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contentACCESS Mail app

Manual 4.1

AUGUST 3, 2020

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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

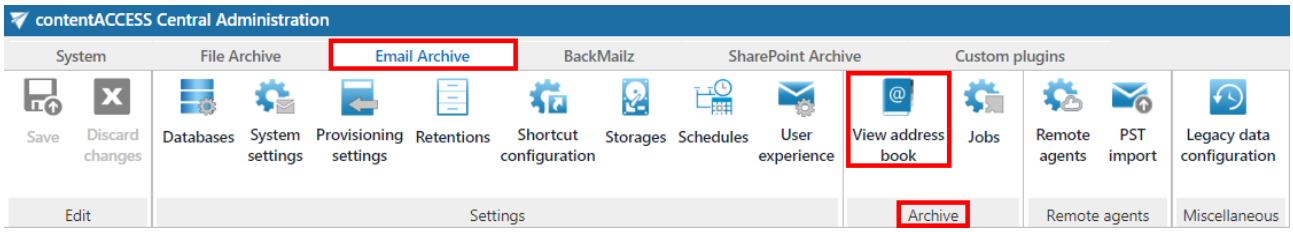
Important!! Mail app prerequisites:

- **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.
- Roles **Org Custom Apps**, **Org Marketplace Apps** and **User Options** must be assigned for the EWS user on the Email archive System Settings page in section **EWS settings**. These roles enable an administrator to install and manage custom apps for the organization (read more about the roles here).

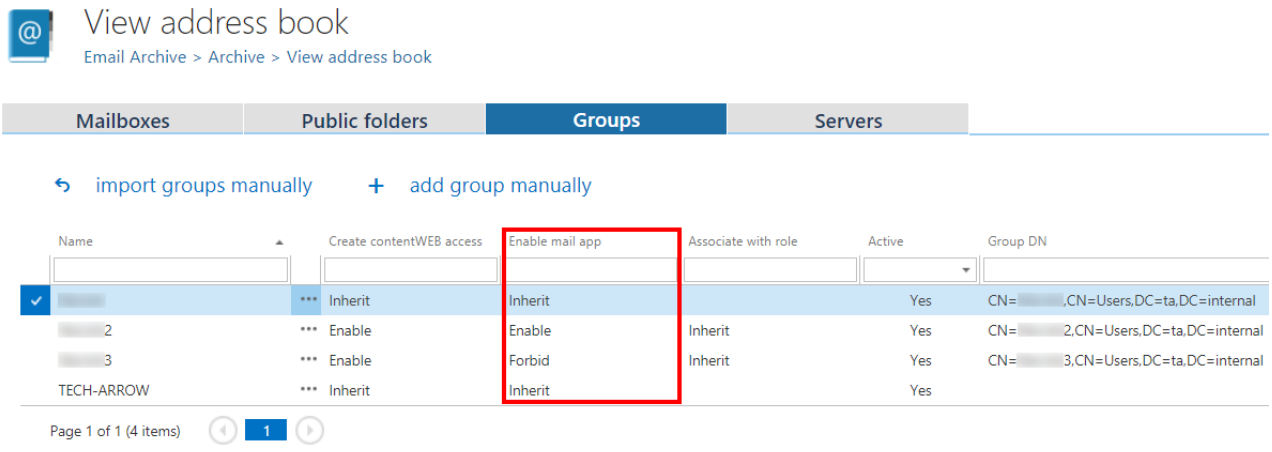
The administrator is required to do the following configurations for manual email archiving. He has to

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 In Central Administration under **System => Services => System => External accessibility settings**;
5) allow Mail app activation for selected mailboxes/groups/servers from **Central Administration => Address book**
6) run the Email archive Provisioning job to apply the changes.

To allow the Mail app activation, navigate to **Email Archive → Archive → View address book** on the ribbon.

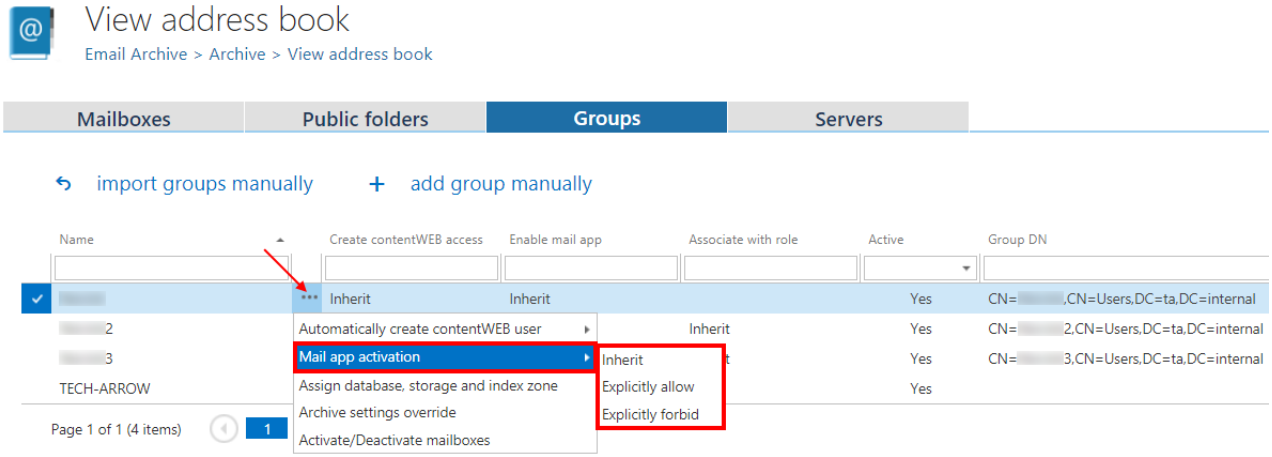


In the column **Enable mail app** it is possible to see if the Mail app activation was allowed for the selected object (mailbox, group or server). By default, **the objects inherit the Mail app activation from their parent**, so if the parent has it set to allow/forbid, so will the child.

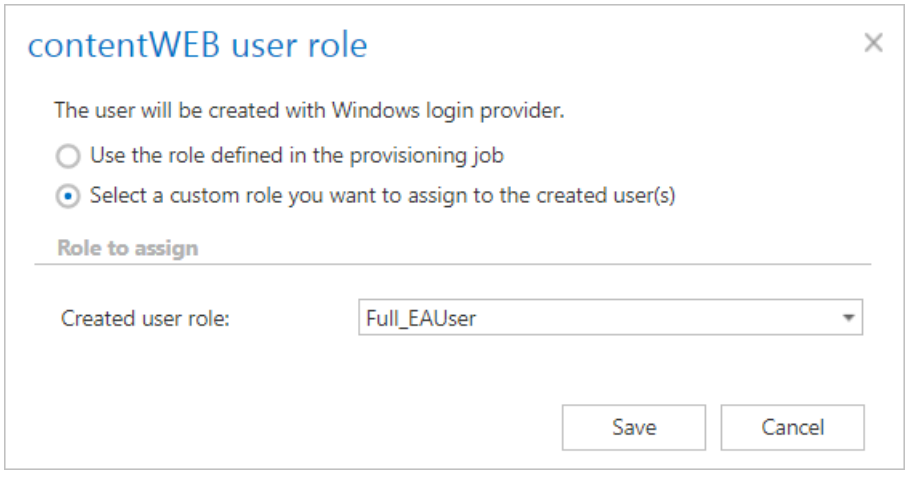


The Mail app activation can be set from the context menu of the selected object to:

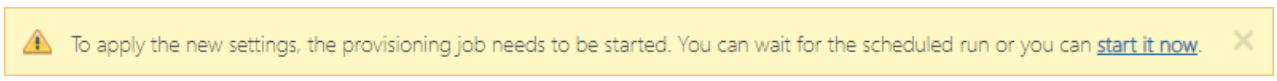
- Inherit
- Explicitly allow
- Explicitly forbid.



