**GFI MailArchiver for Exchange** 

# Outlook Connector User Manual

By GFI Software Ltd.



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Version: MAR-OC-1-02-004 Last updated: June 21,2010

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# **1** Introduction

# 1.1 About GFI MailArchiver

GFI MailArchiver is a powerful yet easy-to-use email archiving solution. With GFI MailArchiver, you can archive all internal and external email into a central archive store. You can then easily manage the email archive stores from the web-based configuration of GFI MailArchiver. If you want to, you can also allow users to browse and search past emails via the web-based browse and search interface.

### 1.2 About GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector is a plug-in that synchronizes GFI MailArchiver with Microsoft Outlook. The GFI MailArchiver Outlook Connector enables users to see the email messages archived by GFI MailArchiver in Microsoft Outlook. Archived emails are displayed in Microsoft Outlook in an organized folder structure, identical to that in the user's mailbox.

**NOTE:** Mailbox folder structure retrieval must be enabled in GFI MailArchiver for GFI MailArchiver Outlook Connector to display emails with the folder structure identical to the user's mailbox.

# 2 Using the GFI MailArchiver Outlook Connector

When GFI MailArchiver Outlook Connector is installed, it will automatically register itself in Microsoft Outlook. Microsoft Outlook will automatically attempt to connect to GFI MailArchiver using the URL specified during installation. Synchronization with GFI MailArchiver takes place automatically at a specified time interval, or manually using the Outlook Connector status toolbar.

The GFI MailArchiver Outlook Connector will automatically add the folder **GFI MailArchiver Mailbox** in the Microsoft Outlook folder list. By default only one mailbox will be available (the mailbox of the logged on user), however other mailboxes can be added later.

A toolbar is displayed, showing the status of synchronization with the GFI MailArchiver server.

**NOTE:** By default GFI MailArchiver Outlook Connector synchronizes and displays emails sent and received within the last 365 days. For more information on how to configure the number of days to synchronize refer to:

http://kbase.gfi.com/showarticle.asp?id=KBID001934

# 2.1 Launching the GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector is launched automatically.

1. Open Microsoft Outlook.

2. At startup, the GFI MailArchiver Outlook Connector will automatically try to connect to the user credentials provided.

GFI MailArc	×	
Login to GFI	MailArchiver	GFI
Username: Password:	jsmith	
Remember my p	Cancel	

Screenshot 1 - Enter authentication details

3. If at startup the authentication fails, the user is asked to enter the username and password.

### 2.2 The GFI MailArchiver Outlook Connector Mailbox

When the GFI MailArchiver Outlook Connector is installed, it automatically deploys a new mailbox in the Folder List of Microsoft Outlook named GFI MailArchiver Mailbox.

#### 2.2.1 Email Folders

The archive of emails in the GFI MailArchiver Mailbox consists of the structure of email folders in the Microsoft Outlook mail folder. Normally this includes the Inbox and its sub-folders, sent items and any other email folder.

**NOTE:** Mailbox folder structure retrieval must be enabled in GFI MailArchiver for GFI MailArchiver Outlook Connector to display emails with the folder structure identical to the user's mailbox.

Email headers are displayed in their appropriate folder. When an email header is selected this is retrieved from the GFI MailArchiver server and displayed in the Microsoft Outlook reading pane. By default, the number of email headers stored is 100,000 but this number can be set as shown in the <u>Maximum number of emails in local cache</u> chapter.

Inbox - Microsoft Outlool	k 🗖 🗖	×
: <u>File E</u> dit <u>V</u> iew <u>G</u> o <u>T</u> ool	Is <u>A</u> ctions GFI <u>MailArchiver</u> <u>Help</u> Type a question for help	•
] 🛐 <u>N</u> ew 👻   🗙   🙈 <u>R</u> eply 🖉	📚 Reply to All 🙈 Forward   📑 Send/Receive 👻   Type a contact to find 📃 🗸	++ ₹
😸 GFI MailArchiver: Online 🕶	-	
Mail	Inbox	
Favorite Folders	Arranged By: Date Newest on top $\nabla$	~
Drag Your Favorite Folders Hei	Older	
All Mail Folders	Administrator 7/14/2009 🤝	
🖽 🤓 Mailbox - John Smith 🖃 🎒 GFI MailArchiver Mailbox	Test	
inbox	Test	
Sent Items		
		v,
	Test	
	Administrator [Administrator@masterdomain.com]	
Mail	To: Bob Jones; John Smith; Paul Brown; Administrator	
🛄 Calendar	This is a test email	
See Contacts		
	×	
2 Items		

Screenshot 2 – Office 2003/2005/2007: Emails in the Outlook Connector inbox



Screenshot 3 - Office 2010: Emails in the Outlook Connector inbox

#### 2.2.2 Search

GFI MailArchiver Outlook Connector enables the user to search in the archived mailbox for emails. When the **Search** node is selected, Microsoft Outlook connects with the GFI MailArchiver server and loads the search page within the Microsoft Outlook viewing pane.

**NOTE:** The Search node is only available for the main mailbox. Other mailboxes can be searched by accessing the Search node from the main mailbox.

1. Select Search folder.

Search Hide	
Search through my emails only. Do not include th	e emails of my subordinates.
Exclude email attachments.	
earch for	Search through emails from:
	Anytime
Search Save as new Search Folde	r View Advanced Search Options

Screenshot 4 - The Outlook Connector Search page

By default, GFI MailArchiver displays the simple search interface that enables you to search for text within emails. 2. Key in the text to search for in the **Search for** text box.

NOTE: Use of wildcards is allowed as follows:

- ? Matches any single character.
- \* Matches any string of characters.

#### For example:

To search for emails containing the word 'Swiss', you can type 'sw??s' or 'sw\*s' in the **Search for** box.

#### 3. Select a date range from the Search through emails from list

4. <Optional> If you are logged in with a user account that has access to other user accounts, the simple search will, by default, search through your emails only. Uncheck **Search through my emails only** option to enable GFI MailArchiver to search through all emails for all users configured to use GFI MailArchiver.

