

Email Archiving

Introduction

As part of ICT's Messaging & Collaboration Services, the University is implementing a product call Symantec Enterprise Vault (EV) to automate email archiving and, therefore, reduce the size of email mailboxes. Archiving enables the retrieval of email content and business documents allowing the University to meet legal and regulatory compliance requirements.

The practice of moving mail items from the Exchange server to offline locations (pst files on local drives or file servers) will no longer be necessary as EV provides users with a mailbox of virtually unlimited size. The system runs every week night and archives mail items based on the policies in the "Archiving Policies" section of this document.

Retrieving archived mail can be accessed through the mailbox by either double-clicking the EV stub, or by using 'Active Explorer' or 'Search Archives'.

EV Stubs

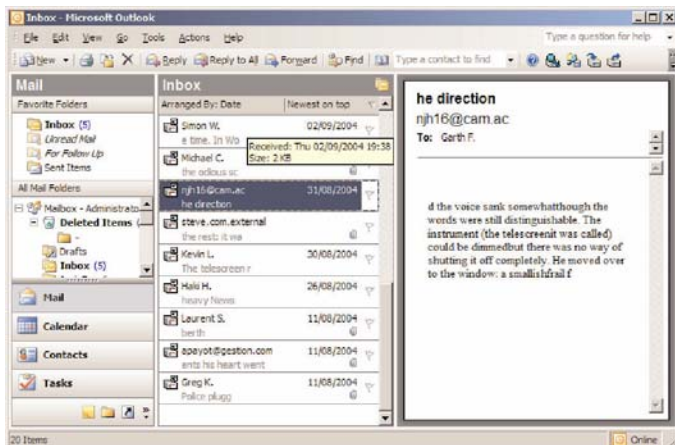
When a mail item is archived, it is replaced with an EV stub. This provides a direct interface into the archiving system through the standard mailbox view.

You will notice that the archived item has changed from an envelope to a vault icon as below:



You can delete this stub from your mailbox view. Be aware that the item will still exist in the vault archive and you can view this by using either 'Archive Explorer' or 'Search Archives' features.

Below is a typical view of a mailbox that has items older than 90 days, or is larger than 2MB and 14 days old.



Outlook Add-in



Found on the top-most toolbar of your Outlook client, will be two shortcuts to help you utilise the most common features of Enterprise Vault.

The left icon (above), is a "**Search Vaults**" feature that can do advanced searching through archived email items.

The right icon (above), is an "**Archive Explorer**" feature that can be used to easily explore all folders with archived content.

Both icons allow you search mailboxes for which you have access.

Outlook Web Access (OWA) Shortcuts



The left icon (above), is an "**Archive Explorer**" feature that can be used to easily explore all folders with archived content.

The right icon (above), is a "**Search Archives**" feature that can do advanced searching through archived email items.

Both icons allow you to search mailboxes for which you have access.

***Note: The first time per session that you use these features, authentication of your La Trobe username & password is required.**

Email Archiving

Windows Desktop Search

Enterprise Vault can be integrated with Windows Desktop Search to provide search features from a common, familiar search tool.

This helps to keep staff productive, enabling them to quickly and easily find what they are looking for across multiple locations from a single search window.

Searching from a single location helps users quickly find and retrieve messages and documents, whether they are stored on the desktop or in Exchange or archived in Enterprise Vault.

MAC users Web Interface

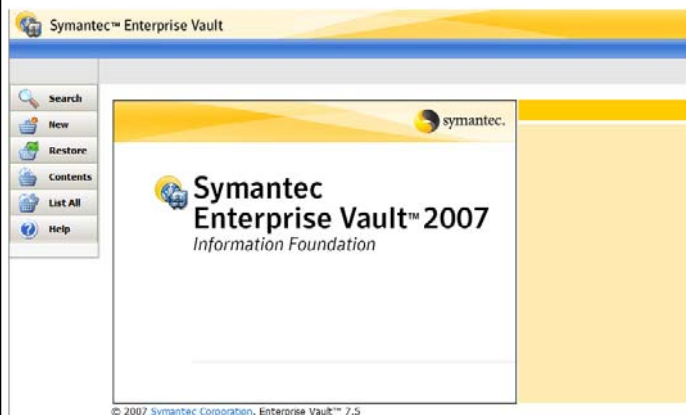
A MAC friendly web interface has been integrated into the La Trobe Enterprise Vault that can be accessed from anywhere via a web browser.

How to access this feature:

Navigate with an Internet Browser to:

<http://exchvault.ltu.edu.au/enterprisevault/>

***Note: Only the "Search" feature below has been enabled.**



Offline Vault—laptop access

Offline Vault provides laptop access to archived email even when not connected to the La Trobe network.

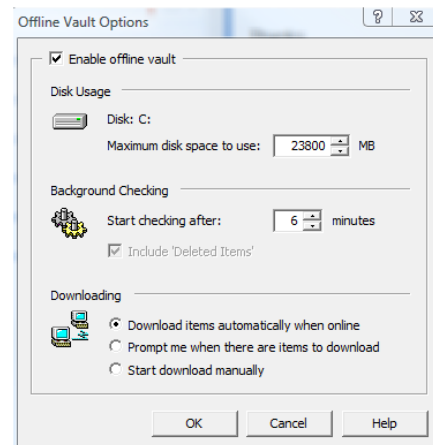
Requiring low bandwidth, Enterprise Vault can be configured to provide users with a local Vault stored on their PC hard drive.

When a disconnected user tries to access an archived item via a shortcut, this item will be retrieved from the local Vault, promoting access to important content wherever it is located.

At the same time, the user's email is still archived to the corporate archive, so it is not vulnerable to loss or damage.

How to access this feature:

- Ensure your Outlook client is running in "Cached Exchange Mode".
- Open: *Tools > Account Settings > Change... (Button)*
- Close Outlook, and re-launch
- Open: *Tools > Enterprise Vault > Offline Vault Options*
- Tick box "Enable offline vault"
- Click OK



Archiving Policies

No manual archiving is required as the system will auto archive every week night. The system replaces the original email with a stub and works against all folders in your mailbox, excluding the folder titled **Personal Items**. This folder can be created by you, if you require it.

The main policies are:

- All emails 90 days or older will be archived.
- If an email is 2MB or greater & older than 14 days, it will be archived.