Additional_Copyrights.pdf document present in the <drive>:\Program Files\Mimosa directory.

The following are trademarks, or registered trademarks of Mimosa Systems, Inc:

Mimosa

Mimosa NearPoint

Mimosa Systems

NearPoint

One Pass Protection NearPoint Deployment Advantage

Microsoft®, Windows®, Outlook®, and Entourage®, are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

Mimosa NearPoint™ for Microsoft® Exchange Server — Mimosa Archive Client User's Guide

October 8, 2008

CONTENTS

1. Preface	1
1.1 Preface	1
1.2 Audience	2
1.3 Product Documentation	2
1.4 Typographical Conventions	3
1.5 Getting Additional Help	3
1.6 How this Document is Organized	4
2. The Mimosa NearPoint™ Data Management Solution	5
2.1 What is the Mimosa NearPoint™ Solution?	5
2.2 What Can I Do With the NearPoint Server?	6
2.3 Using the Mimosa Archive Client to Access the NearPoint server	9
3. Browsing The NearPoint Server	14
3.1 Overview	14
3.2 Mailbox Contents	17
3.3 Viewing the Exchange Items on the NearPoint Server	19
4. Using Quick Search	23
4.1 Overview	23
4.2 Starting a Quick Search	23
4.3 Sorting Search Results	30
4.4 Managing Exchange Items	30

5. Using Advanced Search 32

5.1 Overview	32
5.2 Advanced Search - The "Look For" List	39
5.3 Techniques of Improving the Search Criteria	40

6. Working In Offline Mode 47

6.1 About Working in Offline Mode	47
6.2 Enabling the offline mode feature	48
6.3 Configuring the Offline Mode options.	53
6.4 Preserving Messages from Deletion in A Full Mimosa Archive Cache	58
6.5 Clearing the Mimosa Archive Cache	58
6.6 Manually Starting the Mimosa Archive Cache Synchronization	59
6.7 Troubleshooting Offline Mode	60

7. Archiving Offline PST Files 64

7.1 About Archiving Offline PST Files	64
---	----

8. Restoring Archived Items from NearPoint 72

8.1 Restoring Archived Items to Your Exchange Mailbox.	72
8.2 About Restoring Archived Items to PST Files	76
8.3 Restoring to PST	79
8.4 Downloading PST Files	82

9. Additional Options for Auditors 85

9.1 Overview	85
9.2 Viewing the Auditee Mailbox Contents	85
9.3 Searching for Items in the Auditee Mailboxes	88
9.4 Viewing Public Folder Contents	92
9.5 Searching Microsoft Archived Live Communications Server Conversations	94

10. Troubleshooting **99**

10.1 List of Error Messages	99
10.2 Using the Clear Cache Tool	108
10.3 Limitations of Exchange 2007 OWA	108

. Glossary **109**

1

PREFACE

1.1 PREFACE

Mimosa NearPoint™ for Microsoft® Exchange Server is the industry's first and only comprehensive data management solution for Microsoft® Exchange Server. With Mimosa NearPoint™ your e-mail data management problems are eliminated, freeing you up for more productive uses of your time.

The benefits of NearPoint™ Data Management Solution include:

A unified software platform for comprehensive e-mail data management

- Self-Service archive access and message and item recovery

Key features of the NearPoint solution:

- Continuous Exchange data protection and rapid disk based disaster recovery
- Fine Grain Recovery of mailbox messages, items, calendars and contacts.
- e-mail Archiving for compliance and litigation support
- Full-text indexed content search and discovery of header body and attachments
- E-mail storage optimization through policy driven Mailbox Extension by age and size

2

THE MIMOSA NEARPOINT™ DATA MANAGEMENT SOLUTION

2.1 WHAT IS THE MIMOSA NEARPOINT™ SOLUTION?

The Mimosa NearPoint™ solution extends the capabilities of your organization's Microsoft Exchange e-mail system. The Mimosa NearPoint™ solution comprises the *NearPoint server* that protects your e-mails and archives them; thereby increasing the storage space on your e-mail server. The NearPoint solution is installed by your company's e-mail Administrator, in accordance with your company's e-mail policies and practices. The Mimosa NearPoint Solution also offers the Mimosa Archive Client as a part of Microsoft® Outlook to help you access your e-mails on the NearPoint server.

The NearPoint server archives all mailbox messages and item contents to a secure and private repository, which you can directly access to recover lost or deleted e-mail, contacts, and other Exchange items. Whether due to inadvertent or unintentional circumstances, lost messages and item contents, no longer accessible in Outlook from the Exchange Server, may be quickly found by searching the NearPoint server, without having to leave Outlook, and without having to call the help desk.

The NearPoint server continually archives all of your data from Microsoft® Exchange Server directly onto the NearPoint server. This archiving requires no action or configuration on your part to begin using the NearPoint server. When you need to retrieve lost information, for example, an important and inadvertently deleted e-mail or contact, you only need to use the Mimosa Archive Client from Outlook to access the NearPoint server and submit a simple keyword search. NearPoint quickly finds and recovers your lost information and sends it to you through the Mimosa Archive Client.

The Mimosa NearPoint Solution does not require new applications to be installed or learned. All NearPoint access occurs from within Outlook, through a feature in Outlook called Folder Home Pages. NearPoint's Folder Home Page connects directly to the archive server, allowing you to browse and search for any message or item in the archive. Content is accessed and presented in the familiar Outlook "advanced find" metaphor, so there is very little new to learn.

2.2 WHAT CAN I DO WITH THE NEARPOINT SERVER?

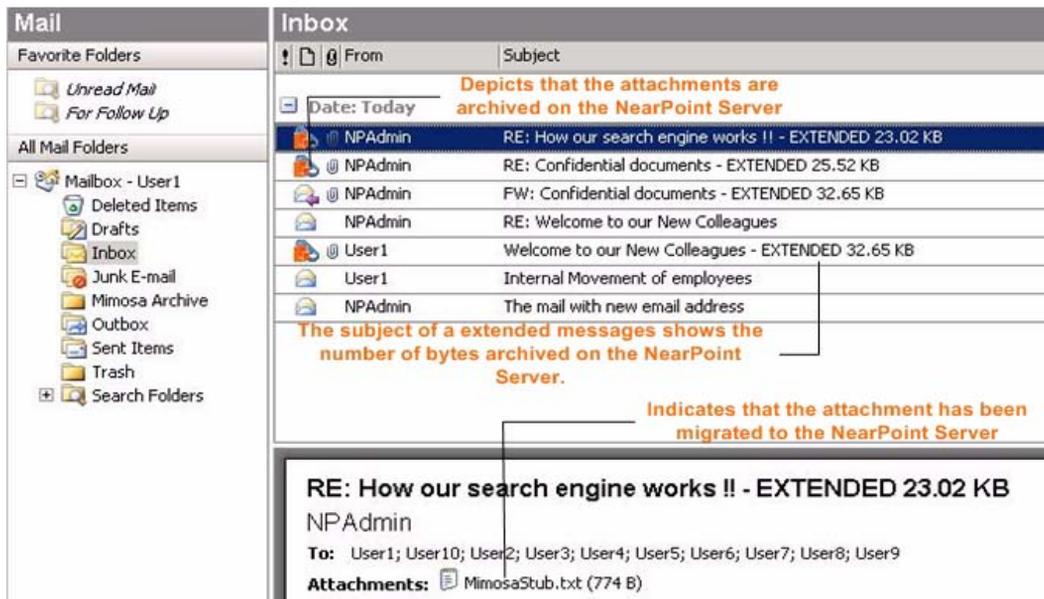
- You can browse the folder hierarchy, or "tree", of the NearPoint server just like you click and scroll around your Exchange mailbox in Outlook or Outlook Web Access (OWA).
- You can search the NearPoint server for items and display them, and the search works just like using the "Find" operation in Outlook.
- You can retrieve items from the NearPoint server which then allows you to operate on the messages (e.g. forward, reply, reply to all) without having to restore the items back into the Exchange Server first.
- If enabled by the administrator, you can restore items and their attachments back to your Exchange Server from the NearPoint server or to a PST file
- You can have "super-sized" mailboxes by having larger older message attachments "extended" from the Exchange Server but still be seamlessly accessed via the original email messages directly within Outlook.
- If enabled by the administrator, you can import PST files directly into the NearPoint archive providing data protection of these files as well as the ability to search across all PST files and Exchange data directly from the archive.
- You can set certain options that control how to use e-mails on the NearPoint server if you have been granted permission to do so by the Administrator.



2.2.1 How would you know if NearPoint Server was used to archive your e-mails?

When you open Microsoft® Outlook to check your e-mails, you will see two distinct changes in the interface:

1. A new folder, Mimosa Archive, will be visible in the Folders List pane. You will use this folder to access the archived Exchange items on the Mimosa NearPoint™ server.
2. E-mails that contain extended attachments will show a different icon against it and the subject lines will show the number of bytes that were extended. The icon depicts that the attachments associated with the e-mail has been archived on the NearPoint server. Such messages are known as extended messages. In the Preview pane, the extended messages will also show a Mimosa Stub, which indicates that the attachment has been extended or migrated to the NearPoint server.



Messages are extended by a process called Mailbox Extension by the NearPoint server. Mailbox Extension is the ability of the Mimosa NearPoint server to reduce the size of Exchange mailboxes and public folders by migrating older or larger attachments from Exchange to the NearPoint server. You will see the message in the mailbox after this

migration has occurred, but with a different icon that indicates that the attachment has been migrated to the NearPoint server.

Note: The icon indicating extended messages is not displayed in OWA. Only the subject line shows the number of bytes archived on the NearPoint server.

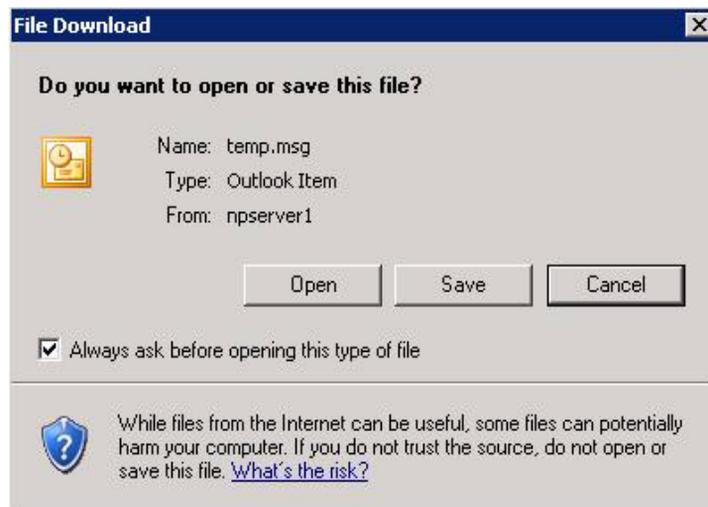
The following image shows how the extended messages are displayed in OWA:

Inbox	
From	Subject
 NPAdmin	RE: How our search engine works !! - EXTENDED 23.02 KB
 NPAdmin	RE: Confidential documents - EXTENDED 25.52 KB
 NPAdmin	FW: Confidential documents - EXTENDED 32.65 KB
 NPAdmin	RE: Welcome to our New Colleagues
 User1	Welcome to our New Colleagues - EXTENDED 32.65 KB

Retrieving an extended attachment

To retrieve the attachment:

1. Double-click the message header in Outlook or OWA mailbox view.
The attachment is temporarily fetched back from the archives to your computer.
2. When you are opening the attachment for the first time, following dialog is displayed.



3. Ignore the warning and Click **Open**.

If you want to avoid this dialog for Subsequent messages, clear the "Always ask before opening this type of file" check box before clicking **Open**.

Note: The File Download dialog box is not displayed while retrieving messages using OWA.

Retrieving an Extended Message in another User's Folder

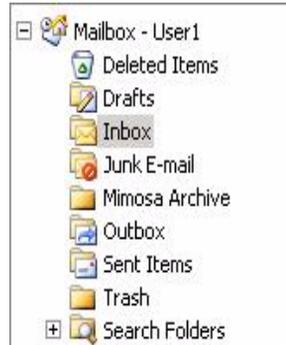
If you want to access another user's folder and want to access an extended message, perform the following steps before accessing the messages:

1. In Outlook, click **Tools > Options > Other > Advanced Options**.
2. Select **Allow script in shared folders**.
3. Click **OK** twice.

2.3 USING THE MIMOSA ARCHIVE CLIENT TO ACCESS THE NEARPOINT SERVER

All items of the Exchange Server that are archived on the NearPoint Server will be referred to as Exchange items henceforth in this guide. Whenever you feel the need for accessing the archived Exchange items on the NearPoint server, access Outlook, and click the **Mimosa Archive** folder in the Folder list. If you do not find such a folder, it is because the Administrator has not given you the rights to access the NearPoint server from Outlook. If

you do not have Outlook installed, you can also use Outlook Web Access (OWA) to access the client.



2.3.1 Logon to NearPoint server

Depending on how your Windows environment is setup, NearPoint may require a separate logon to the archive server, even if you have already logged into your computer and Outlook or OWA.

To logon to NearPoint server:

1. Click on the Mimosa Archive folder after you start Outlook.



2.3.2 The Mimosa Archive User Interface

You will use the Mimosa Archive User interface to browse and search for e-mail or other Outlook generated items, such as notes, calendar items, contacts, etc. on the NearPoint server. Once you find what you are looking for, you can simply open it and forward it, resend it or save it, or you can restore it back to your Exchange Mailbox.

When you click on the Mimosa Archive folder in the folder list, and log in, the Mimosa Archive page appears in the right pane. The Mimosa Archive Client displays a toolbar on the top. The toolbar will have the currently active option highlighted on it. For example, if you wanted to search for an e-mail on the NearPoint server, and you clicked **Quick Search** on the toolbar, then the **Quick Search** button will be highlighted.



The Mimosa Archive Client remembers which page you visited, so the next time you log in, you will see the page you last visited in the previous session.

The Mimosa Archive Client toolbar offers you the following options:

Options	Description
Quick Search:	Use the Quick Search option to search for Exchange items that were protected on the NearPoint server. The Quick Search Tool also offers the facility of narrowing down your search by allowing you to search within the results obtained. Since the content of all Exchange items are fully indexed on the NearPoint server, it helps you retrieve messages that you are looking for in a short span of time. When performing searches, NearPoint will look inside message bodies, subject lines, and even within the attachments. When you access the client, the Quick Search page appears first. By default it displays the mailbox name, in the drop down box, by which the user is logged in as.
Browse:	Use the Browse mode to toggle through messages and items archived in the NearPoint server. Using this option, you can find items that do not require searches, such as folders where the contents typically haven't changed much, or when you wish to go back in time and see what a folder contained then.



Options	Description
Adv. Search:	The Adv. Search (Advanced Search) lets you refine your search criteria by allowing you to give more information related to the messages you are looking for. You can search for a specific Exchange item based on a keyword, the send/receive date, or an attachment contained by it. The Search capability is very powerful and efficient as the messages and their content are fully indexed on the NearPoint server. This feature proves to be useful when you are searching for old and archived e-mails that were shipped from the Exchange Server to the NearPoint server. Searching can use many fields available in a message, and can be compounded with complex search criteria to get rich results.
Login:	Log on to the Mimosa Archive using this option. This facility comes handy when you used one profile to log on to the system, and another to log on to Outlook.
Help:	This option opens an quick use online help for the Mimosa Archive Client.

3

BROWSING THE NEARPOINT SERVER

3.1 OVERVIEW

When you click the **Browse** button on the Mimoso Archive Client toolbar, the NearPoint browsing page is launched in the message pane (right hand pane) of Outlook or OWA. You can use this page to browse the contents of the NearPoint server, select messages, and:

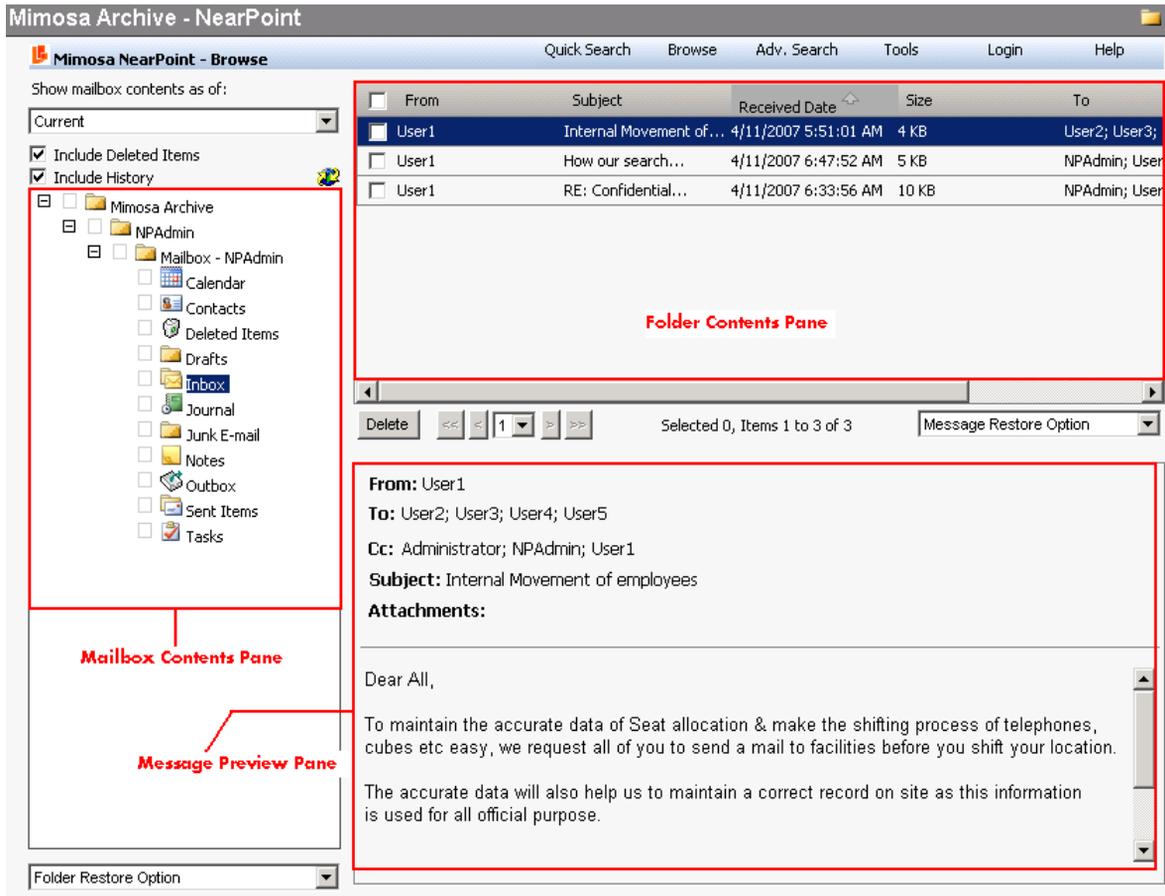
- ¹Read them and display their attachments, with no affect on your Exchange mailbox
- ¹Restore them to your mailbox on the Exchange server, or
- ¹Restore them to a PST file, or
- ¹Delete them permanently from the NearPoint server, or
- ¹Delete them permanently from both the NearPoint server and the Exchange server.

This page has three major panes:

- Mailbox Contents
- Folder Contents

1. These features are available to you only if the Administrator grants you the required privileges.

- Message Preview



Mimosa Archive - NearPoint

Mimosa NearPoint - Browse Quick Search Browse Adv. Search Tools Login Help

Show mailbox contents as of:
 Current

Include Deleted Items
 Include History

Mailbox Contents Pane

- Mimosa Archive
 - NPAdmin
 - Mailbox - NPAdmin
 - Calendar
 - Contacts
 - Deleted Items
 - Drafts
 - Inbox**
 - Journal
 - Junk E-mail
 - Notes
 - Outbox
 - Sent Items
 - Tasks

<input type="checkbox"/>	From	Subject	Received Date	Size	To
<input checked="" type="checkbox"/>	User1	Internal Movement of...	4/11/2007 5:51:01 AM	4 KB	User2; User3;
<input type="checkbox"/>	User1	How our search...	4/11/2007 6:47:52 AM	5 KB	NPAdmin; User
<input type="checkbox"/>	User1	RE: Confidential...	4/11/2007 6:33:56 AM	10 KB	NPAdmin; User

Folder Contents Pane

Delete << < 1 > >>

Selected 0, Items 1 to 3 of 3 Message Restore Option

Message Preview Pane

From: User1
To: User2; User3; User4; User5
Cc: Administrator; NPAdmin; User1
Subject: Internal Movement of employees
Attachments:

Dear All,

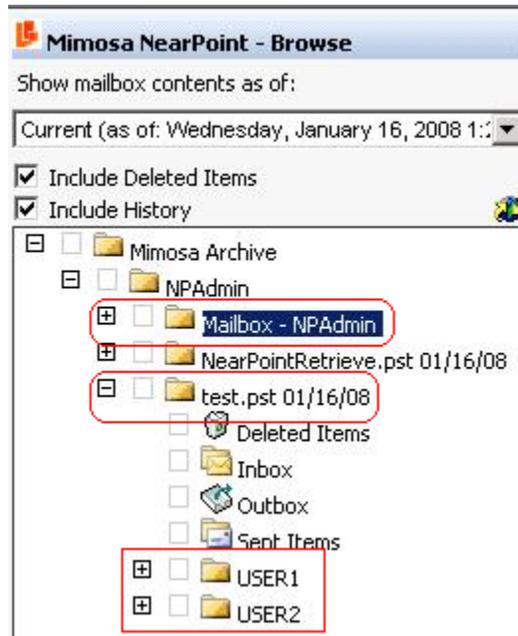
To maintain the accurate data of Seat allocation & make the shifting process of telephones, cubes etc easy, we request all of you to send a mail to facilities before you shift your location.