If you selected **Explicitly allow**, the contentWEB user role pop-up will open. Here you need to specify the contentWEB user role (containing user permissions) to be assigned to the contentWEB user(s). It is possible to select a **custom role** from the dropdown list or you can use the role defined in the **Email archive Provisioning job**.



After the changes have been made, it is necessary to start the **Provisioning job** to apply them.



Important: To successfully install the Mail app, the Exchange server must have access to the contentACCESS server and to the Mail app's .xml manifest file. The manifest file can be accessed using the following links:

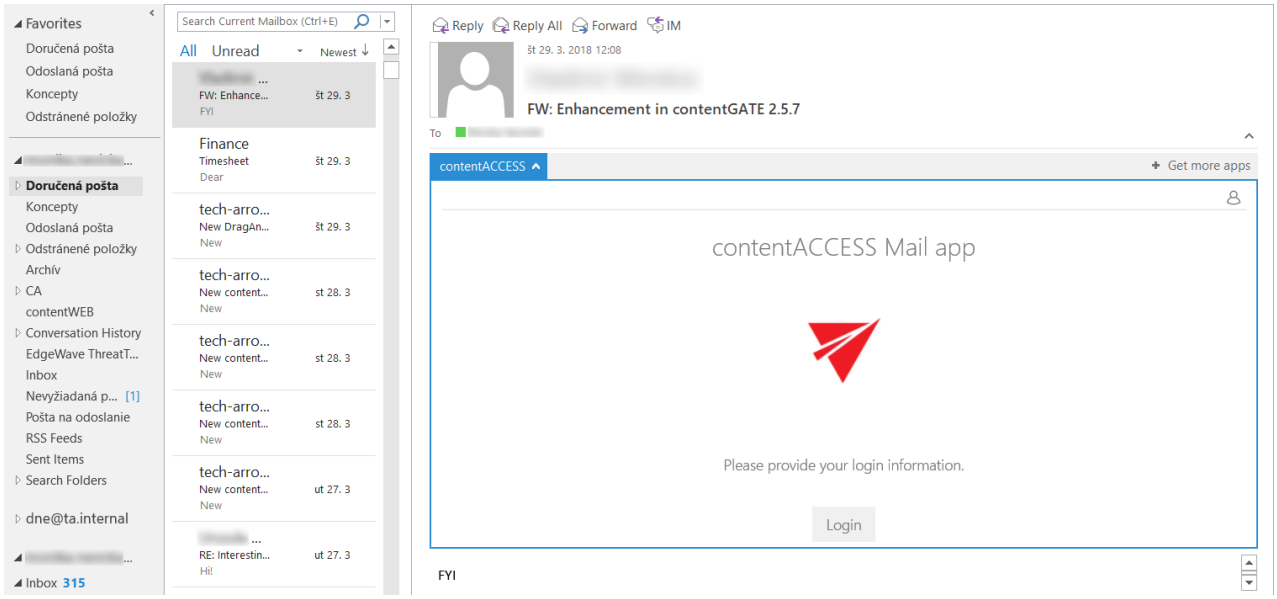
- https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp.xml
- https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp_no_ribbon_button.xml

The administrator should be able to browse the file using the links above without any issues.

How to use Mail app – part for the users

After the Mail app was activated, 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.

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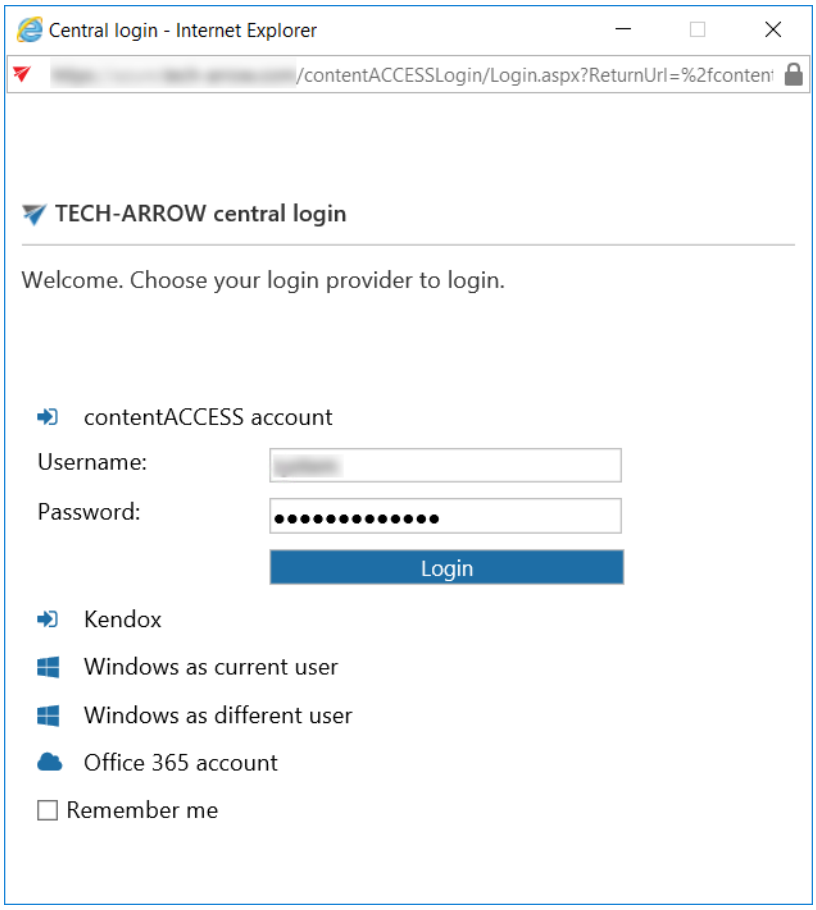
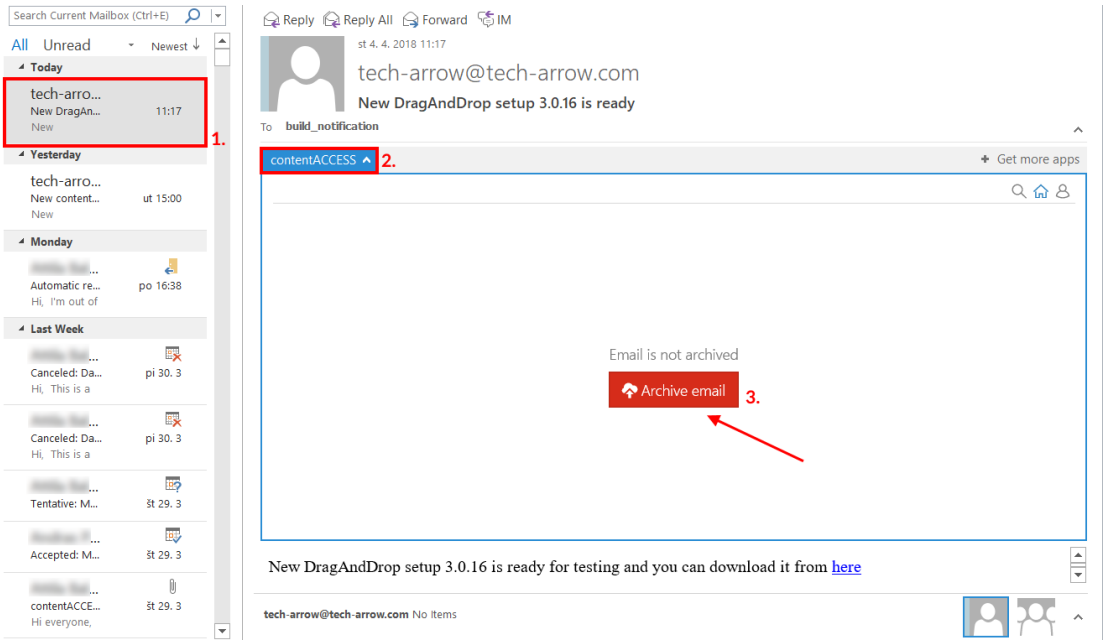


