



## Introduction

As we mentioned in contentACCESS documentation, Mail app is a contentACCESS feature that was designed to allow the user to manually archive/restore from/to mailboxes directly in Outlook, without any need to use an email archive job.

The following platforms support Mail app:

- Desktop (Windows, Macintosh – on Macintosh MS Outlook 2015+ is required)
- OWA (desktop computer, android, iOS, phone, tablet)
- Native MS Outlook app on tablets

Native Outlook app on mobiles doesn't support Mail app.

## Configuration part for administrators

### **Important!! Mail app prerequisites:**

- **Exchange 2013 or later** version
- **MS Outlook 2013 or later** desktop version or **OWA**.
- **One of the following browser versions needed:** at least Windows Internet Explorer 9, Mozilla Firefox 12, Apple Safari 5 or Google Chrome 18.
- **Proxy installed over HTTPS** connection.
- **Default shortcut** and a **default retention** must be set in contentACCESS Central Administration.
- On the **System** page (**System** tab → **Services** group → **System** button → **External accessibility settings**) a HTTPS alias must be configured.
- Role “Org Custom Apps” must be assigned for the EWS user on the [Email archive System Settings](#) page in section **EWS settings**. This role enables an administrator to install and manage custom apps for the organization (read more about the role [here](#)).

The administrator is required to do the following configurations for manual email archiving. He has to



- 1) configure a shortcut that Mail app will use and set this shortcut as default (refer to section [Shortcuts in email archiving](#));
- 2) configure a retention that Mail app will use and set this retention as default (refer to section [Retentions](#));
- 3) install the Proxy server with HTTPS connection;
- 4) configure HTTPS based alias under External accessibility settings;
- 5) install Mail app (section **Mail app status**);
- 6) Activate Mail app for the desired mailboxes (section **Activate Mail app for**).

To install Mail app, navigate to **Email Archive** → **Settings** → **User experience** on the ribbon and click on **Exchange 2013/2016** tab on the **User experience** page:

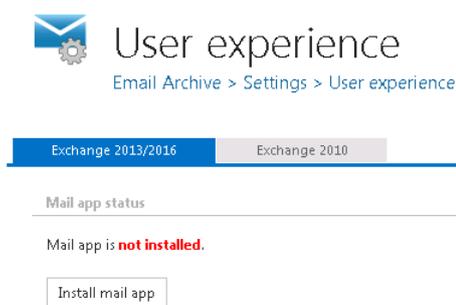
The screenshot shows the 'contentACCESS Central Administration' interface. The top navigation bar includes tabs for System, File Archive, Email Archive, SharePoint Archive, BackMailz, GDPR, and Custom plugins. The 'Email Archive' tab is active, showing sub-tabs for Databases, System settings, Provisioning settings, Retentions, Shortcut configuration, Storages, Schedules, User experience, View address book, Jobs, and Legacy data configuration. The 'User experience' page is displayed, with the 'Exchange 2013/2016' tab selected. The page shows the Mail app status as 'installed and enabled' (v2.0.2.0) and provides buttons for 'Remove mail app' and 'Disable mail app'. Below, the 'Activate mail app for' section shows the app is activated for 'specified mailboxes' with buttons for 'Activate for everyone' and 'Deactivate for everyone'. A table with columns for 'Name' and three dots (options) is partially visible. An 'Online help' button is in the bottom right corner.

## Mail app status

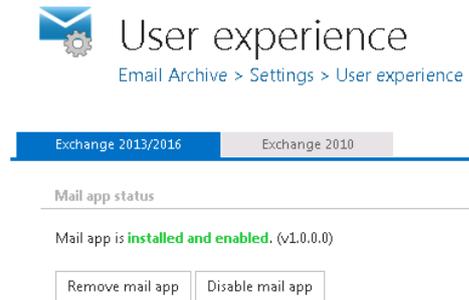
In section **Mail app status** you may install or remove mail app on the Exchange. To install it, click on **Install mail app** button and wait until the installation process is finished (Screenshot A). By clicking on



option **Remove mail app**, you can uninstall this application from the Exchange; by clicking on **Disable mail app**, the application can be globally disabled (turned off) for all Exchange groups/mailboxes (Screenshot B).



Screenshot A: Mail app uninstalled



Screenshot B: Mail app installed/enabled

### Activate mail app for (Exchange servers/groups/mailboxes)

The application is available for the user (in his mailbox) only in case that it's activated for the given user. Once Mail app is installed, you can activate it for the mailboxes that will use this application. If Mail app is disabled, the activation settings are unavailable.

Scroll down to section "Activate mail app for". Use option "Activate for everyone" if the application should be activated for every user. To activate it only for a given Exchange group/Exchange mailbox, click "**activate for mailbox**" and select the desired mailbox(es)/group(s) from the list of the **Mailbox selection** dialog. In this use case (refer to the pictures below), we have activated it for one user only.



Mailbox selection

refresh

<input type="checkbox"/>	Name	Type
<input type="checkbox"/>		
<input type="checkbox"/>	Office365	Server
<input type="checkbox"/>	techarrow_all	Group
<input type="checkbox"/>	techarrow_sales	Group
<input type="checkbox"/>	Test01	Group
<input type="checkbox"/>	build_notification	Group
<input type="checkbox"/>	elm_team	Group
<input type="checkbox"/>	emailarchive	Group
<input type="checkbox"/>	Administrators notification	Group
<input type="checkbox"/>	TenantAdmins_2092c	Group
<input type="checkbox"/>	HelpdeskAdmins_3ffa9	Group
<input type="checkbox"/>	RIM-MailboxAdmins07a5acd646e1460	Group
<input type="checkbox"/>	Compliance Management	Group
<input type="checkbox"/>	Hygiene Management	Group
<input type="checkbox"/>	Discovery Management	Group
<input type="checkbox"/>	Records Management	Group

Page 1 of 4 (52 items) 1 2 3 4

OK Cancel

Mailbox selection

refresh

<input checked="" type="checkbox"/>	Name	Type
<input type="checkbox"/>	ed	
<input checked="" type="checkbox"/>	edit.balazsy	Mailbox

Clear

Beginns with: (Name), 'ed' Clear

OK Cancel

It is also possible to deactivate the application for all configured Exchange groups/mailboxes (option “Deactivate for everyone”)



## User experience

Email Archive > Settings > User experience

Exchange 2013/2016

Exchange 2010

### Mail app status

Mail app is **installed and enabled**. (v2.0.2.0)

Remove mail app

Disable mail app

### Activate mail app for

Mail app is activated for **specified mailboxes**.

