

Mail archiving (Enterprise Vault)

1. Archiving basics

1.1 Initial situation

Mail archiving was introduced at the University of Applied Sciences of Grisons at the beginning of 2011. Two goals were pursued in the process:

- Relieving the email servers of the ever-increasing amount of data in email traffic.
- Archiving of all email communication and storage for at least 10+1 years.

Accordingly, the directive on the use of IT resources was amended in spring 2011. The added article for mail archiving was checked by the data protection officer of the Canton of Graubünden before the system was put into operation and the directive was communicated.

1.2 System requirements

Enterprise Vault can only be used in Outlook with a Windows installation or via Internet Explorer (webmail). Office for Mac or other web browsers (Safari, Firefox etc.) are not supported in this version.

1.3 What is archived?

- All emails incl. attachments
- Calendar items incl. attachments

1.4 When is archiving carried out?

Stage 1: All emails are archived directly in the server during processing (incoming and outgoing emails). The emails are already archived in our system when they are delivered to the user. The only exceptions are emails that have already been filtered by the virus and spam filters.

Stage 2: All emails older than 6 months are visibly archived in the personal mailbox. Afterwards, these emails are only available as links in the mailbox, i.e. only an outline of the email is displayed in the preview and the attachments cannot be opened in the preview. To read the complete content of the email or to open the attachment, the email must be opened with a double click.

Stage 3: All links of emails older than 5 years are deleted from the personal mailbox. The emails can still be opened via the Enterprise Vault search.

1.5 What happens when an element is deleted?

Up to 30 days after deletion, the item can be retrieved via the command "Restore deleted items".

Between 30 days and 6 months, the user must contact IT Support with as much information as possible (sender, date, subject, etc.) so that the email can be restored from the backup. The user can find an archived email in the Enterprise Vault Archive Explorer.

1.6 What happens if the email account is deleted (e.g. resignation)?

Deactivating or deleting the email account does not affect the archived emails. All emails are still available in the Enterprise Vault.

1.7 Who can access archived emails?

In principle, only the user can access his or her mailbox and the archived emails. Exceptions are legal cases, in which IT can conduct searches in the archived emails under supervision and strict guidelines.

1.8 Where are the archived emails stored?

The archived emails are stored on two storage systems (mirrored). The storage systems are located in the server room of the University of Applied Sciences. In addition, the Exchange servers are integrated in the normal backup system. Archiving must not be confused with a backup system and does not replace it.

2. Operation of archiving in Outlook

2.1 Recognising Archived Emails



Email not yet archived.



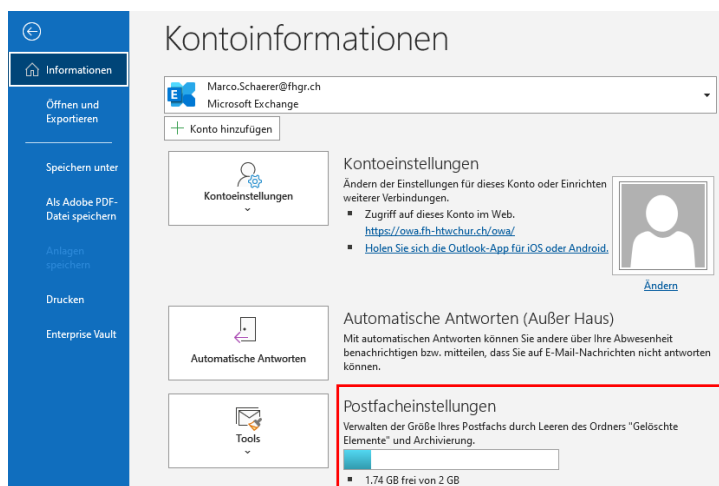
Archived email, but Enterprise Vault is not working correctly. Please report to IT Support.