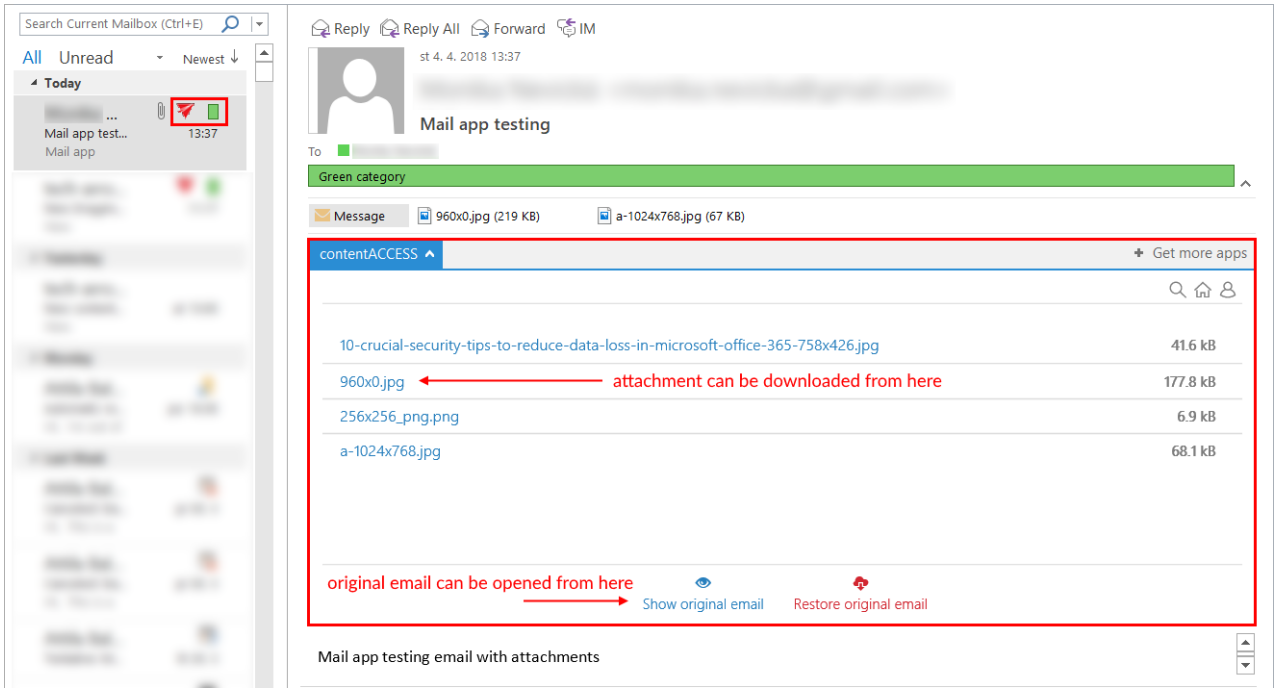
After successfully logging in, select a message (including an attachment) that you would like to archive manually (1). In the reading pane, click on **contentACCESS** (2)… **Archive email** (3) buttons.



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

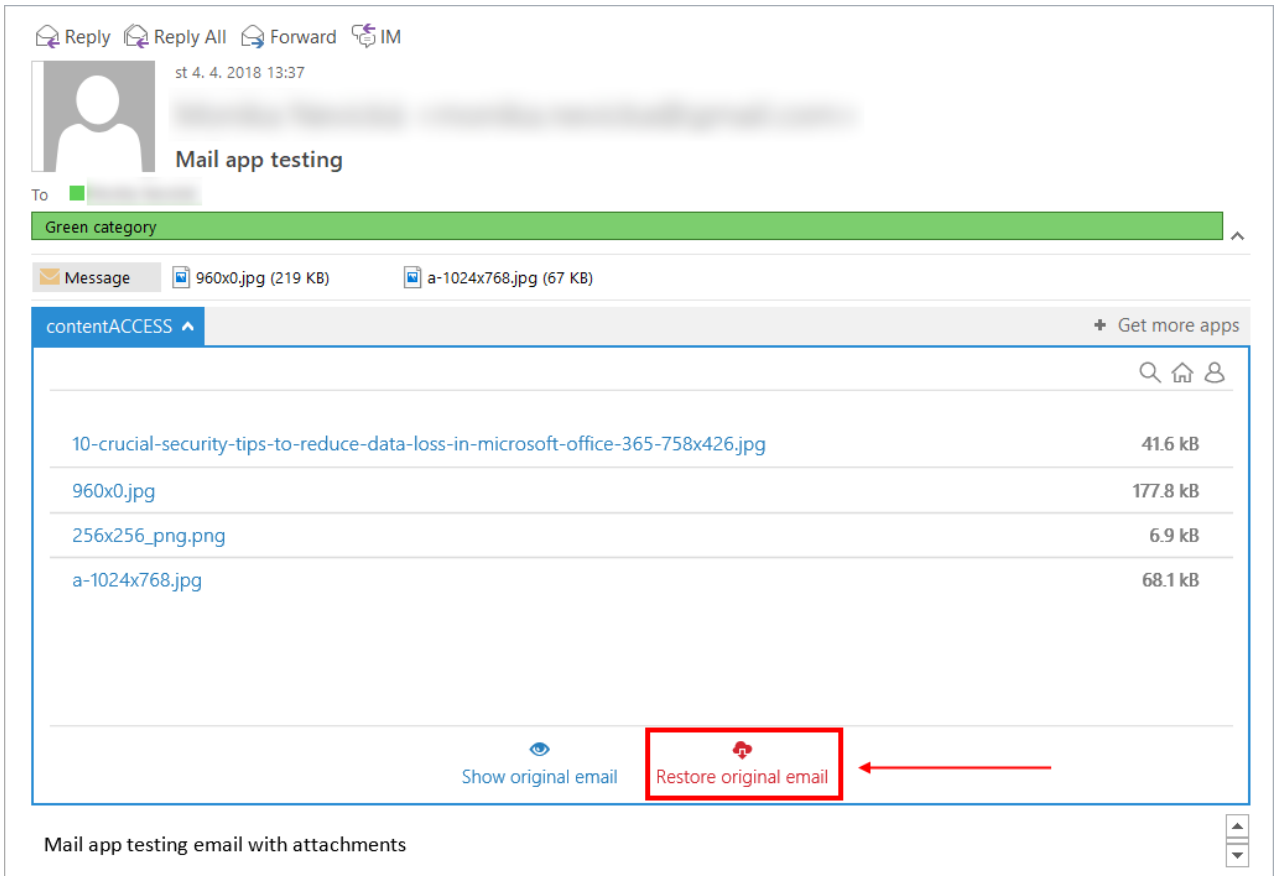
The manual archiving job will use the default shortcut and retention. If we set an HTML shortcut, where green category has been set as default, our archived email will be archived with this shortcut and will be signed with green category.