The accurate data will also help us to maintain a correct record on site as this information is used for all official purpose.

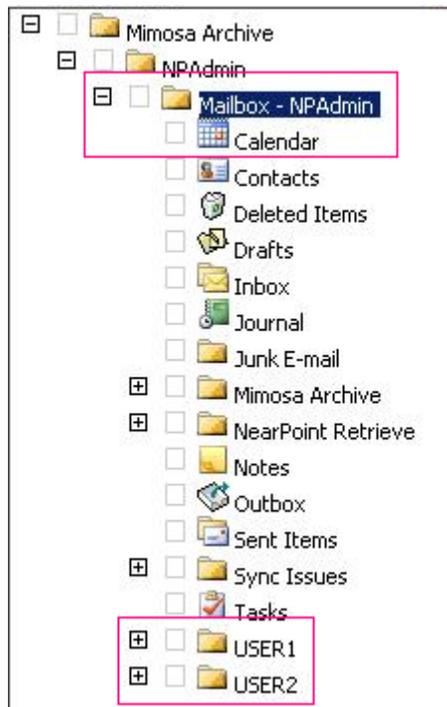
Folder Restore Option

Users may have archived PST(s) along with mailboxes. While browsing, these archived PST(s) can be viewed in two ways based on the settings that the NearPoint administrator has. For example, if you have archived a pst, **test.pst**:

- **Separate PST and Mailbox Archive View**—In this case, the mailbox and the **test.pst** files appear at the same level in the mailbox contents pane, as shown below.



- **Merged PST and Mailbox Archive View**—In this case, the messages and folders in the **test.pst** file are shown merged with the mailbox. This option helps the user search all the mails without switching between the mailbox and the PST file(s):



3.2 MAILBOX CONTENTS

The Mailbox Contents pane is similar to the Outlook Navigation Pane, but it adds the dimension of **time**. You can also choose to include *Deleted items* or *History items (moved or modified items)* on the Browse page. It lets you browse your Exchange mailbox as stored in the NearPoint server both in time and in its folder structure. The drop-down list at the top of the pane lets you select a point in time as of which you view your data on the NearPoint server. For example, if you select "One Month Ago", you will not see any messages more recent than one month old, even though they might exist on the NearPoint server.

When you take the mouse pointer near the area where the message count is displayed, you will be able to see when the mailbox was last archived. A tool tip would display the last time the mailbox was archived.

Note: When you select an older "As Of" date, the Mimosa Archive client notifies the NearPoint server to use the data protected on the server as of that date. If you select a time before the NearPoint server was put into service, you will get an error message saying that "No items found."

The folder structure for the time you selected is displayed below the drop-down list.

3.2.1 Folder Contents

The Folder Contents pane is similar to the Outlook Mail pane. It displays a list of all of the items in the folder selected in the Mailbox Contents pane. The items are always displayed in the list, regardless of the type of item (e-mail messages, meetings, appointments, notes, etc.)

While the order of the fields is fixed, you can change the sorting order of the items listed by double-clicking the name of the field. When the items under the field are sorted in the descending order, then you will see the up-arrow (**^**) symbol displayed on the field. Similarly, if the items are sorted in the ascending order, you will see the down-arrow (**v**) symbol displayed on the field. Sorting on any of the columns would always result in displaying the first page.

You can adjust the width of each field by clicking and dragging the separator lines between the field labels at the top of the Folder Contents pane. Dragging a separator line will modify the width of the field to its LEFT, leaving the field to the line's right unchanged. Therefore, dragging the line to the right will enlarge the field to the left of the line, and dragging the separator to the left will make the field to the left smaller.

3.2.2 Message Preview

A simple plain-text preview of the currently highlighted message is displayed in the Message Preview pane. This pane displays the content of the message header and body,

but will not display them with all the formatting. To see the entire fully formatted message, double-click on the message in the Folder Contents pane or press **Enter**.

Note: The current NearPoint version cannot display preview of messages with archived size greater than 0.5 MB. Double-click the messages to view their contents.

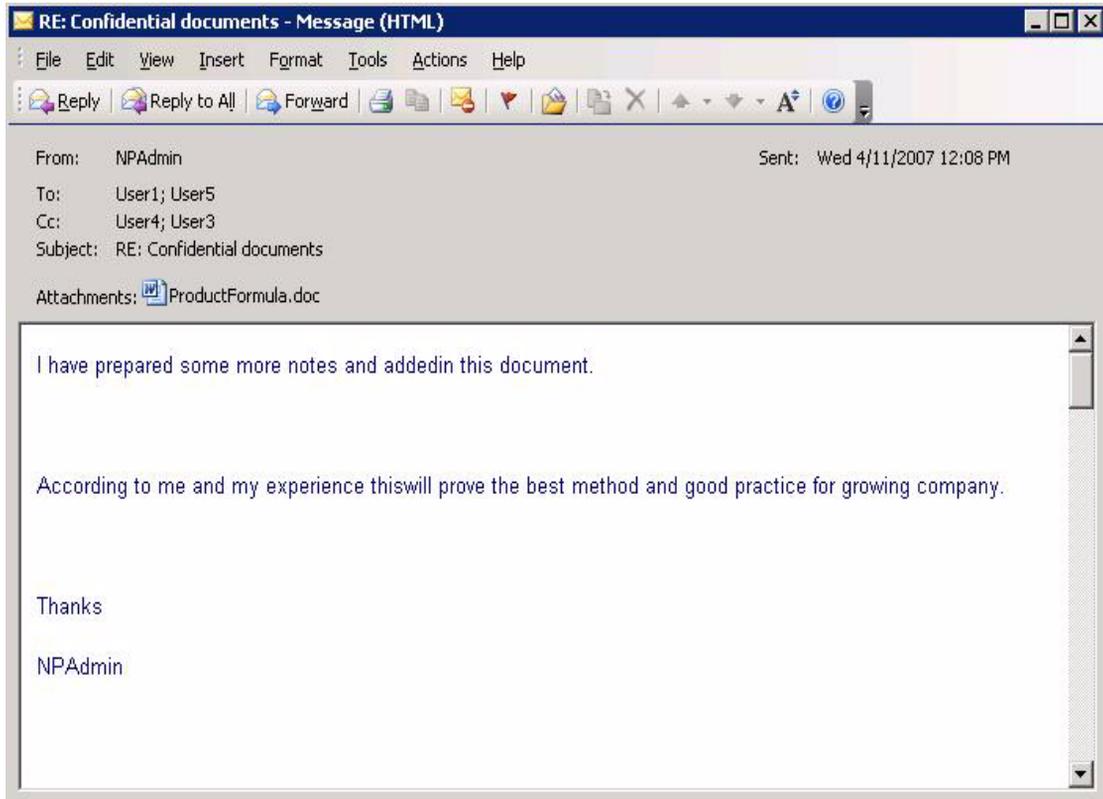
3.3 VIEWING THE EXCHANGE ITEMS ON THE NEARPOINT SERVER

You can use the *Mimosa Archive* Browse page to view the Exchange Items that are on the *NearPoint* server.

To view an e-mail on the NearPoint server:

1. Click the respective folder from the Mailbox Contents pane. The contents of the folder are displayed on the Folder Contents pane to the right.
2. Click on any of the e-mails from the list of e-mails in the Folder Contents pane. A preview of the e-mail is displayed in the Message Preview pane.

- To view the entire e-mail, double-click on the e-mail listed in the Folder Contents pane or press **Enter**.



Note: • If you are using Outlook 2000, the message item does not open as an Outlook window, instead it opens in OWA.

You can reply and forward these e-mails like the normal Exchange e-mail. In rare cases, when the message is of MIME type with a large number (> 500) of recipients, it will take longer to view and you need to overwrite the sender information when forwarding or replying.

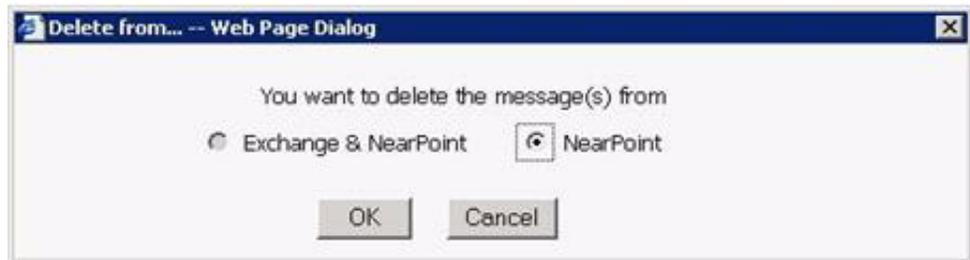
3.3.1 Deleting and Restoring Items

You can delete an Exchange item from either the NearPoint server or from both the NearPoint and the Exchange Server.

-
- Note:**
- If the Administrator has not granted you the deletion rights, then the **Delete** button will not be visible to you and you cannot delete the items.
-

To delete Exchange item(s):

1. Select the Exchange item(s) you want to delete from the Folder Content pane.
2. Click **Delete**. Depending upon the rights given to you by the Administrator, a message pops up asking you to confirm the deletion from either NearPoint or from both NearPoint as well as Exchange.



The messages will be deleted after a short delay.

If you accidentally delete an item from the Exchange server, you can restore it from the NearPoint Archive.

To restore an item from the Exchange server:

1. Click Select restore option to restore it to a folder of your choice or to a PST.

To learn more about restoring archived items, see Chapter "8. Restoring Archived Items from NearPoint" on page 72.

Note

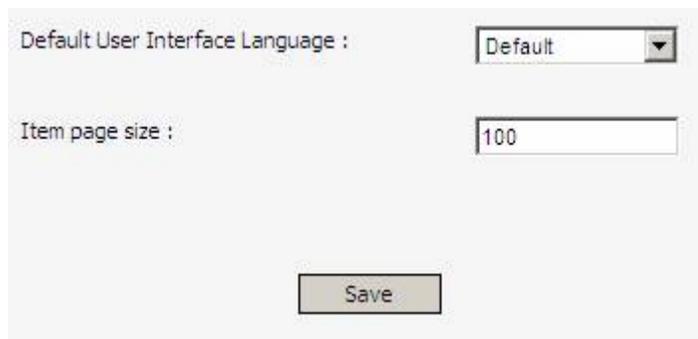
- If the **Select restore option** is disabled or you do not see the **Delete** button in this page, it is because these features are not available to everyone; it must be authorized on a per-user basis by the Administrator.
 - The administrator can choose to give you the rights to delete only from NearPoint or both from NearPoint and Exchange Server, The **Delete From** dialog will change according to the rights granted to you.
-

3.3.2 Modifying User Preferences

You can set the number of items to be displayed in the Folder Contents pane from the User Preferences page.

To set the item page size:

1. Select **Tools > Options > User Preferences**. The User Preferences page appears.



Default User Interface Language :

Item page size :

2. If you want to change the interface language, select the preferred language in the **Default User Interface Language** field.
3. Enter the number of items to be displayed at a time in the Folder Contents pane in the **Item page size** field.
4. Click **Save**.

4

USING QUICK SEARCH

4.1 OVERVIEW

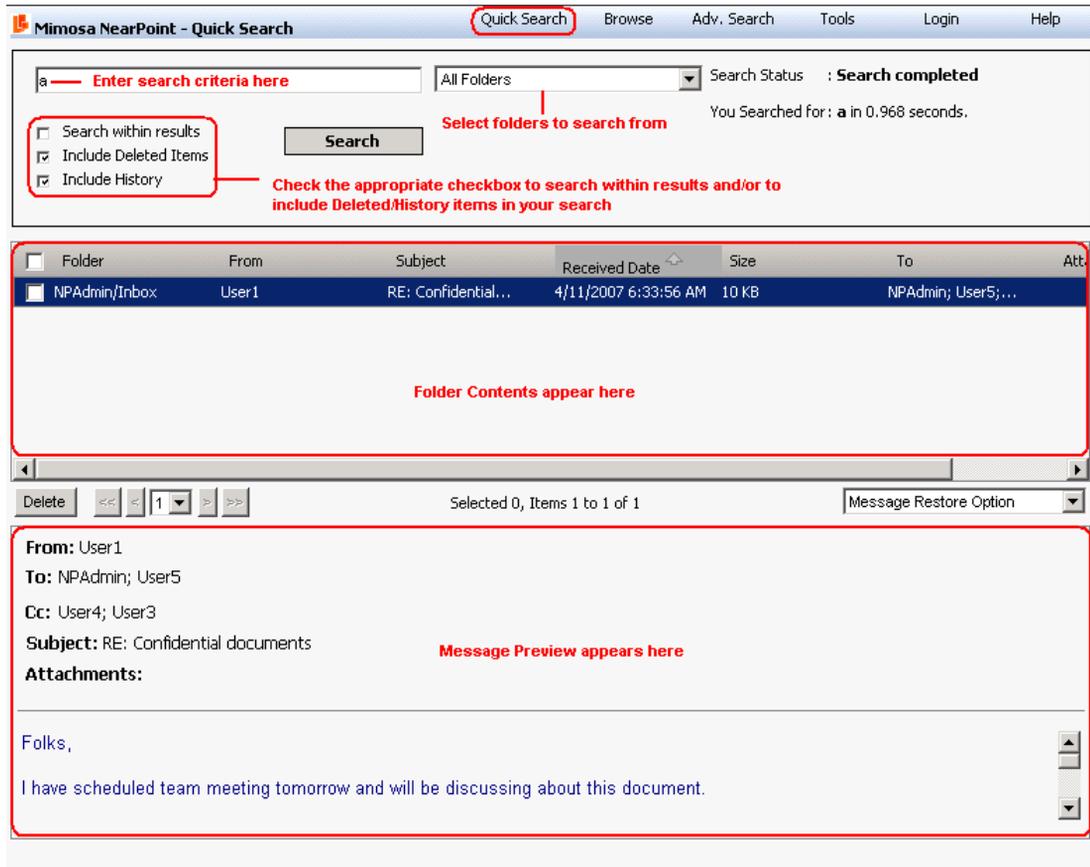
One of the most powerful capabilities that the NearPoint server gives you is the ability to search all your Exchange items and attachments that are stored on the NearPoint server. Because the NearPoint server can keep your data long after you have deleted it from your Exchange Server, this is a very powerful knowledge management capability. This tool allows you to rummage through your mailbox till you find what you are looking for. The Search Within results feature of the Quick Search tool narrows down your search to find exactly what you are looking for. The Quick Search utility not only searches for attachments but also for some specific content within the attachments.

4.2 STARTING A QUICK SEARCH

You can click **Quick Search** button on the Mimosa Archive toolbar to access the Quick Search page. The Search page appears with the Folder Contents pane and a Message Preview pane.

If you have ever used the **Find** feature in Microsoft Outlook, you will notice that the interface here is quite similar, and indeed it works much the same way, except that it

searches all archived Exchange and PST file data on the NearPoint server, not your Exchange mailbox and local .PST files.



Mimoso NearPoint - Quick Search Quick Search Browse Adv. Search Tools Login Help

Enter search criteria here: a All Folders Search Status: Search completed
 You Searched for: a in 0.968 seconds.

Search within results
 Include Deleted Items
 Include History

Search

Select folders to search from

Check the appropriate checkbox to search within results and/or to include Deleted/History items in your search

Folder	From	Subject	Received Date	Size	To	Att.
<input checked="" type="checkbox"/> NPAdmin/Inbox	User1	RE: Confidential...	4/11/2007 6:33:56 AM	10 KB	NPAdmin; User5; ...	

Folder Contents appear here

Delete << >> 1 Message Restore Option

Selected 0, Items 1 to 1 of 1

From: User1
To: NPAdmin; User5
Cc: User4; User3
Subject: RE: Confidential documents
Attachments:

Message Preview appears here

Folks,

I have scheduled team meeting tomorrow and will be discussing about this document.

To start a Quick Search:

1. Enter a word or phrase which you remember seeing in the Exchange Item you are looking for in the Quick Search box.
2. Click **Search** to view the results in the Folder Contents pane.

By default, the Quick Search tool fetches Exchange items from all folders and displays it in the Folder Contents Pane. If you know the folder in which it is located, you can narrow your search by selecting the **Select Folders** option from the list box next to the **Quick Search** box.

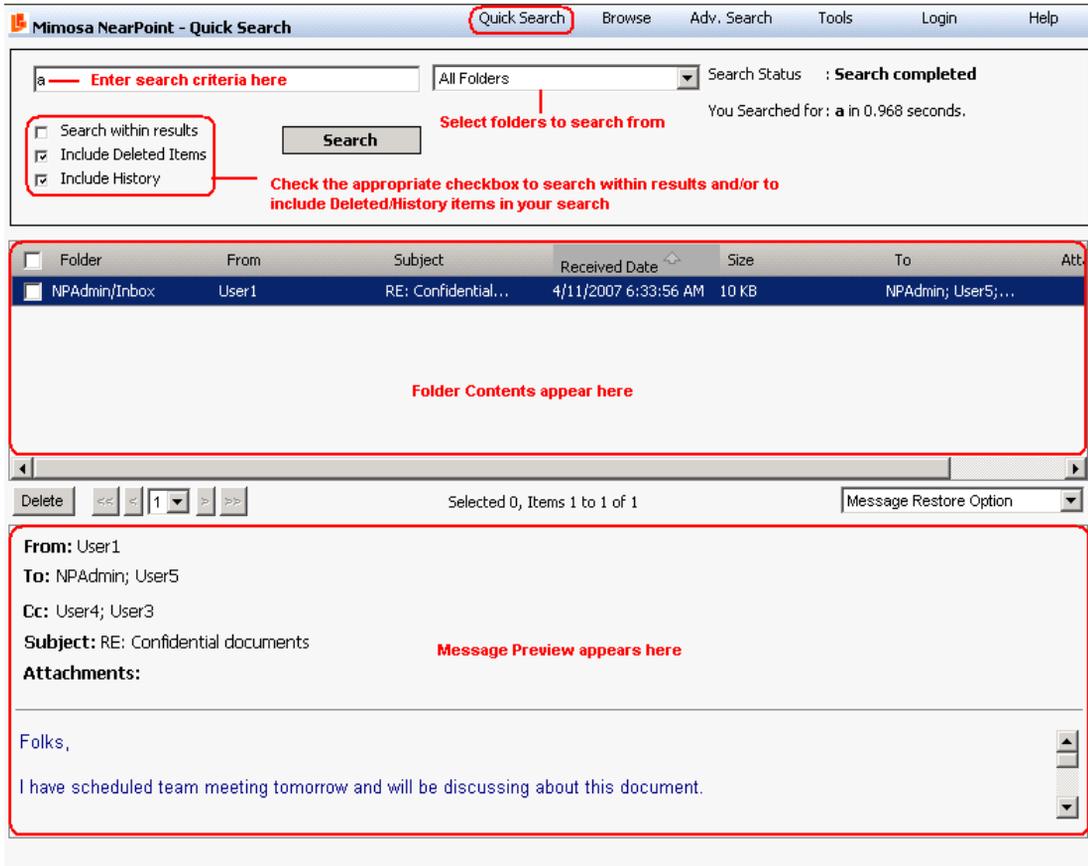
-
- Note:**
- The length of the words you are searching must not be more than 32 characters.
 - Replace characters such as **?**, **<**, **>**, **:**, and **/** with period **'.'** while searching a string containing such characters. For example, if you are searching for **http://**, either search for **http...** or **http** only.
-



The Select Folders dialog box appears.

3. Select a folder of your choice and click **OK**.
4. On the Quick Search page, Click **Search** to see the results.

The results are displayed in the Folder Contents pane. When you select a message, its preview is available in the Message Preview pane.



