



# Archive Add-in

## Administrator Guide

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Version 2.0.1.106

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# Preface

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This guide provides the information you need to configure, use, and maintain your McAfee product.

**Topics:**

- ▶ [About this guide](#)
- ▶ [Finding product documentation](#)

## About this guide

This information describes the guide's target audience, the typographical conventions and icons used in this guide, and how the guide is organized.

**Topics:**

- ▶ [Preface](#)
- ▶ [Audience](#)
- ▶ [Conventions](#)
- ▶ [What's in this guide](#)

## Audience

McAfee documentation is carefully researched and written for the target audience.

The information in this guide is intended primarily for:

Administrators — People who configure and manage specific features of a service, including:

- Customer Administrators
- Archiving Compliance Officers

**Topics:**

- ▶ [About this guide](#)

## Conventions

This guide uses the following typographical conventions and icons.

*Book title*

Title of a book, chapter, or topic.

Code and Screen text

Code examples and screen text.

**User interface**

Words in the user interface including options, menus, buttons, and dialog boxes.

Hypertext blue

A live link to a topic or to a website.

File paths and urls

The path of a folder or a hyperlink.

**NOTE:**

Additional information, suggestions and recommendations.

**CAUTION:**

Valuable advice to protect your computer system, software installation, network, business, or data.

**Topics:**

▶ [About this guide](#)

## What's in this guide

This guide is organized to help you find the information you need.

It's divided into chapters that group relevant information together by feature and associated tasks, so you can go directly to the topic you need to successfully accomplish your goals.

**Topics:**

▶ [About this guide](#)

## Finding product documentation

McAfee provides the information you need during each phase of product implementation, from setup to using and troubleshooting. After a product is released, information about the release is added to the McAfee SaaS Email and Web Security Support site.

**Task**

- 1 Go to the McAfee SaaS Email and Web Security Support page at <http://support.mcafeesaas.com>
- 2 Under **Knowledge Base**, click **Reference Materials**.
- 3 Under **Reference Materials**, scroll down to access the information that you need:
  - Service Enhancements and Release Notes
  - Training Materials
  - Service Reference Guides

**Topics:**

▶ [Preface](#)

# Installing the Microsoft Outlook Archive Add-in

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Customer Administrators can install the Archive Add-in for their end users.

## Topics:

- ▶ [About the Archive Add-in](#)
- ▶ [Install the Archive Add-in from the desktop](#)
- ▶ [Install the Archive Add-in from the command line](#)
- ▶ [Remove the Archive Add-in](#)
- ▶ [Troubleshoot the Archive Add-in with Event Viewer](#)

## About the Archive Add-in

Before you install the Archive Add-in, review the system requirements and known incompatibilities.

### System Requirements

Supported versions of Microsoft Outlook:

- Microsoft Outlook 2010
- Microsoft Outlook 2007
- Microsoft Outlook 2003

Supported operating systems:

- Windows 7
- Windows Vista
- Windows XP

**NOTE:** Windows XP Professional, 64 is NOT supported.

### Known Incompatibilities

The Archive Add-In may not work with other 3rd-party Outlook plug-ins:

- FreewarePrimoPDF
- Outlook 2007 Business Contact Manager
- Xobni

## Topics:

- ▶ [Installing the Microsoft Outlook Archive Add-in](#)

## Install the Archive Add-in from the desktop

Customer Administrators can install the Archive Add-in locally by running the msi file directly from the desktop.

### Before you begin

- 1 Install Microsoft Outlook.
- 2 Create the Outlook user account.
- 3 Close Outlook.
- 4 Turn off any anti-virus software.
- 5 Sign into the computer as an administrator.
- 6 Uninstall previous versions of the add-in.

The Archive Add-in installation process will automatically install supporting software as necessary.

