



Message Archiving

Quick Start

- [Google Message Discovery](#)
- [Postini Message Archiving](#)



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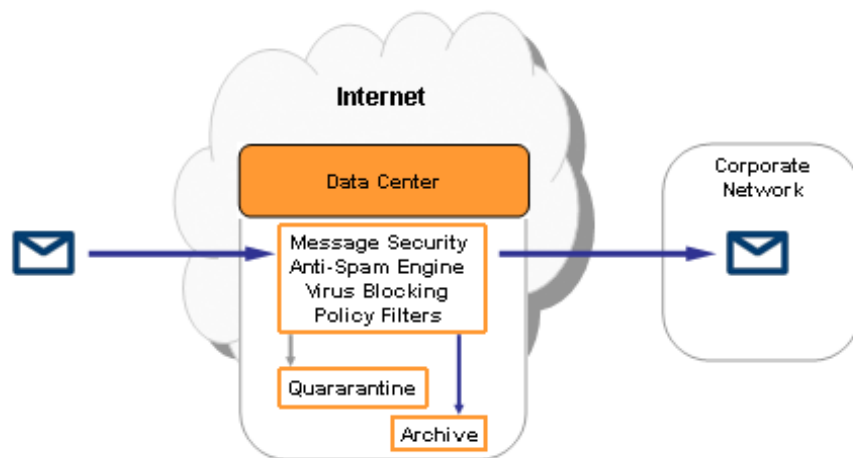
Getting Started

This Quick Start explains how to set up archiving for one of your user orgs, how to access your Personal Archive and run reports to verify that messages are being archived, how to get archiving privileges for one of your administrators, and how to search the corporate archive.

You can set up archiving for an org, and get access to your Personal Archive in a matter of minutes.

With the addition of Message Archiving to your service, you have the option to archive inbound, outbound, and journaled (inbound, outbound, and intradomain) email. Like the other components of your service, Message Archiving does not require any additional software or hardware--every aspect of the service is hosted on our servers, and you access and manage your archive from a web browser.

The figure below shows how the service archives your inbound messages.



When the message security service receives an inbound message, it filters the message if the recipient has an account on your service. If the message is deemed to be spam, contain a virus, or violate a policy filter, your service quarantines the message. If the message is not quarantined, it is delivered to the recipient. If the recipient belongs to an org for which archiving has been turned on, the message is also archived.

Message Archiving Documentation

The following table provides links to an overview of Message Archiving, and the full set of Message Archiving documentation.

Document	Description
<i>Google Apps Email Archiving</i>	Overview of Message Archiving available as part of Google Message Discovery, and related white papers.
<i>Message Archiving Release Notes</i>	The latest information about new features in this release, known issues, and resolved issues.
<i>Message Archiving Administration Guide</i>	Instructions for setting up Message Archiving on your Message Security service, and for granting Message Archiving privileges to other users.
<i>Message Archiving User's Guide</i>	Instructions for searching for, viewing, managing, and exporting archived email messages. Also includes instructions for creating archive-audit reports, which illustrate user activity in the archive.
<i>Message Archiving - Microsoft Exchange Journaling Configuration Guide For Exchange Server 2000 and 2003</i>	Instructions for setting up journaling on Microsoft Exchange Server, which lets you save copies of users' incoming, outgoing, and intradomain email messages and send them to your archive.
<i>Message Archiving - Microsoft Exchange Journaling Configuration Guide For Exchange Server 2007</i>	
<i>Message Archiving - Lotus Domino Journaling Configuration Guide For Domino Server 6.5.4 and up</i>	Instructions for setting up journaling on Lotus Domino Server, which lets you save copies of users' incoming, outgoing, and intradomain email messages and send them to your archive.