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.



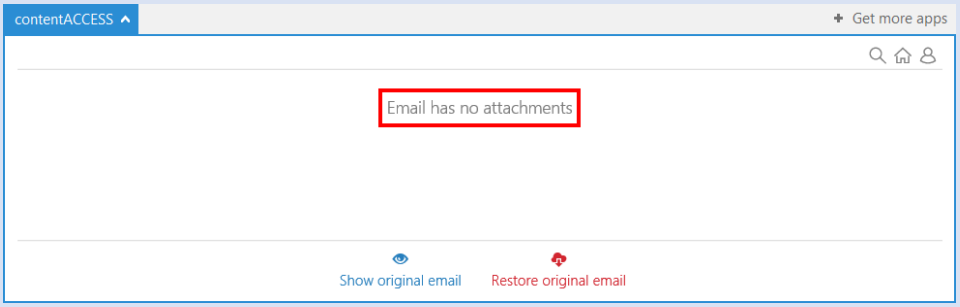
How to manually restore with Mail app?

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

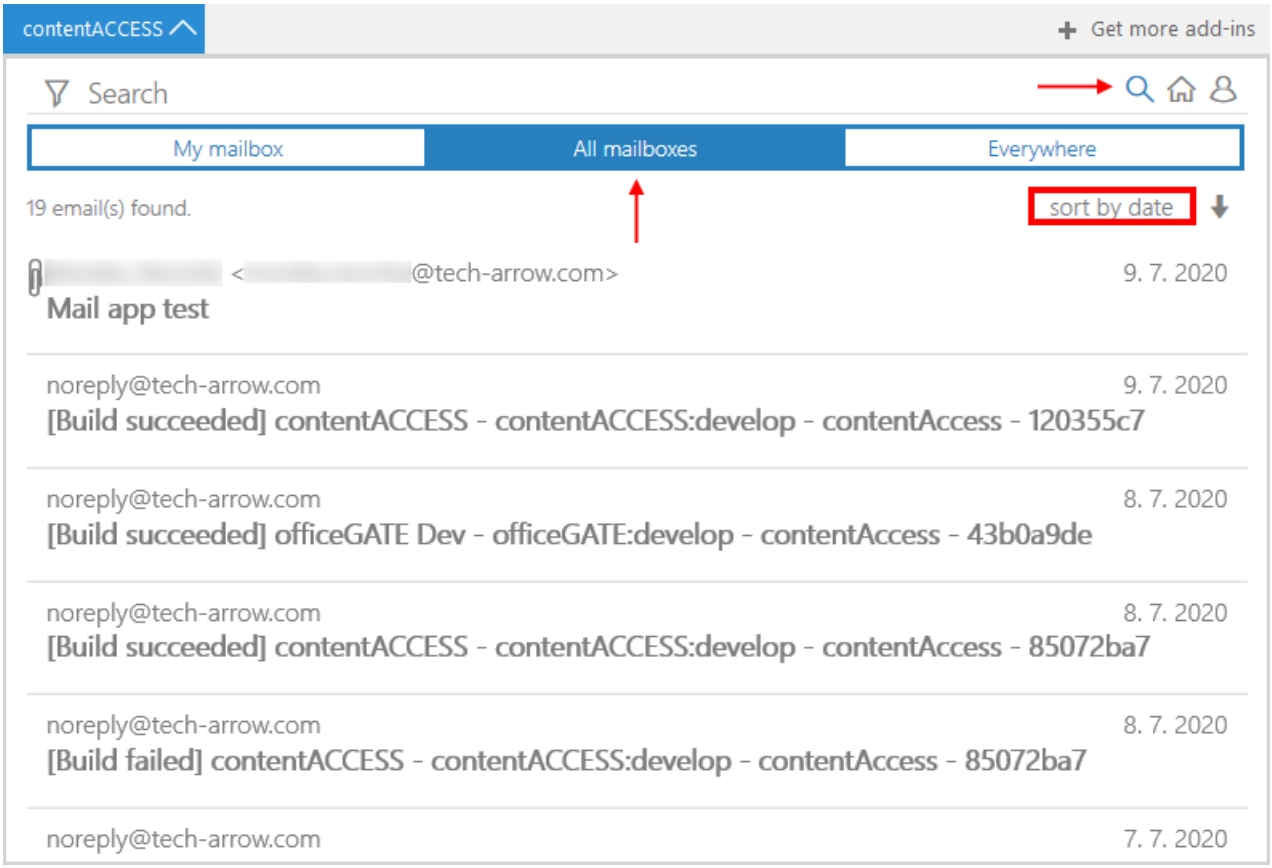


Important!!! Turning on the **Change message class** option in the HTML shortcut configuration is a must if the user would like to manually restore from shortcuts, otherwise this app will not be visible in MS Outlook when trying to restore the original email.

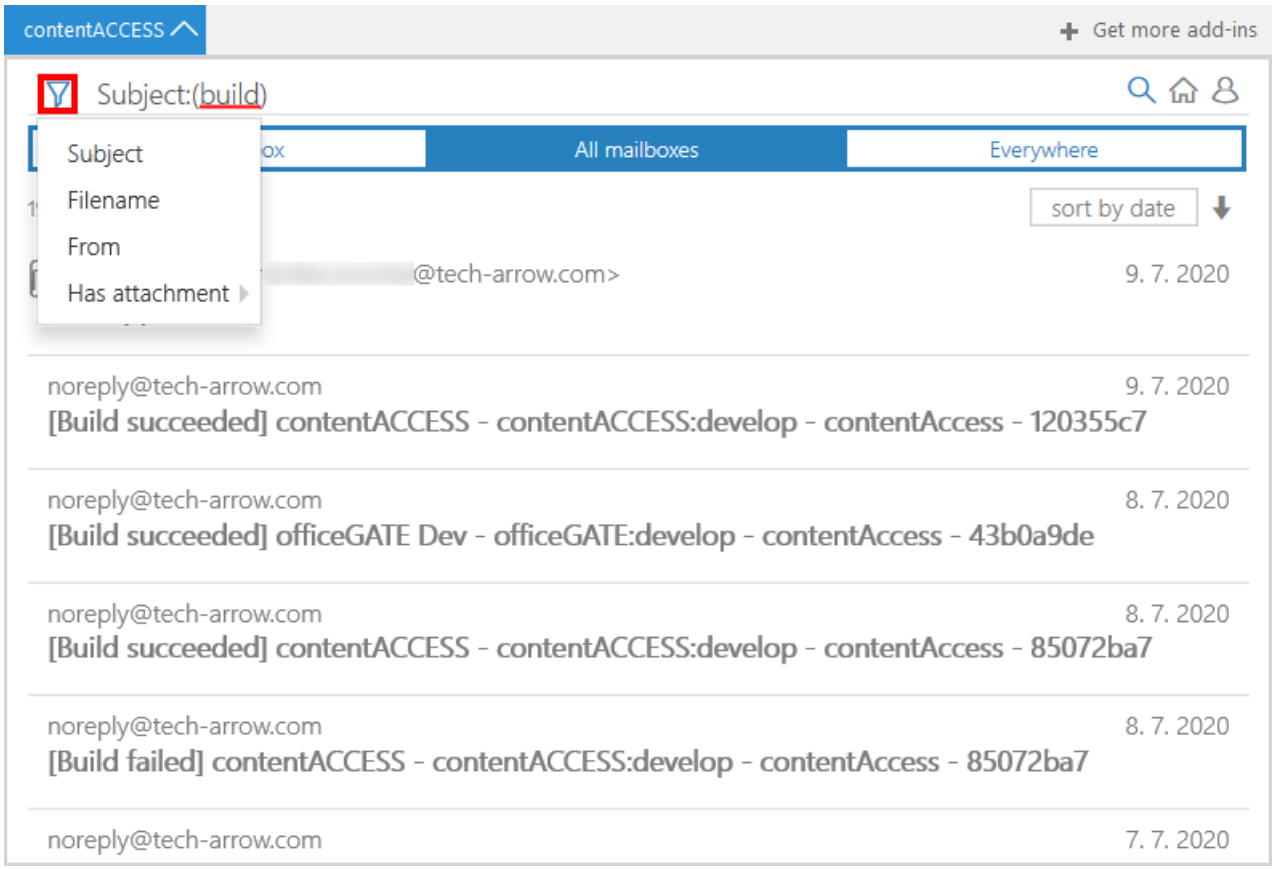
Note: In Mail app the "split attachments" function is active by default. That means that the body of the email and the attachment are stored separately. It is good to know: if the email message containing an attachments has been previously archived by a job, where attachments were not split, then the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



