

The LSUHSC N.O. Email Archive

Introduction

The LSUHSC N.O. email archive permanently retains a copy of all email items sent and received by LSUHSC N.O. Academic email users. Email items will be accessible in the email archive within 1-2 days of when they are sent or received by a user’s mailbox. Even if email items are deleted from a user’s mailbox, the email items will be retained in the email archive. Email items cannot be deleted from the email archive. A folder named “Archive LSUHSC” has been added to users’ mailboxes that allows users to browse for, search, and view archived email items.

The email archive system is configured to delete email messages older than 180 days from users’ mailboxes. This process will only delete email messages from users’ mailboxes; it will not delete Contacts, Calendar entries, Notes, Journal entries or Tasks. All items that are deleted by this process will reside in the email archive system and can be accessed through the “Archive LSUHSC” folder in users’ mailboxes.

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Accessing the Archive

When using Microsoft Outlook or [Outlook Web Access](#), click the “Archive LSUHSC” folder to access items in the email archive. If prompted, enter your login credentials. Precede your user ID with the domain name lsumc-master, followed by a backslash, e.g. lsumc-master\UserID. Upon successful login, the email archive user interface opens in the right pane of your email client.

Image 1: “Archive LSUHSC” Folder in Microsoft Outlook 2010

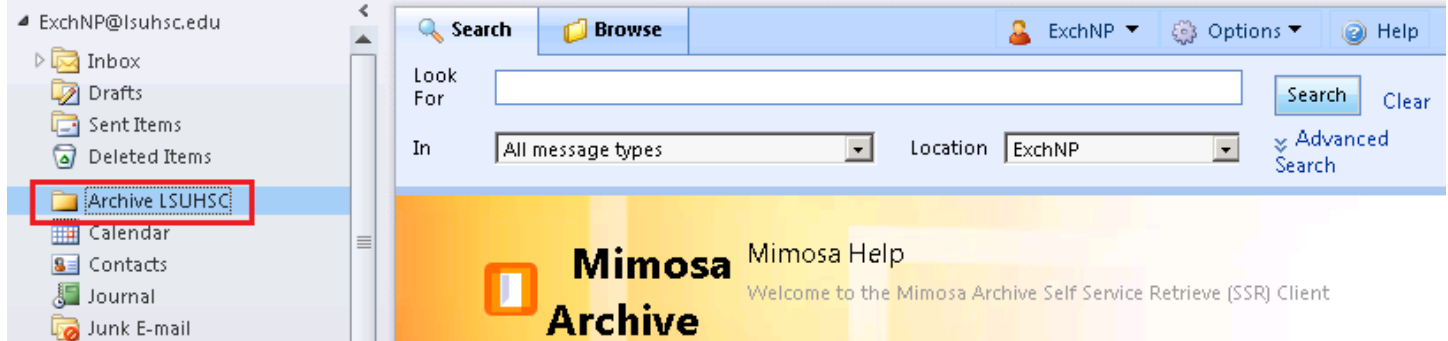
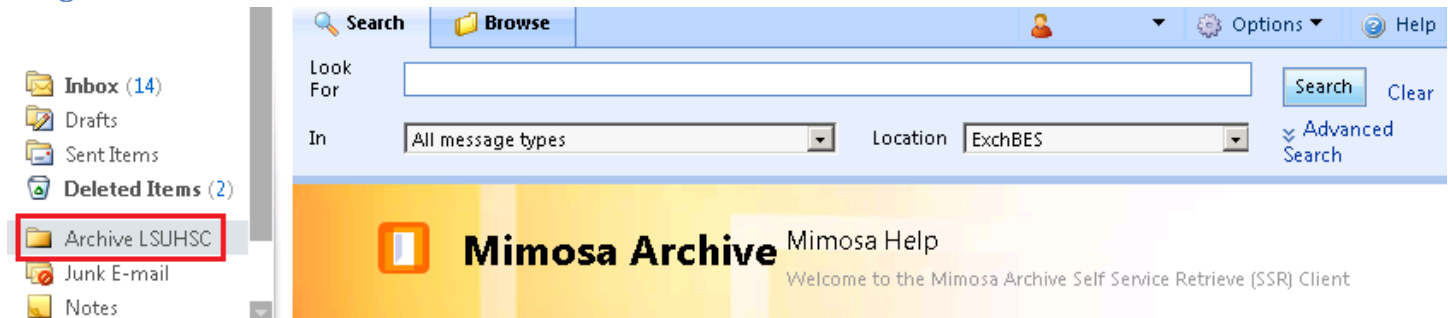