Document	Description
<i>Personal Archive Quick Start (PDF)</i>	<p>Instructions for using the Personal Archive. You can distribute this guide to users to whom you provide access to the Personal Archive.</p> <p>This guide is also available in Microsoft Word format on the Postini Support Portal. You can use the Word version to customize the guide for your users.</p>
<i>Message Security Administration Guide</i>	<p>Instructions for setting up and administering your Message Security service, including how to set up your organization hierarchy, create user accounts, grant privileges to users, provide Message Center access to users, configure junk email and virus filters, and create reports.</p>
<i>Outbound Services Configuration Guide</i>	<p>Step-by-step instructions for setting up your network environment and mail server for Outbound Services, an optional feature that allows filtering of outbound messages.</p>
<i>Batch Reference Guide</i>	<p>Instructions for using batch commands to perform Message Security configuration tasks, including creating, deleting, and modifying organizations, users, domains, and aliases.</p>

Setup Overview

Within a few minutes, you can configure Message Archiving to capture all inbound email messages and store them in a central corporate archive.

To get started right away with Message Archiving:

1. Choose a user org for which you want to archive inbound email messages. For the purposed of this initial test, choose the user org to which you belong.

After you are satisfied that messages are being archived to your expectations, you can then decide on which other user orgs would benefit from Message Archiving. You can consult with your HR and Compliance teams to determine exactly which users' messages should be archived.

2. After you have turned on inbound archiving for your org, send some test messages to yourself from an outside address. For example, use a personal email service to send messages to the business address for which you are archiving messages.

3. Grant yourself privileges for the Personal Archive.

The Personal Archive is a user-specific view of the corporate archive that allows you to see only messages associated with your account on the message security service.

Note: Message Center (as opposed to Message Center Classic) is required to use the Personal Archive. Consult the *Message Security Administration Guide* for information about the two versions and how to switch from one to the other.

4. Take a look at your Personal Archive to verify that the messages are visible there.
5. Decide who in your organization should be responsible for administering access to the corporate archive, and then open a work request with Customer Care to grant that person the appropriate archiving privileges.
6. While Customer Care fulfills your work request, you can run the Inbound Archiving reports to monitor the flow of messages into the archive by domain and by account.
7. When your work request has been fulfilled, the person whom you designate as archiving administrator can then conduct searches of your corporate archive.

The following sections provide detailed information about carrying out each of the steps described above.

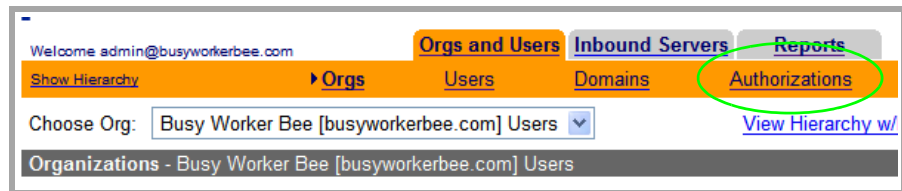
Set Up Inbound Archiving

To set up inbound archiving, you need to have the archiving privileges at the org level. These privileges allows you to turn archiving on and off for that org.

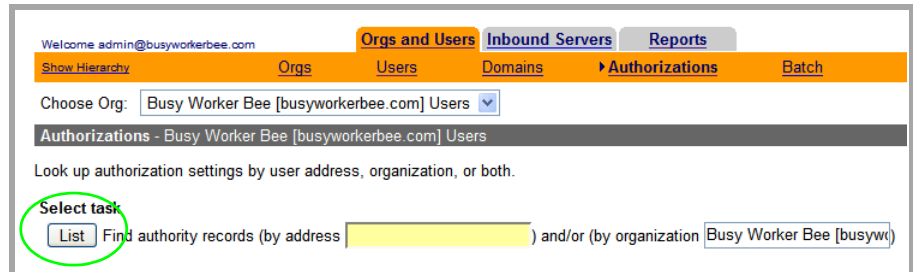
After you verify that you have the necessary privileges, you then need to turn on archiving for your org.

Check Your Privileges

1. Go to <https://login.postini.com>.
2. Log in to your Message Security service, and open the Administration Console.
3. Click the **Orgs and Users** tab, or click the **Show Hierarchy** link in the upper-left corner of the Home page.
4. Select the user organization (org) to which your account belongs.



5. Click **Authorizations**.



6. Click **List**.



- Click **View/Edit Profile** for your account.
- Scroll down the list of privileges to Organization Management > Edit Organizations > Advanced Applications.