The screenshot shows the Mimoso NearPoint Quick Search interface. At the top, there is a search bar with the text "a" and a "Quick Search" button. Below the search bar, there are checkboxes for "Search within results", "Include Deleted Items", and "Include History". A "Search" button is also present. The search results are displayed in a table with columns: Folder, From, Subject, Received Date, Size, and To. The first result is from "NPAdmin/Inbox" with subject "RE: Confidential...". Below the table, there is a "Folder Contents appear here" message. At the bottom, there is a "Message Preview appears here" section showing the message details: From: User1, To: NPAdmin; User5, Cc: User4; User3, Subject: RE: Confidential documents, and Attachments: (none). The message body text is "Folks, I have scheduled team meeting tomorrow and will be discussing about this document."

Note: The search results will not show the names of attachments for MIME messages. You can, however, see the list of attachment names when you preview a message. You can also view or restore a message to look at the attachments.

If you find the message you want to restore or delete, select the message and click **Delete** to delete the message from NearPoint or both NearPoint and Exchange Server. If you want to restore it, click **Select restore option** to restore it to a folder of your choice or to a PST.

To learn more about restoring archived, see Chapter "8. Restoring Archived Items from NearPoint" on page 72.

Note: If the **Select restore option** is disabled or you do not see the **Delete** button in this page, it is because these features are not available to everyone; it must be authorized on a per-user basis by the Administrator

Setting Search Language

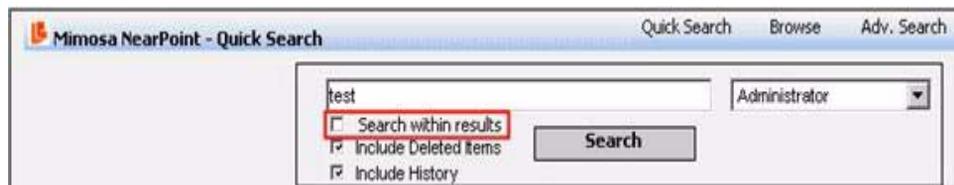
Using the drop-down menu displayed below, you can select the language in which you want the archived data to be displayed. You can select **English US**, **English UK**, **Deutsch** (German), **Japanese**, or **Francais** (French).



Note: If you select **English UK**, only Outlook data is displayed in the selected language. The Mimosa Archive Client strings such as **Browse**, **Adv. Search**, and so on are still displayed in English US format.

Using the Search within Results Field

One way to narrow down your search is to search within the results obtained. When you search for a word or a phrase for the first time, you might get a huge list of Exchange items that match the search criteria. You can narrow down the search by specifying words that you want to look for within the search results. It might happen that the words you are looking for were a part of a reply you got from one of your contacts. So when you use **Search within results**, you might look for e-mails starting with "RE:" in the subject.



When you use the Search within results option, the keyword you are searching for must be found in at least one of the following NearPoint Search locations:

- Message body
- Attachment
- Attachment Names
- Sender /Recipients (Name and e-mail addresses)
- Subject

The Search within Results option confines the next search to the result set obtained by a Quick Search.

For example, if there are six e-mails in the archive which contains the word, "fax" alone and three e-mails containing the words, "fax" and "supervisor". The initial Quick Search for the word "Fax" returns all six e-mails as the result set. From these results, a Search within Results search for the word "Supervisor" is submitted. In this case the result set may return any number of results between 0 and 3 messages, depending on the location that the original word was found, Message Body, Attachment, or Subject.

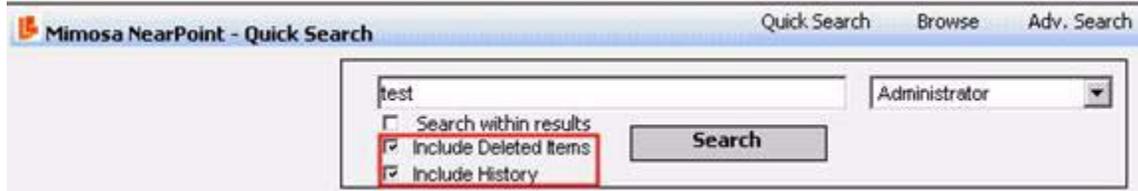
This behavior is tied to the method NearPoint uses to categorize searchable containers for a message. Our search is based on searching across the Message Body, the Attachment, and the Subject in isolation. Once a match is made in the initial category, for example Subject, the subsequent "Search within Results" will use only that document category.

For example, when you search within results for the word, "supervisor", and if the words, "Supervisor" and "Faxes" are both in the body, then NearPoint will return three matches. However, if the word, "Supervisor" is only in the body for two of the messages, even if the word Supervisor is found in the attachment or the subject, NearPoint will find only two results in this case. To summarize, to find a match using search within results, the keyword must be found in the same document category as the original search.

Currently only single level of "Search within results" is available. This means that the search within results can be performed only once on the results obtained by Quick Search. You will observe that when you select the "Search within results" option to perform a search, when the results appear, this option will be shaded out.

For tips on obtaining better search results, see Chapter "5. *Techniques of Improving the Search Criteria*" on page 40.

Using the Include Deleted/History items field



Mimosa NearPoint - Quick Search

Quick Search Browse Adv. Search

test Administrator

Search within results

Include Deleted Items

Include History

Search

You can search for deleted items, or items that have been moved or modified.

To include Deleted/History items in your search:

1. Select **Include Deleted Items** option to include deleted items in your search.
2. Select **Include History** option to include items that have been moved or modified.

4.3 SORTING SEARCH RESULTS

While the order of the fields is fixed, you can change the sorting order of the items listed by double-clicking the name of the field. When the items under the field are sorted in the descending order, you will see the up-arrow (**^**) symbol displayed on the field. Similarly, if the items are sorted in the ascending order, you will see the down-arrow (**v**) symbol displayed on the field. Sorting on any of the columns would always result in displaying the first page.

You can also adjust the width of each field by clicking and dragging the separator lines between the field labels at the top of the Folder Contents pane. Dragging a separator line will modify the width of the field to its LEFT, leaving the field to the line's right unchanged. Therefore, dragging the line to the right will enlarge the field to the left of the line, and dragging the separator to the left will make the field to the left smaller.

When the search is still in progress, you will see the changes in the pagination next to the **Delete** button. You can use the sorting feature only when the search is complete.

4.4 MANAGING EXCHANGE ITEMS

This sections explains how to delete and restore exchange items.

4.4.1 Deleting Exchange Items

If your Administrator has granted you deletion rights, then you can delete the items found by querying the NearPoint server. To learn more about Deleting Exchange Items, see Section "3.3.1 Deleting and Restoring Items" on page 21.

4.4.2 Restoring Exchange Items

If your Administrator has granted you self-service restore rights, then you can restore the items found by querying the NearPoint server. To learn more about Restoring Exchange Items, see Chapter "8. Restoring Archived Items from NearPoint" on page 72.



5

USING ADVANCED SEARCH

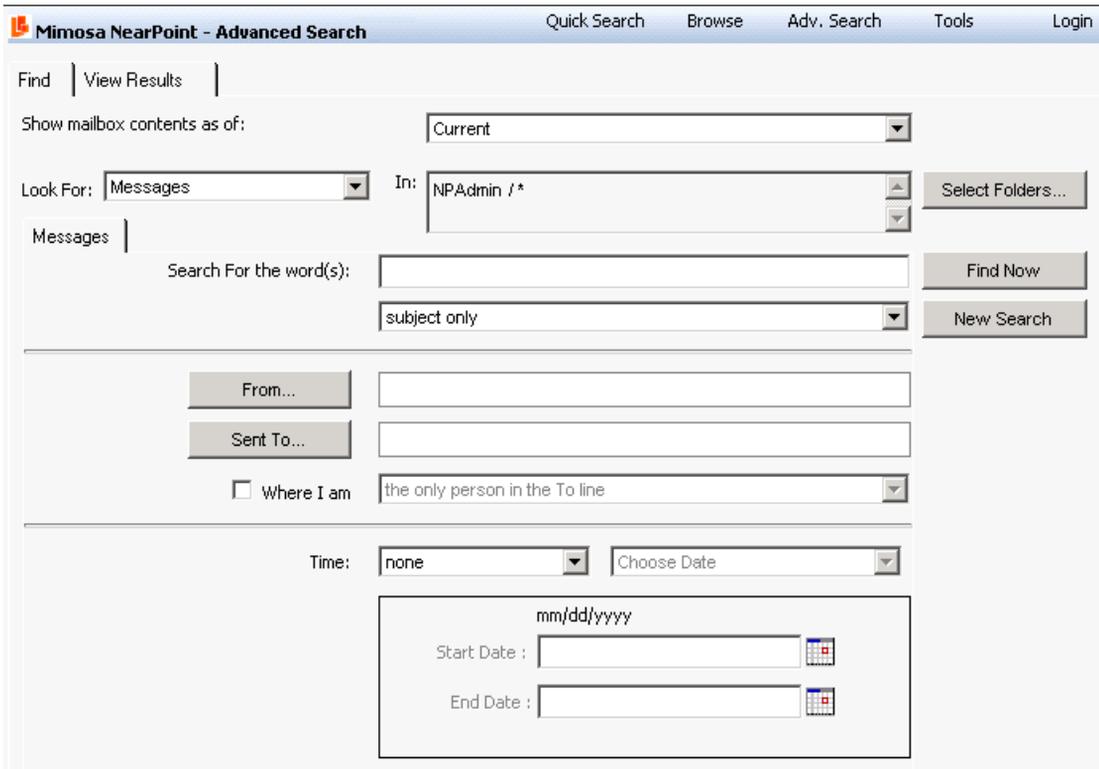
5.1 OVERVIEW

If you want to fine tune your search criteria based on specific conditions, use the Advanced Search utility. The Advanced Search utility lets you search specifically within message types, such as, Messages, Contacts, Notes, etc. You can also search for Exchange Items that were sent or received on a certain date. You could look for a search criterion to match the subject field, body, and attachments. The Advanced Search utility not only searches for attachments but also for some specific content within the attachments. Also, deleted items and items that have been moved or modified can be included in the Advanced Search.

5.1.1 Starting an Advanced Search

Click the **Adv. Search** button on the *Mimosa Archive* toolbar. The Search page appears with the **Find** and **View Results** tab. If you have ever used the **Advanced Find** feature in Microsoft Outlook, you might notice that the interface is similar. NearPoint Advanced

Search searches the *NearPoint Archive*, and includes all archived content from your Exchange Mailbox, and any Archived PST files.



5.1.2 Specifying the Exchange Item type you want to search

Select the class of the *Exchange item* that you want to search for from the **Look For** drop-down list in the top left corner of the page. **Messages** is the most common choice, but you can look for any other types of Outlook items, such as **Calendar items** or **Notes**.

5.1.3 Selecting the folders where you want to search

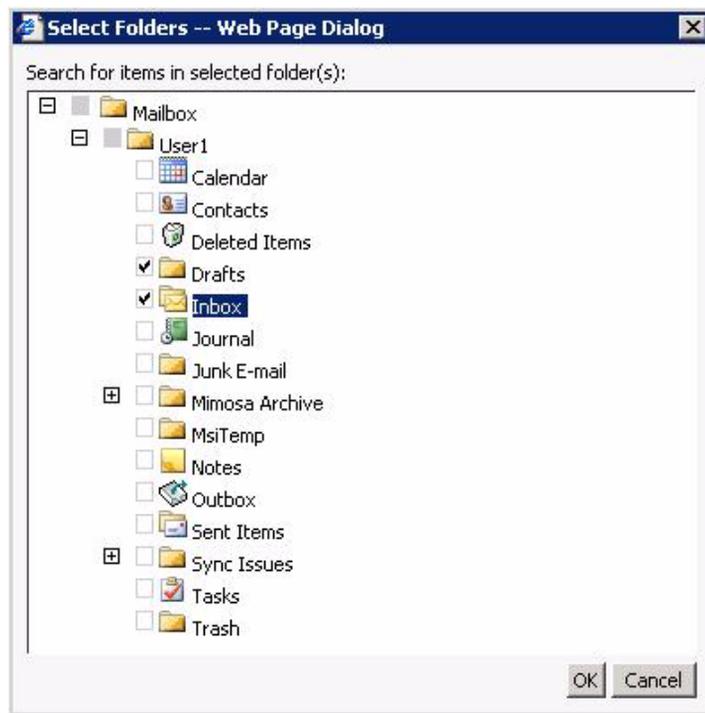
To select the search folders:

1. Click the **Select Folders** button in the top right part of the page. A list of folders archived to NearPoint from your Exchange mailbox, and PST files will be displayed.

Note: This list may include more folders than you currently have on your Exchange Server, since it will remember folders that did not expire; those you once had but have since deleted.

2. Select the folders in which you want to search for the message and click **OK**. The folder name you selected will now appear in the **In** list of the **Find** tab.

Similarly, you can choose more than one folder to search for. Selecting one or more folders here will make the **Find Now** button available for use.



5.1.4 Simple Word Searches

Type one or more words in the field, **Search For the word(s)**. If you type more than one word, the basic search will return all messages containing *all* of the words.



The Mimosa NearPoint solution also allows you to search for the following combinations:

- Subject only
- Message only
- Attachments Only
- Subject and message
- Message and attachments
- Subject, message, and attachments

To be more specific in your search, select which part of the message the NearPoint server should search for these phrases. Use the drop-down list given below the **Search for the word(s)** field to select one of the options. The default is to look only in the Subject line, but you can search in any combination of subject line, message body, and attachments.

Search For the word(s):	<input type="text" value="Lunar"/>	Find Now
	<input type="text" value="subject only"/>	New Search

Note: The length of the words you are searching must not be more than 32 characters.

5.1.5 Searching the Address Fields

If you know the names by which the persons are listed in Exchange, you can just type the names into the "From" or "Sent To" fields. You can also search using last names of the users. Like Outlook, the NearPoint server will find the names if they occur in the "To" or "CC" fields of a message (but not in the "Bcc:" field).

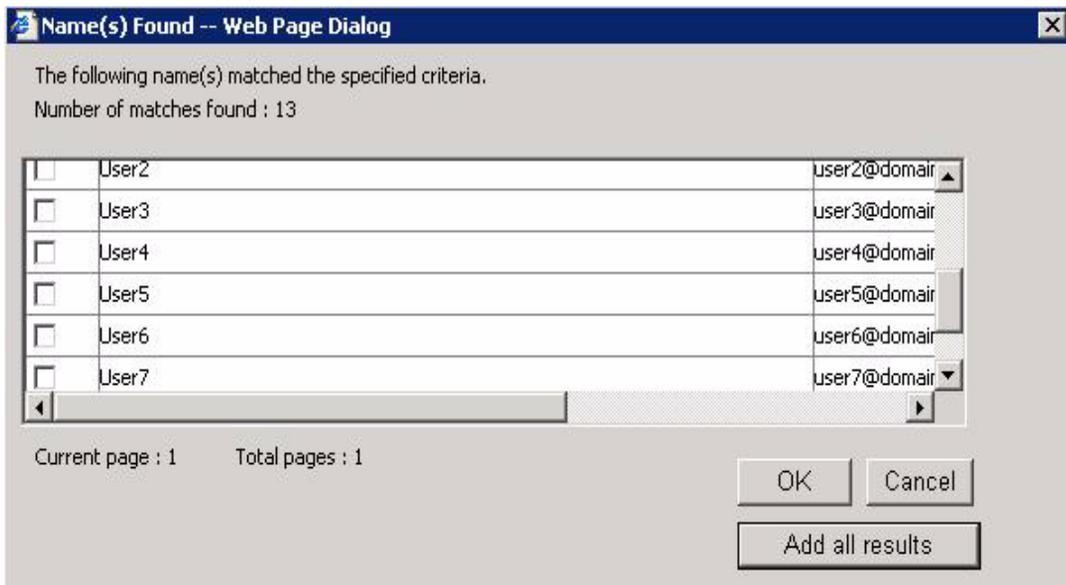
If you are not sure of the names, you can click on the **From** or **Sent To** button to display a page that will let you look up the names known to the NearPoint server.

- **Contacts in this mailbox:** Only those people who are in your list of Contacts will be displayed in the list of addressees.

2. Enter the contact's name in the **Enter name or select below** field.

If you want to refine the search, you can select **Starts with, Are exactly, Ends with,** or **Contains** in the drop-down box, as applicable.

To check the name of a contact, click **Check Names**. The results are displayed in the Name(s) Found dialog box. You can select the mailboxes that you want to search and click **OK**.



If you want to search all the mailboxes, check **Search for all**.

3. After all the mailboxes are listed in the dialog box, you can jump to a particular mailbox by entering the initials in the **Enter characters for auto-search in the list below** field.

After selecting the mailboxes in the dialog box, ensure that you populate the **From** or **Sent to** fields.

4. If you are searching for an e-mail from this person, click **From**.

5. If you searching for an e-mail sent to this person, click **Sent To**.

You may select multiple contacts to populate the **From** and **Sent To** fields.

6. After making your selection, click **OK** and the names you selected will be added to the Search page.

5.1.7 Searching by Time Stamp

You can also narrow your search by any number of time stamps which have been applied to your Exchange items. First, use the left drop-down list to select the type of time stamp on which you want to search. Selecting any time stamp, other than the default of "none" will reveal the drop-down list to the right. You can choose from a set of common time periods ("This week", "Last month", etc.) or choose "range" from the **Time** list. The range group will then be visible, and you can define any date range you want.



The screenshot shows a search interface with the following elements:

- A label "Time:" followed by two dropdown menus. The first dropdown menu is set to "received" and the second is set to "yesterday".
- Below the dropdown menus, there is a date range selection area. It includes a label "mm/dd/yyyy" and two input fields: "Start Date : 10/29/2004" and "End Date : 10/29/2004".

5.1.8 Running Your Search

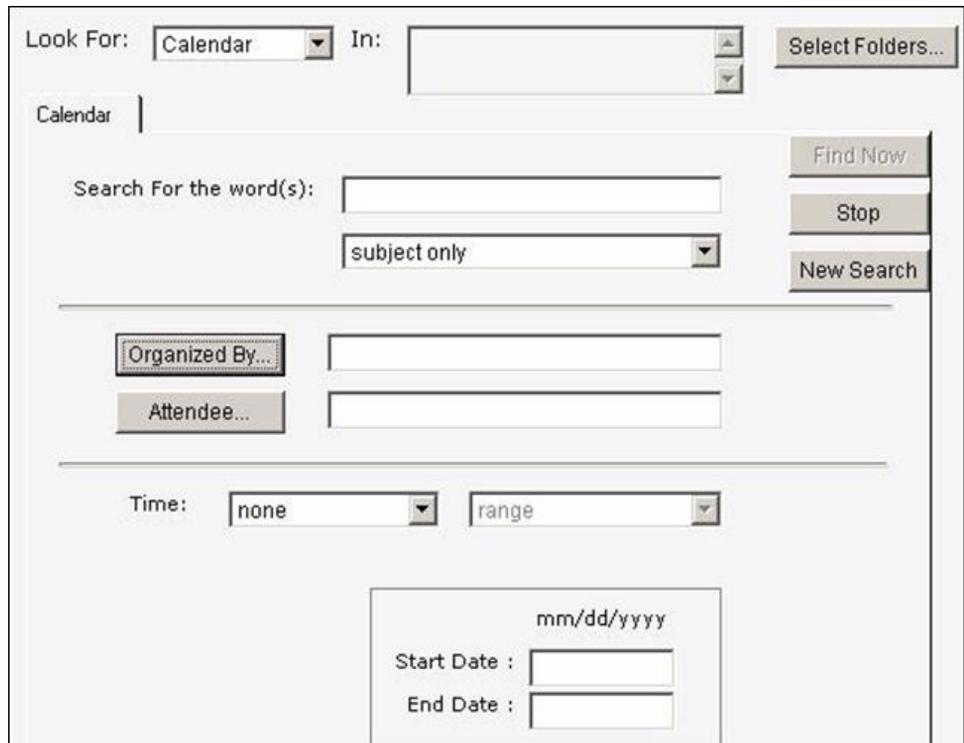
Whenever you have entered all of your search criteria, simply click the **Find Now** button. Your results will be displayed in the **View Results** tab, which will automatically come to the foreground.

Note: The search results will not show the names of attachments for MIME messages. You can, however, see the list of attachment names when you preview a message. You can also view or restore a message to look at the attachments.

5.2 ADVANCED SEARCH - THE "LOOK FOR" LIST

The **Look For** list in the Advanced Search tab allows you to search for items other than messages. Listed here are the other Exchange items and the additional information they ask for:

- Calendar:** You can also search for Calendar Items that are stored on NearPoint. Like messages, you can perform simple word searches and look for such words in subjects, notes, and attachments. You can also search for a Calendar item based on the person who organized the event or based on those who attended it. If you do not remember the names of the organizers or attendees, click on the **Organized By** button or the **Attendee** button. The **Choose Address** dialog box will appear which you can use to search for the people who were involved in the event. Also, you can search for calendar items based on time stamps, just like how you searched for messages.