Search				
s page to search the e	mail archives for specific emails			
Search Hide —				
🗹 Search through i	ny emails only. Do not include the emails	of my su	bordinates.	
Exclude email attachments.				
Search for		Sear	rch through emails	
lest		Any	time 🔽	
Search	Save as new Search Folder	View A	Advanced Search Options	
Search Search Results	Save as new Search Folder	View A	Advanced Search Options	
Search Search Results	Save as new Search Folder Sort results by: Sent Date	View A	Advanced Search Options Newest on top	•
Search Search Results	Save as new Search Folder Sort results by: Sent Date	View A	Advanced Search Options	
Search Search Results No records were foun	Save as new Search Folder Sort results by: Sent Date	View A	Advanced Search Options	•
Search Search Results No records were foun Search Results	Save as new Search Folder Sort results by: Sent Date d Sort results by: Sent Date	View A	Advanced Search Options Newest on top Newest on top	•
Search Search Results No records were foun Search Results [empty]	Save as new Search Folder Sort results by: Sent Date d Sort results by: Sent Date	View A	Advanced Search Options Newest on top Newest on top 7/15/2009 11:59	AM
Search Search Results No records were foun Search Results [empty] From John Smith 7a	Save as new Search Folder Sort results by: Sent Date d Sort results by: Sent Date	View A	Advanced Search Options Newest on top Newest on top 7/15/2009 11:59 1 KB	AM
Search Search Results	Save as new Search Folder Sort results by: Sent Date d Sort results by: Sent Date	View A	Advanced Search Options Newest on top Newest on top 7/15/2009 11:59 1 KB 7/14/2009 4:27	AM
Search Search Results No records were foun Search Results (empty) From John Smith 70 Test From Administrator	Save as new Search Folder Sort results by: Sent Date d Sort results by: Sent Date Administrator 7o Bob Jones; John Smith; Paul Brown; Admir	View A	Advanced Search Options Newest on top 7/15/2009 11:59 1 KB 7/14/2009 4:27 1 KB	AM PM
Search Search Results No records were foun Search Results [empty] From John Smith 70 Test From Administrator Test	Save as new Search Folder Sort results by: Sent Date d Sort results by: Sent Date Administrator 7o Bob Jones; John Smith; Paul Brown; Admin	View A	Advanced Search Options Newest on top 7/15/2009 11:59 1 KB 7/14/2009 4:27 1 KB 7/14/2009 4:26	AM PM PM

Screenshot 5 - Search results after performing a simple search

Emails that match the search query specified are displayed below the **Search** area. GFI MailArchiver displays up to 25 emails per page. If more than 25 emails matched the search query, GFI MailArchiver will spread the emails out on separate pages.

To navigate through the search results pages, click on the page links provided.

#### 2.2.3 Advanced search

Click **View Advanced Search Options** link to access the advanced search feature.

**NOTE:** To switch back to simple search mode, click **View Simple Search Options** link.

🔎 Search			\$
Use this page to searc	n the email archiv	es for specific emails	
Advanced	Search Hide -		
Search in the	e following a	chive(s)	
Default datab	ase		
Search for	emails labeled		
		•	
🗹 Search fo	r emails matchi	ing the following conditions	
Subject		¥	? 🏛
Add C	ondition	Remove All Conditions	
Search	Sa	ve as new Search Folder	View Simple Search Options

Screenshot 6 - Advanced search

Through the advanced search feature, you can specify search queries for specific fields such as subject, recipient and size. You can also limit your search to emails labeled with a specific label.

You can also select the archive stores to search into for emails. GFI MailArchiver lists the available archive stores in the **Search in the following archive(s)** list. To search through multiple archive stores hold the CTRL key pressed and click the archive store names to include in the search.

By default, the advanced search will search only through your mailbox emails. If the user account has access to other user accounts, from the **Search through the emails of** list:

- Select All Users to search in all user accounts
- Select a specific user account to search only the emails of that user account.

The GFI MailArchiver advanced search supports search queries on any of the following fields:

•	Size (KB)	•	Message ID
•	Recipient	•	Sender
٠	Sent Date	•	Received Date
٠	Subject	•	Whole email
٠	Folder	•	Folder/Subfolders

**NOTE:** Use of wildcards is allowed for Message ID, Recipient, Sender, Subject, Whole Email, as follows:

- ? Matches any single character
- \* Matches any string of characters.

#### For example:

To search for emails containing the word 'Swiss', you can type 'sw??s' or 'sw\*s' in the **Search for** box.

#### 2.2.4 Search for emails with a specific label

To search for emails with specific categorization policies or labeled with a specific label:

- 1. Select the Search for emails labeled check box.
- 2. From the list below the check box, select the label required.

earch in the following arch Act, Dec 2006	hive(s)
Jul - Sep 2006	
V Search for emails labeled	
nersonal	
personal	*
personal	
personal important	conditions
personal personal important jokes	conditions
personal personal important jokes meetings	conditions
personal personal important jokes meetings sales leads	conditions
personal personal important jokes meetings sales leads sales	conditions          Conditions         Orditions

Screenshot 7 - Searching for emails with a specific label

**NOTE:** GFI MailArchiver displays personal labels in black and categorization policy labels in red.

3. Clear the **Search for emails matching the following conditions** check box.

**NOTE:** To search for specific criteria within the emails labeled with a specific label, select the **Search for emails matching the following conditions** check box and specify the search terms you require as outlined in the following sections.

4. Click Search.

#### 2.2.5 Search by email size

To search for emails of a particular size:

1. Select the **Search for emails matching the following conditions** check box.

2. Select Size (KB) from the fields list.

3. From the condition list select the whether you want to find emails with an overall size that is greater than (**IS GREATER THAN**), smaller than (**IS SMALLER THAN**) or equal to (**IS EXACTLY**) the file size you specify in the next step.