Advanced Applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Attachment Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Content Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Industry Heuristics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Message Archiving	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Verify that you have the Message Archiving Read (left column) and Modify (right column) privileges.

Turn on Archiving for Your Org

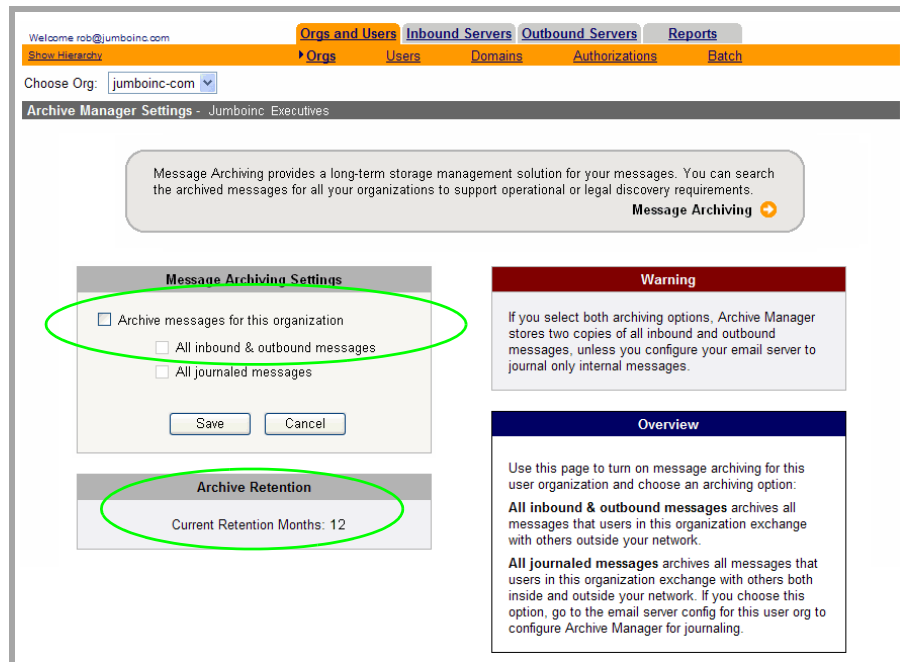
- Go to <https://login.postini.com>.
- Log in to your Message Security service, and open the Administration Console.
- Click the **Orgs and Users** tab, or click the **Show Hierarchy** link in the upper-left corner of the Home page.
- Select the user organization (org) to which your account belongs.
- On the Organization Management page, under **Organization Settings**, click **Archiving**.

Organization Settings

- System Tests**: Tests for verifying your system configuration.
- General Settings**: **Org Name:** Archive Stable Enron Users **Auth Method:** PMP **Non-Account Bouncing:** Off
- DNS Instructions**: Instructions for configuring your MX records.
- User Access**: **Modify:** Acct Settings, Email Settings, Junk Email Analysis, Personal Archive, View Images, Attachments and Links, Virus Settings, Wireless Settings
- Default User**: **Spam Filter:** Off **Filter Levels:** 1, 1, 1, 1, 1 **Virus Blocking:** On **Virus Notice:** Organization default
- Notifications**: **Welcome:** On **First Spam:** On **Spam:** Quarantine Summary, Every 7 days
- Password Policies**: **Minimum Length:** 6 characters **Complexity:** Yes **Maximum Age:** None Specified **History:** None Specified
- Directory Sync**: Synchronize users and aliases with a directory server
- Branding**: **User Interface:** Message Center **Logo:** None Specified **Color Palette:**
- Archiving**: Message Archiving **Archiving for this organization:** On
- IM Settings**: **External Messaging:** allowed **Protocols Allowed:** ALL
- Encryption Settings**: Message Encryption for this organization

The Message Archiving Settings page appears.