Image 2: “Archive LSUHSC” Folder in Microsoft Outlook Web Access



Search Tab

The email archive interface offers two types of search, Quick Search or Advanced Search, to help you locate specific email items in the archive. The Advanced Search option allows you to specify more search criteria than the Quick Search. The content of all email items and attachments is fully indexed in the archive to enable keyword searching.

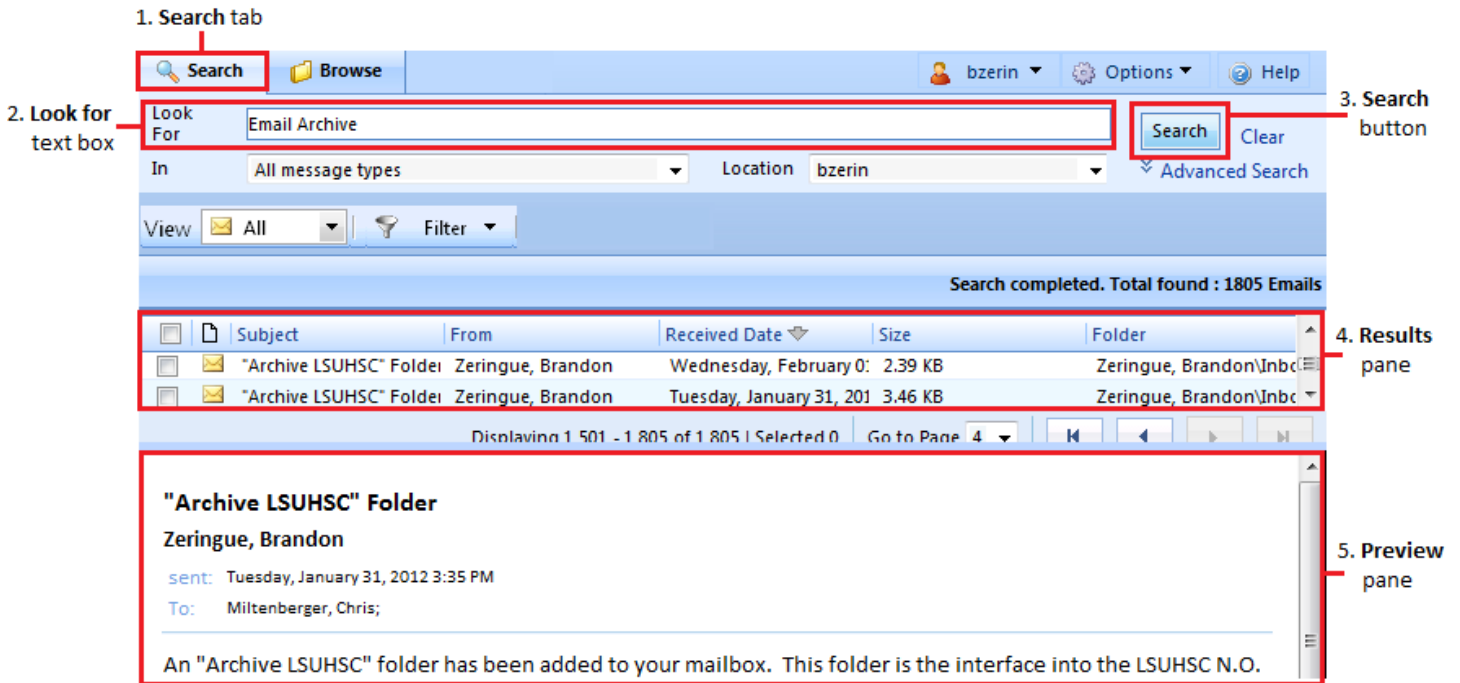
Quick Search

To perform a quick search:

1. In the email archive interface, click the **Search** tab (see [Image 3](#) below)
2. In the **Look For** text box, enter the word or phrase you want to find. Note:
 - a. You cannot search for words that exceed 32 characters
 - b. Replace characters such as ?, <, >, :, and / with a period '.' when you search for a string that contains such characters. For example, if you search for **http://**, search for only **http...** or **http**
3. Click the **Search** button to perform the search
4. The search results appear in the **Results** pane
5. The **Preview** pane displays a preview of the email item highlighted in the results pane

Once the search is executed and email items are returned, a single click on an item in the **Results** pane displays it in the **Preview** pane, and a double-click opens the item in a new window. From the new window, you can forward or reply to the email item.

Image 3: Quick Search



Advanced Search

Advanced Search enables you to enter additional search criteria, such as size, address and date fields.

To perform an advanced search, complete the following steps:

- In the email archive interface, click the **Search** tab (see [Image 4](#) below)
- In the **Look For** text box, enter the word or phrase you want to find. Note:
 - You cannot search for words that exceed 32 characters
 - Replace characters such as **?**, **<**, **>**, **:**, and **/** with a period **'** when you search for a string that contains such characters. For example, if you search for **http://**, search for only **http...** or **http.**
- To define the scope of your search, from the **In** drop-down list, select one of the following options:
 - All message types
 - Browse – Search for specific message types, such as Calendar entries, Contacts, or e-mail messages
- To select the location to search, from the **Location** drop-down list, select one of the following options:
 - Search your entire mailbox
 - Select Folders – Search specific folders in your mailbox
- Click **Advanced Search** to display additional search criteria
- Specify the required **Additional Search Criteria**.

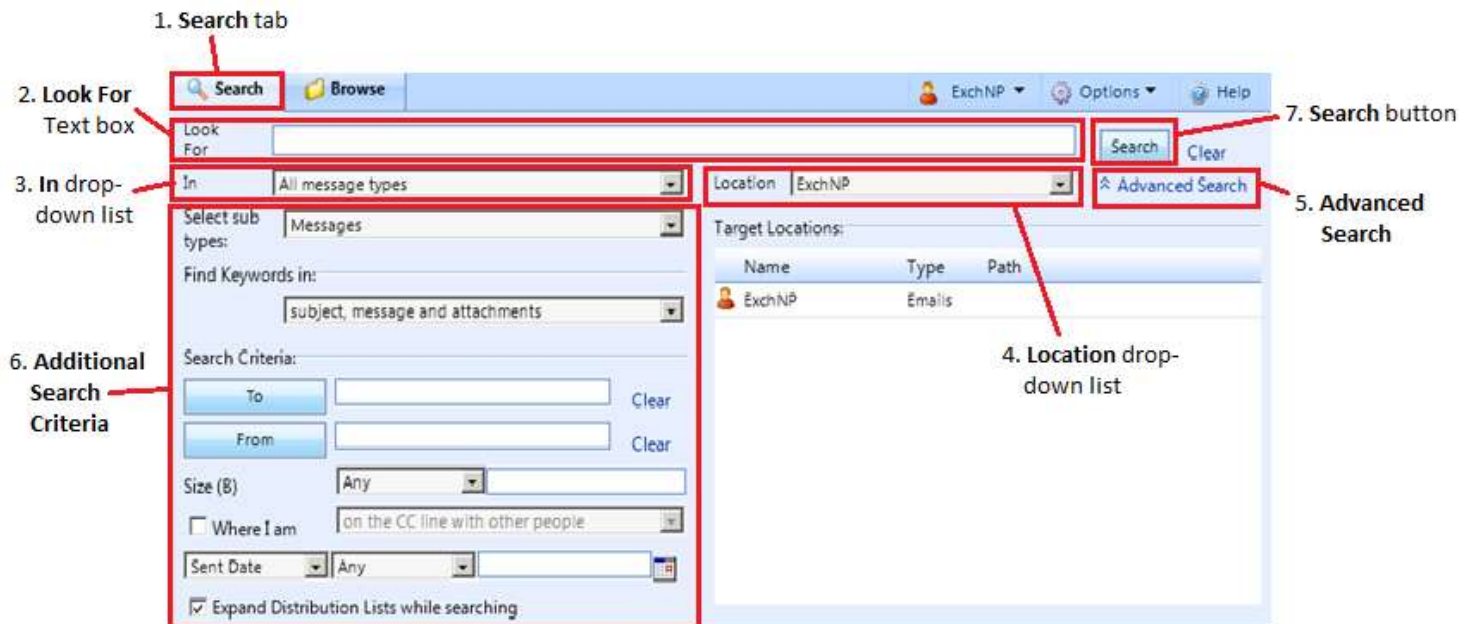
Note: the value selected in the **Select sub types** drop-down list dictates the criteria that you can specify for the search. For example, if you choose Messages as the sub type you can specify search criteria such as who the message was addressed to, who the recipients were, the size of the message, etc. If you choose Contacts as the sub type, you can search specific fields inside the Contact such as company, business address, email address, etc. Some of the additional search criteria include:

 - Fields in the email item to search for the specified keyword, such as subject, attachment, notes
 - Address fields such as sender, recipients, meeting organizer, meeting attendees
 - Date fields such as sent date, received date, date modified, start date, end date

7. Click the **Search** button to perform the search
8. The search results appear in the **Results** pane (see [Image 3](#) above)
9. The **Preview** pane displays a preview of the email item highlighted in the results pane.

Once the search is executed and email items are returned, a single click on an item in the **Results** pane displays it in the **Preview** pane, and a double-click opens the item in a new window. From the new window, you can forward or reply to the email item.

Image 4: Advanced Search



Browse Tab

The **Browse** tab allows users to navigate through the folders in their mailbox and look for email items without having to specify search parameters. The Browse tab consists of three panes; the **Navigation** pane, the **Folder Contents** pane, and the **Preview** pane ([Image 5](#) below).

Navigation Pane

The **Navigation** pane displays the list of mailbox folders stored in the email archive. The navigation pane retains the same folder structure that you currently have set up in your mailbox. Select a folder by clicking on the name of the folder, not by clicking the check box next to it.

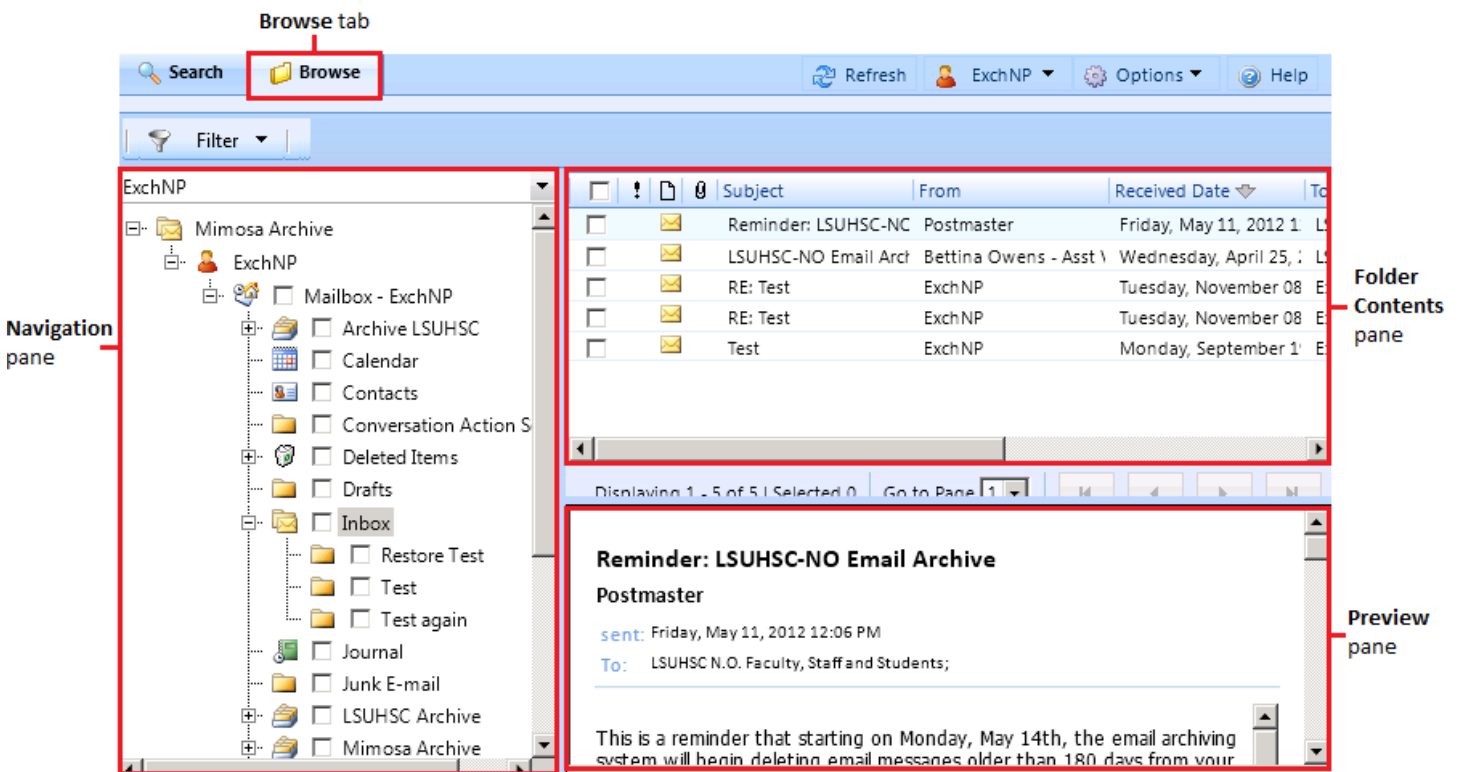
Folder Contents Pane

The **Folder Contents** pane displays the email items in the folder that you selected in the **Navigation** pane. To change how to sort the email items and files, click the name of the column heading. When you sort the items under the column heading in ascending order, the column displays an up arrow (^) symbol. If you sort the items in descending order, the column displays a down arrow (v) symbol. To adjust the width of each column, drag the separator lines between the column headings.