4. Type a file size value in the box to the right of the conditions list.

Search for emails matching the following conditions					
Size (KB)	▼ IS GREATER THAN ▼ 1024	Ŵ			
Add Condition	Remove All Conditions				

Screenshot 8 - Email size field

5. Click Search.

#### 2.2.6 Search by Message ID

Each email contains a Message ID field in the headers. The Message ID field contains a unique ID generated by Microsoft Exchange that uniquely identifies an email.

#### For example:

F26B97C01FB21C4A34CD9F05062072@master-domain.com

To search for emails using the Message ID field:

1. Select the **Search for emails matching the following conditions** check box.

2. Select Message ID from the fields list.

3. Type the message ID you want to search for in the box to the right of the fields list.

•	Search for emails matching the following conditions						
	Message ID	9A50A551604D4CEB8A99@wi	n2k3entsvr.mas 🕐 🏛				
	Add Condition	Remove All Conditions					

Screenshot 9 - Message ID field

#### 4. Click Search.

#### 2.2.7 Search by Recipient or Sender

To search for emails from a particular sender or a particular recipient:

1. Select the **Search for emails matching the following conditions** check box.

2. Select **Sender** or **Recipient** from the fields list to search for a sender or recipient respectively.

3. Type the email address or Active Directory (AD) display name of the account you want to search for in the box to the right of the fields list.

✓	$ar{2}$ Search for emails matching the following conditions				
	Sender	🗾 jackb@master-domain.com	? 🏛		
	Add Condition	Remove All Conditions			

Screenshot 10 - Sender field

#### 4. Click Search.

#### 2.2.8 Search by Sent or Received date

To search for emails that were sent or received on particular dates:

1. Select the **Search for emails matching the following conditions** check box.

2. Select **Sent Date** or **Received Date** from the fields list to search for emails sent or received on a particular date respectively.

3. From the condition list select whether to find emails sent or received before (**IS BEFORE**), after (**IS AFTER**) or on (**IS EXACTLY**) the date you specify in the next step.

4. Click the **button** to display the calendar from where you can choose a date visually. To alter the date selected, either click the **button** once again, or else alter the date directly from the box.

44	∢ ।	Nov	emt	)er :	2006	; ⊳	$\triangleright \triangleright$
	М	Т	$\forall \forall$	Т	F	S	S
45		31	1	2	З	4	5
46	6	7	8	9	10	11	12
47	13	14	15	16	17	18	19
48	20	21	22	23	24	25	26
49	27	28	29	30	1	2	3
50	4	5	6	7		9	10

Screenshot 11 - Calendar control

#### 5. Click the Search button.

•	Search for emails matc	hing the following conditions	
	Sent Date	IS BEFORE 22/11/2006 🎆 🏛	
	Add Condition	Remove All Conditions	

Screenshot 12 - Sent date field

#### 2.2.9 Search by email Subject

To search for emails having a particular subject:

1. Select the **Search for emails matching the following conditions** check box.

- 2. Select **Subject** from the fields list.
- 3. Type the search query in the box to the right of the fields list.

•	Search for emails matc	hing the following conditions	
	Subject	sales reports	2 1
	Add Condition	Remove All Conditions	

Screenshot 13 - Subject field

#### 4. Click Search.

#### 2.2.10 Search throughout the whole email

To search for emails that have some specific content anywhere in the email:

1. Select the **Search for emails matching the following conditions** check box.

- 2. Select Whole Email from the fields list.
- 3. Type the search query in the box to the right of the fields list.

•	Search for emails mate	hing the following conditions	
	Whole Email	🔽 Q3 2006 Sales Report	? 🏛
	Add Condition	Remove All Conditions	]
	Add Condition	Remove All Conditions	]

Screenshot 14 - Searching the whole email

4. Click Search.

#### 2.2.11 Searching using multiple search terms

If you have specified a search condition and you want to add more search conditions:

1. Click **Add Condition** to add a new condition entry beneath the last condition.

**NOTE:** The conditions are logically ANDed together. This means that an email must satisfy all conditions for GFI MailArchiver to list it in the search results.

For example:

If you specify the following conditions:

Sender is adam@external.com

AND

Recipient is jsmith@master-domain.com

GFI MailArchiver will only list the emails sent from adam@external.com to jsmith@master-domain.com.

rch in the followin - Dec 2006	g archive(s)
- Sep 2006	
Search for emails labo	eled
	cica
	•
Search for emails ma	atching the following conditions
Search for emails ma	atching the following conditions
Search for emails ma Sent Date Subject	atching the following conditions         IS BEFORE         IS BEFORE         Sales reports
Search for emails ma Sent Date Subject	Atching the following conditions  IS BEFORE  Sales reports  Output Demonstrations
Search for emails ma Sent Date Subject Add Condition	Is BEFORE       22/11/2006         sales reports       ? mmove All Conditions

Screenshot 15 - Adding a condition

2. To add more conditions repeat steps 1 and 2.

3. When all required conditions are added, perform the search by clicking **Search**.

#### 2.2.12 Removing search conditions

To remove a particular search condition, click the  $\overline{\mathbf{m}}$  button to the right of the condition you want to remove.

If you added multiple search conditions and want to remove all the conditions specified at once, click the **Remove All Conditions** button.

#### 2.2.13 Viewing emails returned by a search

Click on a search result to view email. To view another email, close the email view window by clicking  $\bowtie$  button and click on another email from the search results list.

#### 2.2.14 Sorting search results

By default, GFI MailArchiver sorts the search results by relevance, with the most relevant emails listed on top. To sort the search results on a different field, select a sorting field from the **Sort results by** list and then select a sort order from the list to the right.