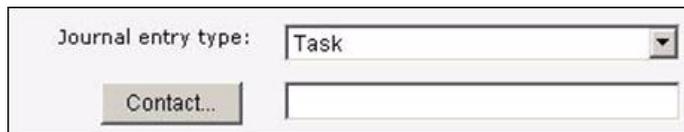


The screenshot shows the 'Look For' search interface for Calendar items. At the top, there is a 'Look For:' dropdown menu set to 'Calendar' and an 'In:' dropdown menu. To the right is a 'Select Folders...' button. Below this, the 'Calendar' section is active, showing a 'Search For the word(s):' text input field and a 'subject only' dropdown menu. To the right of these are 'Find Now', 'Stop', and 'New Search' buttons. Below the search fields are two buttons: 'Organized By...' and 'Attendee...', each followed by a text input field. At the bottom, there is a 'Time:' section with 'none' and 'range' dropdown menus. Finally, there is a date selection section with 'mm/dd/yyyy' format, 'Start Date:', and 'End Date:' labels, each followed by a text input field.

- **Contacts:** If the items in the Contact list were protected by NearPoint, then you can perform simple word searches to find your contacts. You can also search for details of your contacts, if you know their e-mail address. If you do not remember all the information about the Contact, click **Email** and enter the information you know about the contact in the **Choose Address** dialog box. Like other items, you can search for a contact based on time stamps.


 A dialog box with a button labeled "Email..." on the left and a text input field on the right.

- **Journal Entries:** You can also search for Journal entries that are stored on NearPoint. Use the Journal entry type list to select a journal entry or specify the type of journal entry. You can click Contact to display the **Choose Address** dialog box to help you find the contact you are looking for.


 A dialog box with a label "Journal entry type:" followed by a dropdown menu showing "Task". Below the dropdown is a button labeled "Contact..." and a text input field.

- **Notes:** If the Notes you created were also protected by the NearPoint server, then you can find these notes by performing a simple word search. You can also search for them based on time stamps.
- **Tasks:** You can also find the task entries that were protected by the NearPoint server. Like the other Exchange items, you can perform a simple search or find tasks based on time stamps.

5.3 TECHNIQUES OF IMPROVING THE SEARCH CRITERIA

While searching for Exchange items, there are chances that you do not distinctly remember the search criteria, but all you might remember about the item is a couple of words used in the item. In such cases, you can make use of operators to help you improve your search

experience. Operators help in forming a search criterion by connecting two or more words. You can use the following operators to improve your search:

- Boolean Operators
- Proximity Operators
- Wildcard Operators
- Numeric Range Search Operators

5.3.1 Boolean Operators

The following Boolean operators help you construct a search criterion:

Operator	Description
And	If you are sure that the Exchange Item you are looking for certainly contained two words that you could recollect, then use the Boolean And operator. For example, if the Exchange Item contained both the terms Review and Meeting, then the search criterion would be, "Review AND Meeting."
Or	If you are sure that the Exchange Item you are looking for certainly contained any of the two words that you could recollect, then use the Boolean Or operator. For example, if the Exchange Item contained either of the terms Review or Meeting, then the search criterion would be, "Review OR Meeting."
And Not	If you are sure that the Exchange Item you are looking for did not certainly contain a word, then use the Boolean AND NOT operator. For example, if the Exchange Item did not contain the word "Holiday" search criterion would be, "Weekend AND NOT Holiday."

You can combine any or all of these Boolean operators to create a search criterion. For example, to search for Exchange Item that contains the terms "Review" and "Meeting", and

does not contain the term "Conference" your search criterion would be "Review **and** Meeting **and not** Conference".

Note: The words and the operators used in the search criteria are not case sensitive. Do not enter quotation marks (" ") while specifying the search criteria.

5.3.2 Search Criteria Limitations

In the current NearPoint version, a message is divided into subject, body, attachment(s), sender/recipient information, and attachment name(s). NearPoint treats each of these as separate documents.

For example, if you search for "User123" AND NOT "User456" in the body of the messages, even if User456 appears in the recipient list, the message is considered qualified and is displayed as part of the search list.

5.3.3 Proximity Operators

As the name suggests, the proximity operators find a word close to the other. For example, if all you remember about an e-mail you are looking for is that the word, "Interview" was

somewhere close to the word "hire" then you can use the proximity operator to create the search criterion.

Operator	Description
w/n where n is a positive number	If you are sure that the Exchange Item you are looking for, certainly contained two words that were within n words from each other, where n is a positive number, then use the w/n operator. For example, if you were looking for the words, "Review" and "Meeting", but remembered that the word "Meeting" occurred within five words of Review, then the search criterion would be "Review w/5 Meeting."
pre/n where n is a positive number	If you are sure that the Exchange Item you are looking for, certainly contained two words such that one of the words appeared n words or fewer before the other, where n is a positive number, then use the pre/n operator. For example, if you were looking for the words, "Review" and "Meeting", but remembered that the word "Meeting" occurred before five or fewer words of "Review", then the search criterion would be "Review pre/5 Meeting."
not w/n where n is a positive number	If you are sure that the Exchange Item you are looking for certainly contained two words such that one of the words did not appear n words near the other, where n is a positive number, then use the not w/n operator. For example, if you were looking for the words, "Review" and "Meeting", but remembered that the word "Meeting" did not occur within five words of "Review", then the search criterion would be "Review not w/5 Meeting."

Like the Boolean operators, you could combine one or all of the proximity operators and the Boolean operators to create a search criterion. But to resolve ambiguities in the search

criteria, it is recommended to use parentheses around the criterion to indicate precisely the search criterion you are looking for.

Use of Parentheses around Search Criteria

Examples	Description
(Review or Meeting) and Thursday	If you are looking for Exchange items containing either the term, "Review" or "Meeting" along with "Thursday."
Review and (Meeting or Thursday)	If you are looking for Exchange items containing either the term, "Review" and one of the terms "Meeting" or "Thursday."
(Review or Meeting) w/5 Thursday	If you are looking for Exchange items containing either the term, "Review" or "Meeting" occurring within five words of the term "Thursday."

5.3.4 Wildcard Operators

When you are looking for a specific pattern of words in an Exchange item, you can use the *wildcard* operators. **?**, and ***** are the wildcard operators that can replace a single character or a series of characters in a search criterion. For example, if you were searching for e-mails that contained reference to all the Home Alone series, you could use the wildcard operator, **?** So, "Home Alone?" would fetch you e-mails containing the words Home Alone followed by a single character. For example, Home Alone2, Home Alone3 etc. In the search criterion, the question mark is replaced by a single character.

Similarly, use ***** to match any number of characters. For example, if you enter ap*d as the search criteria, then Exchange items containing the words, applied, approved, appraised etc will be retrieved from the *NearPoint* server. You can also search for phrases using ***** in your search criteria. For example, if you enter "NearPoint * solution" as the search criteria, e-mails containing phrases such as NearPoint is an archiving solution, NearPoint is an Exchange backup and recovery solution, etc will be retrieved. Note that while searching for phrases, you must enter a space before and after *****.

For searching pure single numeric characters, use **=** in a search criterion. For example, if you want to look for message items containing visio 2000, 2003, etc., you could use



wildcard operator =. So "Visio 20==" will search for message items containing Visio 2000, Visio 2003, and so on.

Operator	Description
?	Matches a single character. For example, a search criterion such as, appl?, would fetch you Exchange items containing the words, "apple", "apply", etc.
*	Matches any number of characters or phrases. For example, a search criterion such as, appl*, would fetch you Exchange items containing the words, "application", "apply", "applause", etc. Similarly, a search criterion such as "NearPoint * Solution", would fetch you Exchange items containing the phrases, "NearPoint is an archiving Solution", "NearPoint is an Exchange backup and recovery Solution", etc.
=	Matches a single numeric character. For example, a search criterion such as, visio ====, would fetch you Exchange items containing the words, "visio 2000", "visio 2003", etc.

5.3.5 Numeric Range Search Operator

You could look for a range of numbers in your Exchange Items, by using the ~~ operator, which is used to search for a range of numbers. For example, if you were to enter, 1000~~2000 as a search criterion, then NearPoint retrieves those Exchange items that contain numbers in the range 1000 to 2000.

5.3.6 Use of Punctuation in a Search Criterion

When you enter a search criterion, you need not bother about the punctuation marks as they are replaced by a blank space. For example, if you enter the word, "Employee's," it will be treated as two separate words - "Employee" and "s." Any search for the character, 's' would retrieve words containing "Employee's" and any search for "Employee's" would retrieve words containing the single character, 's.' Similarly, if you were to enter, "101(a)2(i)," it would be considered as "101 a 2 i".



Characters that are Treated as Punctuation

The following characters are treated as punctuation:

Characters Treated as Punctuation							
!	\$	'	+	,	.	;	<
=	>	[]	^	`	{	

Characters that are Avoided in a Search Criterion

The following punctuation marks should be avoided in a search criteria as they bear special meaning:

Characters to be avoided in a Search Criterion					
?	*	()	"	/	&
%	#	~	~~	##	:

Things to Remember

1. A punctuation mark used in a search criterion will be treated as a space. The only exception to this rule would be the use of hyphens and underscores. For example, the word, "Client's" would be treated as two words, "client" and "s."
2. Words entered in a search criterion are not case sensitive.
3. Prepositions, articles, pronouns, and words that occur frequently in the English language are ignored during a search.
4. Consider replacing punctuation characters with the "?" wildcard character, that way there is a place holder for the character instead of a space.

6

WORKING IN OFFLINE MODE

6.1 ABOUT WORKING IN OFFLINE MODE

6.1.1 When to use offline mode?

When your organization uses NearPoint Server to perform mailbox storage management functions using the Mailbox Extension feature, the attachments are replaced with stub files (pointer files) that redirect to the copy of the attachment stored on the NearPoint Server. Working in offline mode allows you to continue working with a local copy of the attachments, even if you cannot connect to the NearPoint server. The reasons to work offline are varied, but can include the following:

- You are accessing your e-mail from a laptop or mobile device that is not connected to the NearPoint Server, for example when you are traveling.
- You find performance unacceptable when using a slow connection to the server, such as dial-up connections with a 56 Kbps modem. When the Mimosa Archive Cache is enabled, NearPoint will always look to the local cache first before attempting to connect to the NearPoint server providing faster data retrieval.
- The NearPoint server is offline for maintenance.

6.1.2 Terms related to Offline mode feature

Mimosa Archive Cache: Local store of attachments extended on a NearPoint Server

Synchronization: The process of updating the Mimosa Archive Cache by:

- Adding any messages extended after the last synchronization
- Removing any messages you have deleted from the Mimosa Archive after the last synchronization

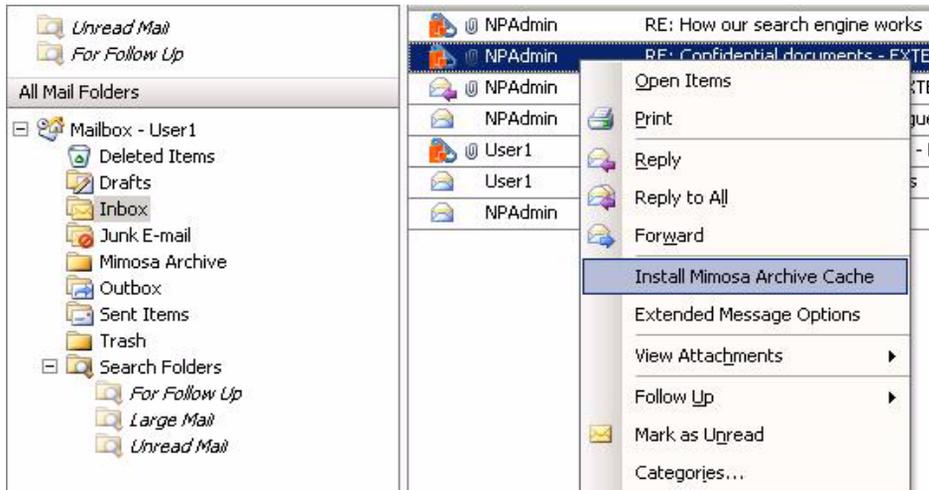
6.2 ENABLING THE OFFLINE MODE FEATURE

To enable the facility to work offline:

Note: The **Mimosa Archive Cache** feature is not supported in Outlook 2000.

1. Your computer must have .NET framework 1.1.4322 or 2.0 installed on it. You can check if it's installed using Start → Settings → Control Panel → Add/Remove Programs option on your computer. If it's not listed in the installed programs, you can download the .NET Framework from <http://msdn2.microsoft.com/en-us/netframework/aa731542.aspx>
2. Your system administrator must have enabled the Self Service policy and the Mimosa Archive Cache option for you. Contact your Administrator, if you do not see the **Install**

Mimosa Archive Cache option in the shortcut menu when you right-click an extended message.

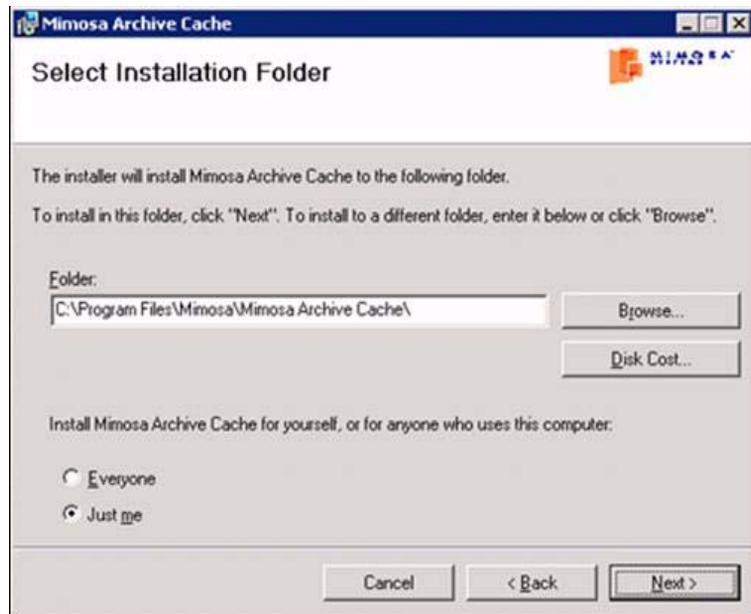


3. You need to install the Add-in for Mimosa Archive Cache.
4. You need to enable the offline caching of extended messages.

To Install the Add-in for Mimosa Archive Cache:

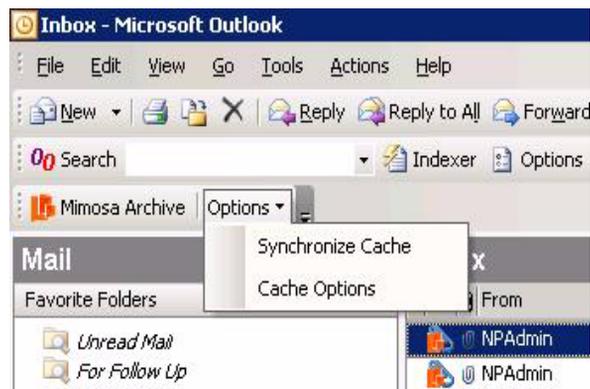
1. Right-click any of the extended messages and click **Install Mimosa Archive Cache** option from the shortcut menu.
2. Follow the Installation Wizard.

- When prompted by the wizard, enter or browse for the path where you want to install the add-in. Also select if you want to enable the option only for your profile or for everyone using the computer.



- After finishing the steps in the wizard, restart MS Outlook.

On successful installation, you will see an additional Mimosa toolbar in your outlook window.



- Clicking the **Mimosa Archive** button on this toolbar takes you to the Mimosa Archive folder of your mailbox.

Note: For the Outlook client users who are not authorized to use Self Service Retrieve, the **Mimosa Archive** button will be disabled.

- Clicking the **Options** button presents the options related to the Mimosa Archive Cache as explained in the following sections.

To enable the offline caching of extended messages:

1. From the Mimosa Toolbar, select **Options > Cache Options**.
2. Click the **Cache Configuration** tab.



3. Select the **Enable the offline caching of extended messages** check box.
4. Click **Apply**.

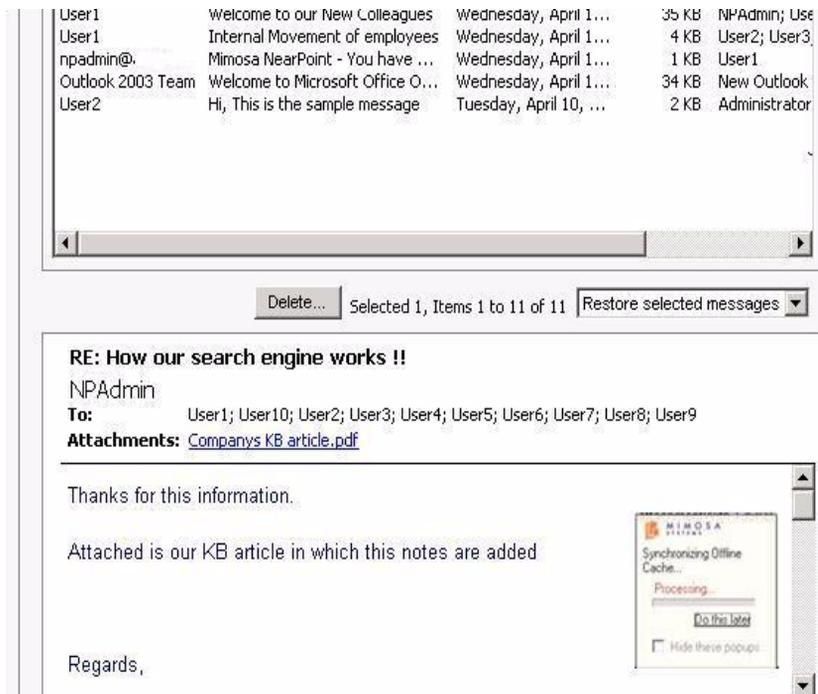
NOTE

- For release 2.0 and 2.0 SP1, HTML messages with one or more hidden attachments (embedded/inline attachment like JPEG image) will not be put into the Mimosa Archive Cache.
 - If any mailbox on the server contains virus infected mails or attachments, depending on the behavior of the anti-virus software, either the Mimosa Archive Cache will not be created for that mailbox or the virus infected mails or attachments will be removed from the Mimosa Archive Cache.
-

6.3 CONFIGURING THE OFFLINE MODE OPTIONS

6.3.1 Choosing to hide or show synchronization status and error messages

Mimosa NearPoint displays the progress and error messages related to synchronization of the Mimosa Archive Cache in a pop-up message box at the bottom right of the MS Outlook window.



By default, the synchronization status related messages are hidden (displayed for a short time when the synchronization starts) and only the error messages are displayed.

To change these defaults:

1. From the Mimosa toolbar, select **Options > Cache Options**.
2. Click the **Cache Configuration** tab.

3. Select or clear the check boxes for **Hide progress pop-ups when synchronizing** and **Hide errors when synchronizing**.
4. Click **Apply**.

Alternatively, you can select the **Hide these pop-ups** check box when a pop-up is displayed.



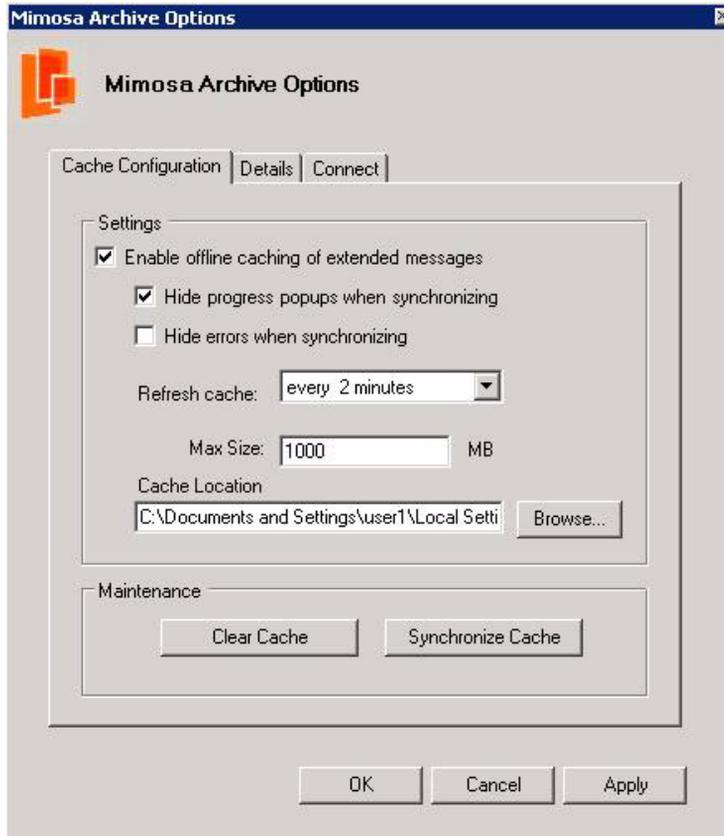
6.3.2 Setting the interval of synchronization

The synchronization of offline messages can be set to take place automatically at a desired interval depending on how frequently you switch between online and offline mode.