Preview Pane

The **Preview** pane displays a preview of the email item highlighted in the **Folder Contents** pane. A single click on an item in the **Folder Contents** pane displays it in the **Preview** pane, and a double-click opens the item in a new window. From the new window, you can forward or reply to the email item.

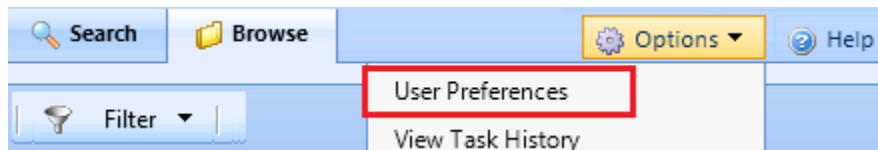
Image 5: Browse tab



User Preferences

The email archive allows you to set preferences such as the user interface language, the number of items displayed on one page, the number of items returned from a search, etc. To access **User Preferences**, on the toolbar click **Options** and then select **User Preferences** (Image 6 below). There are three tabs in the **User Preferences** dialog box; the **General** tab, the **Version History** tab, and the **Search and Browse** tab.

Image 6: Open User Preferences



General

The **General** tab of the **User Preferences** dialog box allows you to specify the user interface language that is used in menus, dialog boxes, help files, and other features of the archive interface. You can also configure the number of items per page to display. This value affects the number of items per page that will be displayed in the **Results Pane** when a search is performed, and in the **Folder Contents** pane when using the **Browse** tab.

Version History

The **Email History and Deleted Items** section at the bottom of the **Version History** tab allows you to configure whether to Hide or Display Email History and whether to Hide or Display Deleted Items.