### Task

- 1 Run the set-up.
  - a Turn off any anti-virus software.
  - b Copy the add-in file to the target computer.
  - c Sign into the computer as an administrator.
  - d Close Outlook.
  - e Double-click the add-in file to open it, and follow the instructions. If the installation program needs to install the .NET Framework package, the installation may take up to an hour to complete.
- 2 Complete the installation in Outlook.
  - Open Outlook by double-clicking your desktop icon.
  - Open Outlook by selecting the **Start** menu.

**NOTE:** If you are asked to verify the installation, click **Install** in the message box.

Once Outlook is running, it is safe to turn on your anti-virus software. You are now able to search for and view archived email messages in Outlook.

### Topics:

- ▶ [Installing the Microsoft Outlook Archive Add-in](#)

## Install the Archive Add-in from the command line

Customer Administrators can install the Archive Add-in by running the msi from the command line either locally or remotely.

### Before you begin

- 1 Install Microsoft Outlook.
- 2 Create the Outlook user account.

- 3 Close Outlook.
- 4 Turn off any anti-virus software.
- 5 Sign into the computer as an administrator.
- 6 Uninstall previous versions of the add-in

The Archive Add-in installation process will automatically install supporting software as necessary.

### Task

- 1 Open a command prompt.
- 2 Type the Windows installer command to install the msi:

```
msiexec /i archiving.msi /quiet
```

Follow the standard installation steps as necessary.

**NOTE:** For more installation options, view the Windows Installer Help: `msiexec /help`.

### Topics:

- ▶ [Installing the Microsoft Outlook Archive Add-in](#)

## Remove the Archive Add-in

If you no longer need the Archive Add-in, you can remove it from Outlook by uninstalling it in Windows.

### Before you begin

Close Outlook before uninstalling a local copy of the Archive Add-in.

### Task

- From the desktop, select **Start > All Programs > Archive Add-in > Uninstall Archive Add-in**.
- In the Control Panel follow these steps:
  - a Open the Control Panel in Windows and select **Add or Remove Programs**.
  - b Scroll through the list of programs until you find the Archive Add-in.
  - c Select it and click **Remove**.
  - d Click **Yes** to confirm.
- From the command line, type:

```
msiexec /uninstall archiving.msi
```

**NOTE:** For more installation options, view the Windows Installer Help: `msiexec /help`.

The next time you start Outlook, the add-in will no longer be installed.

**Topics:**

- ▶ [Installing the Microsoft Outlook Archive Add-in](#)

## Troubleshoot the Archive Add-in with Event Viewer

To help identify problems, search for archiving-related events in Microsoft Event Viewer.

**Task**

- 1 Select **Start > Control Panel > Administrative Tools > Event Viewer > Application**.
- 2 Look for the keyword "Archiving" in the **Source** column.

**Topics:**

- ▶ [Installing the Microsoft Outlook Archive Add-in](#)

# Using the Microsoft Outlook Archive Add-in

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The Archive Add-in allows you to search for and view your messages in the archive directly from Microsoft Outlook.

## Topics:

- ▶ [Refining an Outlook Search](#)
- ▶ [Working with Archive Search Results](#)
- ▶ [Renaming the Archive Search Results Folder](#)
- ▶ [Search from Outlook](#)
- ▶ [Archive Add-in options](#)

## Refining an Outlook Search

The search functionality in Microsoft Outlook is not the same as the options found in Control Console. McAfee recommends the following strategies to help you get the best results from the add-in.

### Archive Add-in uses Message Text searches

Unlike the Control Console, the add-in only supports Message Text searches which you can further refine by selecting "Phrase", "Any Word", and "All Words".

The add-in does not allow you to search by sender, recipient, or date range.

### Outlook Search is limited to 200 results

While an Email Archiving search can return an unlimited number of messages in the Control Console, the Archive Add-in only displays the first 200 results. This means that your search may return many more results than are displayed. To improve your search results, and ensure you are seeing all of the messages you want, you should refine your search criteria.