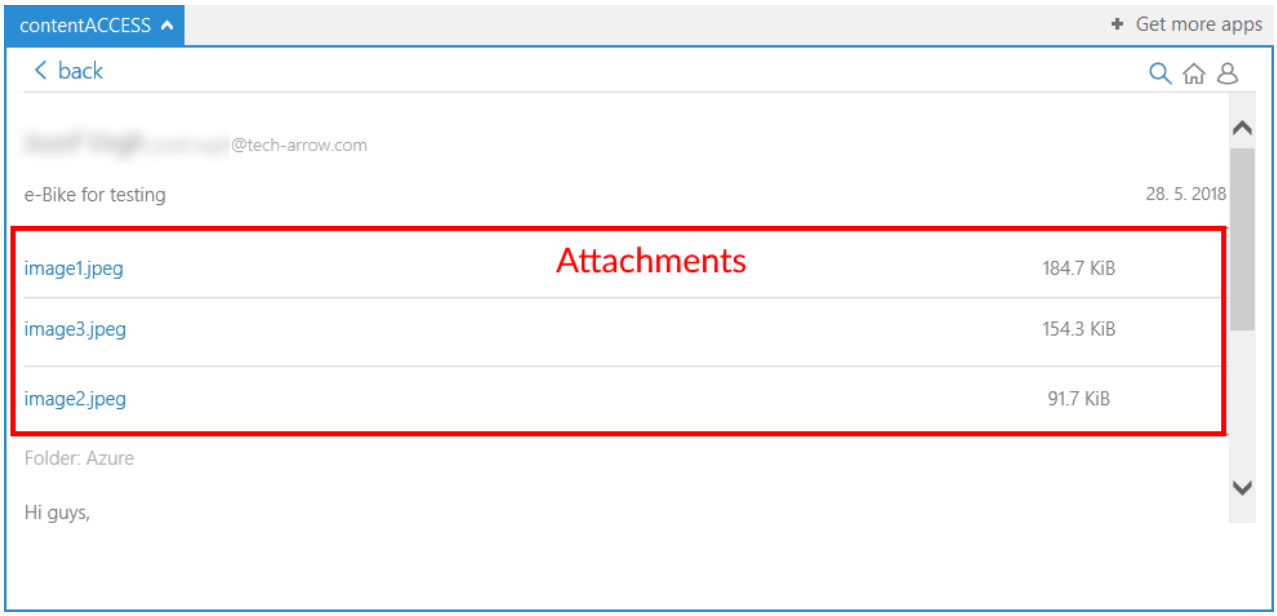
To search in the available entities, click on the search icon and enter the term you are looking for. Select if you want to search only in your mailbox, all mailboxes or everywhere by clicking on the respective tab. It is also possible to sort search results by **date**, **title (subject)** or even by **"best match"** in case you selected the **Everywhere** tab.



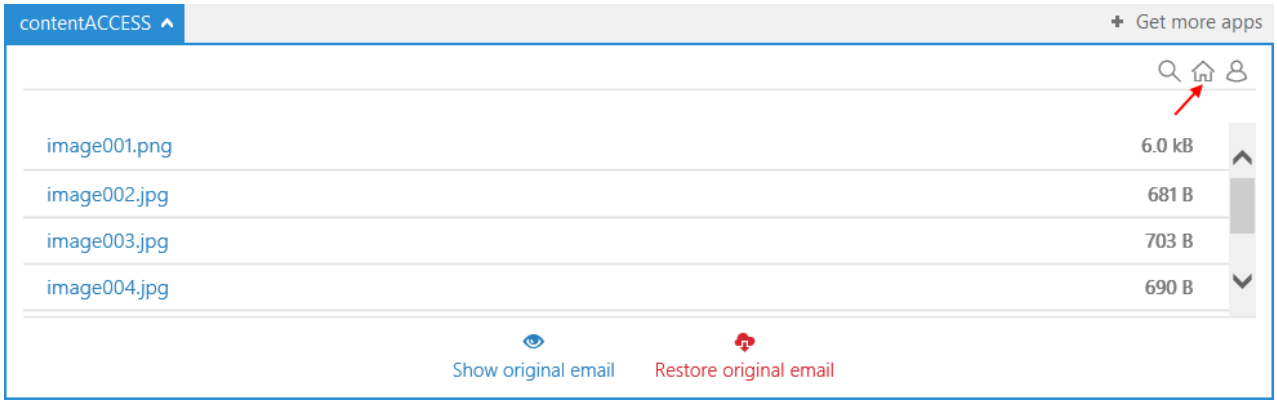
You can also add some filters to the search query by clicking on the **Filtering** icon in the upper left corner. Click on the property that you would like to add to the query. For subject, filename and from, you need to write the values manually afterwards ("build" on our screenshot).



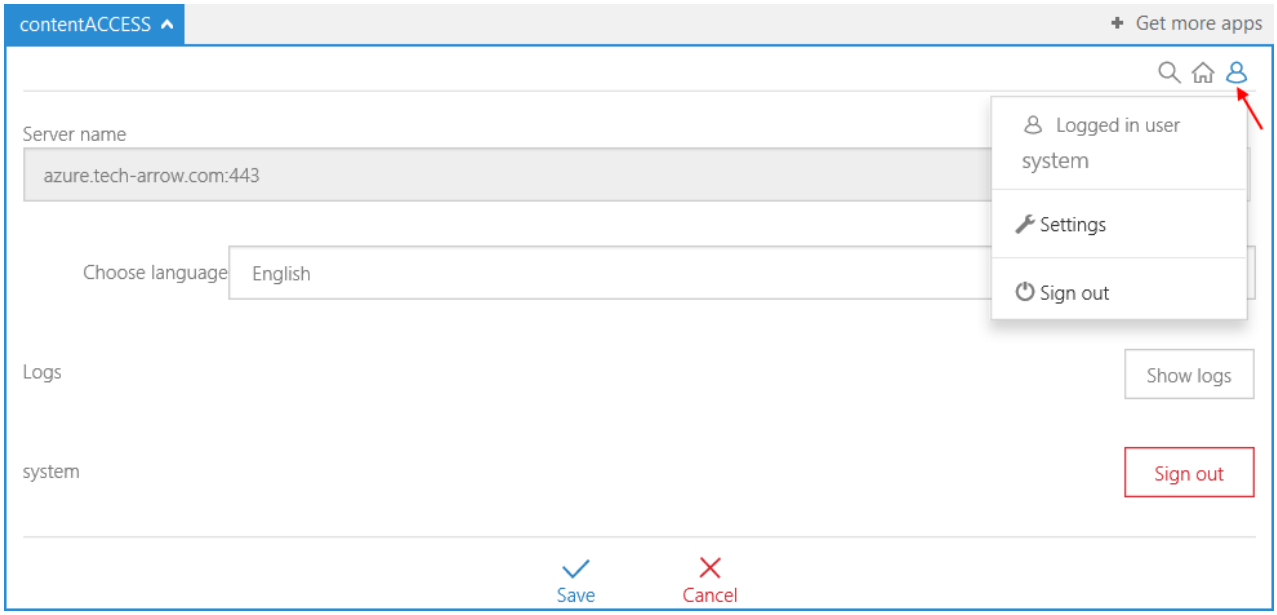
Open the selected email by clicking on it. If the mail has some attachments, the user will be able to open and download them from here.