6. On the Message Archiving Settings panel, select **Archive messages for this organization**.



7. Select **All inbound and outbound messages**.

- Outbound messages are not archived unless you have already enabled and configured the optional outbound services.
- For the purposes of this test, *do not* select **All journaled messages**. To archive journaled messages, you need to configure your Microsoft Exchange or Lotus Domino Server to journal messages, and you need to configure Message Archiving to accept incoming journaled messages from those servers.
- Your Archive Retention period is listed below the Message Archiving Settings. If you need to purchase additional retention, contact your sales representative.

For more information about setting up the Outbound services and journaling, see:

The Message Archiving Administration Guide

8. Click **Save**.

How Quickly are Messages Archived?

In most cases, Message Archiving stores an email message in the archive about 30 minutes after a user receives it. However, the time can be longer, depending on whether the message contains file attachments, and the size of those attachments.

Send Yourself Test Messages

After you have turned on archiving for your user org, use a separate email service to send some test messages to your address that is protected by Message Security. For example, if you are using Message Security to filter mail for `admin@busyworkerbee.com`, then use a personal email account to send test messages to that address. After you send the test messages, verify that they have arrived in your inbox.

Access Your Personal Archive

Once messages are being archived, you can see the messages that are addressed to you in your Personal Archive. The Personal Archive is a user-specific view of the corporate archive: each user with Personal Archive privileges can see his or her own archived messages, but is not able to see anyone else's.

Note: Message Center (as opposed to Message Center Classic) is required to use the Personal Archive. Consult the *Message Security Administration Guide* for information about the two versions and how to switch from one to the other.

To give yourself Personal Archive privileges:

1. Go to `https://login.postini.com`.
2. Log in to your Message Security service, and open the Administration Console.
3. Click the **Orgs and Users** tab, then click **Users**.
4. Use the Choose Org list to select the org for your account.

You can also click the **Show Hierarchy** link in the upper-left corner of the Home page to display a list of orgs, and then select your org from that list.

5. Find your address in the list of users, and click that link.

- Under Settings, click **User Access**.

Message Center Access Enabling will give this end user access to their Message Center.
Enabled

Save Cancel

Permission	Read	Modify
Application Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Junk Email Settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sender Lists	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Spam Filters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sexually Explicit (+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Virus Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Show Deliver-As-Is (*)	<input type="checkbox"/>	<input type="checkbox"/>
Pending Quarantine (+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wireless Settings (*)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Account Settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Password	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Email Aliases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Regional Settings (+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Personal Archive (+)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Archive Search (+)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Archive Recover (+)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Junk Email Analysis (+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
View Images, Attachments and Links (+)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- Under Message Center Access, select **Enabled**.

You need access to the Message Center to view your Personal Archive.

- Select the **Personal Archive** privilege.

With this privilege, you are automatically granted the Archive Search and Archive Recover privileges, which let you search and recover messages from your Personal Archive.

For a full discussion of message security privileges, see:

The Email Security Service Authorization Reference

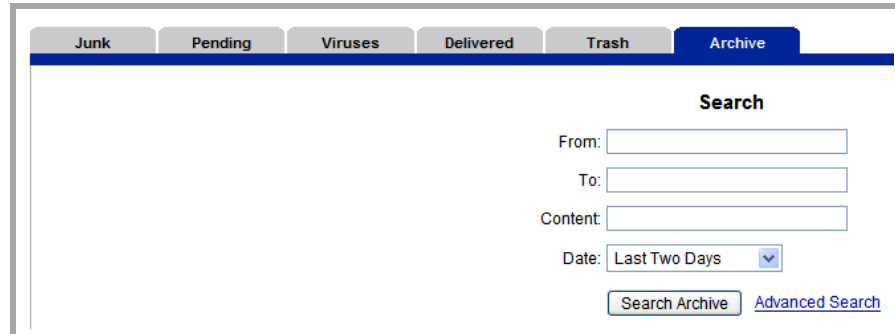
- Click **Save**.

View Your Personal Archive

After you have allowed enough time for your incoming test messages to be archived (about 30 minutes), take a look at your Personal Archive to verify that the messages are visible there.