Activate for everyone

**Deactivate for everyone**



activate for mailbox

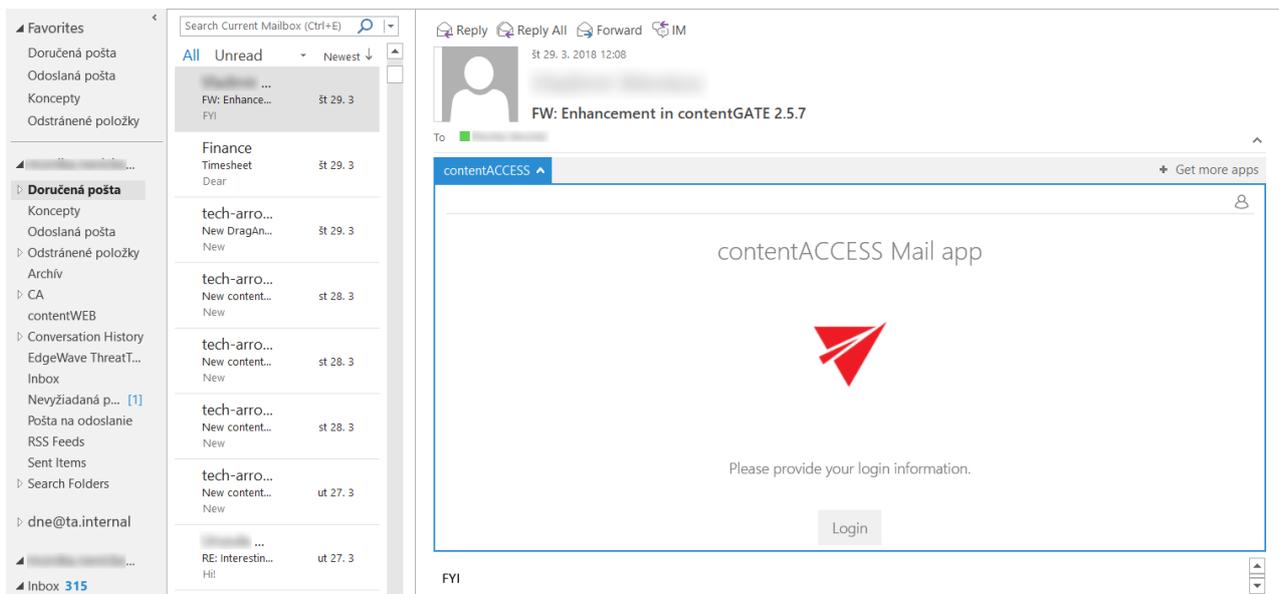
Name



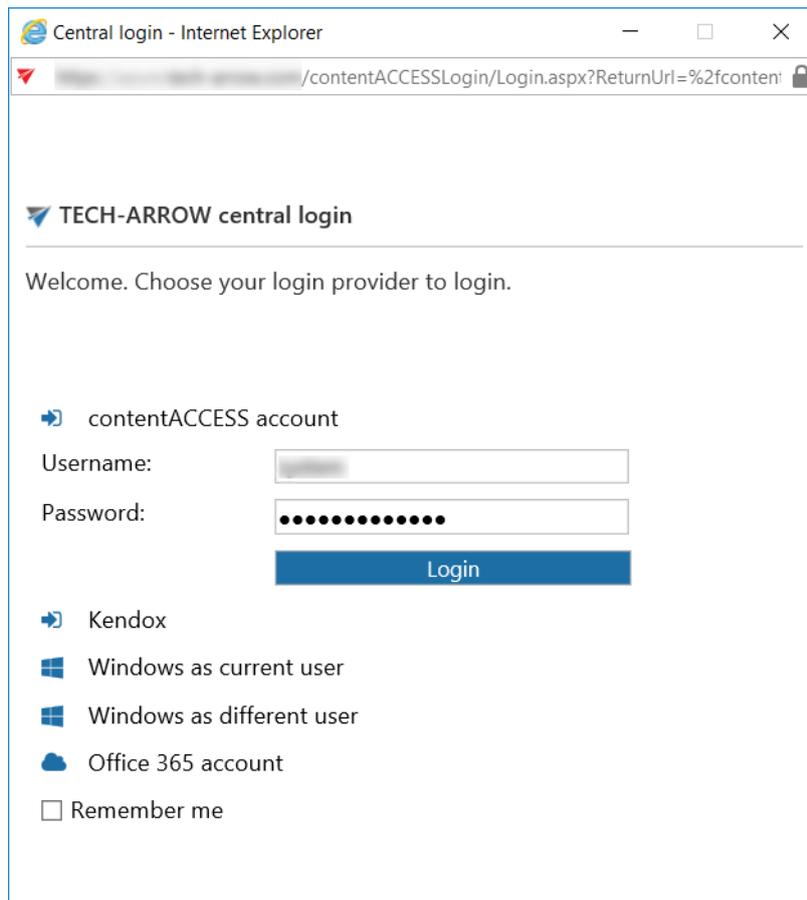
## How to use Mail app – part for the users

After the Mail app was installed, it is recommended to restart your Outlook.

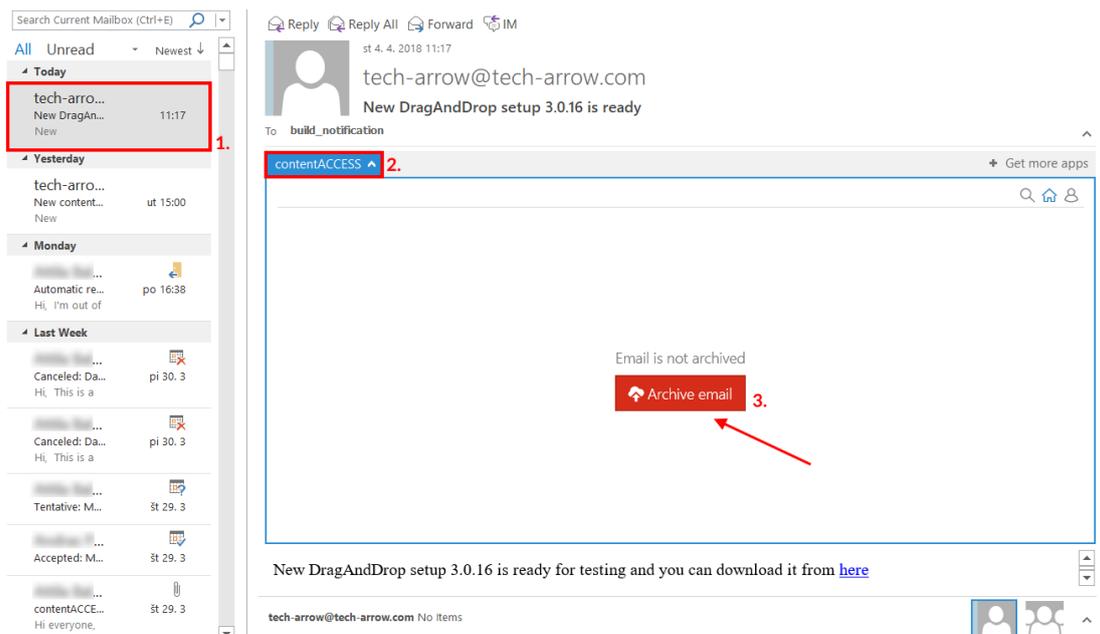
Open your Outlook desktop. If you checked the option to **enable link security** in [System](#), section External accessibility settings, you will first need to authenticate yourself.



When clicking on the **Login** button, a pop-up with the configured [Login providers](#) opens.