You can sort the search results on one of the following fields, Relevance, Sent Date, Subject, Sender, Recipient and Size.

is page to search the em	ail archives for specific emai	ls			
– Advanced Searc	h Hide				
Search in the follo	wing archive(s)				
Search for emails	labeled				
	•				
Search for emails	s matching the following	conditions			
Subject	v test			? 前	
		0			
Add Conditio	n Kemove All	conditions			
Search	Save as new Search	Folder	<u>View (</u>	Simple Search Options	
Search	Save as new Search	Folder	<u>View (</u>	Simple Search Options	
Search Search	Save as new Search Sort results by:	Folder	View S	Simple Search Options	•
Search — Search Results	Save as new Search Sort results by:	Folder Sent Date	View S	Simple Search Options Newest on top 7/14/2009 4:2	7 PM
Search Search Results Test From Administrator 7	Save as new Search Sort results by: To Bob Jones; John Smith; Pa	Folder Sent Date Sent Date Relevance	View S	Simple Search Options Newest on top 7/14/2009 4:2 1 Ki	27 PM
Search Search Results Test From Administrator 7 Test	Save as new Search Sort results by: To Bob Jones; John Smith; Pa	Folder Sent Date Sent Date Relevance Subject	View S	Simple Search Options Newest on top 7/14/2009 4:2 1 Ki 7/14/2009 4:2	27 PM B 🔀
Search Search Results Test From Administrator 7 Test From Administrator 7	Save as new Search Sort results by: To Bob Jones; John Smith; Par To Bob Jones; John Smith; Par	Folder Sent Date Sent Date Relevance Subject Sender	View :	Simple Search Options Newest on top 7/14/2009 4:2 1 Ki 7/14/2009 4:2 1 Ki	27 PM B 🖂 86 PM B 🖂
Search Search Results Test From Administrator 7 Test From Administrator 7	Save as new Search Sort results by: To Bob Jones; John Smith; Par To Bob Jones; John Smith; Par	Folder Sent Date Sent Date Relevance Subject Sender Recipient	View S	Simple Search Options Newest on top 7/14/2009 4:2 1 Ki 7/14/2009 4:2 1 Ki	27 PM B 🐱 26 PM B 🐱
Search Search Results Test From Administrator 7 Test From Administrator 7	Save as new Search Sort results by: To Bob Jones; John Smith; Pa To Bob Jones; John Smith; Pa	Folder Sent Date Sent Date Relevance Subject Sender Recipient Size	View S	Simple Search Options Newest on top 7/14/2009 4:2 1 Ki 7/14/2009 4:2 1 Ki	7 PM 8 🖂 8 🖂

# **3 Monitoring Outlook Connector**

# 3.1 The Status Toolbar (Microsoft Outlook 2000/3/7 only)



Screenshot 17 – Outlook Connector status toolbar

The status of GFI MailArchiver Outlook Connector is displayed in the **GFI MailArchiver Outlook Connector Status toolbar**. The GFI MailArchiver status is either Online, Offline or Synchronizing.

**NOTE**: The toolbar option is available only after Microsoft Outlook is first restarted.

A quick view icon indicates the status of synchronization:

- The GFI MailArchiver server is online and no error occurred during synchronization.

- The GFI MailArchiver server is online but an error occurred during synchronization.

- An error occurred when trying to connect to the GFI MailArchiver server.

GFI MailArchiver Outlook Connector is manually set to work offline.

To initiate synchronization manually, click the GFI MailArchiver toolbar and select **Synchronize now**.

# 3.2 The GFI MailArchiver outlook connector ribbon tab (Microsoft Outlook 2010 only)

In Microsoft Outlook 2010, the GFI MailArchiver Outlook Connector status is displayed in the Microsoft Outlook ribbon in the **Home** tab. **NOTE**: The GFI MailArchiver options are available only after Microsoft Outlook is first restarted.

A quick view icon indicates the status of synchronization:

- The GFI MailArchiver server is online and no error occurred during synchronization.

- The GFI MailArchiver server is online but an error occurred during synchronization.

- An error occurred when trying to connect to the GFI MailArchiver server.

GFI MailArchiver Outlook Connector is manually set to work offline.

To initiate synchronization manually, click **Synchronize now**.

# 3.3 Monitoring synchronization

To monitor the progress of synchronization:

- Microsoft Outlook 2000/3/7: Click the GFI MailArchiver toolbar and from the drop down list select View Status.
- Microsoft Outlook 2010: Click Status option.

GFI MailArc	hiver Outlook Connector		
Summary	🛛 🗾 Activity 🍕 History		
•	Synchronizing mailbox 1 / 1 - A Duration depends on number of em	Administrator ails and connection speed	
	Stage:	1 of 3 - Connecting to GFI MailArchiver server	
	GFI MailArchiver Server:	http://192.168.3.106/mailarchiver	
		Stop Close	Help

Screenshot 18 – Synchronization Progress

The synchronization process consists of three stages, during which GFI MailArchiver Outlook Connector:

**Stage 1: Connects** - connects with the GFI MailArchiver server using the URL provided in the Settings dialog.

**Stage 2: Synchronizes email headers** – downloads the email headers to a local database.

Stage 3: Downloads emails - downloads the emails for offline access.

Further details about each synchronization process is displayed in the **Activity** tab.

GFI MailArchive	r Outlook Connector		
Summary 2	🖌 Activity 🐠 History		
	Synchronization completed	successfully.	
	Start time: Duration:	10:55:57 00:00:00	
	Headers synchronized:	0	
	Emails downloaded:	0	
	GFI MailArchiver Server:	http://192.168.3.106/mailarchiver	
	To start synchronization click:	Synchronize	
L			Close Help

Screenshot 19 – Synchronization Summary

When synchronization is complete, a summary is displayed, showing the:

- Start Time: The time when synchronization was started.
- **Duration:** The time taken for synchronization to complete.
- Headers synchronized: The number of headers which were downloaded locally.
- **Emails downloaded:** The number of whole emails downloaded locally for offline access.

#### **Synchronization Errors**

GFI MailArchiver Outlook Connector may not be able to synchronize correctly with the GFI MailArchiver server due to various reasons.