To view your Personal Archive:

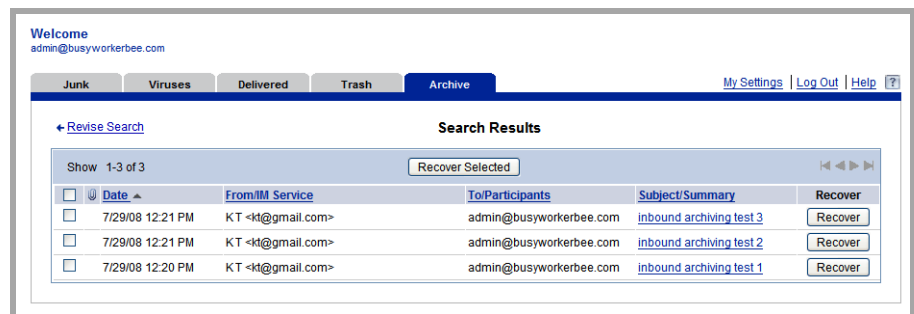
1. Go to <https://login.postini.com>.
2. Log in to your Message Center, and click the **Archive** tab.



The screenshot shows the 'Archive' tab selected in a navigation menu. Below the menu is a search section with the following fields and options:

- Search** header
- From:** text input field
- To:** text input field
- Content:** text input field
- Date:** dropdown menu set to 'Last Two Days'
- Search Archive** button
- [Advanced Search](#) link

3. Use the From field to enter the personal address from which you sent the test messages.
4. From the Date list, select **Last Two Days**.
5. Click **Search Archive**.



The screenshot shows the search results page with the following elements:

- Header: Welcome admin@busyworkerbee.com
- Navigation: Junk, Viruses, Delivered, Trash, Archive (selected)
- Links: My Settings, Log Out, Help
- Section: Search Results
- Buttons: + Revise Search, Show 1-3 of 3, Recover Selected
- Table with 5 columns: Date, From/IM Service, To/Participants, Subject/Summary, Recover

<input type="checkbox"/>	Date	From/IM Service	To/Participants	Subject/Summary	Recover
<input type="checkbox"/>	7/29/08 12:21 PM	KT <kt@gmail.com>	admin@busyworkerbee.com	inbound archiving test 3	<input type="button" value="Recover"/>
<input type="checkbox"/>	7/29/08 12:21 PM	KT <kt@gmail.com>	admin@busyworkerbee.com	inbound archiving test 2	<input type="button" value="Recover"/>
<input type="checkbox"/>	7/29/08 12:20 PM	KT <kt@gmail.com>	admin@busyworkerbee.com	inbound archiving test 1	<input type="button" value="Recover"/>

Your search returns a list of archived messages.

Click the **Subject Summary** link to open the message.

Click **Recover** to send the message to your inbox.

For more information about using the Personal Archive, see:

The Personal Archive Quick Start

Get Privileges for Your Archive Administrator

In order to take full advantage of having your messages archived, you need to designate at least one person as your archive administrator, and then open a work request with Customer Care so they can grant that person the necessary archiving privileges.

Archiving privileges allow you to do things like search the archive, save your search criteria and results, run reports, and manage message retention in the archive.

The following table summarizes each privilege.

Privilege	Description
Message Archiving	The administrator can turn on archiving and set archiving options for specific organizations (orgs).
Personal Archive	The user can access and search his or her Personal Archive.
If you assign the following privileges without assigning additional administrative privileges, then that person can access Message Archiving directly rather than through the Administration Console.	
Archiving Security Administration	The user has full access to the corporate archive.
Archive Search	The user can search the corporate archive and run reports.
Archive Discovery	The user can search the corporate archive, manage investigations, and run reports.
Archive Audit	The user can access the Reports tab, and run Audit reports.
Archive Retention	The user can manage the retention of messages in the archive, and run the Purge History report.
Archive Investigator Security	The user can restrict other users' searches to a defined set of senders and recipients.

For a full discussion of archiving privileges, see:

The Message Archiving Administration Guide

To open a work request with Customer Care:

1. Go to https://www.postini.com/support/support_login.php, and log in to the Postini Support Portal.
2. In the left pane, expand **Case Management**, then click **Log a New Case**.
3. From the Type menu, select **Work Request**.
4. From the Product menu, select **Message Archiving**.