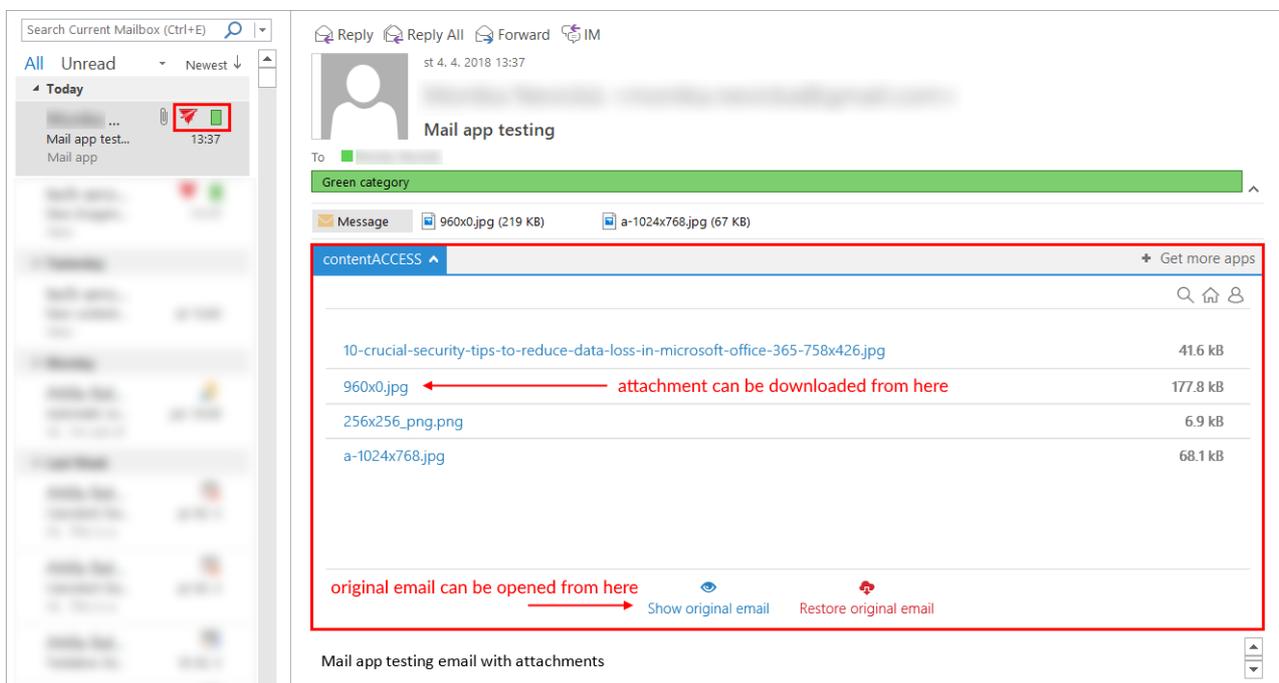
After successfully logging in, select a message (including an attachment) that you would like to archive manually (1). In the reading pane, click on **contentACCESS** (2)... **Archive email** (3) buttons.



**Note:** If the email was already archived, you will get two options: **Show original email** or **Restore original email**. It cannot be archived again.

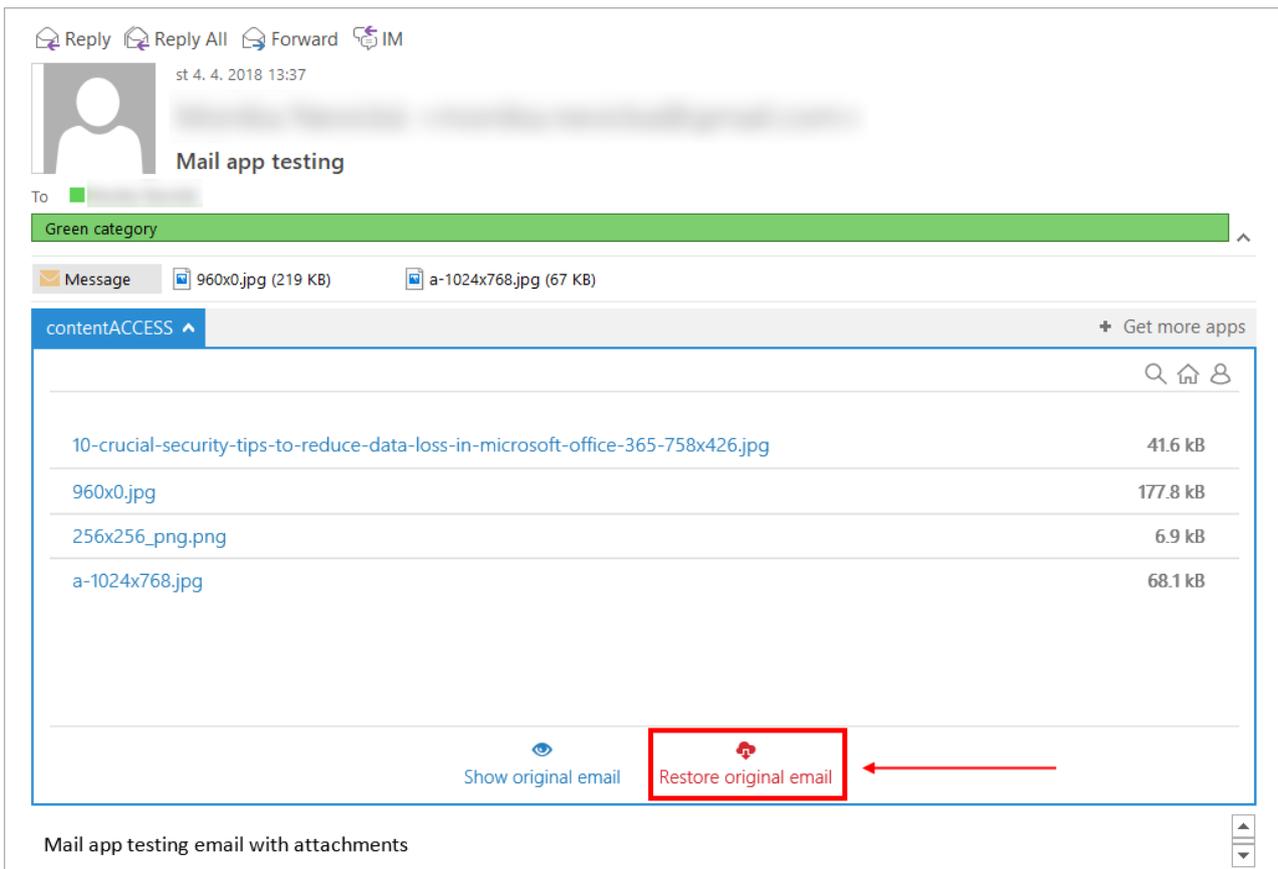
The manual archiving job will use the default shortcut and retention. If we set an HTML shortcut, where green category has been set as default, our archived email will be archived with this shortcut and will be signed with green category.

In the reading pane, click on contentACCESS Mail app again. To view the original email, click on **Show original email** option. To download the archived attachment, click on it in the message and it will be downloaded automatically.



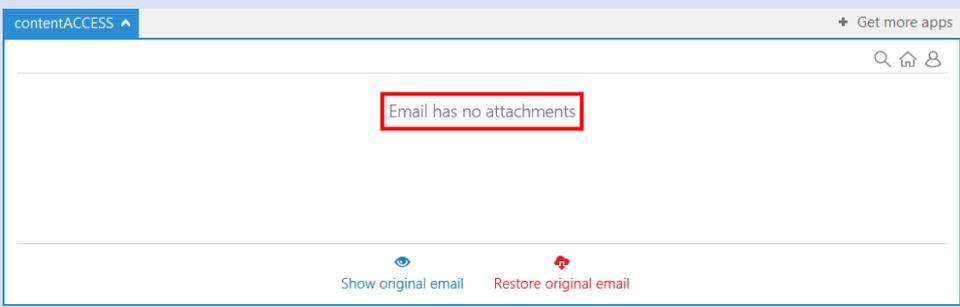
## How to manually restore with Mail app?

