GLOSSARY

**EAS (Enterprise Archiving Solution):** The name of the product that Emory uses for its Exchange email archiving.

**EAS Client:** The client that Outlook users can install to perform archive-related tasks.

**EEC (EAS Entourage Client):** The client that Entourage users can install to perform archive-related tasks.

**OWA (Outlook Web Access):** The web-based version of Outlook that Exchange users can use to perform archive-related tasks. This is located at [https://owa.emory.edu](https://owa.emory.edu) for Emory University users and [https://ehcowa.emory.edu](https://ehcowa.emory.edu) for Emory HealthCare users.

**EWA (EAS Web Access):** The web-based access to a user’s EAS archives. This is located at [https://eas.emory.edu](https://eas.emory.edu).

**Stub/Shortcut:** A stub (also called a shortcut) replaces some archived messages based on the qualifications in the “EAS Archiving Policies” section (found below.) A stub/shortcut contains the text of the original message (in Rich Text Format.) If the original message contained attachments then they are referenced by name and size in the stub. The attachments are accessed by retrieving or restoring the archived message. A stub can be identified in Outlook or OWA by the icon displayed. The icon is similar to a regular message but has an arrow in the lower left hand corner (much like a shortcut in a Windows operating system.)

**Open/Preview/Retrieve:** Opening (Outlook with EAS Client or OWA) or Previewing (Entourage with EEC) a stubbed message will retrieve the full message (with attachments) back from the EAS archives. This is a temporary rendering of the message and does not affect a user’s Exchange mailbox size. In Outlook (with EAS Client installed) or OWA this can be done by simply double-clicking on a message.

**Restore:** Restoring a message (Outlook with EAS Client and Entourage with EEC) will restore the message from the EAS archives and replace the stub that was in a user’s mailbox with the full version of the message with attachments.

EAS ARCHIVING POLICIES

- Based on two things:
  - Message Classes (i.e. Email message, Calendar item, Contacts, etc.)
  - Age
- The policies for email messages are:
  - Any message > 10MB in total size is stubbed the first day
  - All messages 7 days old or older that are >1MB in total size are stubbed
  - All messages 30 days old and older are stubbed, regardless of size
  - Messages 395 days old and older are placed into the archives only
    - There will be no stub or message left behind in the Exchange mailbox
    - These items are accessible by searching or by browsing your archives
  - All items in the Deleted Items folder are stubbed each day
- The policies for calendar items are:
  - Calendar items take on the same policies as messages except for the archive-only age
  - Items 2 years old and older are placed into the archives only
    - There will be no stub or item left behind in the Exchange calendar
    - These items are accessible by searching or by browsing your archives in EWA
  - EAS uses the calendar item end date for timelines, not the creation date
The policies for other items are:
  - EAS will not stub or archive-only Contacts, Notes, Tasks, or Distribution Lists

WORKING WITH STUB/SHORTCUTS

- A stub icon

- A stub in the message list in OWA

- A stubbed message in the preview pane in OWA

A Stubbed Message
Test1, Mail
Sent: Monday, December 03, 2007 9:45 PM
To: Test1, Mail
Attachments: EAS (65 B)

Here is the document you requested.

Attachments:
Document.txt (98 Bytes)
CLIENTS

EAS Client (with Outlook)

When a non-stubbed item is selected, the EAS toolbar will display the following options:

Archive Now: This is also known as on-demand archiving. Clicking this button after selecting a non-stubbed message will cause the EAS system to archive and stub/shortcut the message. The on-demand task polls for new on-demand archive work items every 10 seconds but it may take up to 1 minute for the stub to appear in a user’s mailbox (especially if they are running cached mode.)

Search: This button will bring up the EAS Search window (shown below.) From here, a user can search archived content (both theirs and content belonging to others that the user has permissions to.)
Sync: This button represents that EAS Offline Sync has been activated for a client install. EAS Offline Sync automatically downloads and stores locally the full messages that are represented by stubs/shortcuts in a user’s mailbox. EAS Offline Sync functions similarly to Outlook in Cached Mode. If for some reason the archived content was not available from the server (i.e. network outage or network cable unplugged) the user would still be able to retrieve the archived content.

Archive Help: This button pulls up a small help guide for users. This help guide details how to perform basic EAS functionality. Although the help guide references that it is for Outlook 2003 it is applicable for both Outlook 2003 and Outlook 2007 installations.