Email History is defined as moved or modified email items. If you were to move an item from your Inbox to another folder and **Display Email History** is enabled, the email would appear in both the Inbox and in the other folder that the

message was moved to. If **Hide Email History** is enabled, the message would only appear in the folder that the email item was moved to.

If **Display Deleted Items** is enabled, email items that have been permanently deleted from your mailbox will be visible in the email archive. If **Hide Deleted Items** is enabled, these items will not be visible. All email items that have been deleted, either by you or by the email archive system cleanup process (described in the **Introduction** section above) are considered deleted items.

Note that the **File Version History and Deleted Items** section at the top of the **Version History** tab does not have any effect on the email archive and can be ignored.

Search & Browse

The **Search and Browse** tab allows you to configure whether items are displayed by their **Archived Date** or **Received Date**, the number of items returned by a search, and the period to limit quick searches to.

If you choose **Archived Date** items are filtered by the date they were added to the email archive. If you choose **Received Date** items are filtered by the date they were received in your mailbox, regardless of when they were archived to the email archive.

In the **Show Results Up To** text box you can specify a search results limit. When your search results exceed this number, it displays the results and prompts you to cancel and refine the search, or continue searching.

In the **Limit Search Period in Quick Search** to drop-down list you can select a date range to limit quick searches to. You can choose to limit quick searches to the **Past Month**, **Past Two Months**, **Past Three Months**, **Past Six Months**, or specify no limit by selecting **None specified**. Selecting a short period can speed up search performance.

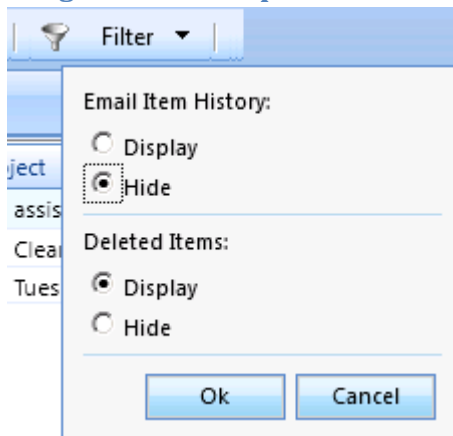
Filter Drop-Down Menu

The **Filter** drop-down menu in the top left of the email archive interface allows you to configure whether to Hide or Display Email History and whether to Hide or Display Deleted Items. The functionality of these settings is identical to the settings on the **Version History** tab of the **User Preferences** dialog box, but only apply to the current tab that you are accessing (**Search** tab or **Browse** tab).

Email History is defined as moved or modified email items. If you were to move an item from your Inbox to another folder and **Display Email History** is enabled, the email would appear in both the Inbox and in the other folder that the message was moved to. If **Hide Email History** is enabled, the message would only appear in the folder that the email item was moved to.

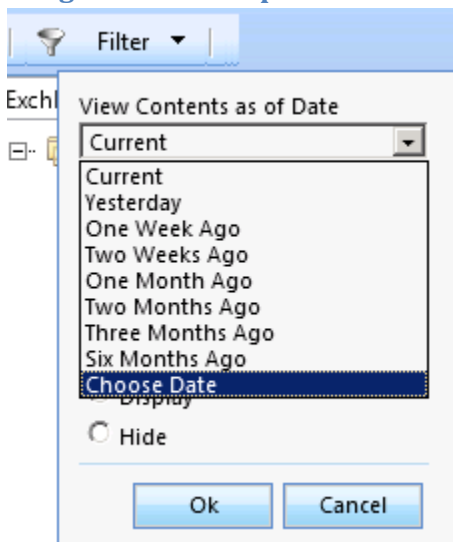
If **Display Deleted Items** is enabled, email items that have been permanently deleted from your mailbox will be visible in the email archive. If **Hide Deleted Items** is enabled, these items will not be visible. All email items that have been deleted, either by you or by the email archive system cleanup process (described in the **Introduction** section above) are considered deleted items.