To restore already archived email manually, click on **Restore original email** in the app:



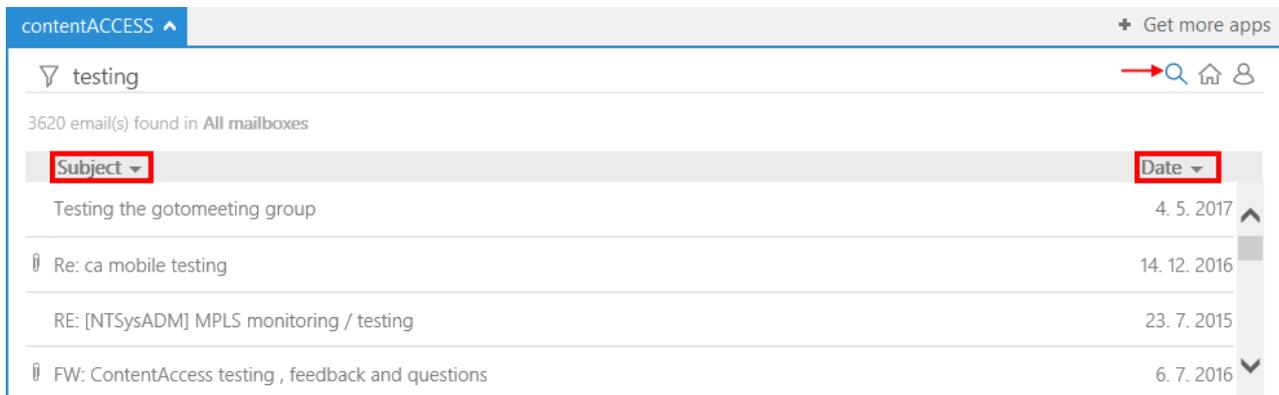
**Important!!!** Turning on the **Change message class** option in the HTML shortcut configuration is a must if the user would like to manually restore from shortcuts, otherwise this app will not be visible in MS Outlook when trying to restore the original email.

**Note:** In Mail app the “split attachments” function is active by default. That means that the body of the email and the attachment are stored separately. It is good to know: if the email message containing an attachments has been previously archived by a job, where attachments were not split, then the mail app in MS Outlook will show 0 attachments.

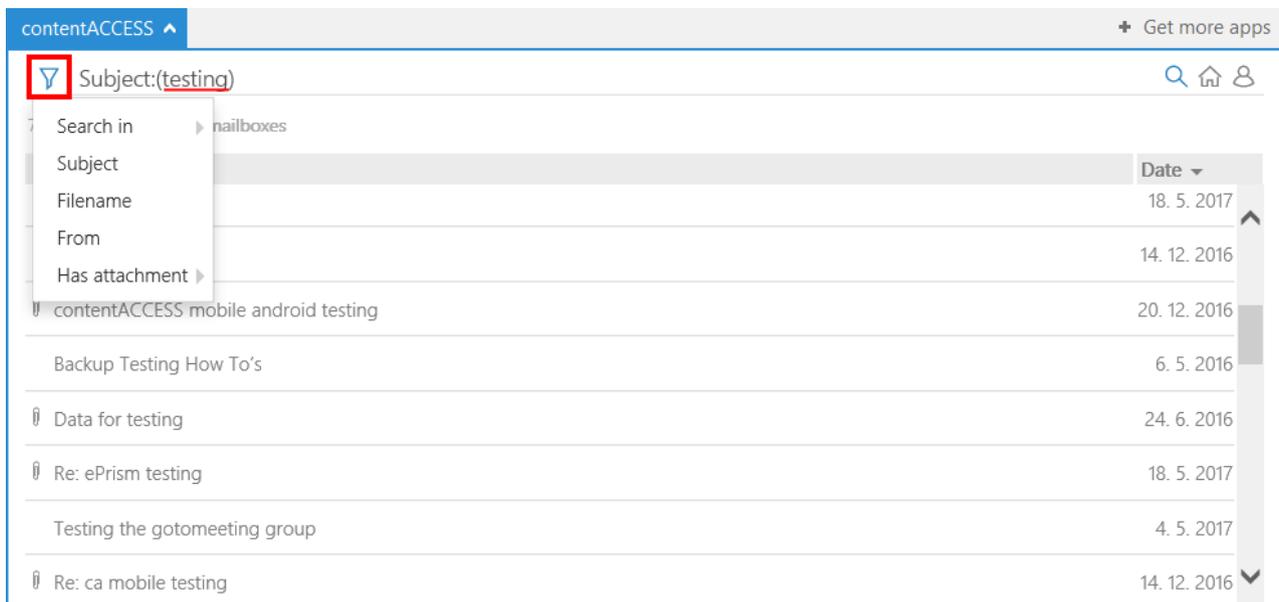




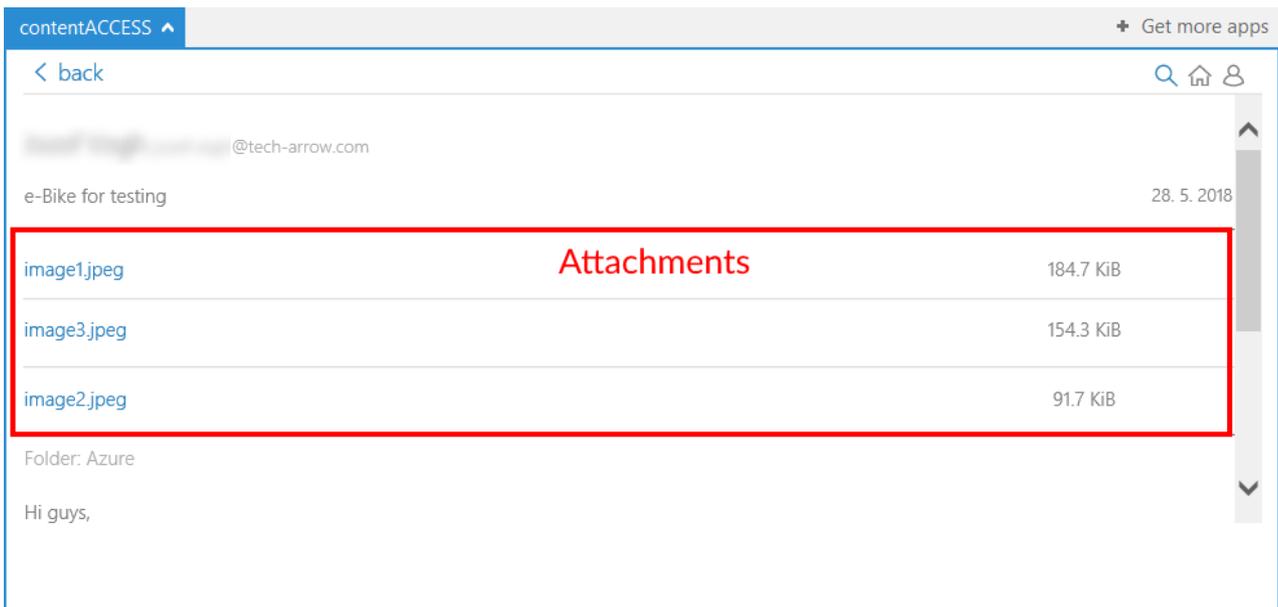
To search in the available mailboxes, click on the search icon and enter the term you are looking for. It is also possible to sort search results by **subject** or **date**.