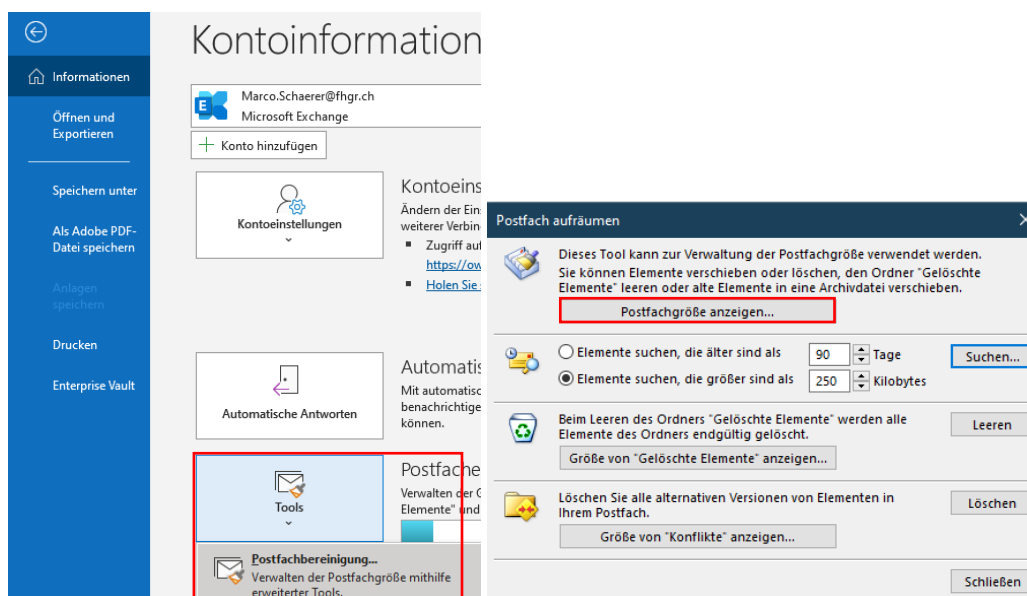
Archived email. Only a part of the email is displayed in the preview and attachments cannot be opened in the preview.

2.2 Show mailbox size.

In Outlook, switch to the "File" tab. Under the item "Mailbox settings" you can see how much free space is still available.



Under "Tools" select the option "Mailbox clean-up...". In the new window click on "Show mailbox size...".

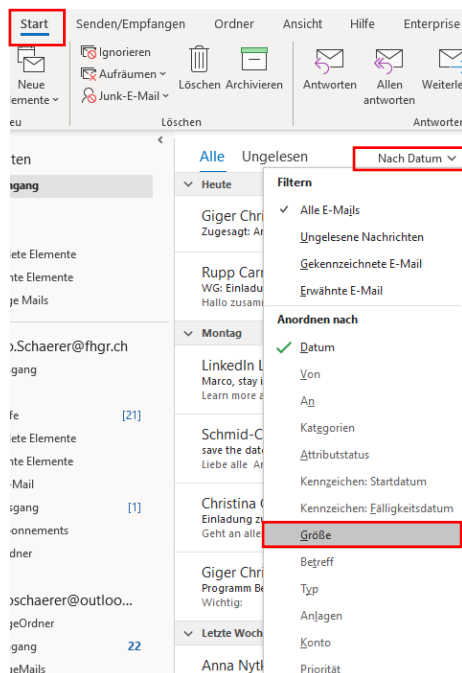


The new window shows how much storage space is required in which folder. This list can be helpful for manual archiving.

Unterordner	Größe	Gesamtgröße
Aufgaben	0 KB	0 KB
Aufgaben\CrmOrgMailboxP...	0 KB	0 KB
Entwürfe	1076 KB	1076 KB
Gelöschte Elemente	74935 KB	75765 KB
Gelöschte Elemente\Gewe...	830 KB	830 KB
Gesendete Elemente	41109 KB	41109 KB
Journal	0 KB	0 KB
Junk-E-Mail	0 KB	0 KB

2.3 Show the largest emails

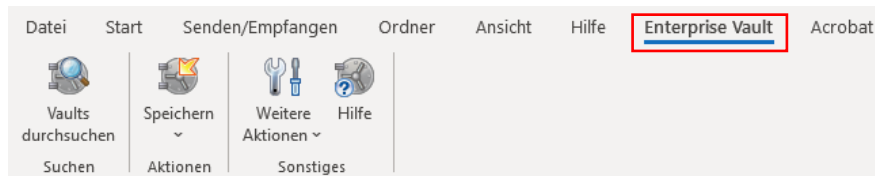
In Outlook, switch to the "Start" tab, click on "By date" and select the item "Size".



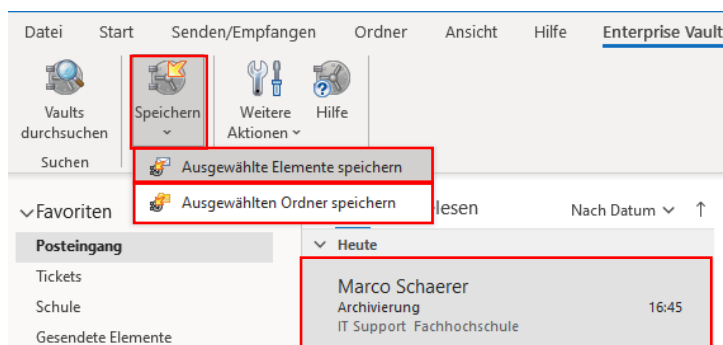
Now the emails are sorted by size. This can be helpful for manual archiving.