Image 7: Filter Drop-Down Menu - Display or Hide Email History and Deleted Items



When accessing the **Browse** tab, the **Filter** drop-down menu also contains a **View Contents as of Date** drop-down list. The **View Contents as of Date** filter lets you choose a date as of which you want to view contents in the email archive. For example, if you select **Three Months Ago**, the archive interface displays only messages that are at least three months old.

Image 8: Filter Drop-Down Menu - View Contents as of Date

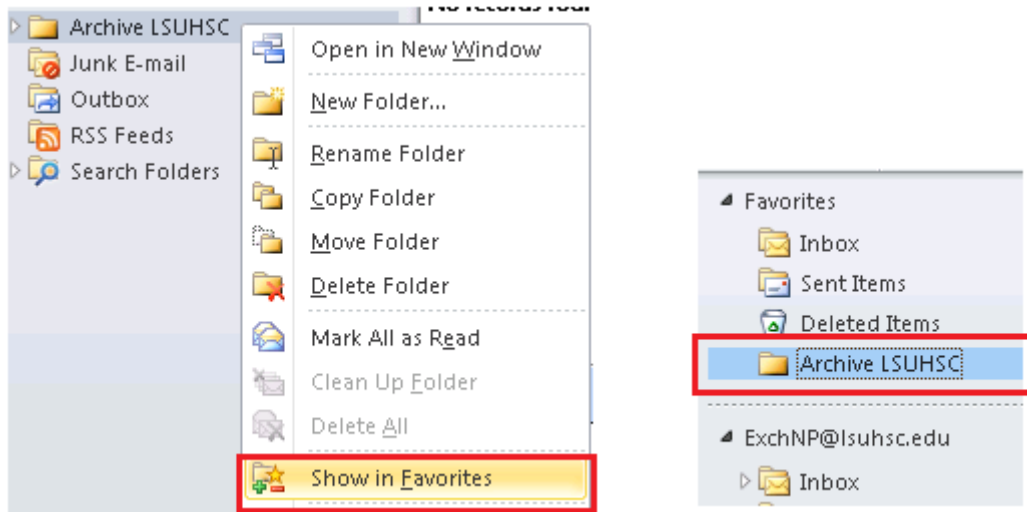


Tips and Tricks

Show “Archive LSUHSC” Folder in Favorites

If you are using Microsoft Outlook you can add the “Archive LSUHSC” folder to the **Favorites** list to make it easier to find and access the email archive. The **Favorites** list appears in the top left corner of the Microsoft Outlook window. To add the folder to the **Favorites** list, right-click on the “Archive LSUHSC” folder in the folder list and choose “Show in Favorites”. Note that if you are using the Folder list view in Outlook or other customized views, the **Favorites** list may not be visible in your email client.

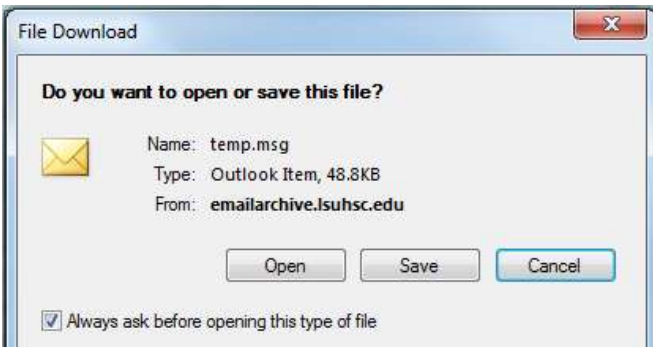
Image 9: “Archive LSUHSC” Folder in Favorites



Double-Click to Open Email Item in New Window

A single click on an item in the **Browse** tab **Folder Contents** pane or in the **Search** tab **Results** pane displays it in the **Preview** pane, and a double-click opens the item in a new window. From the new window, you can forward or reply to the email item. You may receive a prompt to **Open** or **Save** a temp.msg file after you double-click the email item. Choose **Open** to view the email item or **Save** to save the email item on your computer.