5. From the Functional Area menu, select **Authorization for System Admins**.
6. Enter an explanatory subject.
7. Enter a detailed description of which user you want to designate as your archiving administrator, and which archiving privileges you want Customer Care to grant to that administrator.
8. From the Severity menu, make a selection appropriate to your request.
9. Click **Submit**.

Monitor Archive Activity

While you are waiting for your work request to be fulfilled, you can monitor the flow of messages into your archive by running the Archiving by Domain or Archiving by Account report.

The Archiving by Domain report provides a list of domains to which inbound messages were sent, the total number of messages to each domain, and the total size in bytes of those messages.

The Archiving by Account report provides a list of accounts to which inbound messages were sent, the total number of messages to each account, and the total size in bytes of those messages.

To run the archiving reports:

1. Go to <https://login.postini.com>.
2. Log in to your Message Security service, and open the Administration Console.
3. Click the **Reports** tab.
4. Under Inbound > Archiving, click **Domain** or **Account**.
5. For Report Length, select the start and end dates for your report.
6. Click **Run Report**.

You can also run the Traffic reports to correlate the number of messages in the archive with the number of inbound messages for a particular domain or recipient. Follow the procedure above to run the reports. Run Inbound > Traffic > Domain or Inbound > Traffic > Recipient.

Compare the following values to determine whether the correct number of messages is being archived:

Compare this value...	To this value
Inbound > Archiving > Domain report: <i>Total Messages</i> for a domain	Inbound > Traffic > Domain report: <i>Messages</i> for a domain
Inbound > Archiving > Account report: <i>Total Messages</i> for an account	Inbound > Traffic > Recipient reports: <i>Messages</i> for a recipient

When you compare the values for the same domain or the same account/recipient in each report, those values should be roughly the same. The values in the archiving reports will be less than the corresponding values in the traffic reports if inbound messages have been blackholed or quarantined, and hence not archived.

For more information about these reports, see:

The Message Security Administration Guide

Search Your Corporate Archive

Once your work request has been fulfilled and your archive administrator has the necessary privileges, that person can then start searching your corporate archive.

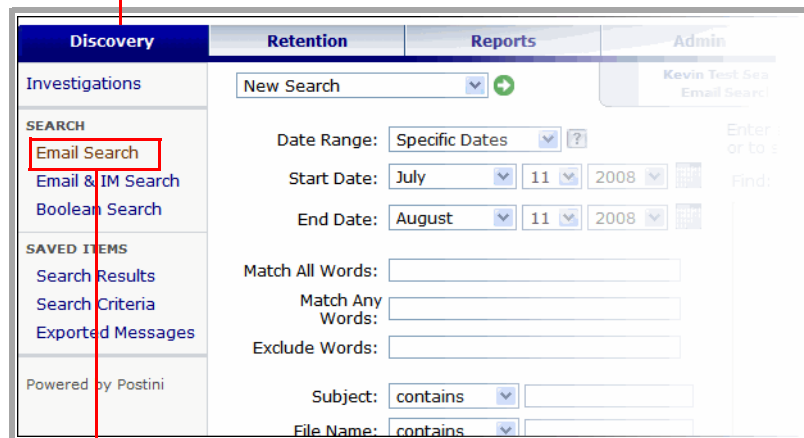
To search, you need to first log in to Message Archiving, and then enter your search criteria on the Email Search panel.

To log in to Message Archiving:

1. Go to <https://login.postini.com>.
2. Log in to your Message Security service, and open the Administration Console.
3. Click the **Message Archiving** link in the upper-right corner.

Depending on your privileges, Message Archiving opens to either the Search or Discovery tab. With either tab, you have access to the Email Search panel.