2.4 Archive Emails Manually

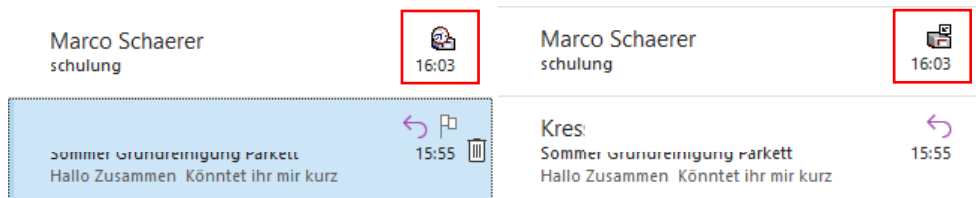
In Outlook, switch to the "Enterprise Vault" tab.



Select the desired emails (select emails according to point 2.2 or 2.3) and click on "Save selected items". If you want to save an entire folder, select it and click on "Save selected folder".

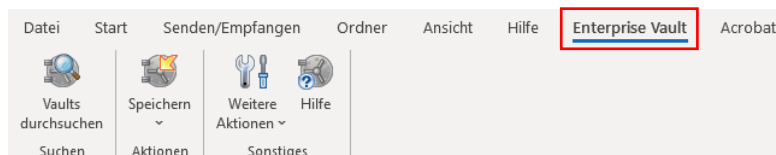


When the clock has disappeared from the new icon, the emails are archived.



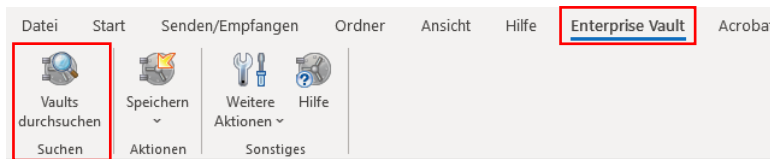
2.5 Search Email

In Outlook, switch to the "Enterprise Vault" tab.

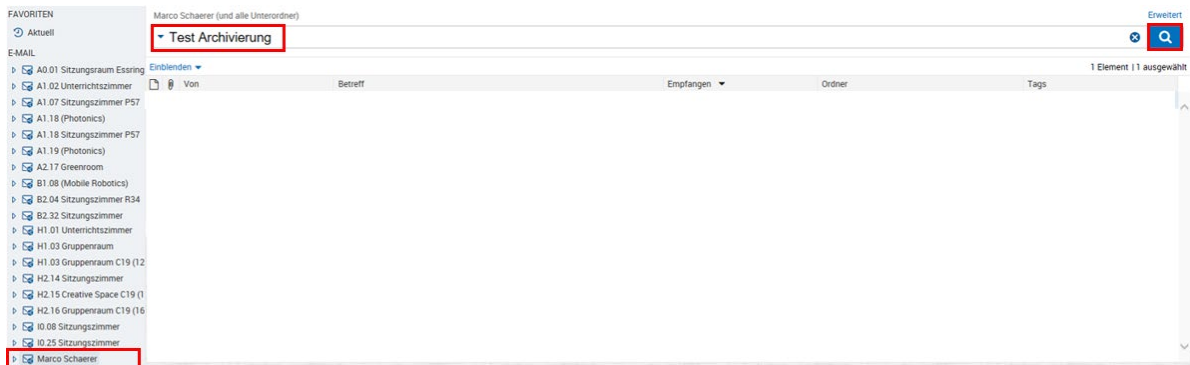


Search vaults:

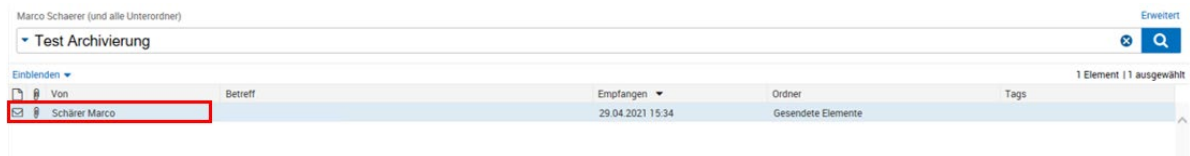
In the "Enterprise Vault" tab, click on the "Search Vaults" button.



Here you can specify the word to be searched for and in which mailbox. Once the settings have been made, click on the search icon.



All search results for the entered search term are displayed. The emails can be opened directly here



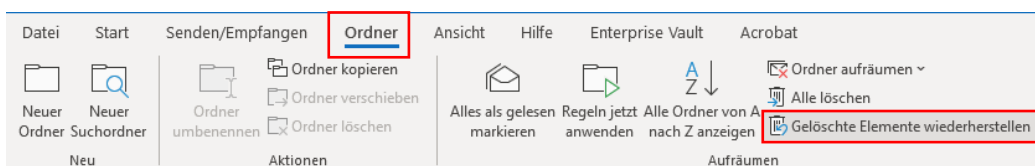
The search can be refined in the advanced search.