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).



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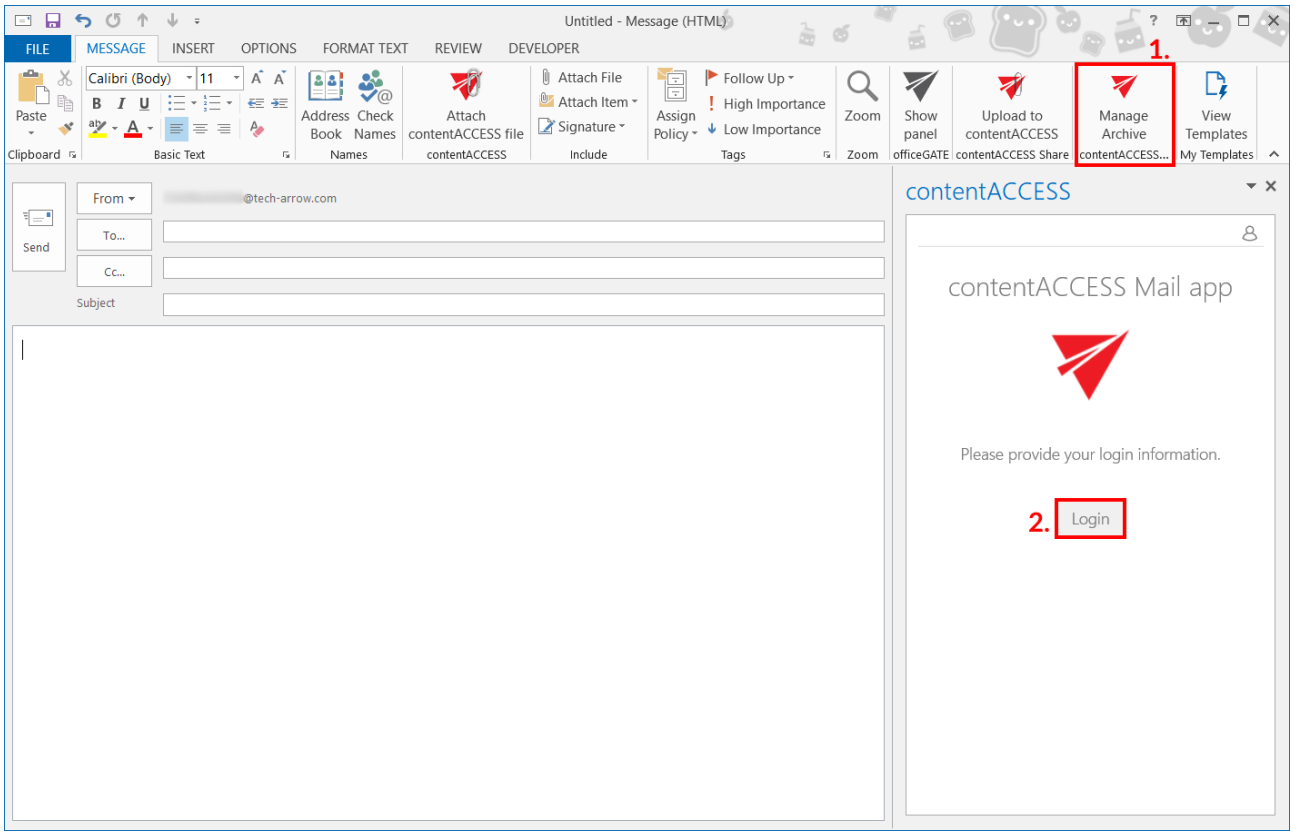
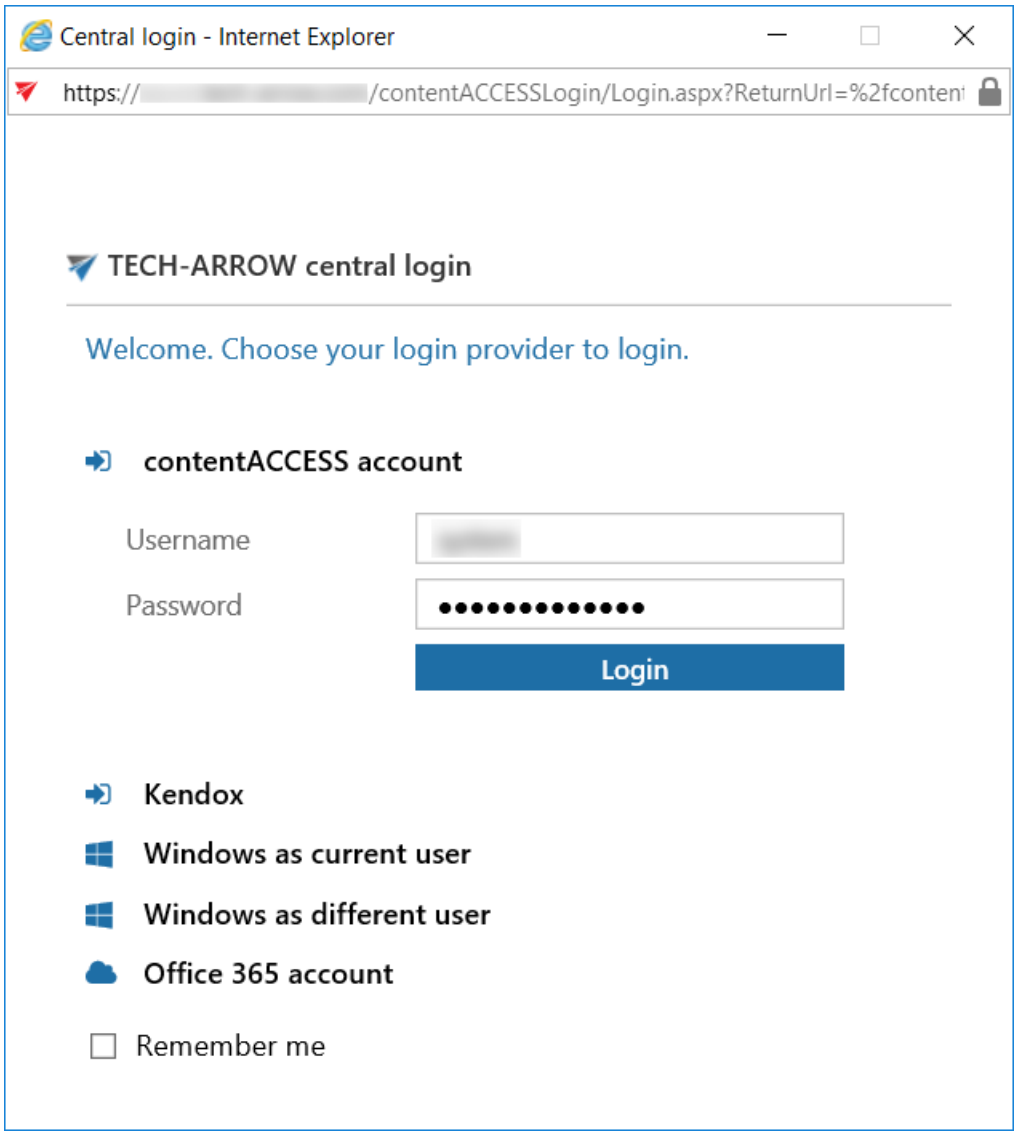
Mail app in compose mode

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.