To set the interval of automatic synchronization:

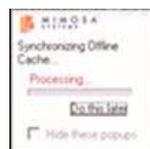
1. From the Mimosa toolbar, select **Options > Cache Options**.

2. Click the **Cache Configuration** tab.



3. Select the required option in the **Refresh cache** box.
4. Click **Apply**.

You can skip a specific synchronization instance by clicking **Do this later** option in the pop-up that is displayed when the synchronization starts. In such case, the synchronization will be skipped and will happen at the next scheduled interval or when you manually trigger it next time.





6.3.3 Setting the location and maximum size of the Mimosa Archive Cache

By default, the cache file is saved at

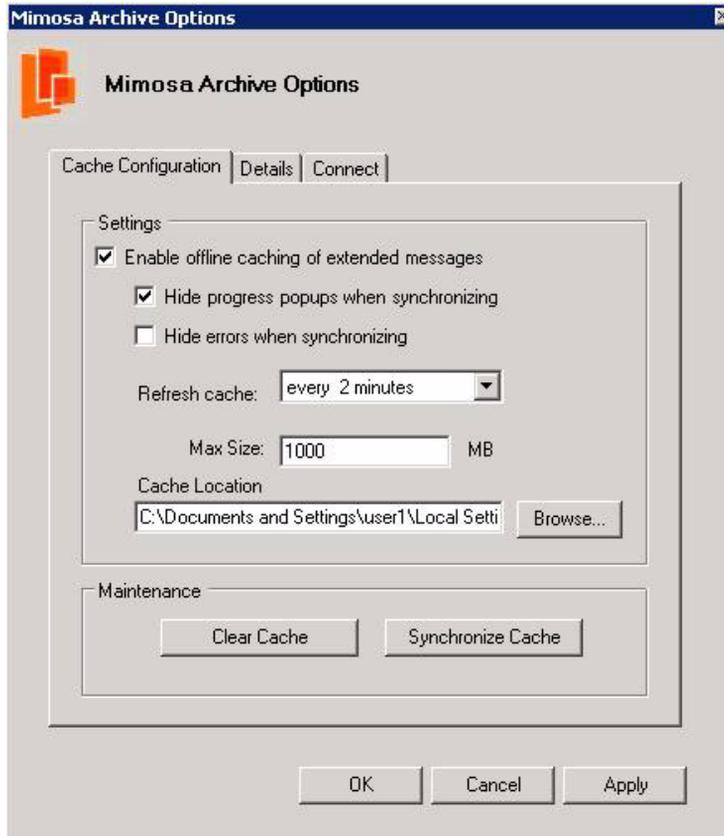
"C:\Documents and Settings\<<UserName>>\Local Settings\Application Data\Mimosa\NPCache"

You can change this location of the cache file as well as the maximum size of the Mimosa Archive Cache file. The default maximum size is set by your Administrator and you can change it to any value below the set default maximum limit to suit the available disk space on your computer.

To change the location and size of the Mimosa Archive Cache file:

1. From the Mimosa toolbar, select **Options >Cache Options**.

2. Click the **Cache Configuration** tab.



3. Enter or browse for the required location in the **Cache Location** box.
4. Enter the required maximum cache file (to any value below the default set by your Administrator) in MB in the **Max Size** box.

When the messages in the Mimosa Archive Cache exceed this limit, the oldest ones are replaced by the newest ones. Messages marked for "Always cache this message for offline use" are not deleted by this process. See the next section for more details.

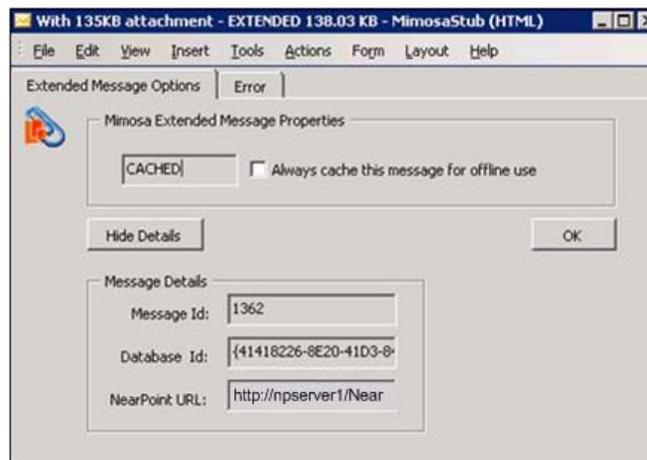
5. Click **Apply**.

6.4 PRESERVING MESSAGES FROM DELETION IN A FULL MIMOSA ARCHIVE CACHE

In case you frequently need the attachment of a particular message in the offline mode, you can set such message to be always available in the offline mode. Messages set with this option do not get deleted when the older messages are being replaced by the newer ones to preserve the size of the Mimosa Archive Cache folder.

To preserve an extended message from deletion from the Mimosa Archive Cache folder:

1. Select the required message and right-click.
2. Select **Extended Messages Options** from the shortcut menu.



3. Select the **Always cache this message for offline use** check box.
4. Click **OK**.

6.5 CLEARING THE MIMOSA ARCHIVE CACHE

You can delete all the messages saved in the Mimosa Archive Cache by clearing the cache. To create the cache again after the deletion, you just need to manually start the synchronization or leave it for the next scheduled synchronization to run.

To delete the Mimosa Archive Cache:

1. From the Mimosa toolbar, select **Options > Cache Options**.
2. Click the **Cache Configuration** tab.
3. Click **Clear Cache** under Maintenance.
4. Click **Apply**.

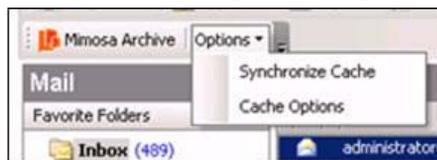
6.6 MANUALLY STARTING THE MIMOSA ARCHIVE CACHE SYNCHRONIZATION

Synchronization automatically takes place as a background process at a regular interval as set in the options. However, you might want to trigger it manually at times e.g. when you want to disconnect from the network and want to have the latest messages stored in the cache without waiting for the next automatic synchronization to happen.

To manually start synchronization, do any one of the following:

A:

1. From the Mimosa toolbar, select **Options >Synchronize Cache**.



B:

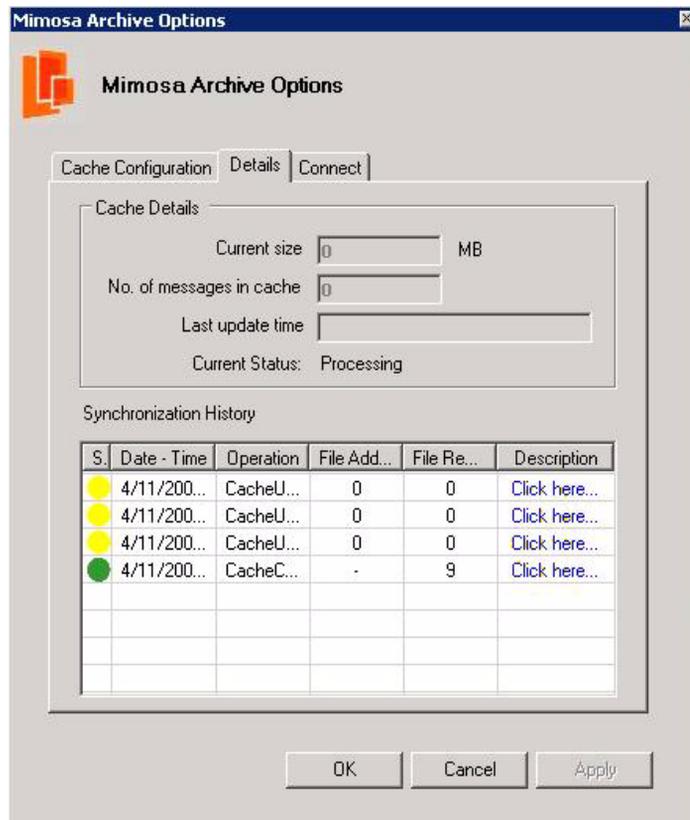
1. From the Mimosa toolbar, select **Options >Cache Options**.
2. Click the **Cache Configuration** tab.
3. Click **Synchronize Cache**.

6.7 TROUBLESHOOTING OFFLINE MODE

6.7.1 Checking the status of the Mimosa Archive Cache

To check the status of the Mimosa Archive Cache:

1. From the Mimosa toolbar, select **Options > Cache Options**.
2. Click the **Details** tab.





Various fields on this tab provide you the details of cache size, status, and synchronization history.

Note: The NearPoint Service URL displayed on the Connect tab is only for diagnostic and troubleshooting purposes for the Administrator. You need not make any changes to it.

6.7.2 Installing the same version of Mimosa Archive Cache over an existing installation

Installing the same version of Mimosa Archive Cache over an existing installation will present two options: Repair or Remove.

Repair may fail if the previous `MimosaArchiveCache.msi` was not saved to disk first and then Run. In such case, you should first **Remove** the existing installation, then install again.

6.7.3 Mimosa Archive Cache has been installed but the toolbar does not appear.

There are two possible causes if the Mimosa Archive Cache toolbar is not displayed:

Cause 1: Mimosa Archive Cache is disabled by Microsoft Outlook.

In such a scenario, you will have to re-enable Mimosa Archive Cache. To re-enable Mimosa Archive Cache:

1. Start Microsoft Outlook.
2. Select Help > About Microsoft Outlook.
3. Click Disabled Items. The Disabled Items dialog box appears.
4. Select Mimosa Archive Cache from the list of disabled items.
5. Click Enable and restart Microsoft Outlook.

Cause 2: The version of .NET Framework and Mimosa Archive Cache are different.

If the version of .NET Framework installed on your machine does not match with the version of Mimosa Archive Cache, the Mimosa Archive toolbar will not be displayed. In such a scenario, check the version of .NET Framework and install the requisite version of Mimosa

Archive Cache. You can check the version of .NET Framework using Add/Remove Programs utility from Control Panel.

Note: If the version of .NET Framework does not match with the version of Mimosa Archive Cache; contact your administrator for obtaining the required version of Mimosa Archive Cache

6.7.4 Mimosa Archive button is disabled even though the user is authorized to use Self Service Retrieve

Cause: The Self Service Retrieve policy has been modified recently.

Open Outlook and wait for a couple of minutes. (This will run the Synchronization operation in the background) Then, restart MS Outlook to see the **Mimosa Archive** button enabled.

6.7.5 Forwarding/Replying Cached Messages

When you forward or reply to cached messages using the options on right-click menu, the message opens in **View** mode.

Cause: This is a limitation in this release of NearPoint.

However, you can forward or reply to cached messages using the **Forward** and **Reply** buttons on the Outlook Standard toolbar.

6.7.6 After opening an extended messages having Mimosa header from the Mimosa Archive Cache, the Mimosa header is not retained in the message preview

Cause: Sometimes when you open an extended message that have Mimosa header from the Mimosa Archive Cache, Outlook fails to retain the message body correctly. As a result it does not display the Mimosa header in the message preview window.

Restart Outlook to see the Mimosa header in the preview window.

6.7.7 In Outlook 2002, the preview of extended messages is not displayed. Instead, a message “This item contains active content that cannot be

displayed in the preview pane. Open the item to read its contents.” is displayed

Cause: The preview of extended messages is not displayed due to a security limitation with Microsoft Outlook 2002.

Double-click the message to view the contents and the attachments of the message.

7

ARCHIVING OFFLINE PST FILES

7.1 ABOUT ARCHIVING OFFLINE PST FILES

Note: The **PST Archiving** feature is **NOT** available in any of the non IE browsers.

Microsoft Outlook allows you to store message and item content on your local system by using data files to organize these Outlook items into specific folders. For example, you may have set up specific data files for a given project, or from a specific company, into separate data file, which you name. Additionally, Outlook provides mechanisms to back up and archive a source data file locally or to a network share. Outlook data files, and Outlook data file archives and backups use the file extension .pst. These files are commonly referred to as PST files.

Mimosa NearPoint enables you to archive the contents of offline PST files through the PST Archive Option. To use this feature, your company must have purchased and enabled this optional module of the NearPoint solution, and you must have been granted access rights to this feature by your system administrator.

Archiving offline PST files to the Mimosa NearPoint server provides two key benefits:

- Full protection from loss or accidental deletion
- Full-text indexing for easier searches

The protection benefits are easy to see. PST files stored on laptops or desktops may not be regularly backed up. If, for example, your computer is lost or stolen, or has a hard drive failure, you can lose all PST messages. By simply archiving this content once, your important information is protected.

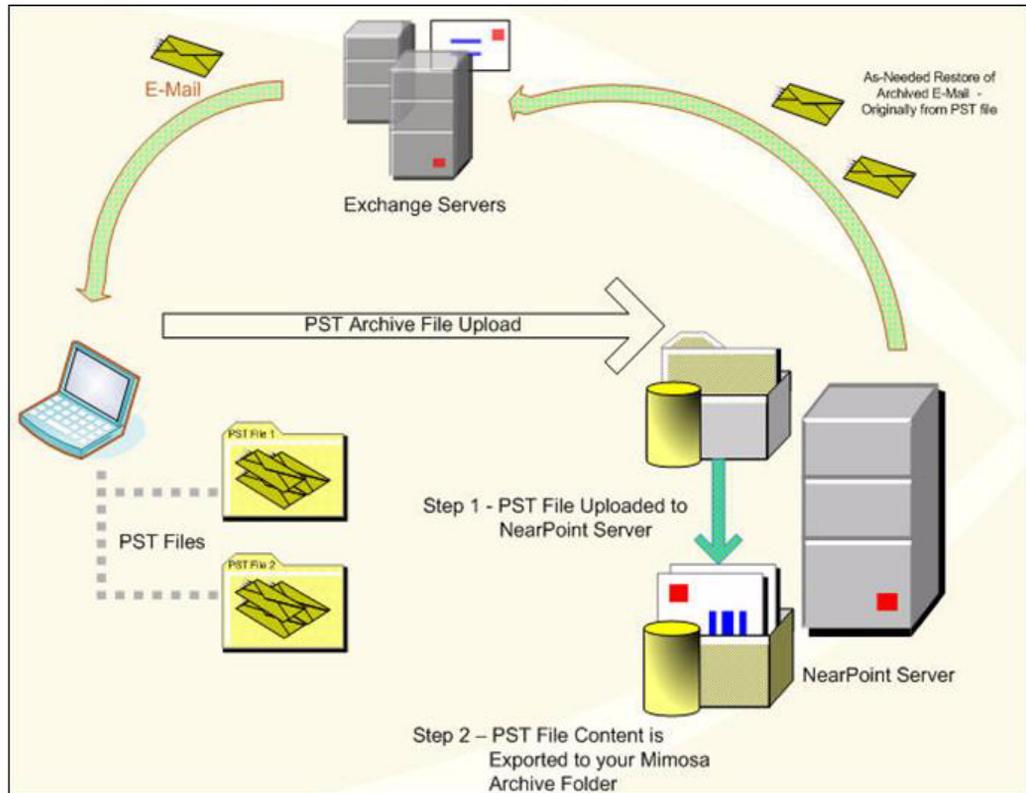
By archiving your PST files to the NearPoint server, the content is also full-text indexed. This means that you can search through stored message and item content within the subject body or attachment, not just the subject line, making it easy to find content.

7.1.1 How PST Archiving Works

When you archive PST files, NearPoint uploads the entire file from your computer to the NearPoint server. NearPoint then extracts the imported file, and deposits all message and item content found within the PST file into your archive Mailbox within NearPoint. The message header body and attachments as well as other item content (notes, calendar, and contacts) are full-text indexed. The processing time for archiving will vary depending on the size of the PST file and the available NearPoint system resources.

Using the Mimosa Archive Self Service user interface these new messages and items are accessible for retrieve and restore by navigating to the same named PST folder in the Browse view, or by using the Quick Search or Advanced Search. From there you can retrieve messages back to Outlook one by one, or as needed, restore selected messages back to your mailbox on the Exchange server. For details on restoring archived messages, see Section "8.3 Restoring to PST" on page 79.

Figure 5.1 shows PST files being uploaded to the NearPoint server and imported into your archive folder files, and then restored from the original PST file.



7.1.2 Archiving PST Files

Before you begin archiving your PST files, make sure the files can be taken offline if they are still in use by Outlook. Alternatively, you can make a backup of the PST files, and archive the backup. If the PST file is continually in use, the action of a one-time archive of the PST will not ensure that the NearPoint archive is kept up-to-date.

To take a PST file offline in Outlook2003:

- Use the **Data File Management** feature under the **Files** Menu.
- Alternatively, you can select the PST folder name and click **Close** from the short-cut menu.

For details, refer to your Microsoft Outlook documentation.

You can access the PST Archive feature two different ways.

1. Access the Archive PST option from the **Tools** menu of the NearPoint Browser.
2. You can also access it by clicking the **Job Status** option from the **Tools** menu. The Job Status page appears, along with an **Archive New PST** button, enabling you to archive your PST files.

To archive PST file(s):

1. Open the Mimosa Archive folder in the left navigation pane and use the top navigation bar to go to **Tools > Job Status**; or **Tools > Archive PST**. Both options will take you to the Job Status page.



Note: The Job Status page shows the Restore to PST feature on the top half of the panel. The bottom half of the panel displays the Restore to Mailbox status. For this section, you will be using the buttons and status on the top half of the panel.

Tools - Job Status Quick Search Browse Adv. Search Tools

Restore To PST Status

Delete	File name	Status	Export start time	Download
<input type="checkbox"/>	Restore2.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:11PM	Download
<input type="checkbox"/>	Restore1.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:11PM	Download
<input type="checkbox"/>	Restore.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:06PM	Download
Archive new pst..				

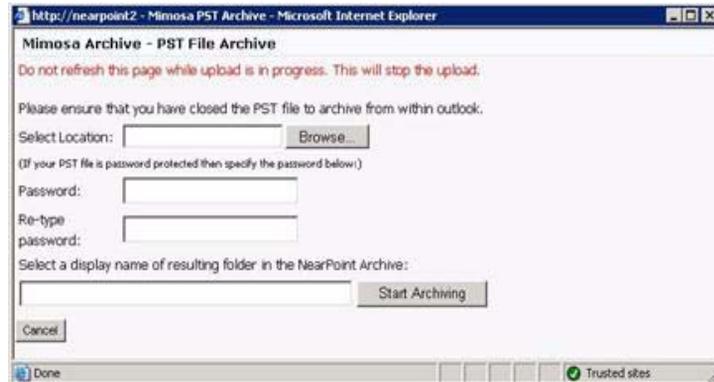
PST Archive Status

Delete	File name	Status	Archive start time
<input type="checkbox"/>	ArchivedPST1.pst (265.00 KB)	PST Archive in progress	09/11/2006 1:19PM
<input type="checkbox"/>	ArchivedPST.pst (265.00 KB)	PST Indexing in progress	09/11/2006 1:18PM

Restore To Mailbox Status

Delete	Request name	Status	Restore start time
<input type="checkbox"/>	Restore Job 3	Restore to Mailbox completed successfully	09/11/2006 1:15PM
<input type="checkbox"/>	Restore Job 2	Restore to Mailbox completed successfully	09/11/2006 1:14PM
<input type="checkbox"/>	Restore Job 1	Restore to Mailbox completed successfully	09/11/2006 1:05PM

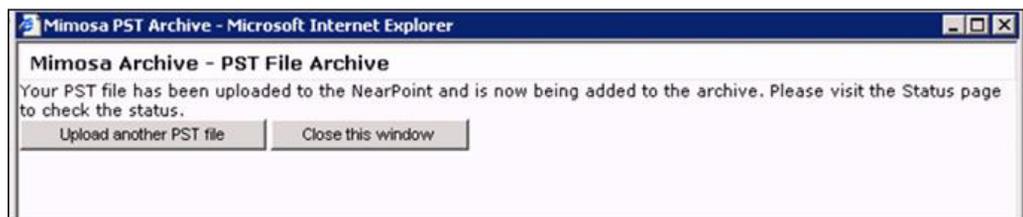
2. Click the **Archive New PST** button. The PST File Archive window appears.