<b>GFI MailArchiver</b>	Outlook Connector	
🧟 Summary 🗾	Activity 🐠 History	
	Synchronization completed # _	vith errors.
	Start time:	10:58:50
	Duration:	00:01:00
	Headers synchronized:	0
	Emails downloaded:	0
	Error:	Failed to connect to GFI MailArchiver server. A connection with the server could not be established (error 12029)
		View errors [1]
	GFI MailArchiver Server:	http://192.168.3.106/mailarchiver
	To start synchronization click:	Synchronize
		Close Help

Screenshot 20 – Synchronization Error

When an error occurs, review the error details within the Summary or click **View errors** to launch the Activity tab.

GFI MailArchiver Outlook	Connector		
🔿 Summary 🗾 Activity	4 Hictory		
Summary Becarry	V HISCORY		
Synchronization activity list in	ncluding errors and warnings:		
Date & Time	Message	Mailbox	
0 21/06/2010 10:59:50	Synchronization completed with errors.	Administrator	
21/06/2010 10:59:50	Failed to connect to GFI MailArchiver server. A connection with the server could not be establi	Administrator	
0 21/06/2010 10:58:50	1 of 3 - Connecting to GFI MailArchiver server	Administrator	
0 21/06/2010 10:58:50	Starting synchronization session.	Administrator	
0 21/06/2010 10:58:06	Synchronization completed successfully.	Administrator	
0 21/06/2010 10:58:06	3 of 3 - Downloading emails since 22/05/2010 for offline access	Administrator	
1021/06/2010 10:58:06	2 of 3 - Synchronizing email headers	Administrator	
0 21/06/2010 10:58:06	1 of 3 - Connecting to GFI MailArchiver server	Administrator	
1021/06/2010 10:58:06	Starting synchronization session.	Administrator	
0 21/06/2010 10:55:57	Synchronization completed successfully.	Administrator	
0 21/06/2010 10:55:57	3 of 3 - Downloading emails since 22/05/2010 for offline access	Administrator	
1021/06/2010 10:55:57	2 of 3 - Synchronizing email headers	Administrator	
0 21/06/2010 10:55:57	1 of 3 - Connecting to GFI MailArchiver server	Administrator	
0 21/06/2010 10:55:57	Starting synchronization session.	Administrator	
0 21/06/2010 10:55:01	Synchronization completed successfully.	Administrator	
0 21/06/2010 10:55:00	3 of 3 - Downloading emails since 22/05/2010 for offline access	Administrator	
0 21/06/2010 10:55:00	2 of 3 - Synchronizing email headers	Administrator	
0 21/06/2010 10:54:59	1 of 3 - Connecting to GFI MailArchiver server	Administrator	
0 21/06/2010 10:54:59	Starting synchronization session.	Administrator	
0 21/06/2010 10:48:42	Synchronization completed successfully.	Administrator	
0 21/06/2010 10:48:42	3 of 3 - Downloading emails since 22/05/2010 for offline access	Administrator	~
	d	ose H	lelp

Screenshot 21 – Synchronization Activity List

By default, the last 1000 synchronization activity events are recorded. To modify the number of synchronization activity events shown:

1. Close Microsoft Outlook and navigate to:

• Microsoft Windows XP and earlier:

<C:\Documents and Settings\<user>\Local Settings\Application Data\GFI\MailArchiver 6\>

• Microsoft Windows Vista and later:

<C:\Users\<user>\AppData\Local\GFI\MailArchiver 6\>

2. Open GeneralSettings.xml file using a text editor.

3. Locate the MaxNumberOfErrors element and change the value from 1000 (default) to the desired number.

4. Save and close GeneralSettings.xml.

5. Open Microsoft Outlook to apply changes.

#### **Synchronization History**

To monitor the history of all synchronization processes click the GFI MailArchiver toolbar, choose **View Status** and select the **History** tab.

Summary	ACCIVICY	Phistory					
nchronization h	istory:						
Mailbox	Status	Start time	Duration	Heade	Emails	Last error	4
administr	Failed	21/06/2010 10:58:50	00:01:00	0	0	Failed to connect to GFI MailArchiver server	
Administr	Successful	21/06/2010 10:58:06	00:00:00	0	0	N/A	
Administr	Successful	21/06/2010 10:55:57	00:00:00	0	0	N/A	
Administr	Successful	21/06/2010 10:54:59	00:00:02	0	0	N/A	
Administr	Successful	21/06/2010 10:48:42	00:00:00	0	0	N/A	
Administr	Successful	21/06/2010 10:43:39	00:00:00	0	0	N/A	
Administr	Successful	21/06/2010 10:38:39	00:00:00	0	0	N/A	
Administr	Successful	21/06/2010 10:33:38	00:00:01	0	0	N/A	
Administr	Successful	10/06/2010 10:29:53	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 10:24:52	00:00:01	0	0	N/A	
Administr	Successful	10/06/2010 10:23:32	00:00:01	0	0	N/A	
Administr	Successful	10/06/2010 10:18:32	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 10:13:31	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 10:08:31	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 10:07:55	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 10:01:35	00:00:01	0	0	N/A	
administr	Successful	10/06/2010 09:56:35	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 09:51:34	00:00:01	0	0	N/A	
Administr	Successful	10/06/2010 09:46:34	00:00:00	0	0	N/A	
administr	Successful	10/06/2010 09:41:34	00:00:00	0	0	N/A	
Administr	Successful	10/06/2010 09:36:34	00:00:00	0	0	N/A	

Screenshot 22 – Synchronization History

The details of all synchronization attempts are listed. By default, the last 1000 synchronization attempts are recorded. To modify the number of synchronization attempts shown:

1. Close Microsoft Outlook and navigate to:

- Microsoft Windows XP and earlier:
   <c:\Documents and Settings\<ul>
   user>\Local Settings\Application Data\GFI\MailArchiver 6\>
- Microsoft Windows Vista and later:

<c:\Users\<user>\AppData\Local\GFI\MailArchiver 6\>

2. Open GeneralSettings.xml using a text editor.

3. Locate the MaxNumberofSyncHistory element and change the value from 1000 (default) to the desired number.

4. Save and close GeneralSettings.xml.

# 3.4 Working Offline

When working offline all features of GFI MailArchiver Outlook Connector are available but synchronization with the GFI MailArchiver mail archives is suspended. This feature can be used to reduce network bandwidth usage or when access to GFI MailArchiver is not available.