When a stubbed item is selected, the EAS toolbar will display the following options:

Open: Opening a stubbed message will retrieve the full message (with attachments) back from the EAS archives. This is a temporary rendering of the message and does not affect a user’s Exchange mailbox size. In Outlook (with EAS Client installed) this can be done by simply double-clicking on a 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 remain in the user’s exchange mailbox until policy dictates that it be stubbed or moved into the archives only, or until a user selects the message and clicks Archive Now.

Search: This button will bring up the EAS Search window (shown above.) From here, a user can search archived content (both theirs and content belonging to others that the user has permissions to.)

Sync: This button represents that EAS Offline Sync has been activated for a client install. EAS Offline Sync automatically downloads and stores locally the full messages that are represented by stubs/shortcuts in a user’s
mailbox. EAS Offline Sync functions similarly to Outlook in Cached Mode. If for some reason the archived content was not available from the server (i.e. network outage or network cable unplugged) the user would still be able to retrieve the archived content.

Archive Help: This button pulls up a small help guide for users. This help guide details how to perform basic EAS functionality. Although the help guide references that it is for Outlook 2003 it is applicable for both Outlook 2003 and Outlook 2007 installations.

OWA with EAS

Basic EAS functionality is already built in to Outlook Web Access (OWA) and is available upon logon. From OWA you can Search archived content, Open archived content, and Archive items you wish to be stubbed.

When a non-stubbed item is selected, the EAS toolbar will display the following options:

Archive Help: This button pulls up a small help guide for users. This help guide details how to perform basic EAS functionality.

Archive Now: This is also known as on-demand archiving. Clicking this button after selecting a non-stubbed message will cause the EAS system to archive and stub/shortcut the message. The on-demand task polls for new on-demand archive work items every 10 seconds but it may take up to 1 minute for the stub to appear in a user’s mailbox.

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When a stubbed item is selected, the EAS toolbar will display the following options:

**Archive Help:** This button pulls up a small help guide for users. This help guide details how to perform basic EAS functionality.

**Open:** Opening a stubbed message will retrieve the full message (with attachments) back from the EAS archives. This is a temporary rendering of the message and does not affect a user’s Exchange mailbox size. In Outlook (with EAS Client installed) this can be done by simply double-clicking on a message.

**Search:** This button will bring up the EAS Search window (shown above.) From here, a user can search archived content (both theirs and content belonging to others that the user has permissions to.)

**EAS ENTOURAGE CLIENT (EEC) for Mac Users**

**Setting up and working with EEC:**

After you download and install the client there will be a shortcut placed on your desktop. The first time you run this program you will see a screen like the following:

You will need to enter the EEC Server URL (ecc.emory.edu), check the Use SSL checkbox, and select the appropriate Time Zone. When you have done this click the Test Connection button. You should get a screen back that looks like the following:

You can then click the OK button, which will fully connect the EEC client and display the main EEC toolbar (shown below):
**Preview:** Opening a stubbed message will retrieve the full message (with attachments) back from the EAS archives. This is a temporary rendering of the message and does not affect a user's Exchange mailbox size.

**Search:** This button will bring up the EAS Search window. From here, a user can search archived content (both theirs and content belonging to others that the user has permissions to.)

![EAS Search window](image)

**Archive:** This is also known as on-demand archiving. Clicking this button after selecting a non-stubbed message will cause the EAS system to archive and stub/shortcut the message. The on-demand task polls for new on-demand archive work items every 10 seconds but it may take up to 1 minute for the stub to appear in a user’s mailbox.

**Actions:** This menu displays the actions a user can take on items. The actions include: Reply, Reply All, Forward, and Restore.

**EAS WEB ACCESS**

EWA is a web interface, accessible at https://eas.emory.edu that allows users to browse their archived content only. This can be done by folder structure or by search.

**Logging in to EWA**

![EWA login interface](image)

Version 2.7.0.219
EWA Main Page

Once you have logged in to EWA you will see a page like the following. From here you can browse your archived content. You will notice that even though not everything in your Exchange mailbox is stubbed, that items present for at least 24 hours are available for viewing here.

When you click on a message its contents (and attachments) appear in the preview pane.
If you want to perform some messaging functionality (i.e. Forward, Reply, etc.) with the messages listed here you can click on the envelope icon (boxed in the picture above) in the center pane. This will download the full message from the EAS archives (you will need a messaging program (such as Outlook or Entourage) to view and perform functionality on the item.

Many users may wish to change/configure the default options that are set in EWA. The options page is accessible by clicking on Options on the bottom left corner of the EWA main page.