Search or Discovery tab



Link to Email Search panel

The Email Search panel has the following options available to enter search criteria:

Fields for selecting a range of dates by which to restrict a search

List of sender and recipient email addresses for which you are searching

Search the entire archive or within saved results (optional)

Actions menu

The screenshot shows the 'Email Search' interface. At the top left is a 'New Search' button with a dropdown arrow and a green plus icon. The main title is 'Email Search'. On the top right is a search scope dropdown set to 'Entire Archive'. Below this is a text input field for email addresses with a 'Find:' label, a dropdown set to 'Any', and 'Add' and 'Look Up' buttons. A large empty text area is below the 'Find:' field. At the bottom right of this area is a 'Remove' button. The left side contains several search criteria sections: 'Date Range' with a dropdown set to 'Specific Dates' and two date pickers (Start Date: June 16, 2007; End Date: July 16, 2007); 'Match All Words', 'Match Any Words', and 'Exclude Words' text input fields; 'Subject' and 'File Name' sections, each with a dropdown set to 'contains' and a text input field; 'Mail Flow' dropdown set to 'All Messages'; 'Sort By' dropdown set to 'Newest First'; and a 'Messages with Attachments' checkbox. At the bottom are 'Search Archive' and 'Clear' buttons. Red lines connect the text labels to specific elements in the interface.

Fields for searching for messages that include or exclude text in *any* part of a message

Fields for searching for messages that include text in *specific* parts of a message

Tool to look up users' email addresses

To conduct a search, you have to enter a date range and at least one other criterion. See the following section for information about entering search criteria.

To enter your search criteria:

1. Set the date range for your search.
2. In the **Match All/Any Words** fields, enter words for which you want to search in the body, header, or attachment.
3. Use the **Mailflow** list to select **Inbound Messages**.
4. Use the **Sort By** list to select how your search results are sorted:
5. Select the **Has Attachments** check box to find only messages with attachments.

6. Search for messages based on the sender and/or recipient.
 - Use the default configuration to search for any or all senders or recipients.

Enter all or part of an email address to find messages from or to specific individuals.

Find:

[Search From/To separately](#)

Click **the question mark** for information about how to enter addresses.

- Click **Search From/To separately** to enter a separate list of addresses for the From and To fields.

Enter all or part of an email address to find messages from or to specific individuals.

From: (Any)

To:

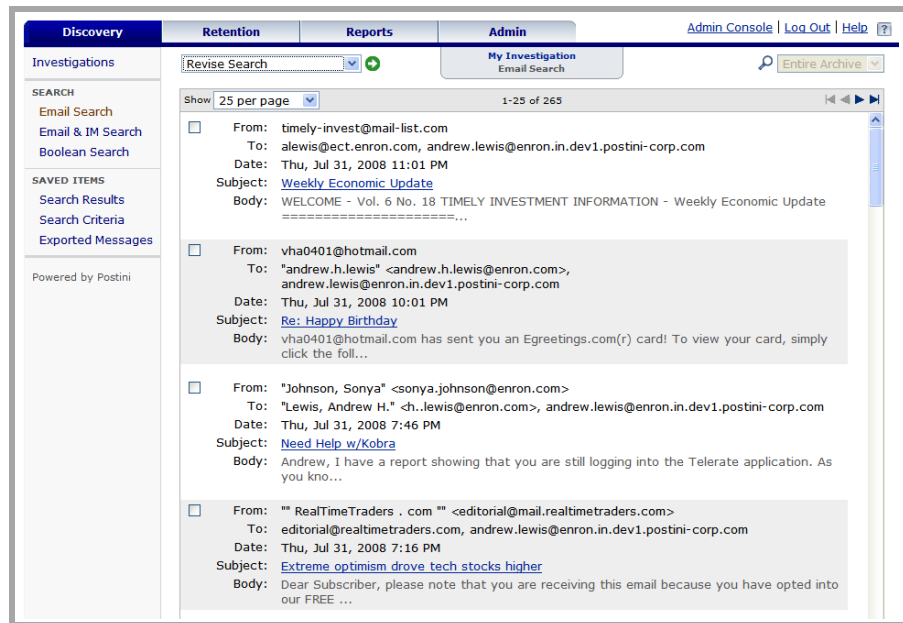
[Search by participants](#)

Click **the question mark** for information about how to enter addresses.

- Whether you are searching by *Any/All Participants*, or searching *From/To Separately*, you can click **Look Up** to use the Company Directory panel to search for a user's *identity*, which includes all email addresses and email aliases registered for that user on your message security service.