### Using the 'Phrase' search option to limit results

The **Phrase** search option creates a narrower search than the **Any Word** option. Use the **Phrase** option to search for any string of characters that might be contained in the email message body.

Because the **Phrase** search finds messages that contain only the exact string of words, fewer messages will be found than the same string of words with the **Any Word** option.

## Topics:

► [Using the Microsoft Outlook Archive Add-in](#)

## Working with Archive Search Results

Emails that are returned in the Archive Search Results folder can be used, saved, and managed just like new messages.

Once you load an archived message into Outlook, it is stored as a local copy. You can then forward, reply, print, edit, or delete the email just as you would any ordinary email message. Changes to the local copy (including deletion) do not affect the original message stored in Email Archiving.

Additionally, any normal email activities — sending, replying, or forwarding an archived message — will result in the message being journaled and archived as a new, unique instance.

**NOTE:** Moving messages from the Email Archiving folder to the Outlook inbox, will also cause Email Archiving to journal and archive the messages again (depending on how the journal mailbox is configured on the Exchange server).

### Topics:

► [Using the Microsoft Outlook Archive Add-in](#)

## Renaming the Archive Search Results Folder

You can save search results in a unique folder by giving the existing search results folder a new name.

When a new search is run, the Archive Add-in automatically creates a copy of the **Archive Search Results** folder. The messages in the unique folder and the messages in the default folder both remain in Outlook.

### Topics:

► [Using the Microsoft Outlook Archive Add-in](#)

## Search from Outlook

You can run a search in Outlook using the Search Archive field and view the results in the Archive Search Results folder.

- You can only search your own email account when using the Archive Add-In.
- You cannot search by date.

**NOTE:** Users with higher level access, including Customer Administrators and Archive Compliance Officers, can only view their own email accounts in Outlook.

### Task

- 1 Enter your search terms in the **Search Archive** field.
- 2 Select the search type from the drop-down list.

- Phrase
- Any Word
- All Words

**3** Click **Search** or press **ENTER**.

The first time you search from Outlook during a new session, you will see a login dialog box.

**4** Enter the email address and password you use to access the Control Console and click **OK**.

Emails that meet your criteria appear in the **Archive Search Results** folder.

**Topics:**

- ▶ [Using the Microsoft Outlook Archive Add-in](#)

## Archive Add-in options

The Archive Add-in adds a search field and search results folder to the Outlook window.

Table 1: Archive Add-in Option definitions

Option	Definition
<b>Search Archive</b> field	Enter your search criteria to search for email messages in the archive. You can search the following parts of any email message: <ul style="list-style-type: none"><li>• Message Header</li><li>• Subject line</li><li>• Message body</li><li>• Attachment name</li><li>• Attachment body</li></ul>
Search type drop-down	Select a search type to define how the search results should match your search terms: <ul style="list-style-type: none"><li>• Phrase — matches the exact phrase.</li><li>• Any Word — matches any one word.</li><li>• All Words — matches all words in any order.</li></ul>
<b>Search</b> button	Click to run a search.
<b>Archive Search Results</b> folder	Displays search results. The number of messages appears next to the folder label. The messages found in a search remain in the folder until a new search is run.

**Topics:**

- ▶ [Using the Microsoft Outlook Archive Add-in](#)

# Troubleshooting

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Common problems and recommended solutions.

**Topics:**

- ▶ [Issues with the Archive Add-in](#)

## Issues with the Archive Add-in

Troubleshoot the Archive Add-in.

**Archive Add-in conflicts with proxy settings.**

A conflict between the Archive Add-in and your proxy settings can generate an error in Microsoft Outlook:

```
Error 407 – Proxy Authentication Required
```

To bypass authentication, update your proxy settings to include the Archive Add-in's target domains in the exception list:

- console.mxlogic.com
- portal.mxlogic.com

**Topics:**

- ▶ [Troubleshooting](#)