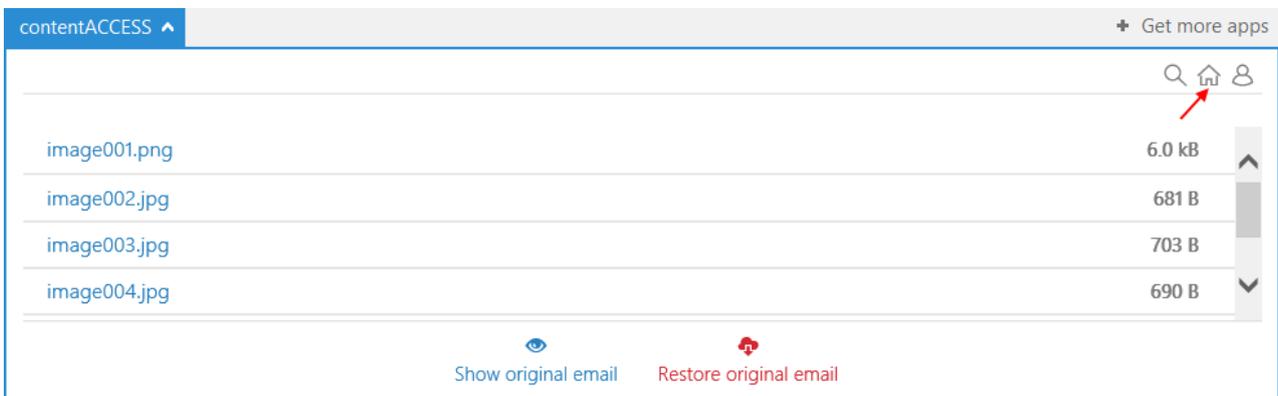
You can also add some filters to the search query by clicking on the **Filtering** icon in the upper left corner. Click on the property that you would like to add to the query. Some properties need to be specified further (like **subject** on our screenshot).



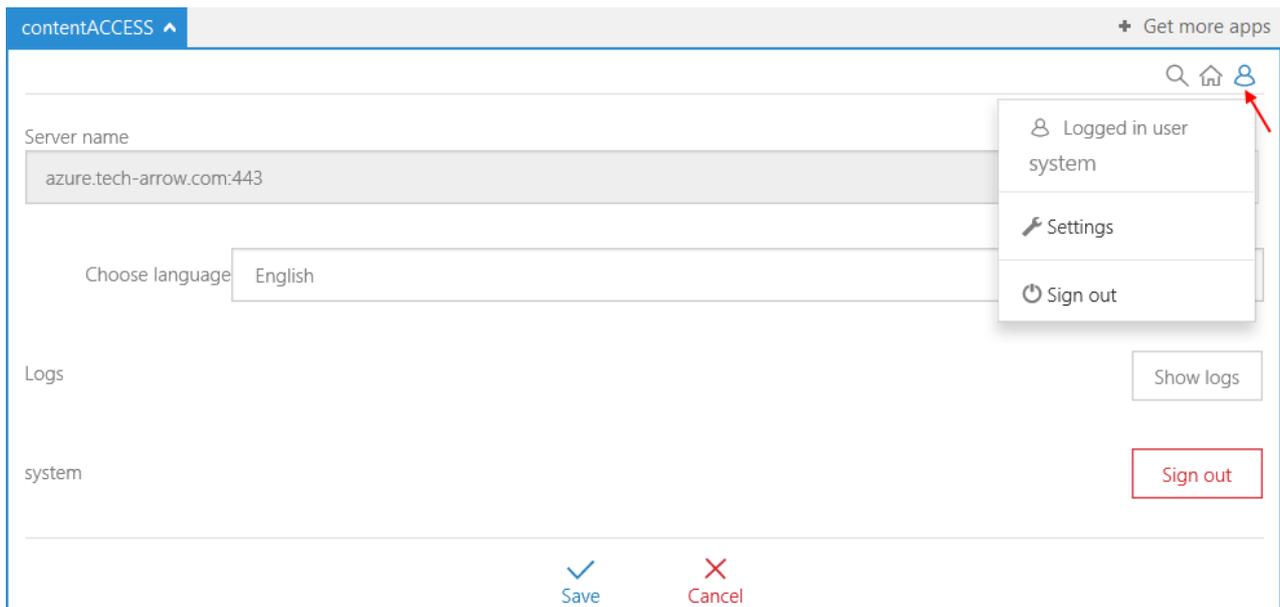
Open the selected email by clicking on it. If the mail has some attachments, the user will be able to open and download them from here.



The **home** button will return you to the home screen, from where it is possible to archive, restore, download attachments or view the original email.



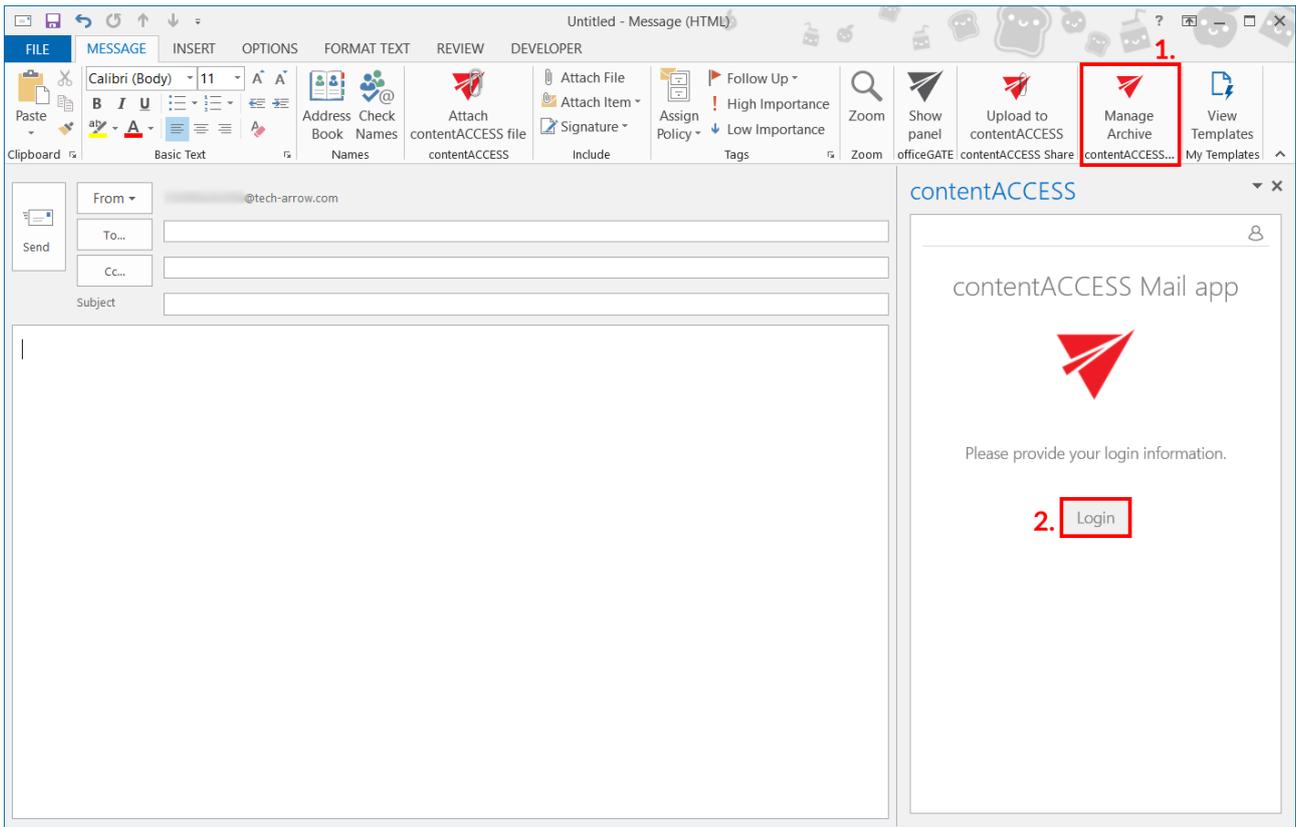
In the menu it is possible to view the current logged in user and to sign him out. After clicking on settings, you will be redirected to a section, where it is possible to view the **server name**, change the application **language**, view last **logs** (e.g. in case an error occurred) and also **view/sign out** the user. On the bottom are two buttons – **Save** (to save the changes) and **Cancel** (if you don't want to save the changes).