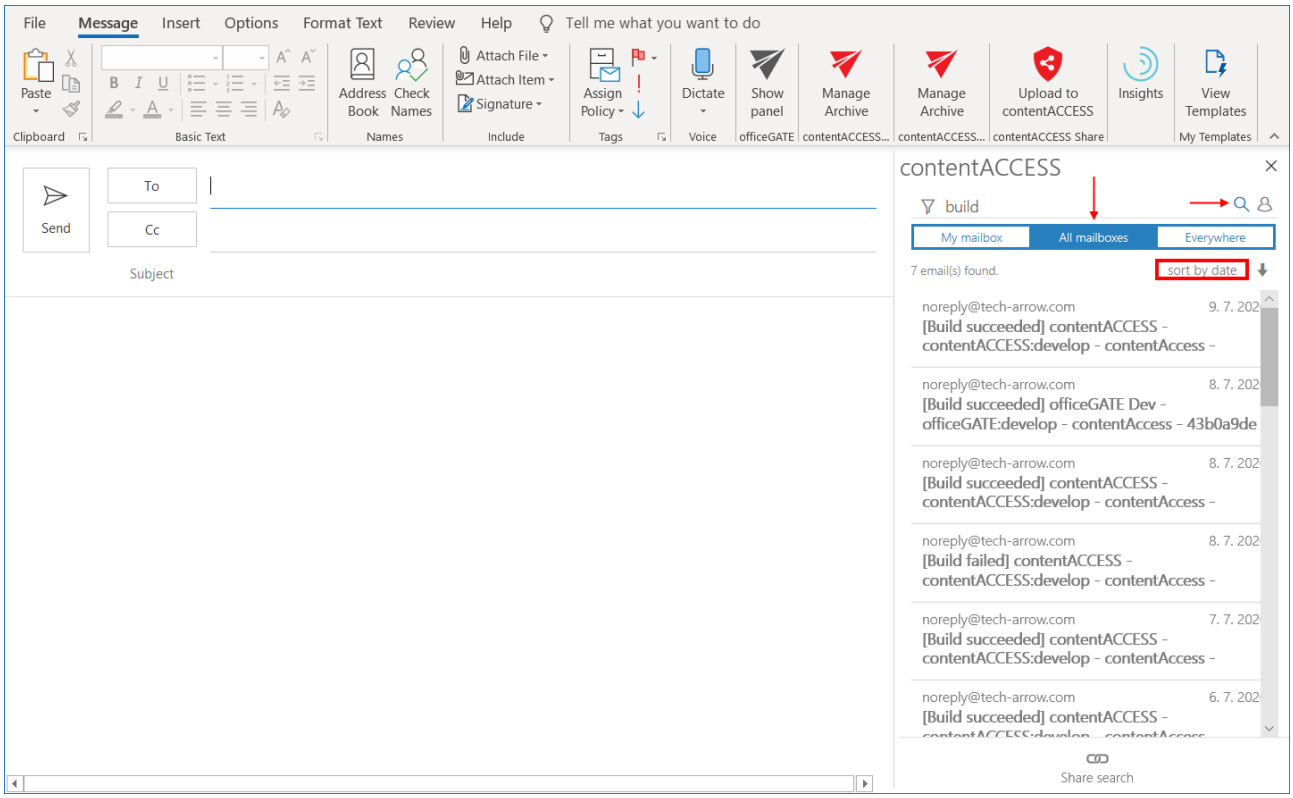


Choose your login provider, enter the applicable user credentials and click **Login**.



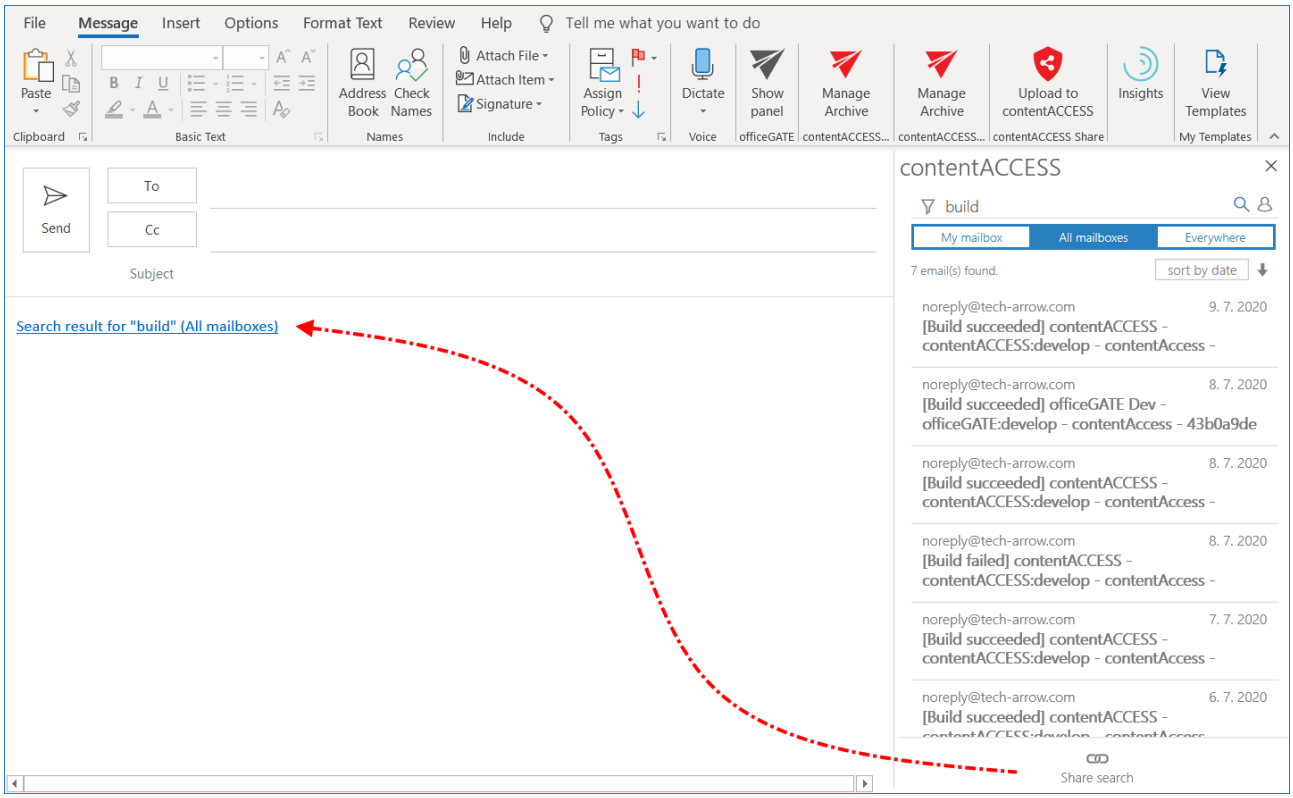
Enter the term you want to search for and select where you want to search by clicking on the respective tab. Click on the search icon, or press enter. The search results will be displayed. It is possible to sort them by **date**, **title (subject)** or even by **"best match"** in case you selected the **Everywhere** tab.