3. Enter the following:

- **Select Location:** Click **Browse** to locate the PST file to archive. (To find this path, right-click the PST file (before closing it) select **Properties**, and select the **Advanced** button. Alternatively, look under **File ≠ Data Management**.)
- **Password:** Enter your password if the selected PST file were created with a password.
- **Re-type Password:** Re-enter the password for verification.
- **Select a display name:** Enter a name for the archive folder which will contain the contents of this PST file. If you do not enter a folder name, NearPoint will use the PST file name for the folder name by default.
- Click **Start Archiving** to begin the archive process. You will see a progress indicator while the PST files are uploading.

When the upload is complete you will receive a message allowing you to upload another PST file, or Close the Window. If you select **“Upload another PST file”** you will repeat the process described in Step 2 above.



Once all PST files are uploaded, you can navigate to the Job Status and monitor for the completion of the process. As noted in the How PST Archiving Works section above, all PST files will be processed and become available for you to use, once completed with status message "PST Archive Completed Successfully".

PST Archive Status			
Delete	File name	Status	Archive start time
<input type="checkbox"/>	ArchivedPST1.pst (265.00 KB)	PST Archive completed successfully	09/11/2006 1:19PM
<input type="checkbox"/>	ArchivedPST.pst (265.00 KB)	PST Archive completed successfully	09/11/2006 1:18PM

Depending on the size and number of files you are archiving, this process may take a while. You can continue working and return to the Status page to check the progress. The system will continue processing until the PST files have been archived.

If there is a problem during upload, the NearPoint server sends you an e-mail message with information and instructions on how to resolve the problem. Follow the instructions on the message to resolve the issue and continue.

If the upload fails, you will receive an e-mail indicating an upload failure. Repeat the archive process. If the failure persists, contact your system administrator.

Note: Same user logon account name across different domains is not supported for PST Archive. Ensure that you provide a unique user login account name across all domains.

7.1.3 Viewing Archived Content

You can view the archived content in your Mimosa Archive folder as you would any other e-mail content stored in NearPoint.

To view archived content:

1. Go to the Browse window and open the PST tree.
2. Expand the tree until you find the PST uploaded content by label and PST filename.



3. Open the file and view as usual.

The Quick Search and Advanced Search functions also automatically search PST files along with other archive data.

8

RESTORING ARCHIVED ITEMS FROM NEARPOINT

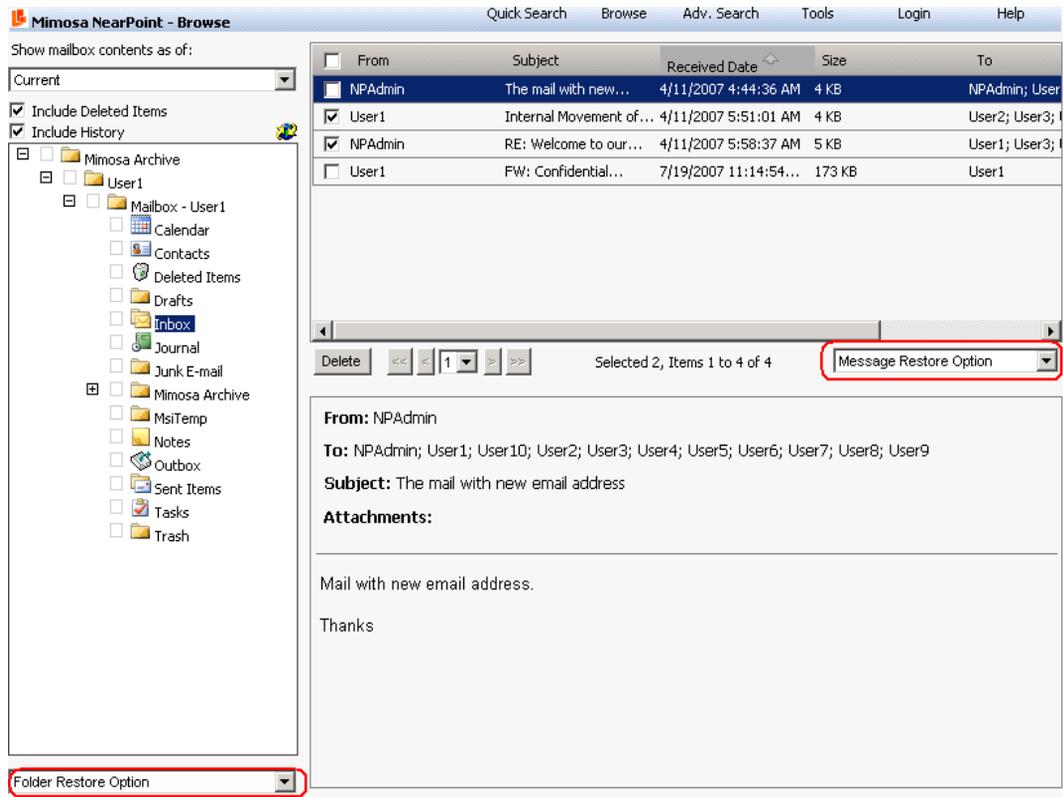
8.1 RESTORING ARCHIVED ITEMS TO YOUR EXCHANGE MAILBOX

There might be situations when you have accidentally deleted your e-mails or mail folders on the Exchange Server, and now you want them back. In such cases, you need not depend on the Administrator to restore the Exchange items for you. You can directly access the NearPoint server using the Mimosa Archive Client interface to bring one or more message items or mail folders back to the Exchange Server. This feature is known as Self Service Restore as you can directly restore Exchange items from the NearPoint server.

You can restore e-mails using the **Message Restore Option** on the **View Results** tab of the Adv.Search page, the Quick Search page, or the Browse page. While the mail folders can be restored using the **Folder Restore Option** available under the **Mailbox Contents** pane.

To restore an Exchange item(s) or mail folder(s):

1. Restore an Exchange item(s) or mail folder(s) using the steps below:



The screenshot shows the Mimosa NearPoint - Browse interface. On the left, the 'Mailbox - User1' folder is expanded, showing sub-folders like Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal, Junk E-mail, Mimos Archive, MsiTemp, Notes, Outbox, Sent Items, Tasks, and Trash. The 'Inbox' folder is selected. The main pane displays a list of messages with columns for From, Subject, Received Date, Size, and To. Two messages are selected, and the 'Message Restore Option' dropdown menu is highlighted with a red box. Below the message list, the details for the selected message are shown, including From: NPAdmin, To: NPAdmin; User1; User10; User2; User3; User4; User5; User6; User7; User8; User9, Subject: The mail with new email address, and Attachments: Mail with new email address. The 'Folder Restore Option' dropdown menu is also highlighted with a red box at the bottom left.

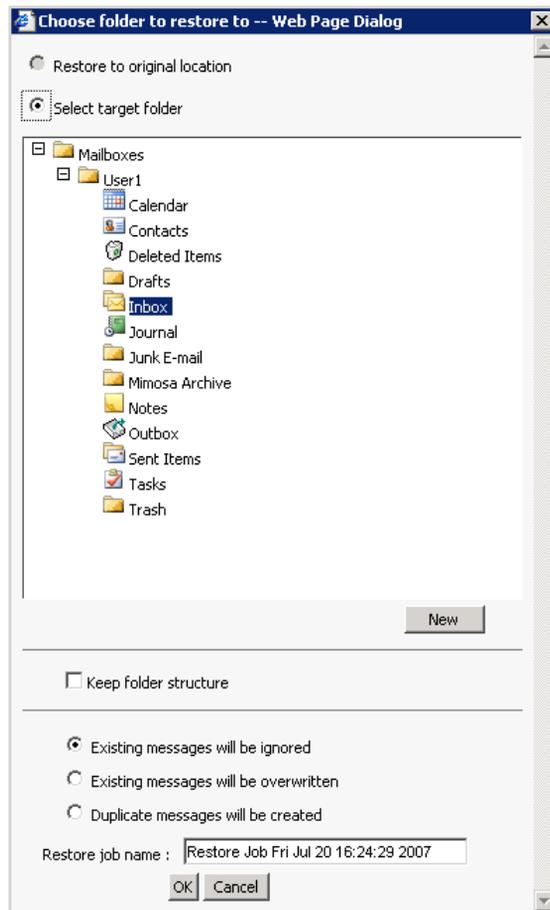
Note: Not all features shown in the above figure may be available to all users. If the **Restore to Mailbox** or **Restore to PST** options are disabled, or you see only one of these options, then the Administrator has not given your account the privileges to use these features.

- a. To restore message items, select the check box corresponding to the message items you wish to restore from the **Folder Contents** pane. Click the **Message Restore Option** drop-down menu and select **Restore Message(s) to Mailbox**.
- b. To restore the mail folders, select the check box corresponding to the mail folders you wish to restore from the **Mailbox Contents** pane. Click the **Folder Restore**



Option drop-down menu located below the **Mailbox Contents** pane and select **Restore Folder(s) to Mailbox**.

The **Choose folder to restore to** dialog box will be displayed that lists folder structure of your mailbox in the same tree view that you get in the Outlook Navigation Pane.



Note: Remember that this tree view will show you the folder structure you have on Outlook and not on NearPoint.

3. To restore the Exchange items in the original location as they were before deletion, select the **Restore to original location** option.

-
- Note:**
- If you are selecting **Restore to original location** option, the folder hierarchy will be retained by default.
 - The **Restore to original location** option is available only for restoring mail folders. This option will be disabled when you are restoring message items.
-

4. If you wish to restore the Exchange items into a specific folder, select the **Select target folder** option and follow the steps below:
 - a. Highlight the folder into which you want the items restored, and then click **OK**.

If you have not created a folder in advance, you can create one using the **New** button.

To create a folder:

- i. Click the **New** button. The **Create New Folder** dialog box appears.



- ii. Enter the name of the folder in the **Create New Folder** window. You may select the folder under which the new folder should be created using the Folder contains list.

the mail folders can be restored using the **Folder Restore Option** available under the **Mailbox Contents** pane.

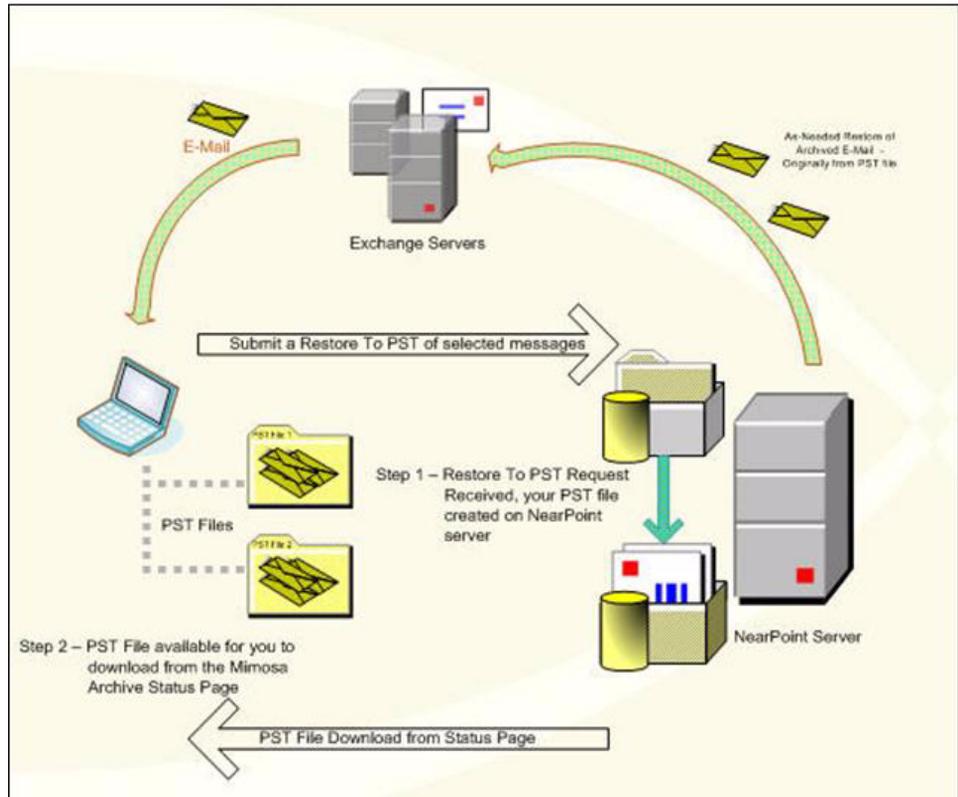
Once you restore the archived items to a PST file, you can then download the PST file to your machine. By downloading PST files you can conveniently perform offline reviews of data in the PST and share the data with others in the organization without being tied to the NearPoint server.

Downloading PST files is especially useful when you need to send some items to external systems for further investigation and analysis. For example, you can download a PST to be sent to an auditor of your organization. The auditor can review the messages using Outlook and need not depend on the NearPoint solution.

The Restore to PST is a three step process.

1. First, using the Quick Search, Browse or Advanced Search, obtain the messages you wish to restore and select or multi-select them by holding down the **Shift** or **Ctrl** keys. Then select **Restore Message(s) to PST** option from the **Message Restore** drop-down menu.
OR
Select mail folders you wish to restore from the **Mailbox Contents** pane and then select **Restore Folder(s) to PST** option from the **Folder Restore** drop-down menu located under the **Mailbox Contents** pane.
2. Next, provide the information on how you would like the PST file created, for example PST name and Password (if desired), PST version and other Restore options. This information is then sent to NearPoint where it is processed.
3. Finally, monitor the job using the Mimosas Archive Job Status page. When the status indicates completion, download the PST file to your computer.

The graphic illustrates the Restore to PST system flow.



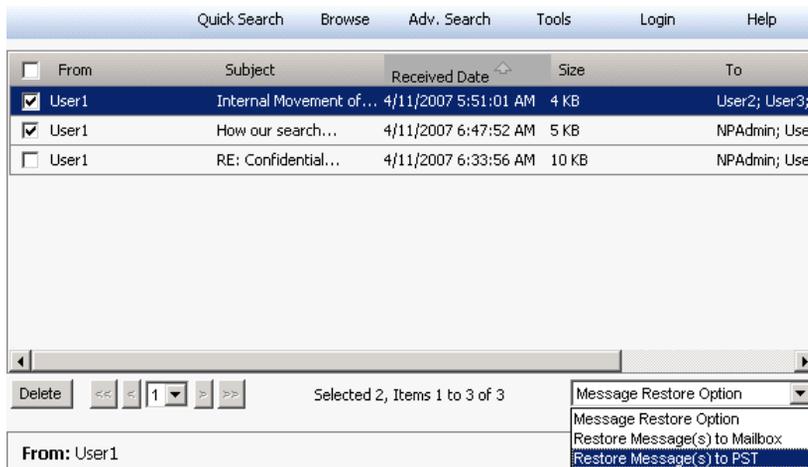
NearPoint provides a commonly used format for downloading data that can be imported to foreign systems. There are several different PST formats that are supported for downloading PST files:

1. PST files generated by Outlook 2002 and earlier versions – these files have an ASCII representation and have a 2 GB limit per PST file
2. PST files generated by Outlook 2003 and above – these files have a UNICODE representation and do not have a 2 GB limit per PST file.

8.3 RESTORING TO PST

To restore message(s) or mail folder(s) to a PST:

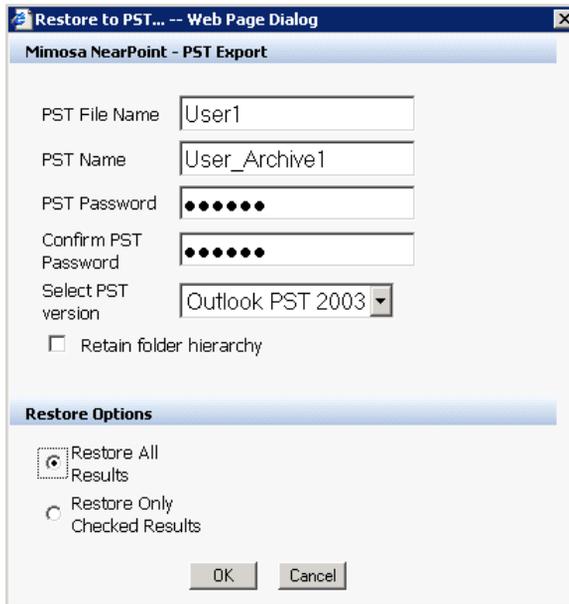
- Using the Quick Search, Advanced Search, or the Browse page of the Mimosa Archive Self Service interface, find and select the messages you want to restore to a PST file.
 OR
 Select mail folders you wish to restore from the **Mailbox Contents** pane.
- Select the **Restore Message(s) to PST** or **Restore Folder(s) to PST** option from the **Message Restore Option** or **Folder Restore Option** drop-down menu as required.



Note: The **Message Restore Option** or **Folder Restore Option** drop-down menu will include Restore to PST only if you have been granted permissions to do so.



3. The Restore to PST window appears.



Enter the following information:

- **PST File Name:** The name of the PST file. If a PST file with the same name already exists, the PST file will be appended with the selected content. If not, a new PST file will be created.
- **PST Name:** The display name used by the PST file.
- **PST Password:** If you want your PST to be password protected, enter your password here.
- **Confirm PST Password:** Re-enter the password for verification.
- **Select PST version:** Select an appropriate PST version depending on the MS Outlook version you are using.
- **Retain folder hierarchy:** Select this check box to retain the folder structure in the output PST file.
- **Restore All Results:** Select this option to restore all the messages listed on the Search Results page. This option is not available while restoring mail folders to PST.

- **Restore Only Checked Results:** Select this option to restore only the messages you have selected on the Search Results page. This option is not available while restoring mail folders to PST.

4. When you click **OK** on the Restore To PST window, the following message appears:



The Mimosa Archive Self Service interface sends a request to the NearPoint server to restore the selected data to a PST file. The NearPoint server creates and saves the PST locally. The Status page on the Mimosa Archive Self Service interface shows more details about the progress of this request.

5. From the Mimosa Archive Self Service interface, select **Tools > Job Status** to see the status of the restore job.
6. The Status page displays the status of the restore job. Errors, if any, will be displayed in the **Status** column. Depending on the size and number of files you are archiving, this process may take a while. You can continue working and return to the Status page to check the progress. The system will continue processing until the PST files have been archived. Verify that the PST restore was completed successfully.

Tools - Job Status				
Quick Search Browse Adv. Search Tools				
Restore To PST Status				
Delete	File name	Status	Export start time	Download
<input type="checkbox"/>	Restore2.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:11PM	Download
<input type="checkbox"/>	Restore1.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:11PM	Download
<input type="checkbox"/>	Restore.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:06PM	Download

Note: If a mailbox has Mimosa Stubs that depict extended messages, while restoring to PST, the stubs are replaced by their original messages. This way, the PST is made portable and you need not depend on the NearPoint solution to view extended messages.

8.4 DOWNLOADING PST FILES

Having created the PST Files, the next step would be to download them to your machines. To download PST files, access the Job Status page. The **Download** button will appear dimmed out until the PST files get created successfully.

Note: The **Download PST** option is not available for Outlook 2000.

To download PST Files:

1. From the Mimosa Archive toolbar, click the **Tools > Job Status**. The Status page appears.



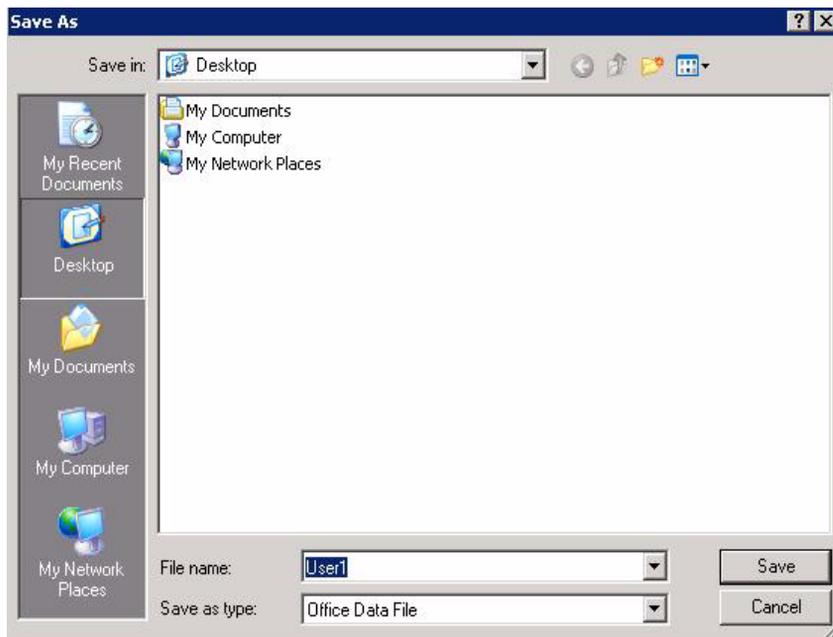
Tools - Job Status				
Quick Search Browse Adv. Search Tools				
Restore To PST Status				
Delete	File name	Status	Export start time	Download
<input type="checkbox"/>	Restore2.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:11PM	Download
<input type="checkbox"/>	Restore1.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:11PM	Download
<input type="checkbox"/>	Restore.pst (2.20 MB)	Export to PST completed successfully	09/11/2006 1:06PM	Download

2. Verify that the status of the file you want to download is completed successfully. Errors, if any, will be displayed on this page.