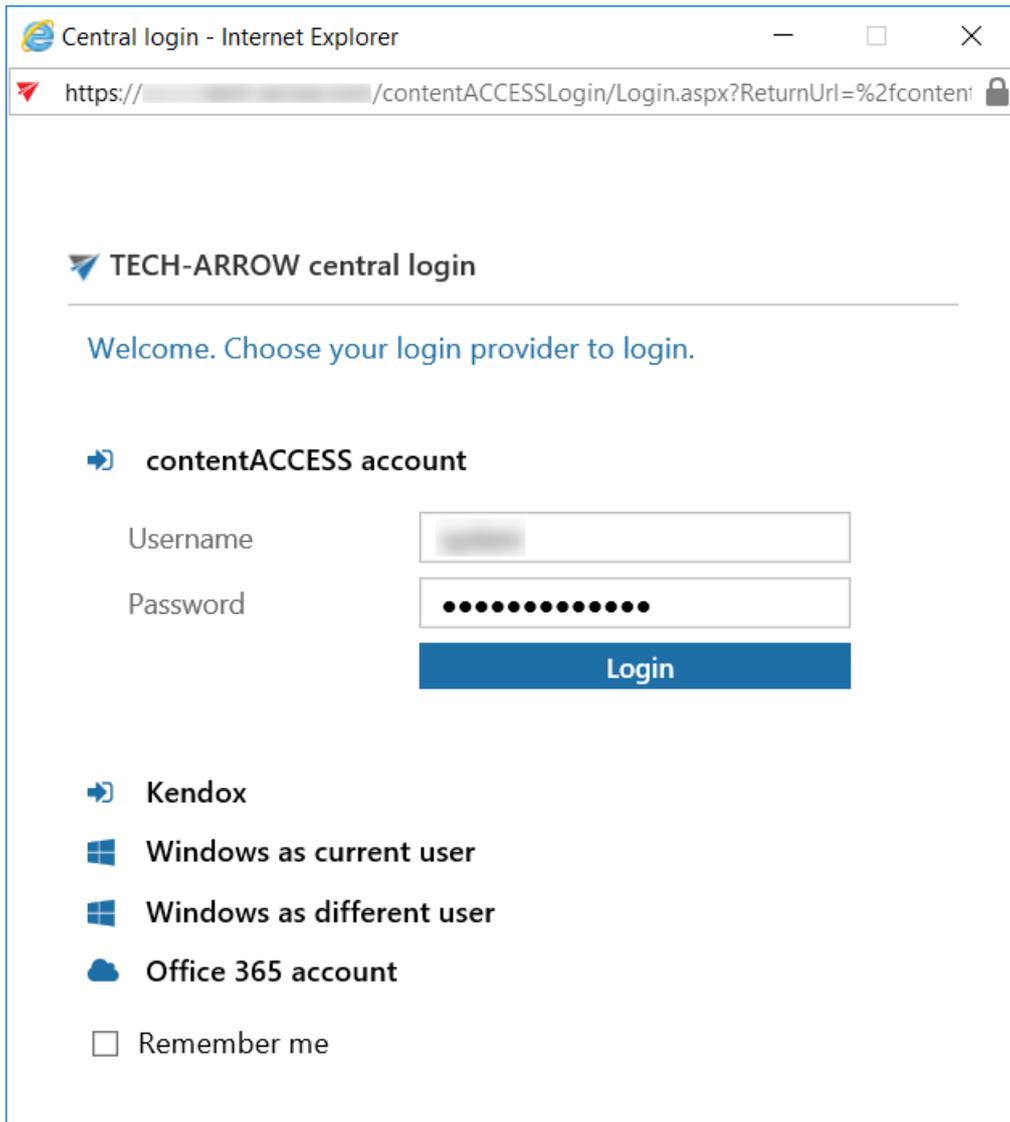
### Mail app in compose mode

Mail app works a bit differently in the compose mode. It is not possible to archive and restore emails here, but instead it is possible to search in already archived emails, open them, share them as **.eml** files or as a link pointing to them or share a link pointing to the performed search.

Open the compose mode (start writing a new email message). Click on **Manage Archive** in the upper right corner. You will first need to authenticate yourself. Click on the **Login** button.