7. After you have entered all your criteria, click **Search Archive**.

Your results will look similar to the following:



For a full discussion of entering search criteria, see:

The Message Archiving User's Guide

Recover and Export Search Results

Once you have a set of search results, there are a number of actions you can take against that result set. The following table summarizes those actions and lists the required privileges.

Action	Required Privileges
Click Subject link to open message	Archive Search
Save your search results	Archive Search and Archive Discovery
Save your search criteria	Archive Search and Archive Discovery
Export selected messages and file attachments to your inbox or as an MBOX file	Archive Search
Export all messages and file attachments as an MBOX or PST file	Archive Search and Archive Discovery

Use the Actions menu for save and export operations.

For a full discussion of working with search results, see:

The Message Archiving User's Guide

Next Steps

Now that you have verified the basic functionality of Message Archiving, you can move on to develop an archiving strategy for your company. After deciding upon a strategy and organizing the flow of messages into your archive, you can then determine how you want to work with the contents of your archive.

Develop a Strategy

You can work with your Human Resources and Compliance teams to determine the internal and legal obligations you need to meet, and work with the teams who develop your company's intellectual property to determine their needs for maintaining a record of electronic communications.

Based upon those decisions, you can implement the type of archiving that addresses those specific needs, and address any necessary organizational changes to your message security service.

Types of Archiving

You have three types of archiving available to meet your company's needs:

- **Inbound archiving:** Stores all email messages that users receive from outside your network.
- **Outbound archiving:** Stores all email messages that users send to addresses outside your network. Requires configuration of your message security Outbound services.
- **Journal archiving:** Stores all incoming, outgoing, and intradomain (internal) email messages. Requires configuration your Microsoft Exchange or Lotus Domino Server to journal messages, and configuration of Message Archiving to accept incoming journaled messages from those servers.

You have already gone through the process of setting up inbound archiving for a user org.

For more information about setting up outbound archiving and the Outbound services, and journal archiving and journaling on your mail servers, see:

The Message Archiving Administration Guide

New Org Structures

As you identify the users for whom you need to archive messages, you might find that you need to amend your org structure. For more information about working with orgs, see:

The Message Security Administration Guide

Search and Manage Your Archive

Once you have established an archiving method, you have a number of options available for how you take advantage of the contents of your archive, and how you manage those contents.

Searches

The beginning of this document led you through the process of conducting a simple search of the archive. Once you have an archive of the messages coming into, going out from, or circulating within your company, you can access that content to address any sort of request for a history of your company's electronic communications.

Investigations

In addition to the type of searches outlined in this document, you can also conduct investigations. Investigations let you save and manage your search criteria and results.

Saving your search criteria lets you run the same search multiple times without having to reconfigure the Email Search panel. You can also use existing criteria as the basis for new searches.

Saving your search results gives you the opportunity to export them as MBOX or PST files.

You can also search through a set of saved results, and you can delete individual messages from a result set.

Once you have the set of results you need, you can place a hold on those messages to prevent them from being deleted from the archive.

Search Restrictions

You can restrict the scope of an investigator's search to a specific set of senders and recipients. You restrict searches in cases where you need to focus an investigator's efforts on a specific subset of messages in your archive, for example, all messages from a particular address, or all messages sent between two addresses.

Retention Management

The Message Retention service lets you:

- View a monthly list of archived messages that are on extension beyond the expiration of their retention periods.

Messages are *on extension* when their retention periods have expired but they have not been deleted because you have turned off auto-purging.

- View how many of the messages on extension are also on hold (not available to purge).
- Manually purge messages from the archive that are not on hold.
- Turn automatic purging on or off.

Reports

Message Archiving provides four different types of reports:

- **Storage Overview** An overview of mail flow, and current and historical archive storage
- **Storage Reports** A month-by-month listing of the number and overall size of archived messages and messages on extension
- **Purge History** A list of purge events
- **Audit Reports** Information about user activity in the archive

For a full discussion of searching and managing your archive, see:

The Message Archiving User's Guide