- Click **Download** to download the PST file to a location of your choice on your machine. The **File Download** alert appears. Depending on the size of file you are restoring, the download process may take a while.



- Click **Save**. The Save As window appears. Select a location of your choice and save the PST file.

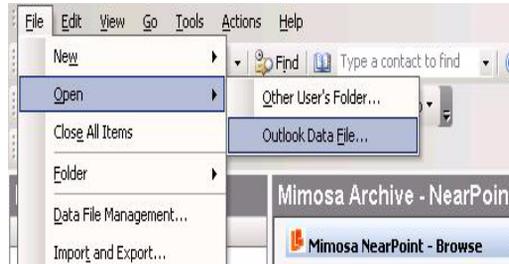




8.4.1 How to Open the PST File

You can open the PST file using MS Outlook.

1. From the file menu, click **Open, Outlook Data File**.



2. From the Open Outlook Data File window, navigate to the location where you have saved the PST file, select the PST file and click **OK**.
3. The PST File is added to the All Mail Folders group in the Outlook Navigation pane.



4. The reading pane shows the items you had selected for restoring to a PST File.

Date: Yesterday			
	User2	Hi, This is the sample message	Tue 4/10/2007 8:00 AM
	@ User2	Test Message - EXTENDED 43.61 KB	Tue 4/10/2007 8:00 AM
	@ NPAdmin	Test Message - EXTENDED 43.61 KB	Tue 4/10/2007 8:00 AM

9

ADDITIONAL OPTIONS FOR AUDITORS

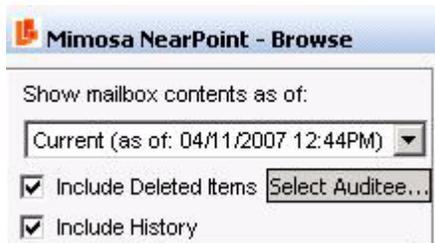
9.1 OVERVIEW

If your NearPoint Administrator has assigned you an Auditor role, you can review the mailbox contents of the auditees assigned to you.

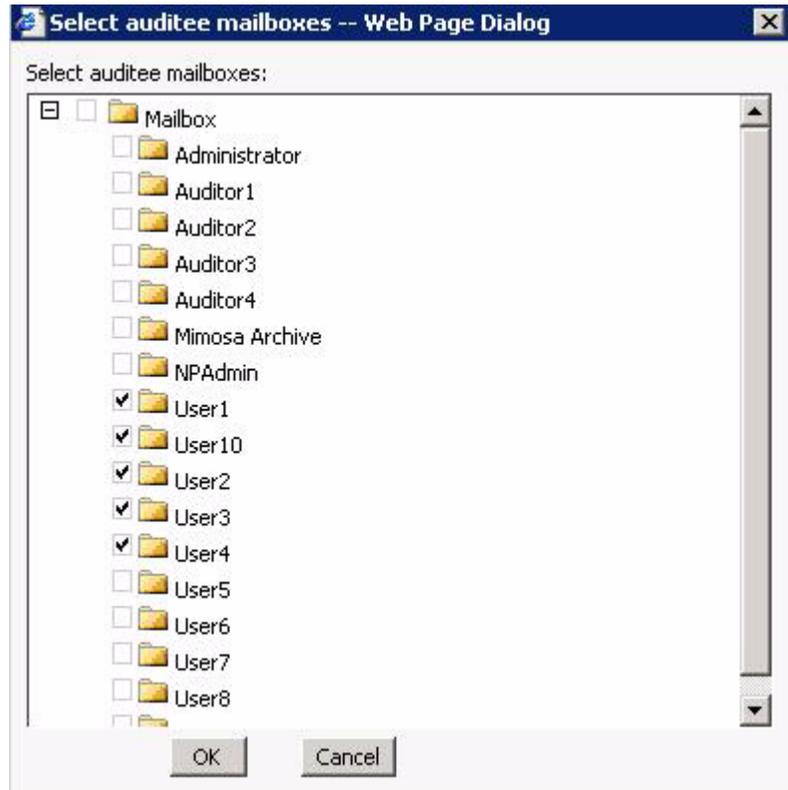
9.2 VIEWING THE AUDITEE MAILBOX CONTENTS

To view the auditee mailboxes:

1. Click **Select Auditee** from the NearPoint Browse page.



The **Select Auditees** dialog is displayed.



2. Select the required auditees and click **OK**.

You will see the selected Auditees' mailboxes available for browsing.



Note

To be able to view messages with extended attachments in your auditee's mailboxes:

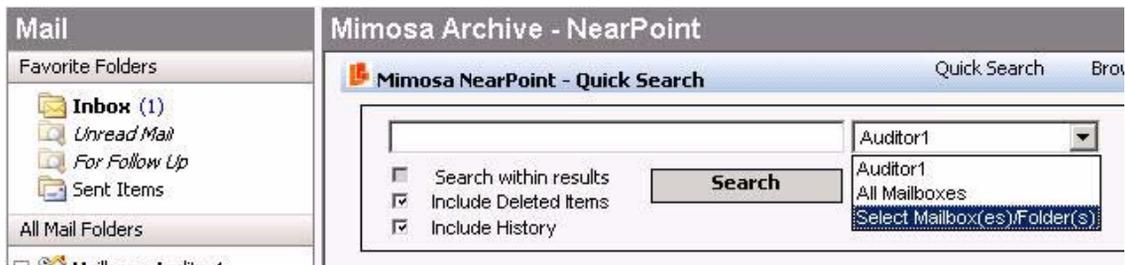
- If you are using Outlook 2003, click **Options** on the **Tools** menu of Outlook, click the **Other** tab, and then click **Advanced Options**. Select the **Allow script in shared folders** check box.
- If you are using Outlook earlier version 2003, do nothing. The scripts are allowed by default in these versions.

9.3 SEARCHING FOR ITEMS IN THE AUDITEE MAILBOXES

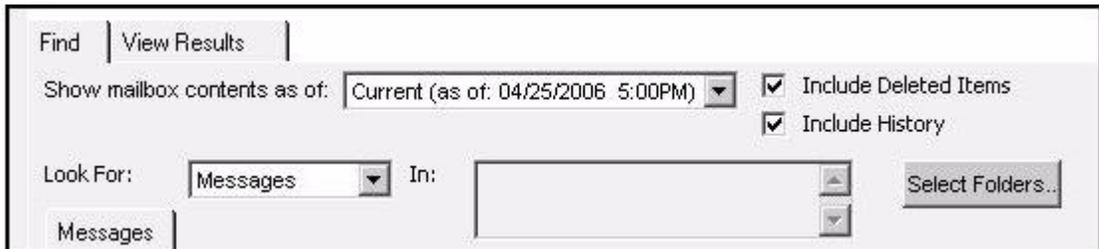
You can search for specific Exchange items in the Auditees' mailboxes using the Quick Search or Advanced Search option. These options work the same as explained in sections "Using Quick Search" and "Using Advanced Search" with an additional facility to choose the mailboxes of specific auditee(s) as the scope of the search.

To select an Auditee mailbox (or a folder therein) for performing a search:

1. Select the **Select Mailbox(es)Folder(s)** option if you are performing a Quick Search.



Or, click **Select Folders** if you are performing an Advanced Search.



Find | View Results

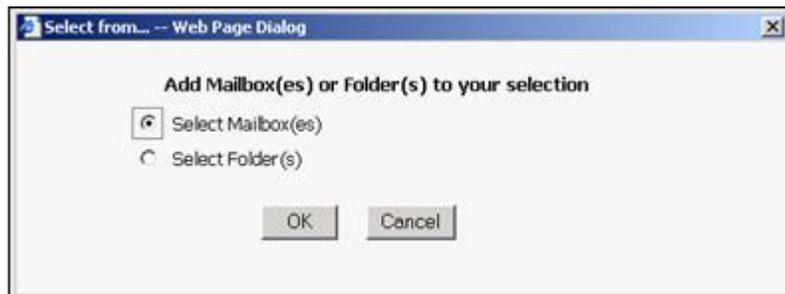
Show mailbox contents as of: Current (as of: 04/25/2006 5:00PM) Include Deleted Items

Include History

Look For: Messages In:

Messages

- If you want to restrict the search to the mailbox level of specific auditee(s), select the **Select Mailbox(es)** option. For refining the scope up to specific folders in the auditees' mailbox(es), select the **Select Folder(s)** option.



Select from... -- Web Page Dialog

Add Mailbox(es) or Folder(s) to your selection

Select Mailbox(es)

Select Folder(s)

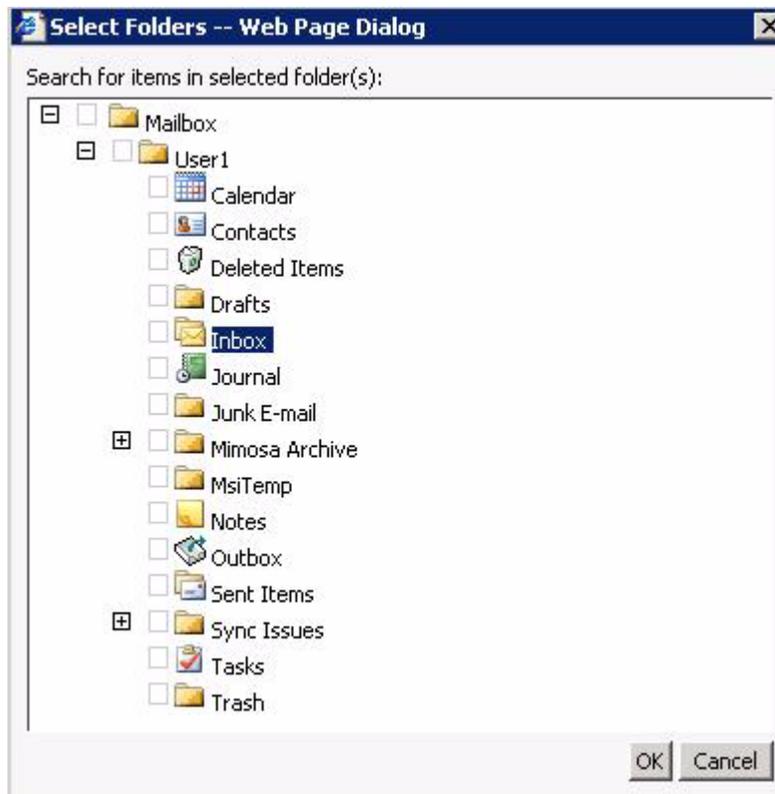
OK Cancel

3. If you had selected the **Select Mailbox(es)** option in step2, a dialog box will present you the list of auditees assigned to you.



4. Select the required auditee(s) and click **OK**.

- If you had selected the Select Folder(s) option in step 2, a dialog box will list all the auditees assigned to you as well as the folders in their mailboxes.



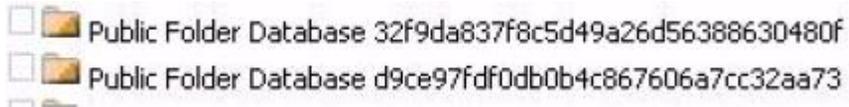
- Select the required folders and click **OK**.

Based on the other search criteria you specify, a search will be performed on the mailbox(es)/folder(s) you selected.

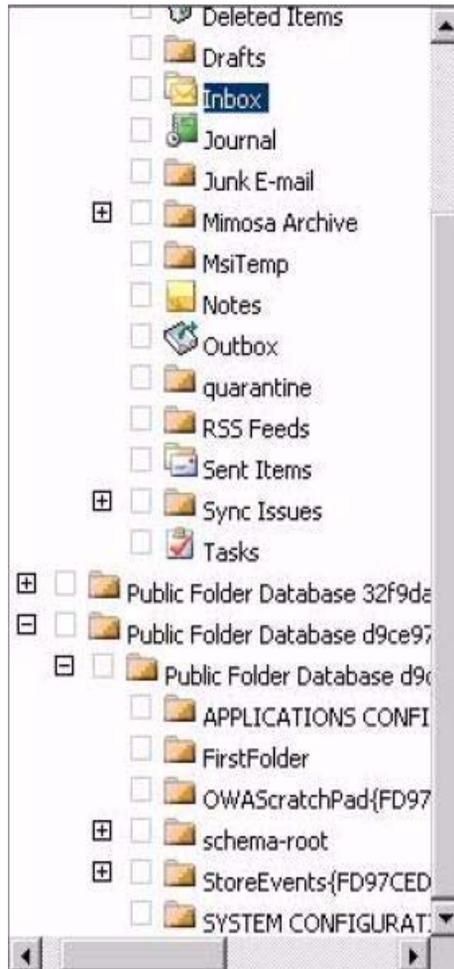
9.4 VIEWING PUBLIC FOLDER CONTENTS

An auditor can be assigned to view contents of public folders. To view public folder contents:

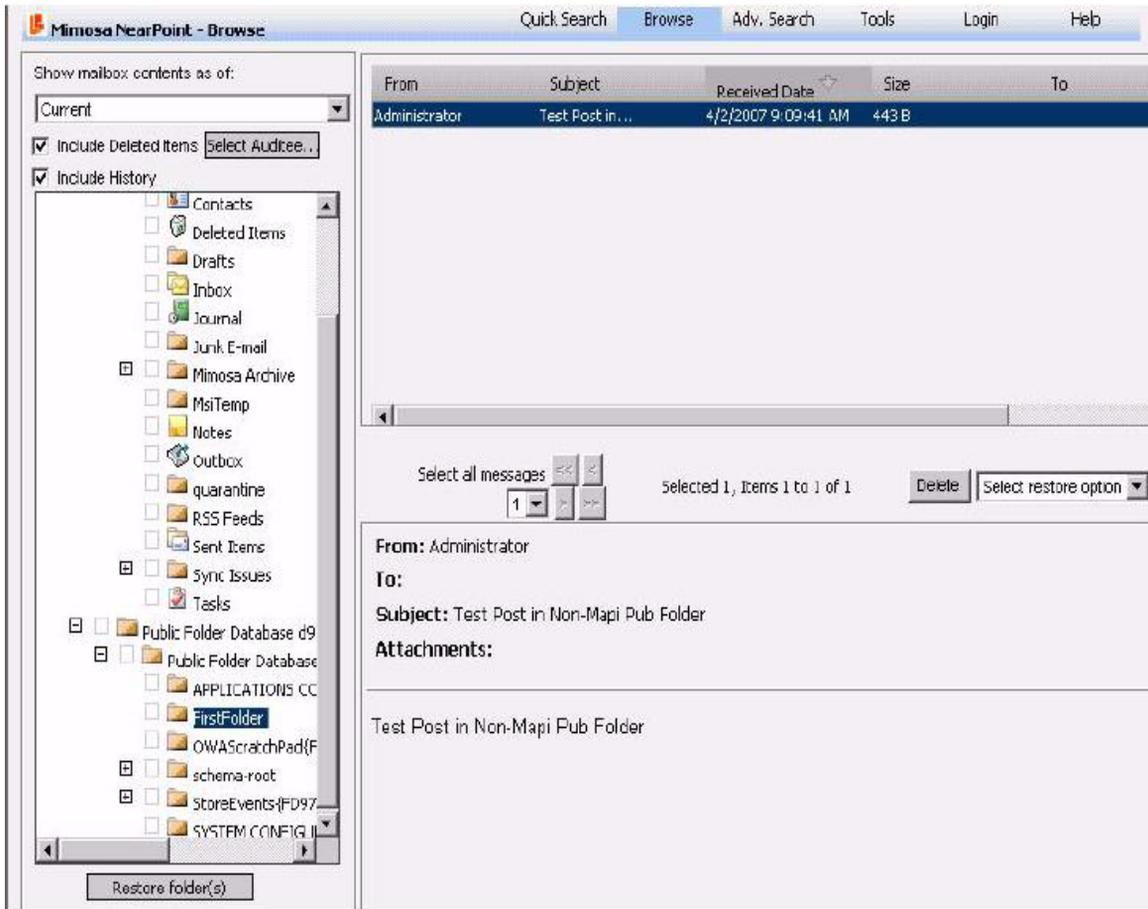
1. Click **Select Auditee**.
2. In the Select auditee mailboxes dialog box, select the public folder to view:



3. The selected public folder contents appear in the left pane:



You can perform **Quick Search**, **Browse**, and **Advanced Search** functions on the public folders and its contents.



9.5 SEARCHING MICROSOFT ARCHIVED LIVE COMMUNICATIONS SERVER CONVERSATIONS

The Microsoft Office Live Communication Server (LCS) is an enterprise application that provides instant messaging (IM) and real-time communication of other electronic

documents. If an organization wishes to retain IM communications for regulatory or audit purposes, the organization can configure LCS to archive IM through NearPoint and make it searchable.

Only auditors can access the LCS mailbox through their Folder Home Page or through OWA. Before accessing the mailbox, the auditor must have a role defined to audit the contents in the LCS mailbox. Refer to the *NearPoint Administrator's Guide* for details about creating an Auditor's Role with rights to the LCS mailbox or contact your systems administrator for assistance.

9.5.1 Recommendations for Searching the LCS Archived Data

For NearPoint to archive IM data, the instant messages are extracted from the LCS database and sent as emails to a dedicated NearPoint mailbox. An instant message conversation is comprised of the messages sent between two or more users, and is considered complete when all users close their individual message windows. NearPoint archives each conversation as a single email. You can use the following search tips to scan through the IM conversations:

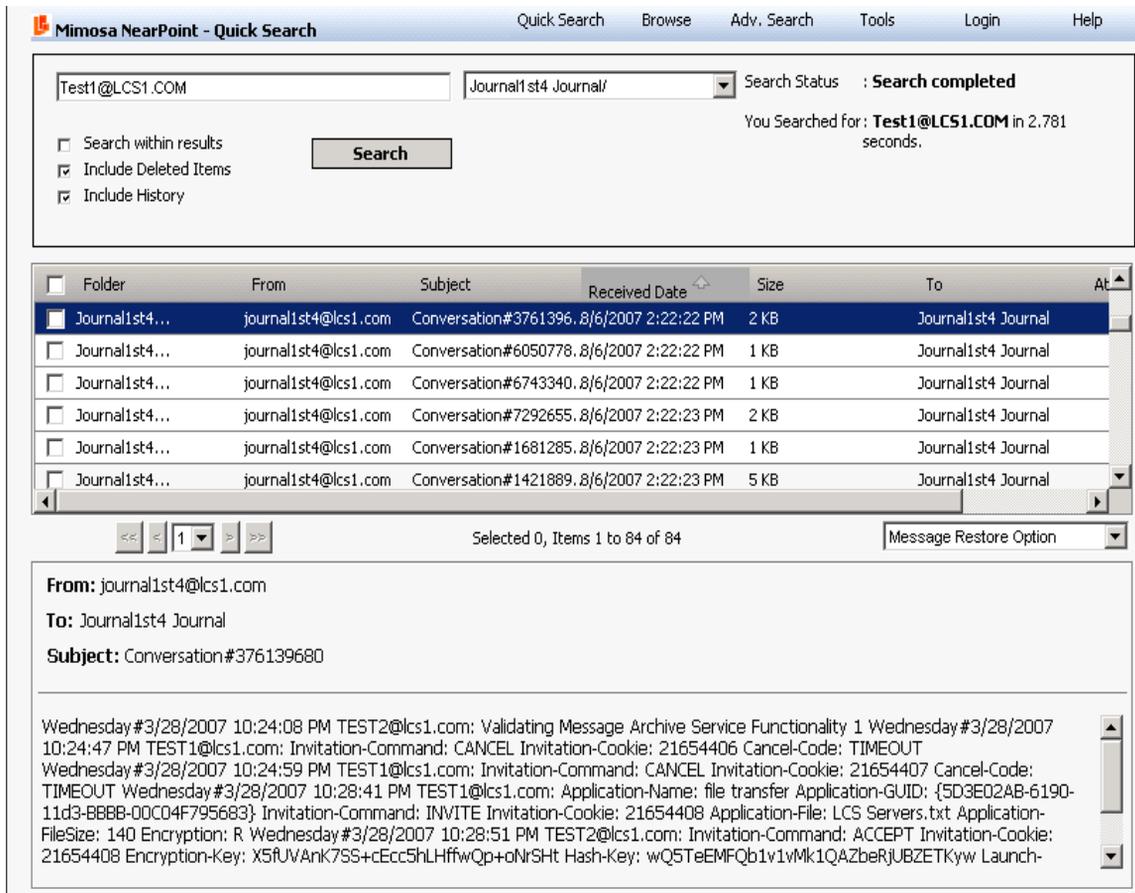
- The participant's name appears in the email body **only**.
- The start date of the IM conversation appears in the subject line of the mail. Search for this date in the subject line, using Advanced Search. The date is in the mm/dd/yyyy format.
- To search for conversations containing file transfers, you can check for strings as shown in the following example:

```
Invitation-Command: CANCEL
Invitation-Cookie:
Cancel-Code: TIMEOUT
Test1@lcs1.com:
Application-Name: file transfer
Application-GUID: {5D3E02AB-6190-11d3-BBBB-00C04F795683}
Invitation-Command: INVITE
Invitation-Cookie: 21654408
Application-File: LCS Servers.txt
Application-FileSize: 140
Encryption: R
```



9.5.2 Archived LCS Email Examples

Example 1: Performing Quick Search:



Mimoso NearPoint - Quick Search Quick Search Browse Adv. Search Tools Login Help

Test1@LCS1.COM Journal1st4 Journal/ Search Status : **Search completed**
 You Searched for : **Test1@LCS1.COM** in 2.781 seconds.