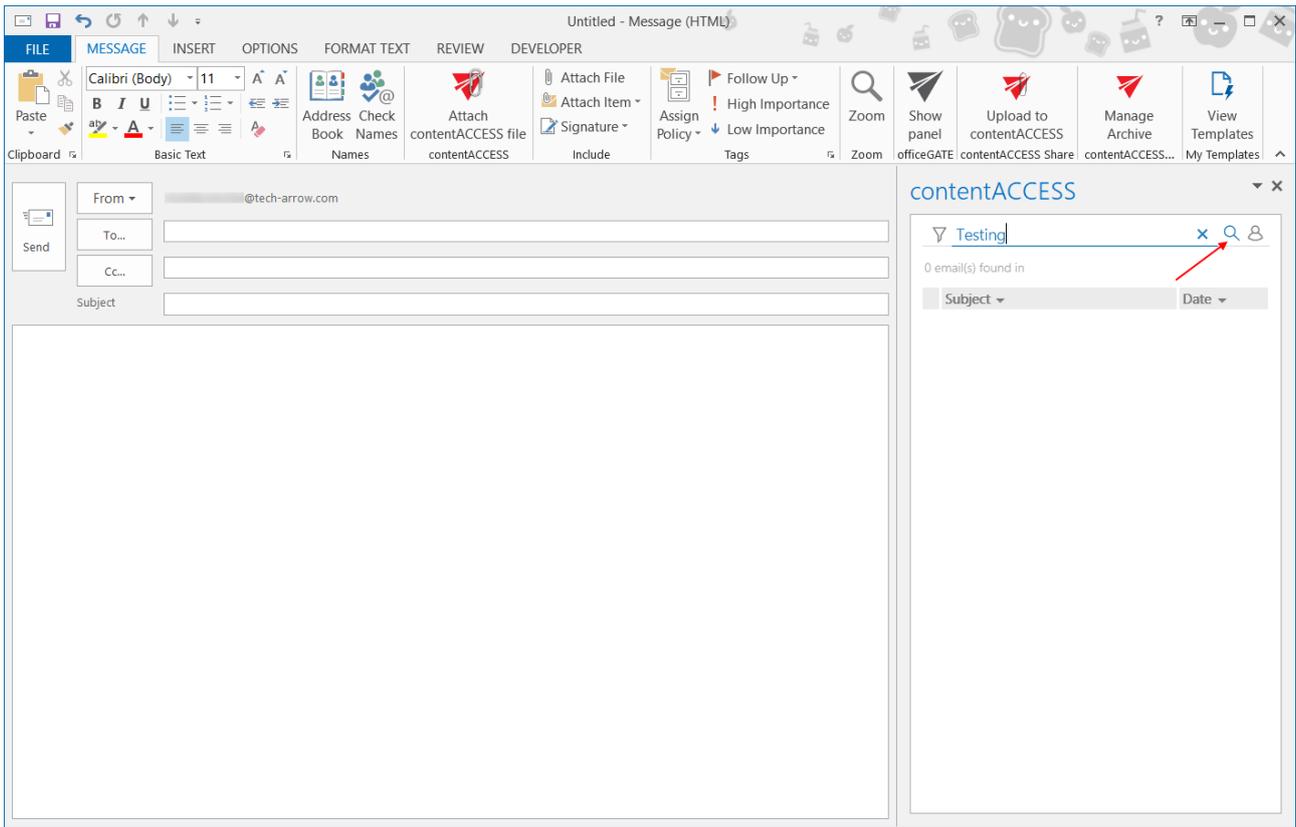


Choose your login provider, enter the applicable user credentials and click **Login**.

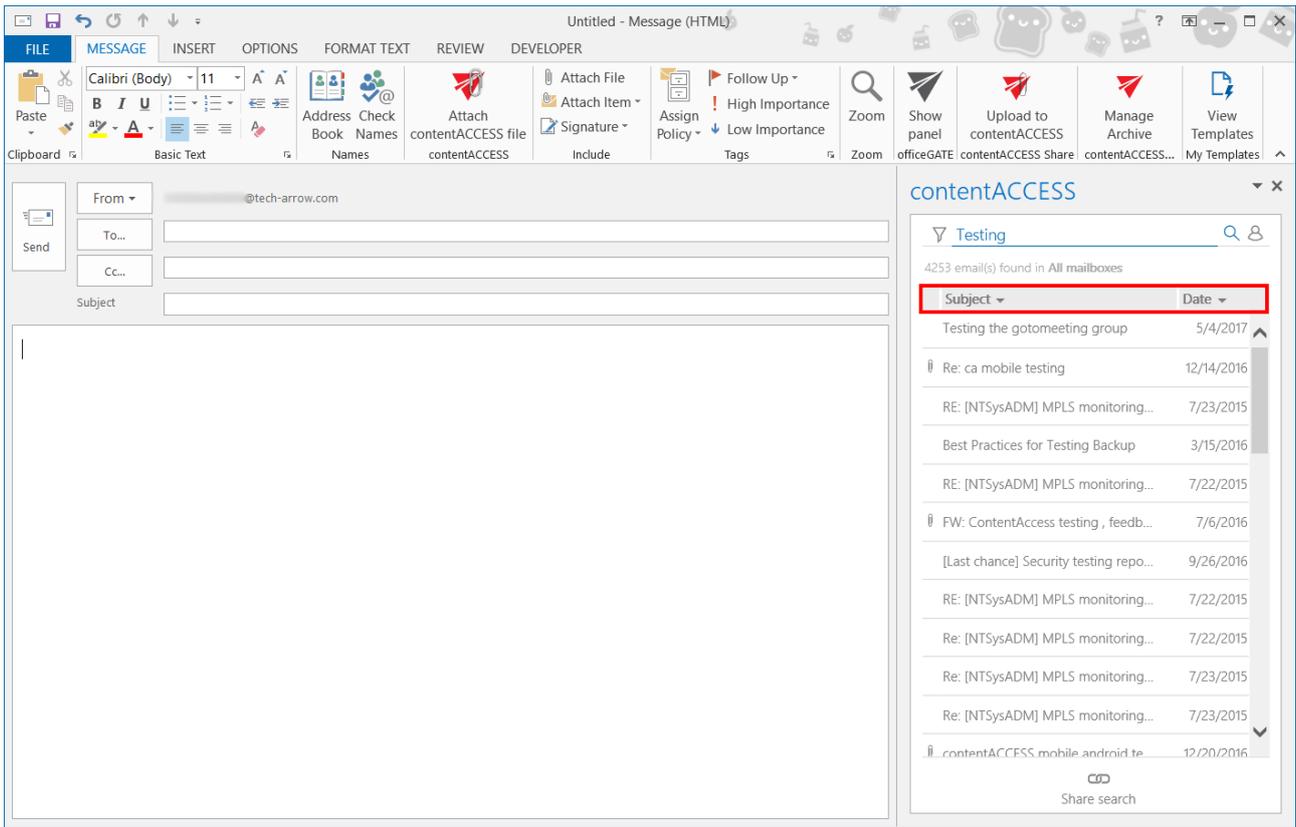


Enter the term you want to search for and click on the search icon, or press enter.