To put GFI MailArchiver Outlook Connector in offline mode:

- Microsoft Office 2000/3/7: Click the GFI MailArchiver toolbar and select Work Offline. Repeat the procedure to restart synchronization.
- Microsoft Outlook 2010: Click **Work Offline** from the GFI MailArchiver tab in the Microsoft Outlook Home tab.

# 4 Configuring the GFI MailArchiver Outlook Connector

When GFI MailArchiver Outlook Connector is installed on the user's machine, default settings are sufficient for the Outlook Connector to operate. However, various settings can be customized to suite the user's preferences.

# 4.1 Synchronization settings

To access the GFI MailArchiver Outlook Connector settings launch Microsoft Outlook and

- Microsoft Outlook 2000/3/7: From the Microsoft Outlook menu, click GFI MailArchiver and select Settings.
- Microsoft Outlook 2010: From the GFI MailArchiver area in the Home tab, select Options > Settings...

GFI MailArchiver Outlook Conn <table-cell></table-cell>
General Offline Access
Specify the URL of the GFI MailArchiver server and the synchronization interval for message retrieval
URL of GFI MailArchiver server:
http://192.168.3.8/MailArchiver Verify
Synchronization interval: 5 minutes
Maximum number of emails in local cache:
OK Cancel Apply

Screenshot 23 - The Advanced Properties dialog

### 4.1.1 Change GFI MailArchiver server URL

**IMPORTANT:** Consult with your system administrator prior to changing the GFI MailArchiver URL.

1. In the advanced properties dialog of the GFI MailArchiver Mailbox, type the new URL of the GFI MailArchiver server in the **URL of GFI MailArchiver server:** text box.

2. Click **Verify** to confirm if the specified URL is the correct GFI MailArchiver server URL. If the verification is not successful, consult with your system administrator to specify the correct URL.

#### 4.1.2 Customize the synchronization interval

In the advanced properties dialog of the GFI MailArchiver Mailbox, specify the time interval to synchronize with GFI MailArchiver server in the **Synchronization interval:** text box. By default, GFI MailArchiver Outlook Connector synchronizes with the server every 5 minutes.

#### 4.1.3 Maximum number of emails in local cache

In the advanced properties dialog of the GFI MailArchiver Mailbox specify the number of email headers to store in the user's local cache. By default the number of email headers stored is 100,000, but this can be changed by typing a new value in **Maximum number of emails in local cache**. When the number of emails specified here is exceeded, the oldest email headers stored are removed and replaced with the most recent emails.

### 4.1.4 Offline Access

GFI MailArchiver Outlook Connector enables users to access emails even when there is no connection to the GFI MailArchiver server.

To configure Offline Access settings:

1. Launch the GFI MailArchiver Outlook Connector properties window and select the **Offline Access** tab.

GFI MailArchiver Outlook Connector				
General Offline Access				
Configure the support for Offline Access				
Offline Access lets you access your archived emails even when you are not connected to GFI MailArchiver.				
Enable support for Offline Access.				
Note: If Offline Access is enabled a copy of your more recent emails will be downloaded from the server and saved locally.				
Store locally the emails received in the last:				
30 (days)				
OK Cancel Apply				

Screenshot 24 – Configuring Offline Access

2. To enable/disable Offline Access select/deselect the **Enable support for Offline Access** checkbox.

3. If Offline Access is enabled, specify the number of days that you want to store the emails received locally in the **Store locally the emails received in the last:** text box. When emails become older than the number of days specified they are deleted from memory. Only email headers are kept for retrieval.

### 4.2 Adding a new mailbox

By default GFI MailArchiver connects only to one mailbox using the credentials specified during installation. To configure GFI MailArchiver Outlook Connector to connect with more than one mailbox:

1. Load Microsoft Outlook data file management screen:

- Microsoft Outlook 2000/3/7: Navigate to File ► Data File Management.
- Microsoft Outlook 2010: Click File tab, select Account Settings button and click Account Settings... option. Select Data Files tab.

0	utlook Data	a Files		X
Di	ata Files Select a data file in I Open Folder to displ copy these files, you	the list, then click Settings for ay the folder that contains the u must first shut down Outlook	more details or click e data file. To move or 	Tell Me More
	Name	Filename	Comment	Settings
	GFI MailArchiver	Not available	Mail delivery I	Open Folder
	Personal Policers	C: (Documents and Settin	Mail Geilvery I	Opennoider
				Add
				Remove
_				
				Close

Screenshot 25 – Adding a new mailbox

2. From the dialog/tab, select **GFI MailArchiver Mailbox** and click **Add...**.

New Outlook Data File	×
Types of storage:	
GFI MailArchiver Office Outlook Personal Folders File (.pst) Outlook 97-2002 Personal Folders File (.pst)	
Description	-
Store GFI MailArchiver	
OK Cancel	]

Screenshot 26 - Selecting the type of storage

3. Select **GFI MailArchiver** and click **OK**. A dialog will appear with the list of user mailboxes to which the connected user has access to.



Screenshot 27 - Selecting the user/s

4. Select the mailbox to add and click **OK**. The new mailboxes will be added in the Microsoft Outlook Folder List.

**NOTE:** If the user does not have access to the mailboxes, the user list will be empty and an error message will appear.



Screenshot 28 – Added Mailboxes

### 4.3 Database settings

GFI MailArchiver Outlook Connector stores the following data in a local database:

- Email headers of all emails within the GFI MailArchiver mail archives
- Emails which are accessible when there is no connection between GFI MailArchiver and Microsoft Outlook (Offline Access).