2.6 Restore Deleted Emails

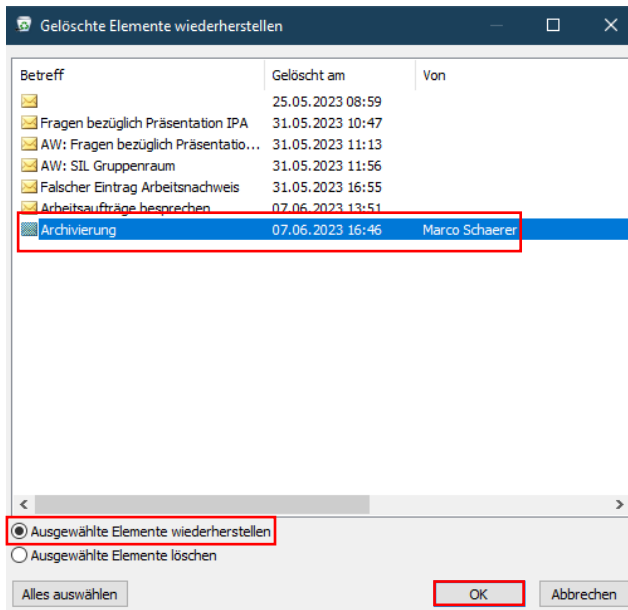
Deleted emails that have not yet been archived and have not been deleted for more than 30 days can be restored very easily in Outlook.

Switch to the "Folder" tab in Outlook and click on the "Restore deleted items" button.



Select the emails that are to be restored, "Selected items wiederherstellen" und mit "OK" die

Restore Emails.



3. Operation of archiving in the webmail

3.1 Log in to the webmail.

Open Internet Explorer and go to webmail.fh-htwchur.ch. Enter your username and password in the login window and click on "Login".

FH GR Fachhochschule Graubünden
University of Applied Sciences

Bitte geben Sie Ihre Anmeldeinformationen ein.

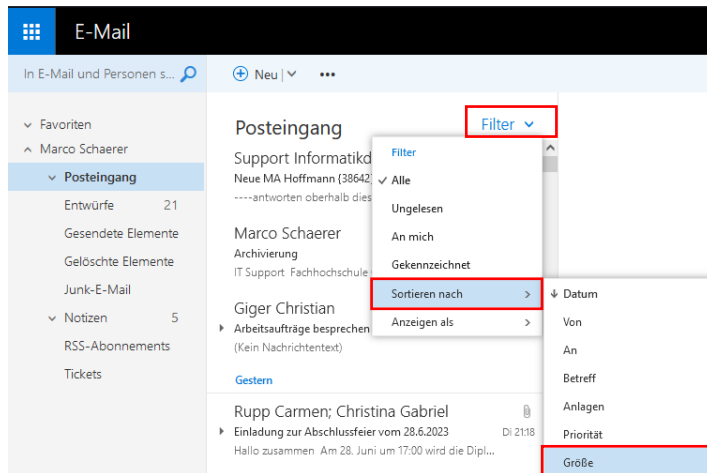
Nutzername:

Passwort:

Gesichert durch Kemp LoadMaster
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3.2 Display the largest emails

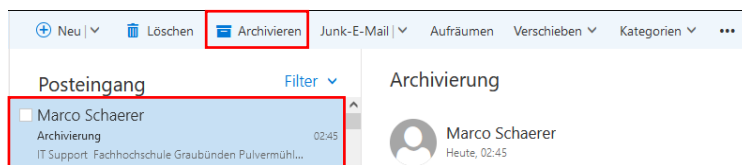
Click on "Filter" and select "Size" under "Sort by".



Now the emails are sorted by size. This can be helpful for manual archiving.

3.3 Archive Emails Manually

Select the desired email and click on "Archive".



A new window opens, this offers two decision options. The first creates a folder called "Archive" into which the future mails will be moved. The second option is to move the email to a folder that has already been created. **Important: The selected method is adopted for further archiving. No more selection options are offered.**

Archivordner einrichten

Wählen Sie einen Ordner aus, in den Nachrichten mit einem Klick verschoben werden sollen.

- Neuen Ordner namens "Archiv" erstellen
- Meine Nachrichten archivieren in <Ordner auswählen>

OK Abbrechen

The selected email is moved to the selected folder. The email has now been archived.

The screenshot shows an email client interface. On the left is a sidebar with a folder tree. The 'TestArchiv' folder is selected and highlighted in blue. The main area displays the contents of this folder, showing a single email from 'Marco Schaerer'. The email subject is 'Marco Schaerer hat den Ordner "AufStick" mit lh' and it is dated '02.05.2023'. The email body text is partially visible: 'Marco Schaerer hat einen Ordner mit Ihnen geteilt. Die...'. A 'Filter' dropdown menu is visible at the top right of the main pane.