**Note:** The user will be allowed to search only in entities he has access to.

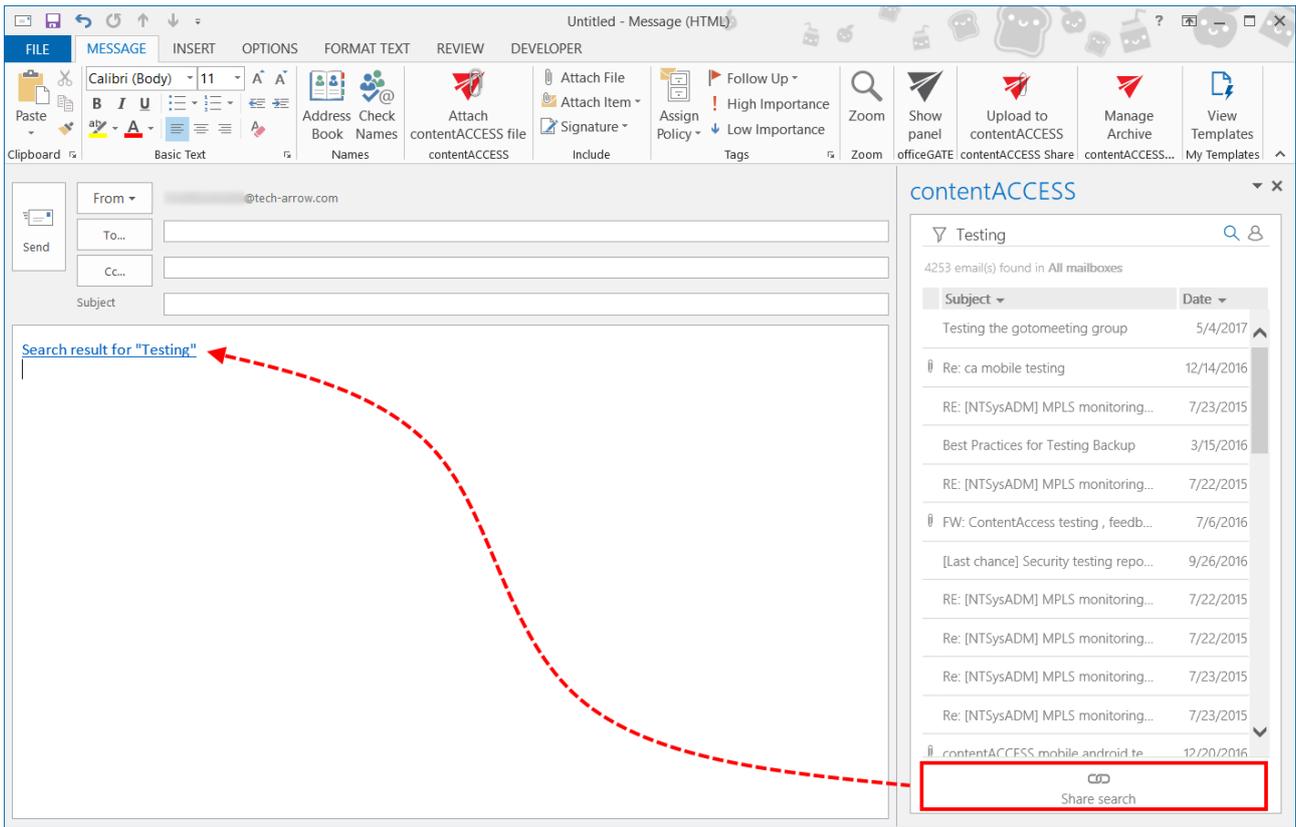


The search results will be displayed. It is possible to sort them by **Subject** or **Date**.



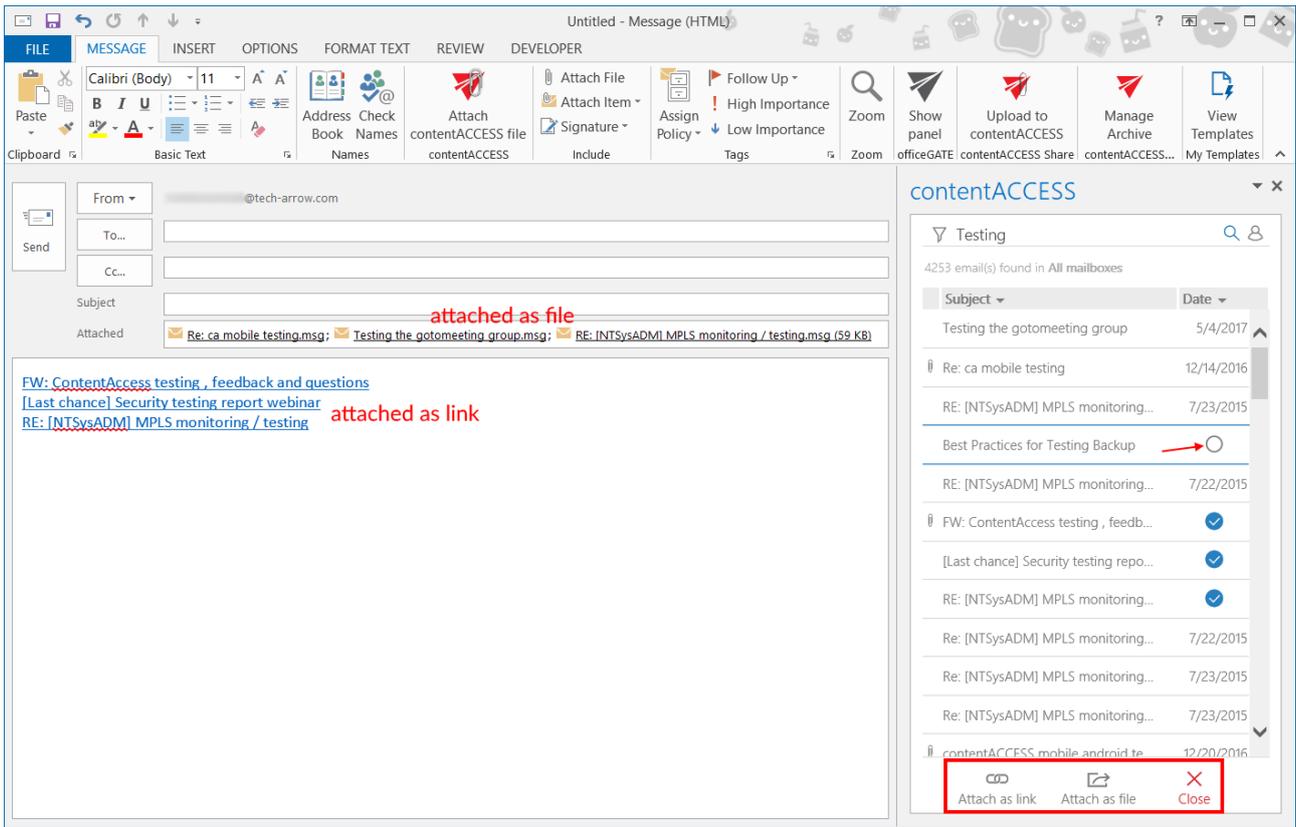
### Sharing a link to the whole search

To share a link pointing to the performed search, simply click on the **Share search** button at the bottom of the Mail app pane. The link will be added to the body of the email.



### Sharing selected email(s)

To share selected emails, move your cursor over them and check their checkbox. Select if you want to attach them to the email as link or as a file (.eml).



## Opening selected email(s)

To open an email, simply click on it. First, a preview will be loaded. If you want to open the original email, click at the **Open** button at the bottom of the Mail app pane.



The screenshot displays the contentACCESS Mail app interface. The top section features a menu bar with options: FILE, MESSAGE, INSERT, OPTIONS, FORMAT TEXT, REVIEW, and DEVELOPER. Below this is a rich toolbar with various icons for text formatting (bold, italic, underline, font color, background color), alignment, and other functions. The main composition area includes fields for 'From' (pre-filled with '@tech-arrow.com'), 'To...', 'Cc...', 'Subject', and 'Attached'. A large empty text area is provided for the message body.

On the right side, a preview pane titled 'contentACCESS' is visible. It shows a message from 'MSPmentor' with the subject 'Best Practices for Testing Backup' dated '3/15/2016'. The message content includes a link to a whitepaper: [http://s2978.t.en25.com/e/er?utm\\_rid=CPTNN000001181603&utm\\_campaign=21681&](http://s2978.t.en25.com/e/er?utm_rid=CPTNN000001181603&utm_campaign=21681&). At the bottom of the preview, there is a red-bordered button with an eye icon and the text 'Open'.