To access these database settings:

1. From the Microsoft Outlook mail folders, right-click the GFI MailArchiver mailbox to configure and select:

- Microsoft Outlook 2000/3/7: Properties for "GFI MailArchiver Mailbox"...
- Microsoft Outlook 2010: Data File Properties
- 2. From the properties dialog, click Advanced.

GFI MailArch	iver Outlook Connector 🛛 🕐 🛛	<	
General			
Name:	GFI MailArchiver Mailbox		
Path:	C:\Documents and Settings\Administrator.WINXPOI		
Size:	1,016 KB		
Reset current email store and resynchronize your emails with GFI MailArchiver email store archives.			
Resynchronize email store			
	OK Cancel Apply	]	

Screenshot 29 - Database settings

The mailbox name, database path and database size are displayed in the GFI MailArchiver Outlook Connector dialog.

Click **Resynchronize email store** to delete the locally stored database and resynchronize all data for that particular mailbox when Microsoft Outlook is restarted.

### 4.4 Enabling/Disabling the GFI MailArchiver Outlook Connector

The functionality of GFI MailArchiver Outlook Connector can be disabled so that no features are available:

To disable or enable GFI MailArchiver Outlook Connector

1. Navigate to Start ► Programs ► GFI MailArchiver Outlook Connector and select Enable Outlook Connector or Disable Outlook Connector.

2. Restart Microsoft Outlook to enable or disable GFI MailArchiver Outlook Connector.

#### 4.5 Language settings

By default, the GFI MailArchiver Outlook Connector search node is set to load in English. To change the search feature language:

1. In Microsoft Internet Explorer load the following URL

http://<hostname>/<GFI MailArchiver virtual folder
name>

#### For example:

http://win2k3entsvr.master-domain.com/MailArchiver

2. Key in your credentials (username and password used to login to Microsoft Windows) when prompted.

3. When loading completes, the navigation panel and the content panel are displayed on the left and right hand sides of the screen respectively.

4. Click **Conversations** ► **Options** node and select the language from the **Display GFI MailArchiver in the following language** list.

#### 5. Click Save Settings.

GFI MailArchiver will reload the web interface in the selected language.

# **5** Troubleshooting

# 5.1 Introduction

The troubleshooting chapter explains how you should go about resolving any software issues that you might encounter. The main sources of information available to users are:

- The manual most issues can be solved by reading this manual.
- GFI Knowledge Base articles accessible from the GFI website
- Web forum
- Contacting GFI Technical Support

# 5.2 Outlook Connector issues

Issue encountered	Solution
GFI MailArchiver Outlook	Cause:
Connector shows a warning sign in Microsoft Outlook right after installation	This behavior is normal. Once you install the GFI MailArchiver Outlook Connector, it would need to synchronize the emails with GFI MailArchiver.
GFI MailArchiver Outlook	Cause:
Connector synchronizes and keeps only the last 365 days worth of amails	By default GFI MailArchiver Outlook Connector only synchronizes and keeps the last 365 days worth of emails.
worth of emails.	Solution:
	Default behavior can be modified by changing a special key in the GeneralSettings.xml configuration file:
	1. Close Microsoft Outlook, navigate to:
	Microsoft Windows XP and earlier:
	<c:\documents and="" settings\application<br="" settings\user\local="">Data\GFI\MailArchiver 6\&gt;</c:\documents>
	Microsoft Windows Vista:
	<c:\users\usera\appdata\local\gfi\mailarchiver 6\=""></c:\users\usera\appdata\local\gfi\mailarchiver>
	2. Open GeneralSettings.xml file using a text editor.
	3. Locate the SynchronizeDaysSpan element and change the value from 365 (default) to the number of days worth of emails to see in the Outlook Connector.
	<b>Example:</b> To view the last 5 years worth of emails set the line as:
	<synchronizedaysspan>1826</synchronizedaysspan>
	4. Save and close the GeneralSettings.xml file.
	5. Delete the local cache from the same directory. This is normally a long number with FDB extension. If you are not sure which one to delete, open the StoreSettings.xml and locate the Store ID attributed with the user whose cache you want to affect.
	6 Open Microsoft Outlook and synchronize GFI MailArchiver Outlook Connector with GFI MailArchiver to enable changes.
GFI MailArchiver search page	Cause:
does not appear in the Search folder in Microsoft Outlook	In Microsoft Outlook, the home page setting is disabled for non- default stores. The GFI MailArchiver Mailbox is a non-default store, and is therefore affected by this policy.
	Solution:
	Refer to the KBase below for more details on how to solve this issue:
	http://kbase.gfi.com/showarticle.asp?id=KBID003452
One of the following issues is	Possible cause
Cannot enable Offline Access	The offline access settings are automatically configured by the system administrator or the feature is disabled by the system
Connet act the sweeter of	Possible solution
<ul> <li>Cannot set the number of days for Offline Access greater than a particular number</li> </ul>	Consult these issues with your system administrator.