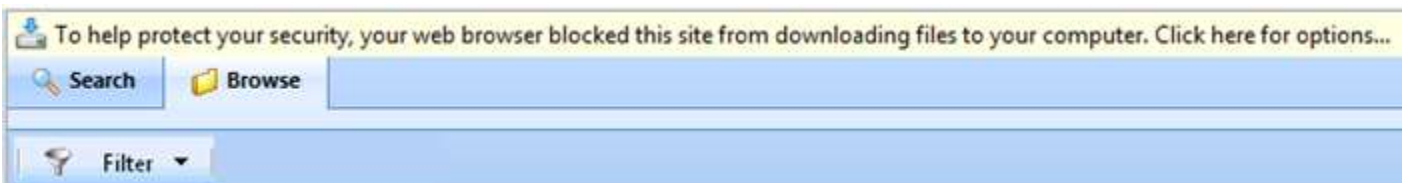
Image 10: Open or Save Dialog Box after Double-Click to Open Email Item in New Window



Resolve Information Bar Prompt When Double-Clicking to Open Email Items

When double-clicking an email item to open it in a new window, you may receive an information bar prompt that states that your web browser blocked the file from being downloaded.

Image 11: Information Bar Prompt

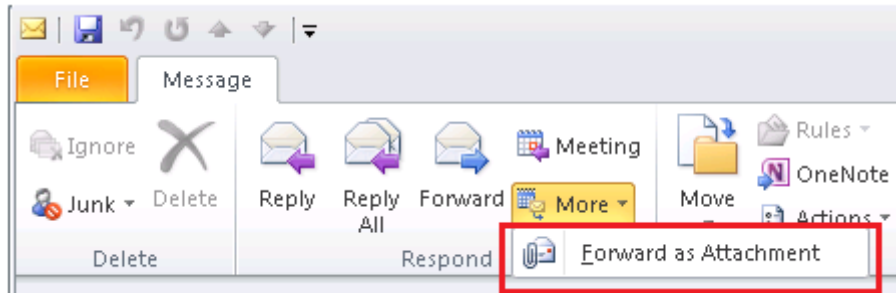


To resolve this issue add <https://emailarchive.lsuhs.edu> to the **Local Intranet** zone in the Internet browser on your computer. To do this in Internet Explorer go to Tools > Internet Options, on the Security tab select **Local Intranet** and press the **Sites** button. Press the **Advanced** button and add <https://emailarchive.lsuhs.edu> to the list of sites.

Forward an Email Item in the Archive as an Attachment

On the email item that you want to forward as an attachment, first follow the steps in the section above - [Double-Click to Open Email Item in New Window](#). If you are using Microsoft Outlook, from the new window you can add the email item as an attachment on a new blank email message by clicking the **More** drop-down menu and selecting **Forward as Attachment**, as illustrated in [Image 12](#) below. The same can be accomplished by pressing CTRL + ALT + F from within the new window.

Image 12: Forward as Attachment



Search Tips

Use Boolean Operators

You can use Boolean operators in the **Look For** text box when performing a search in order to refine your search and yield more focused results. The following Boolean operators help you construct a search criterion:

- **AND** - Search for messages that contain all specified words. Example: Review **AND** Meeting
- **OR** - Search for messages that contain one or more of the specified words. Example: Review **OR** Meeting
- **AND NOT** - Search for messages that contains the search phrase prior to the **AND NOT** operator, but do not contain the search phrase after the **AND NOT** operator. Example: Week **AND NOT** Holiday

Search Within Results

When you search for a word or a phrase, you might receive a long list of items that match the search criteria. You can narrow your results if you search within the results from a **Quick Search**. For example, if six emails in the email archive contain the word "fax" alone and three emails contain the word "fax" and "supervisor", the initial **Quick Search** for the word "Fax" returns all six emails. If you perform another search for the word "Supervisor" from this result set, your results are three email items. To search within results, complete the following steps:

1. Perform a **Quick Search**
2. Modify the search phrase in the **Look For** text box
3. From the **In** drop-down list, select **Search results** as illustrated in [Image 13](#) below
4. To search within the results from the previous quick search, click Search. The **Search Results** pane displays the results

Image 13: Search Within Results