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



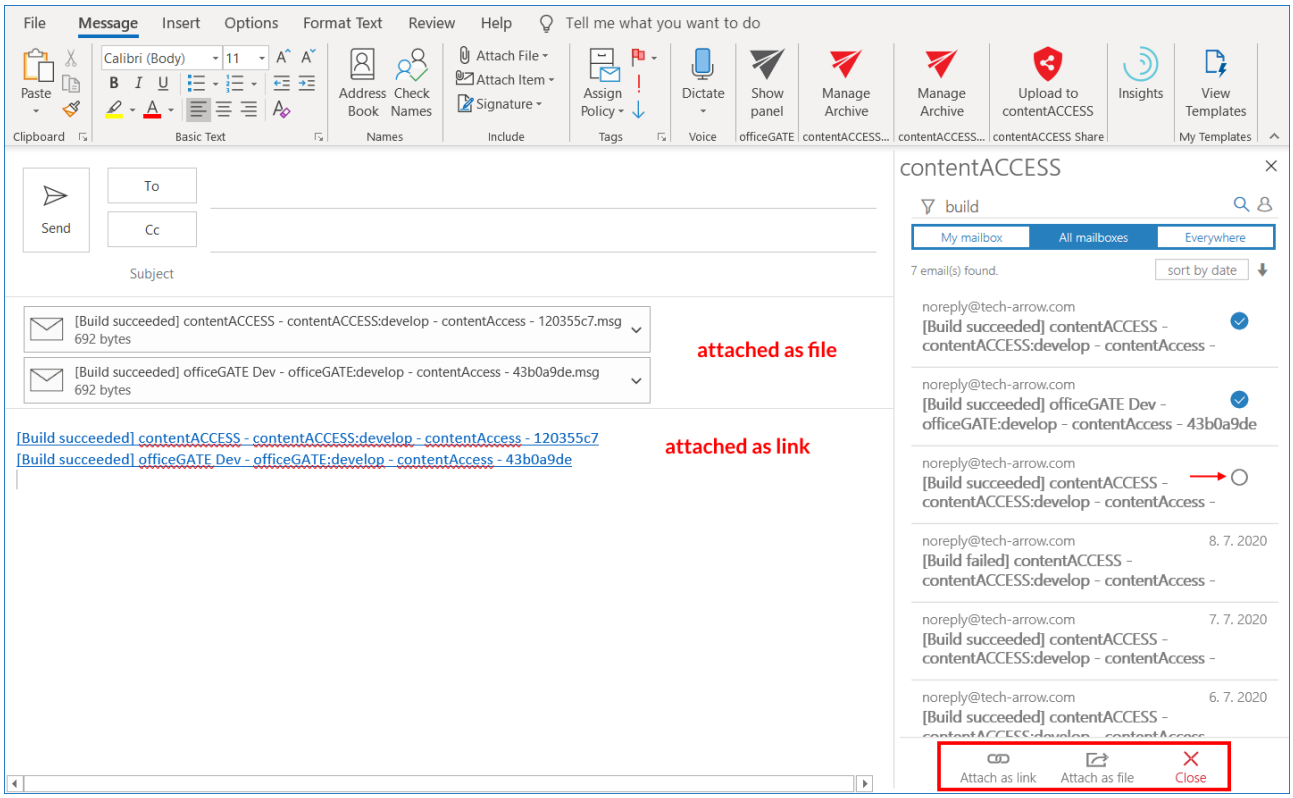
Sharing a link to the whole search

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.

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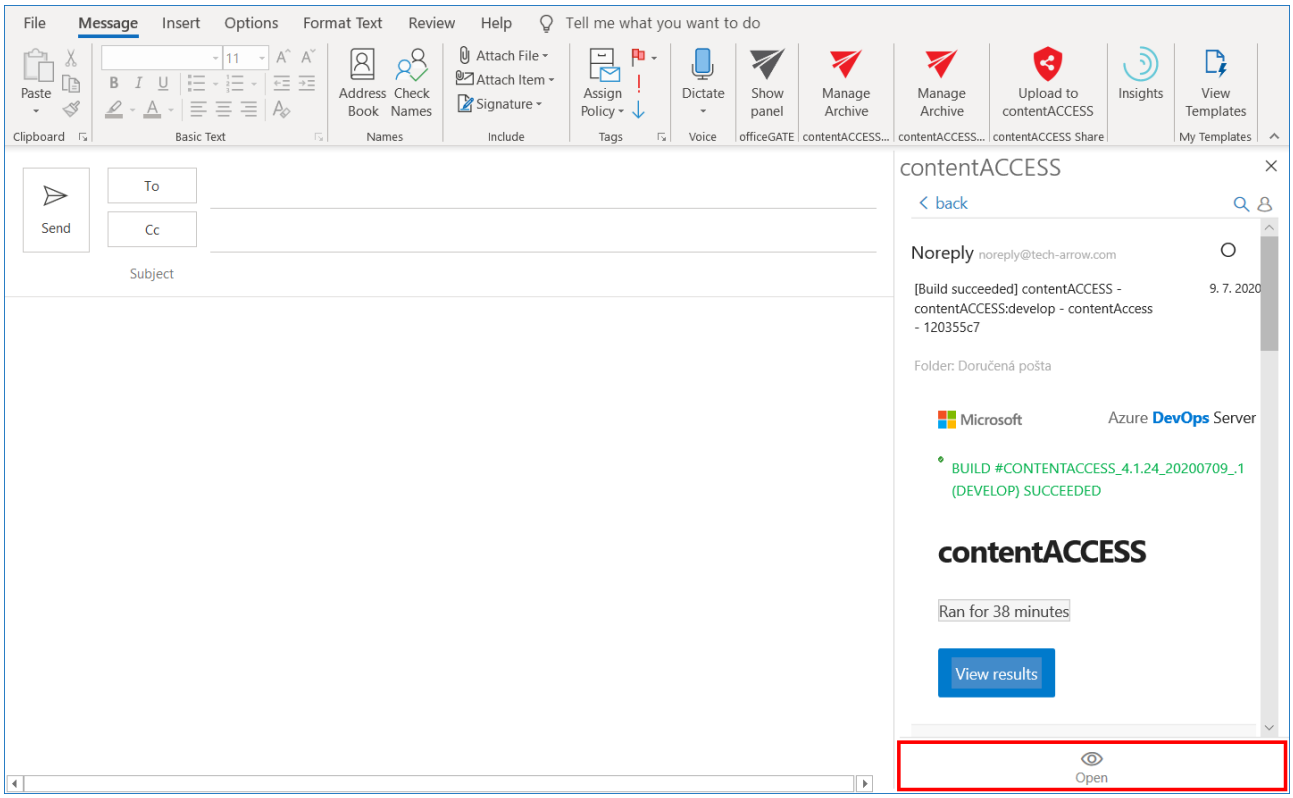
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Format Text
Review
Help
Tell me what you want to do
Paste
Clipboard
Basic Text
Address Book
Check Names
Names
Attach File
Attach Item
Signature
Include
Assign Policy
Tags
Dictate
Voice
Show panel
officeGATE
Manage Archive
contentACCESS...
Manage Archive
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Upload to contentACCESS
contentACCESS Share
Insights
View Templates
My Templates
Send
To
Cc
Subject
contentACCESS
back
Noreply
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Ran for 38 minutes
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