GFI MailArchiver Outlook	Cause 1:
Connector is not synchronizing with GFI MailArchiver.	No connection between the client machine and the GFI MailArchiver server.
	Solution 1:
	Check with your system administrator to confirm the URL of GFI MailArchiver. This can be modified from the GFI MailArchiver Outlook Connector settings dialog.
	Cause 2:
	GFI MailArchiver Outlook Connector is disabled
	Solution 2:
	Enable GFI MailArchiver Outlook Connector from Start ► Programs ► GFI MailArchiver Outlook Connector ► Enable Outlook Connector and restart Microsoft Outlook.
GFI MailArchiver Outlook	Cause:
when laptop power supply is switched to battery.	By default GFI MailArchiver Outlook Connector stops synchronizing when the power supply of a laptop is switched to battery to reduce battery power consumption. <b>Solution:</b>
	To synchronize GFI MailArchiver Outlook Connector when utilizing the battery as a power source:
	1. Navigate to:
	Microsoft Windows XP and earlier:
	<c:\documents and="" settings\application<br="" settings\user\local="">Data\GFI\MailArchiver6\&gt;</c:\documents>
	Microsoft Windows Vista:
	<c:\users\usera\appdata\local\gfi\mailarchiver6\></c:\users\usera\appdata\local\gfi\mailarchiver6\>
	2. Open GeneralSettings.xml using a text editor.
	<ol> <li>In the list of elements, add a new element called IgnorePowerStatus and assign a value of 1, as follows:</li> </ol>
	<ignorepowerstatus>1</ignorepowerstatus>
	4. Save and close GeneralSettings.xml.
Synchronization errors:	Possible cause:
HTTP Errors	HTTP errors are due to network configuration issues.
	Possible solution:
	For more information refer to:
	http://support.microsoft.com/kb/324069
	http://msdn.microsoft.com/en-us/library/ms524996.aspx
-	http://support.microsoft.com/kb/907273
Synchronization errors:	http://support.microsoft.com/kb/907273 Possible cause:
Synchronization errors: HTTP Error 500	http://support.microsoft.com/kb/907273 Possible cause: The GFI MailArchiver server is busy or inaccessible.
Synchronization errors: HTTP Error 500	http://support.microsoft.com/kb/907273 Possible cause: The GFI MailArchiver server is busy or inaccessible. Possible solution:
Synchronization errors: HTTP Error 500	http://support.microsoft.com/kb/907273 Possible cause: The GFI MailArchiver server is busy or inaccessible. Possible solution: Resynchronize the Outlook Connector within a few minutes.
Synchronization errors: HTTP Error 500 Synchronization errors:	http://support.microsoft.com/kb/907273         Possible cause:         The GFI MailArchiver server is busy or inaccessible.         Possible solution:         Resynchronize the Outlook Connector within a few minutes.         Possible cause:         The OFI MailArchiver server is busy or inaccessible.
Synchronization errors: HTTP Error 500 Synchronization errors: GFI MailArchiver connection timeout	http://support.microsoft.com/kb/907273         Possible cause:         The GFI MailArchiver server is busy or inaccessible.         Possible solution:         Resynchronize the Outlook Connector within a few minutes.         Possible cause:         The GFI MailArchiver server is busy and failed to send the required data in a specified time interval.         Possible solution:
Synchronization errors: HTTP Error 500 Synchronization errors: GFI MailArchiver connection timeout	http://support.microsoft.com/kb/907273 Possible cause: The GFI MailArchiver server is busy or inaccessible. Possible solution: Resynchronize the Outlook Connector within a few minutes. Possible cause: The GFI MailArchiver server is busy and failed to send the required data in a specified time interval. Possible solution: To ingroups the timeout value:
Synchronization errors: HTTP Error 500 Synchronization errors: GFI MailArchiver connection timeout	http://support.microsoft.com/kb/907273         Possible cause:         The GFI MailArchiver server is busy or inaccessible.         Possible solution:         Resynchronize the Outlook Connector within a few minutes.         Possible cause:         The GFI MailArchiver server is busy and failed to send the required data in a specified time interval.         Possible solution:         To increase the timeout value:         1. Navigate to:
Synchronization errors: HTTP Error 500 Synchronization errors: GFI MailArchiver connection timeout	http://support.microsoft.com/kb/907273         Possible cause:         The GFI MailArchiver server is busy or inaccessible.         Possible solution:         Resynchronize the Outlook Connector within a few minutes.         Possible cause:         The GFI MailArchiver server is busy and failed to send the required data in a specified time interval.         Possible solution:         To increase the timeout value:         1. Navigate to:         Misropoft Windown XD and partiant
Synchronization errors: HTTP Error 500 Synchronization errors: GFI MailArchiver connection timeout	http://support.microsoft.com/kb/907273         Possible cause:         The GFI MailArchiver server is busy or inaccessible.         Possible solution:         Resynchronize the Outlook Connector within a few minutes.         Possible cause:         The GFI MailArchiver server is busy and failed to send the required data in a specified time interval.         Possible solution:         To increase the timeout value:         1. Navigate to:         Microsoft Windows XP and earlier: <c:\documents and="" data\ge\mailarchivers\<="" settings\application="" settings\user\local="" td=""></c:\documents>
Synchronization errors: HTTP Error 500 Synchronization errors: GFI MailArchiver connection timeout	http://support.microsoft.com/kb/907273         Possible cause:         The GFI MailArchiver server is busy or inaccessible.         Possible solution:         Resynchronize the Outlook Connector within a few minutes.         Possible cause:         The GFI MailArchiver server is busy and failed to send the required data in a specified time interval.         Possible solution:         To increase the timeout value:         1. Navigate to:         • Microsoft Windows XP and earlier: <c:\documents and="" data\gfi\mailarchiver6\="" settings\application="" settings\user\local="">         • Migranett Windows \/inter</c:\documents>

<c:\Users\userA\AppData\Local\GFI\MailArchiver6\>

- 2. Open GeneralSettings.xml using a text editor.
- 3. Locate the TryConnectionTimeout element and increase the default value of 120000.
- 4. Save and close GeneralSettings.xml.

### 5.3 Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. To access the Knowledge Base, visit <u>http://kbase.gfi.com/</u>.

# 5.4 Web Forum

User to user technical support is available via the web forum. The forum can be found at: <u>http://forums.gfi.com/</u>.

# 5.5 Contact technical support

If you have referred to this manual and our Knowledge Base articles, and you still cannot solve issues with the software, contact the GFI Technical Support team by filling in an online support request form or by phone.

- Online: Fill out the support request form on: <u>http://support.gfi.com/supportrequestform.asp</u>. Follow the instructions on this page closely to submit your support request.
- Phone: To obtain the correct technical support phone number for your region please visit: <u>http://www.gfi.com/company/contact.htm</u>.

**NOTE:** Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: <u>http://customers.gfi.com</u>.

We will answer your query within 24 hours or less, depending on your time zone.

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