Search within results
 Include Deleted Items
 Include History

Search

Folder	From	Subject	Received Date	Size	To
<input checked="" type="checkbox"/> Journal1st4...	journal1st4@lcs1.com	Conversation#3761396.8/6/2007 2:22:22 PM	8/6/2007 2:22:22 PM	2 KB	Journal1st4 Journal
<input type="checkbox"/> Journal1st4...	journal1st4@lcs1.com	Conversation#6050778.8/6/2007 2:22:22 PM	8/6/2007 2:22:22 PM	1 KB	Journal1st4 Journal
<input type="checkbox"/> Journal1st4...	journal1st4@lcs1.com	Conversation#6743340.8/6/2007 2:22:22 PM	8/6/2007 2:22:22 PM	1 KB	Journal1st4 Journal
<input type="checkbox"/> Journal1st4...	journal1st4@lcs1.com	Conversation#7292655.8/6/2007 2:22:23 PM	8/6/2007 2:22:23 PM	2 KB	Journal1st4 Journal
<input type="checkbox"/> Journal1st4...	journal1st4@lcs1.com	Conversation#1681285.8/6/2007 2:22:23 PM	8/6/2007 2:22:23 PM	1 KB	Journal1st4 Journal
<input type="checkbox"/> Journal1st4...	journal1st4@lcs1.com	Conversation#1421889.8/6/2007 2:22:23 PM	8/6/2007 2:22:23 PM	5 KB	Journal1st4 Journal

Selected 0, Items 1 to 84 of 84 Message Restore Option

From: journal1st4@lcs1.com
To: Journal1st4 Journal
Subject: Conversation#376139680

Wednesday#3/28/2007 10:24:08 PM TEST2@lcs1.com: Validating Message Archive Service Functionality 1 Wednesday#3/28/2007 10:24:47 PM TEST1@lcs1.com: Invitation-Command: CANCEL Invitation-Cookie: 21654406 Cancel-Code: TIMEOUT
 Wednesday#3/28/2007 10:24:59 PM TEST1@lcs1.com: Invitation-Command: CANCEL Invitation-Cookie: 21654407 Cancel-Code: TIMEOUT
 Wednesday#3/28/2007 10:28:41 PM TEST1@lcs1.com: Application-Name: file transfer Application-GUID: {5D3E02AB-6190-11d3-BBBB-00C04F795683} Invitation-Command: INVITE Invitation-Cookie: 21654408 Application-File: LCS Servers.txt Application-FileSize: 140 Encryption: R Wednesday#3/28/2007 10:28:51 PM TEST2@lcs1.com: Invitation-Command: ACCEPT Invitation-Cookie: 21654408 Encryption-Key: X5fUVAnk7SS+cEcc5hLHffwQp+oNrSHT Hash-Key: wQ5TeEMFQb1v1vMk1QAZbeRjUBZETkyw Launch-

Example 2: A Conversation Email:

From: journal1st4@lcs1.com Sent: Mon 8/6/2007 7:22 AM
To: journal1st4@lcs1.com
Cc:
Subject: Conversation#-1556670307

Friday#4/13/2007 2:19:29 AM
TEST3@lcs1.com:
how are you Test2?

Friday#4/13/2007 2:19:40 AM
TEST3@lcs1.com:
how are you Test2?

IM Conversation participants

Example 3: Email containing messages where the conversation timed out:

From: journal1st4@lcs1.com Next Item Sent: Tue 8/7/2007 11:15 PM
To: journal1st4@lcs1.com
Cc:
Subject: Conversation#-2125445280 Start-Date:4/13/2007

Friday#4/13/2007 12:55:39 AM
TEST1@lcs1.com:
123

Friday#4/13/2007 12:56:16 AM
TEST2@lcs1.com:
test

Friday#4/13/2007 12:56:47 AM
TEST1@lcs1.com:
Invitation-Command: CANCEL
Invitation-Cookie: 405422
Cancel-Code: TIMEOUT

IM Conversation participants



Example 4: Email containing File Transfer information:

From: journal1st4@lcs1.com
To: journal1st4@lcs1.com
Cc:
Subject: Conversation#376139680

Sent: Mon 8/6/2007 7:22 AM

Wednesday#3/28/2007 10:24:59 PM
TEST1@lcs1.com:
Invitation-Command: CANCEL
Invitation-Cookie: 21654407
Cancel-Code: TIMEOUT

Wednesday#3/28/2007 10:28:41 PM
TEST1@lcs1.com:
Application-Name: file transfer
Application-GUID: {5D3E02AB-6190-11d3-BBBB-00C04F795683}
Invitation-Command: INVITE
Invitation-Cookie: 21654408
Application-File: LCS Servers.txt
Application-FileSize: 140
Encryption: R

Wednesday#3/28/2007 10:28:51 PM
TEST2@lcs1.com:
Invitation-Command: ACCEPT
Invitation-Cookie: 21654408
Encryption-Key: X5fUVAnK7SS+cEcc5hLHffwQp+oNrSHt
Hash-Key: wQ5TeEMFQb1v1vMk1QAZberjUBZETKyw
Launch-Application: FALSE
Request-Data: IP-Address:

10

TROUBLESHOOTING

10.1 LIST OF ERROR MESSAGES

The table that follows lists key error messages that you might encounter while using the *NearPoint* server. The first three messages may be the result of user error or a system error; the rest of them must be resolved by your system Administrator.

Error Message	Probable Cause
"Unable to obtain NearPoint authorization: "	The user was not authorized to see the Mimosa database. This error may indicate a problem with the user's credentials or it may be caused by a mismatch of the user login with names found in the property manager.
"You are not authorized to view this page"	This is Internet Information Server (IIS) error indicating that the user is not allowed to view a page because of an NT domain login problem.
"No results were found"	The query did not return any results. Make sure that you formulated your search correctly. If results are expected, then there may have been a problem loading the data from the Exchange Server into the NearPoint database.
"No response from NearPoint. Internal error = 800200f"	Your Outlook client has timed out waiting for the NearPoint server to respond. Some of the NearPoint server's services may not be running, or they may be running under the wrong administrative logon. This message may also appear if certain components of the NearPoint server fail (and can't respond).
"Error during query execution on NearPoint. Internal error=8002017"	This message results from an internal error on the NearPoint server when it attempts to respond to your query.

Error Message	Probable Cause
"Cannot find server. The page cannot be displayed"	Outlook cannot find the web server that runs the NearPoint folders and pages. The most likely cause is that the folder home page entries do not contain the correct NearPoint server system name.
"The page cannot be found"	This is a web server error indicating that the folder home page cannot be found. The server name is correct, but the rest of the path for a folder home page is not specified correctly. Another possible reason is that the web server is not configured correctly.
"Unable to display the folder. Microsoft Office Outlook could not access the specified folder location."	This error may occur when a folder that is a subfolder of Mimosa Retrieve is not named correctly.
"Mailbox not yet shadowed"	This error may occur when you try to access the NearPoint server soon after its installation, but before shipping the data from the Exchange Server to the NearPoint server. It may be recommended to wait for sometime before accessing the NearPoint server again.
While installing the Mimosa Archive Cache, the installation page is not displayed or the installation does not complete successfully.	An IIS configuration error may have occurred. Contact your NearPoint Administrator for details.
The Mimosa Archive Cache option resets if Microsoft Outlook is restarted.	<p>If a Microsoft Outlook 2007 session is running since a long time, and you exit this session, the <code>outlook.exe</code> may take a longer time to exit. If you restart another Outlook session before the previous <code>outlook.exe</code> program stops running, the Mimosa Archive Cache option may reset and no cache history is displayed.</p> <p>If you exit an Outlook session, monitor the Task Manager to ensure that the <code>outlook.exe</code> exits the list of running programs. Restart another Outlook session only after the previous session has closed completely.</p>

Error Message	Probable Cause
<p>When you try to open a message in the Mimosa Archive Folder, the following message appears:</p> <p>“Microsoft Office Outlook Can’t open file: c:\Documents and Settings\USER\Local Settings\Temporary Internet Files\Content. The file may not exist, you may not have permissions to open it, or it may be open in another program. Right-click the folder that contains the file, and then click Properties to check your permissions for the folder.”</p>	<p>You can select "Do not show the message next time" option to prevent the message from appearing again. If the problem still persists, then perform the following steps:</p> <ul style="list-style-type: none"> • In Windows Explorer, Select Tools > Folder Options. The Folder Options window appears. • Click File Types • Under Extensions Column, select MSG or under File types, select Outlook Item • Click Advanced. The Edit File Type window appears. • Select Open. • Select the option "Confirm open after download" • Click OK to close the Edit File Type window • Click Close to close Folder Options window. <p>This will make sure that you need not click on any dialog when you try to open the message from Mimosa Archive.</p> <p>Note: If the user does not have sufficient privileges, the Advanced button will be shaded out in the File Types tab of Folder Options window.</p>
<p>Unable to retrieve extended messages from the Mimosa Archive</p>	<p>For Outlook 2000 see the steps in http://support.microsoft.com/kb/251422/EN-US/</p> <p>For Outlook XP, follow this link for more information, http://support.microsoft.com/default.aspx?scid=kb;en-us;290806</p> <p>For Outlook 2003, follow this link for more information, http://support.microsoft.com/default.aspx?scid=kb;en-us;839804</p> <p>If you are facing this problem again and again, perform the steps mentioned here, “Using the Clear Cache Tool” on page -108.</p>

Error Message	Probable Cause
<p>When you double-click a message to view it, the following error occurs:</p> <p>Error in getting response from the Mimoso Framework Service. Please contact system administrator."</p>	<p>This message could occur because of the following reasons:</p> <ul style="list-style-type: none"> • The message is huge, around 120 MB or more. • The machine you are working on got disconnected from the network. <p>In order to view the message, restore the message in a specific folder and try opening the message from the folder.</p>
<p>When you double-click a message to view it, the following error occurs after three minutes:</p> <p>"Error in getting response from the Mimoso Framework Service. Please contact system administrator."</p>	<p>This message could occur because of the following reasons:</p> <ul style="list-style-type: none"> • The message is huge, around 120 MB and took over 3 minutes to restore. • The machine you are working on got disconnected from the network. <p>In order to view the message, the message in a specific folder and try opening the message from the folder.</p>
<p>Unable to show folder contents. Response contains error...</p>	<p>This error occurs due to a problem with the current session. Try to log on to the Mimoso Archive client again.</p>
<p>Unable to show folder contents Error formatting search results. 'Listititems' is null or not an object</p>	<p>This error occurs if the "Microsoft ListView Control 6.0 (SP6)"(MsiCOMCTL.OCX) is not registered on your machine.</p> <p>To resolve this problem, register the MsiCOMCTL.OCX manually using the 'regsvr32' command and try to preview the messages again.</p>

Error Message	Probable Cause
Unable to show folder contents. Response contains errors: NearPoint request failed: NearPoint request failed: Permission to access mailbox denied. ExchangeServer=Exchange1 StorageGroup=Test Storage Group MailboxName=TestMailbox	<ul style="list-style-type: none"> • Wait for the Discovery Manager to refresh. The default interval for DM to refresh is 4 hours. (Optionally, you can re-start the DM service) • Make sure that smart extract has run on the new information store.
Unable to open a stub that is sent as an attachment.	A stub is an extended message. If a message with a stub as an attachment is sent to a mailbox that is on a non-managed server, the attachment does not open if you attempt to. Since NearPoint does not manage this server, Outlook is unable to open the stub.
For archived PSTs, a restored message may not appear correctly in Self Service Retrieve Client.	For archived PSTs, some text messages may be saved in HTML format. When restored, the message may not appear correctly, though no data loss takes place.
If a message is embedded within another message, and the embedded message is opened/closed a number of times, the embedded message fields appear blank.	This is a Microsoft Outlook 2007 issue. This issue is resolved if you install SP1 over Outlook 2007. Otherwise, close the original message and re-open again.

Error Message	Probable Cause
<p>While opening an extended message the following error is shown:</p> <p>"Can't open file: C:\Documents and Settings\User\Local Settings\Temporary Internet Files\Content..... The file may not exist, you may not have permission to open it, or it may be open in another program. Right-click the folder that contains the file, and then click Properties to check your permissions for the folder."</p>	<p>Make sure that Do Not Save Encrypted Pages to Disk option is not selected on the Internet Options > Advanced > Security Settings.</p> <p>Tip: This setting can be automated by creating a group policy or a logon script.</p>

Error Message	Probable Cause
Unable to view messages with extended attachments in your auditee's mailboxes.	<p>You might face this problem if you are using Outlook 2003 or Outlook 2002 SP3.</p> <p>To resolve this problem:</p> <p>For Outlook 2003:</p> <ol style="list-style-type: none"> 1. Select Options from the Tools menu. 2. Click the Other tab, and then click Advanced Options. 3. Select the Allow script in shared folders check box. <p>The corresponding registry values are in:</p> <p>HKCU\Software\Microsoft\Office\11.0\Outlook\Security SharedFolderScript (DWORD) = 1 for enabled.</p> <p>For Outlook 2002 SP3:</p> <p>Outlook 2002 SP3 has only the registry value. You will have to change the key from 11.0 to 10.0 as shown below:</p> <p>HKCU\Software\Microsoft\Office\10.0\Outlook\Security SharedFolderScript (DWORD) = 1 for enabled.</p>
Problems opening extended messages after an upgrade from NearPoint 1.1 to 1.2 to 1.3 has been performed.	<p>You might face this problem if the cached version of the MimosaStub form is not automatically refreshed to client desktop machines.</p> <p>To resolve this problem:</p> <ul style="list-style-type: none"> • In Outlook 2003, select Tools > Options > Other > Advanced Options > Custom Forms > Manage Forms > Clear Cache. • If the MimosaStub form is found in Personal forms, it should be deleted. This will cause the form to be downloaded to the client machine during the next open of an extended message.

Error Message	Probable Cause
<p>While opening an extended message in a new Outlook session, the following error appears:</p> <p>"Can't open file: c:\Documents and Settings\username\Local Settings\Temporary Internet files\Content... The file may not exist, you may not have permission to open it, or it may be open in another program. Right-click the folder that contains this file and then check your permissions for the folder."</p>	<p>The SSR client and Outlook Message Extension require IE to save temporary files downloaded from the NearPoint server for some time after closing IE. This enables Outlook to open the extended messages. This error occurs if the Group Policy for "Empty Temporary Internet Files folder when browser is closed" is set, as the files are deleted before Outlook opens them.</p> <p>You can do one of the following to resolve this problem:</p> <ol style="list-style-type: none"> 1. Install the NearPoint Add-In for Outlook. When the Add-In is installed, IE is not used to download the .msg file from the NearPoint Server. 2. Disable the "Empty Temporary Internet Files folder when browser is closed" option for IE and use cache cleaner to clean up the temporary files folder.
<p>Unable to delete message. Response contains errors: Message is an extended message hence will not be deleted.</p>	<p>To resolve this problem, de-extend the mailbox and re-attempt deletion.</p>

Error Message	Probable Cause
"Internet Explorer Cannot Download" error message is displayed while downloading the Mimosa Archive Cache Addin via HTTPS	Make sure that Do Not Save Encrypted Pages to Disk option is not selected on the Internet Options > Advanced > Security Settings .
For Outlook 2000, restoring message items by double-clicking does not work if you re-login to FHP as another user.	This feature is not supported for Outlook 2000. You will have to upgrade to Outlook 2003 or higher to use this feature.
For Outlook 2000, the Delete and Download option on the Job Status page does not work.	This feature is not supported for Outlook 2000. You will have to upgrade to Outlook 2003 or higher to use this feature.
For Outlook 2000, a Bin folder appears under Mimosa Archive folder.	This Bin folder is used to redirect the Mimosa Archive to the client URL in OWA. This folder is not a part of the Mimosa Archive.

10.2 USING THE CLEAR CACHE TOOL

If you are unable to retrieve extended messages, one of the major reasons is that the Outlook Forms Cache is corrupted. If this problem persists, perform the following steps:

1. Contact your NearPoint administrator and request for the Clear Cache Tool.
2. The administrator sends the tool details via email. Download and save the executable on your local machine.
3. To run the tool:
 - a. Exit Microsoft Outlook.
 - b. Double-click the Clear Cache Tool executable.
 - c. Click **OK** to clear the Outlook Forms Cache.
4. Start Microsoft Outlook and attempt to retrieve the extended messages.

10.3 LIMITATIONS OF EXCHANGE 2007 OWA

1. If user wants to **Reply/Reply All/Forward** an extended message from OWA, user needs to open the message by double clicking on it followed by desired operation. Currently, clicking on **Reply/Reply All/Forward** in the message preview does not retrieve message from NearPoint.

Workaround: Double click open the message and then take appropriate action.

2. Due to current implementation of user authentication by OWA, only those Exchange 2007 servers are supported that are installed with "forms based authentication" method.

Workaround: None.

GLOSSARY

A

Archiving: Archiving is the process of capturing the Exchange Server data and storing it on a disk for future discovery, restoration, and retrieval. Archiving reduces the clutter and frees the disk space on the Exchange Server.

E

Exchange Item: All items of the Exchange Server, such as an E-mail, Contacts, Notes, etc that are archived on the NearPoint server are referred to as Exchange items.

F

Folder Contents Pane: The Folder Contents pane is similar to the Outlook Mail pane. It displays a list of all of the items in the folder selected in the Mailbox Contents pane. The items are always displayed in the list, regardless of the type of item (e-mail messages, meetings, appointments, notes, etc.)

M

Mailbox Contents Pane: The Mailbox Contents pane is similar to the Outlook Navigation Pane, but it adds the dimension of time. It lets you browse your Exchange mailbox as stored in the NearPoint server both in time and in its folder structure.

Mailbox Extension: Is the process of migrating attachments from the Exchange Server to the NearPoint server. Subsequent access to e-mails containing attachments will now display a Mimosa stub indicating that the attachment is stored on the NearPoint server.

Message Preview Pane: A simple plain-text preview of the currently highlighted message is displayed in the Message Preview pane. This pane displays the content of the message header and body.

Mimosa Archive: When you open Microsoft® Outlook to check your e-mails, a new folder, Mimosa Archive, will be visible in the Folders List pane. You will use this folder to access the archived Exchange items on the Mimosa NearPoint™ server.

Mimosa Stub: When the mailbox extension operation is performed, the e-mails containing attachments will now contain a Mimosa stub, which indicates that the attachments are stored on the NearPoint server.

N

NearPoint Server: The NearPoint Server is a server that archives the contents of your mailbox in a private repository and can also be used to save space on the Exchange Server. You can directly access the NearPoint server to recover old, deleted, or lost e-mails.

Numeric Range Search Operators: ~~ is the Numeric Range Search operator. You could look for a range of numbers in your Exchange Items, by using the ~~ operator.

O

OWA: Outlook Web Access

P

Proximity Operators: As the name suggests, proximity operators find a word close to the other. For example, if all you remember about an e-mail you are looking for is that the word, "Interview" was close to the word "hire" then you can use the proximity operator to create the search criterion.

R

Restore: Restoration is the process of shipping an Exchange item from the NearPoint server back to the Exchange Server.

S

Self-Service Retrieve: The ability to access an Exchange item stored on the NearPoint server without the help of a System Administrator and without having to restore it back to the Exchange Server.

Self-Service Restore: If enabled, the ability to restore an Exchange item stored on the NearPoint server back to your mailbox without the help of a System Administrator.

W

Wildcard Operators: You can use the wildcard operators to look for a specific pattern of words in your mail.