OUTLOOK – All About Archives

Why do we have Zantaz Enterprise Archiving Solution (EAS)?
• Archiving provides overall long term storage
• EAS has been implemented to help manage the 300MB mailbox size limit in Outlook/Exchange

How does archiving work with Zantaz EAS?
• It runs nightly and reduces mailbox size by moving messages into the EAS Archives and replacing them with stub/shortcut messages.
• Messages moved into the EAS Archives are available through the Outlook client.

What is a stub/shortcut message?
• It’s a smaller version of the original message
  o The stub is really a shortcut that points to the full message in the EAS Archives.
    ▪ Attachments and advanced formatting of the text are not in the stub.
  o Identify a stub/shortcut message by the shortcut icon.
  o Opening the stub/shortcut retrieves the full message and happens very quickly!
  o Open the message up and then forward!!
    ▪ If you don’t open the message you will be forwarding a stub/shortcut message.
    ▪ If there’s an attachment to the message you’re forwarding and it has a file extension of .efa – you’re forwarding just a stub!

Archiving Policies
• Policies are based on the age of the message (the 7/30/180 rule)
  o Under 7 Days: messages are archived at night (for backup purposes only)
  o After 7 Days: Messages over 1MB in size are stubbed
  o After 30 Days: All messages are stubbed
  o After 180 Days: Messages are moved fully into the EAS Archives
    ▪ There’s no stub message left behind in Outlook
    ▪ Fully archived messages are searchable via EAS Outlook client interface
• Mail items and calendar items are subject to being stubbed based on age
• EAS will not stub or remove: Tasks, Contacts, Notes, or Distribution Lists
• There is no size limit (quota) on EAS Archives
The EAS toolbar in Outlook

The EAS toolbar when you’re on a stub message.

The toolbar when you’re on a message that hasn’t been stubbed.

The EAS ToolBar Options Explained:

This button will bring up the EAS Archive Help.

**Archive Now:** Clicking this button after selecting a non-stubbed message will cause the EAS system to archive and stub/shortcut the message. It may take up to 1 minute for the stub to appear in a user’s mailbox.

**Open:** Opening a stubbed message will temporarily retrieve the full message (with attachments) back from the EAS archives. Double-clicking on a message also temporarily retrieves the full message.

**Restore:** Restoring a message will replace the stub that was in a user’s mailbox with the full version of the message (with attachments) from the EAS archives. The full message will follow the 7/30/180 archiving rule or can be archived by clicking the “Archive Now” button.

**Delete:** Deleting through the EAS Delete button will delete the message from the Exchange mailbox and from the EAS archives. **WARNING:** The EAS delete button will delete the message immediately and not send the message to the deleted items folder.

**Search:** This button will bring up the EAS Search window to search the archived messages.
Using the EAS Search Window:

- On the right you’ll see your name.
  - If you’ve been granted rights to anyone else’s calendar, mailbox or folders you’ll see their names listed here as well and can search their archives too.
  - You can search in their archives only for what you’ve been given permission.

- On the left you specify your search criteria:
  - Contents, Subject, To:, From:, and more.

Entering Search Criteria

- To search for multiple words, use **AND** between the words. The search returns messages containing each word.
  **Note:** AND must be entered in uppercase.

- To search for at least one of the specified words, use **OR** between the words. The search returns messages containing at least one of the words.
  **Note:** OR must be entered in uppercase.

- To search for a specific phrase, put the text in double quotes.
How Do I Delete items?

- **Press Delete on the keyboard.** If the item is in Outlook/Exchange inbox click on the message to select it then press delete to move the message to the Deleted Items folder.
  - The Outlook/Exchange system will delete the message from the Deleted Items folder and from the EAS Archives.

- **EAS Delete.** Deleting through the Delete button on the EAS toolbar will cause the item to be deleted from the user’s Exchange mailbox as well as from the user’s EAS archives.
  - **WARNING:** The EAS Delete button will delete the message immediately and not send the message to the deleted items folder. Be sure that’s what you want or avoid the EAS Delete button!

- **EAS Web Access:** If the item is no longer in Outlook/Exchange (it is fully archived and in the EAS Archives only): you must go to EAS Web Access (EWA) to delete.
  - Click the box to the right of the message you want to delete, then click the button.
  - **WARNING:** Do NOT delete items from your Deleted Items folder – You’re leaving the message behind in the EAS Archives with no way to remove it! Let the system empty what’s been in Deleted Items > 7 days.

How to Get to Archived Messages

- Use the EAS Search interface in Outlook – it searches all archived messages, not just stubbed ones. The EAS toolbar is found at the top of the Outlook screen, below the regular Outlook toolbars.

- Use the EAS Search interface within Outlook WebAccess (OWA).

To login to Outlook WebAccess:

- For Emory Healthcare staff: [https://ehcowa.emory.edu](https://ehcowa.emory.edu)
- For Emory Healthcare physicians/clinical faculty and university staff: [https://owa.emory.edu](https://owa.emory.edu)

- Use EAS WebAccess [https://eas.emory.edu](https://eas.emory.edu)
Using EAS WebAccess:  https://eas.emory.edu

- Use to view any archived message regardless of age.
- Use to view fully archived messages
  - messages > 180 days old that are only in EAS
  - messages with no stub message left in Outlook
- Use to browse your folders instead of just searching for messages

- **To Login to EAS**
  - **For Emory Healthcare staff:** login by typing EUH\ and then your Emory Healthcare network ID
  - **For Emory Healthcare physicians/clinical faculty and university staff:** login by typing your university network ID

**BE AWARE:** EAS shows messages for the current year + 2 years back by default. Change the mailbox filter if you need to show older messages.
Where are My GroupWise Archives?

- Until GroupWise archives are moved into the Outlook/Exchange system, they’ll still be in GroupWise.
- Archived GroupWise messages will move over to a folder called “GroupWise Archive.”
- Under the “GroupWise Archive” folder will be whatever folders you had in your GroupWise archive.
- The messages in the folders under “GroupWise Archive” are subject to the 7/30/180 archiving policies in the new Outlook/Exchange system.
  - Most, if not all, of your messages under “GroupWise Archive” will be stubbed...these messages are older than 30 days.
  - Some of your messages from your GroupWise archive will be fully archived and not show up under the “GroupWise Archive” folder in Outlook.
    - Remember, messages > 180 days are moved out of Outlook/Exchange.
    - Messages > 180 days are only in the EAS Archive system.
  - Your “GroupWise Archive” folders in Outlook/Exchange will eventually be empty.
    - This will happen once all of your GroupWise archive messages age to > 180 days and those messages are only in the EAS Archive system.
    - At that point, you may delete the “GroupWise Archive” folder and its subfolders from Outlook.
- The “GroupWise Archive” folder structure will remain in the EAS Web Access so you can easily browse your old GroupWise messages.