

HP Email Archiving software for IBM Lotus Domino

Version 2.0

User Guide

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About this guide

This guide provides information about user programs for Email Archiving software for IBM Lotus Domino, also known as EAs Domino.

Intended audience

This guide is intended for:

- EAs Domino program users
- EAs Domino system administrators

Prerequisites

Prerequisites for using the EAs Domino user programs include:

- Knowledge of Windows
- Knowledge of Lotus Notes

Related documentation

In addition to this guide, HP provides the following document for users:

- *HP Integrated Archive Platform User Guide*

Document conventions and symbols

Table 1 Document conventions

Convention	Element
Blue text: Related documentation	Cross-reference links and email addresses
Blue, underlined text: http://www.hp.com	Web site addresses
Bold text	<ul style="list-style-type: none">• Keys that are pressed• Text typed into a GUI element, such as a box• GUI elements that are clicked or selected, such as menu and list items, buttons, tabs, and check boxes
<i>Italic</i> text	Text emphasis
Monospace text	<ul style="list-style-type: none">• File and directory names• System output• Code• Commands, their arguments, and argument values
<i>Monospace, italic</i> text	<ul style="list-style-type: none">• Code variables• Command variables
Monospace, bold text	Emphasized monospace text

 **WARNING!**

Indicates that failure to follow directions could result in bodily harm or death.

 **CAUTION:**

Indicates that failure to follow directions could result in damage to equipment or data.

 **IMPORTANT:**

Provides clarifying information or specific instructions.

 **NOTE:**

Provides additional information.

 **TIP:**

Provides helpful hints and shortcuts.

HP technical support

Telephone numbers for worldwide technical support are listed on the HP support Web site:
<http://www.hp.com/support/>.

Collect the following information before calling:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Operating system type and revision level
- Detailed, specific questions

For continuous quality improvement, calls may be recorded or monitored.

Subscription service

HP strongly recommends that customers register online using the Subscriber's choice Web site:
<http://www.hp.com/go/e-updates>.

Subscribing to this service provides you with email updates on the latest product enhancements, as well as instant access to numerous other product resources.

After subscribing, locate your products by selecting **Business support**, selecting **Storage** under Product Category, and then selecting **Storage Archiving**.

Other Web sites

For other product information, see the following HP Web sites:

- <http://www.hp.com>
- <http://www.hp.com/go/storage>
- http://www.hp.com/service_locator
- <http://www.hp.com/support/manuals>

1 Overview

This chapter introduces the HP Integrated Archive Platform (IAP) and Email Archiving software (EAs) from a user perspective.

- [IAP and EAs](#), page 11
- [Understanding document archiving](#), page 11
- [Understanding searching and indexing](#), page 12

IAP and EAs

IAP is a fault-tolerant, secure system of hardware and software that archives email messages and attachments for your organization, and lets you search for archived messages. It includes:

- Automatic, active email archiving that helps your organization meet regulatory requirements.
- Interactive querying to search for and retrieve archived messages.

The IAP Web Interface lets you use your Web browser to search for documents archived on the system, and save and reuse your search-query definitions and results. For information on using the IAP Web Interface, see the *HP Integrated Archive Platform User Guide*.

EAs is software that can be used with IAP. To interact with the system, your company may provide access to the programs shown in Table 2.

Table 2 IAP and EAs user applications

Application	What you can do
EAs Domino user programs (customer option)	View and work with archived messages using IBM Lotus Notes.
DWA Extension (customer option)	View and work with archived messages using Domino Web Access (iNotes).
IAP Web Interface	Use a Web browser to search for email archived on the system, and save and reuse search-query definitions and results.

Understanding document archiving

The IAP system archives email messages based on rules that are set up by your system administrator. For example, messages can be archived after they have been in your mailbox for a certain number of days, or they can be archived after your mailbox reaches a certain size. Depending on the way your system is configured, a special icon can appear in front of a message to show that it has been archived.

Archiving involves physically storing copies of email messages and attachments, but also virtually storing messages in one or more virtual document collections, known as *repositories*. Your individual repository includes archived copies of the messages you send or receive.

Some users have access to repositories besides their own. For example, your manager or supervisor may have access to your repository.

Understanding searching and indexing

You can search for and retrieve messages and attachments archived in your repository (or any other repositories to which you have access). When you search for a message or attachment, your query is checked against an index of words that is updated each time a message is archived.

Indexing the contents of a message and attachment involves cataloging the words to prepare them for later searching. Separators (such as punctuation) between words are ignored during indexing. Message formatting also has no bearing on indexing. Invisible source-code words, such as HTML markup tags, are ignored.

NOTE:

There can be a delay from the time messages are archived to the time they are indexed. Messages archived very recently might not be immediately available for query and search.

Indexed document types

You can search the contents of a message attachment only if the contents have been indexed.

The following types of attachments are indexed:

- Plain text files
- Rich text files (.rtf)
- HTML (HyperText Markup Language) files
- Files used by the following Microsoft Office programs, including Office 2007: Word, Excel, PowerPoint, and Access
- PDF (Portable Document Format) files viewed with Adobe Acrobat Reader
- Zip files
For zip files and embedded messages, the content inside the files is expanded and indexed.
- Embedded messages (RFC 822 messages)

The following types of attachments are not indexed:

- Graphic files
- Music files
- Video files

These attachments can be archived, but you cannot search for them.

2 Viewing and retrieving archived email

There are several ways to view or retrieve archived messages. Your system administrator will explain which of these methods are available for you to use.

- [Using the IAP Web Interface](#), page 13
- [Using Domino Web Access \(DWA\)](#), page 15
- [Using Lotus Notes](#), page 17

Using the IAP Web Interface

The IAP Web Interface, which is accessed via your Web browser, can be used to display and send archived messages. Before logging in for the first time, ask your system administrator for the URL to use.

Alternatively, your system administrator might create a link in Lotus Notes that takes you directly to the IAP Web Interface when it is clicked.

The IAP Web Interface can be accessed with any of the following supported Web browsers:

- Microsoft Internet Explorer for Windows 6.x and 7.x (recommended)
- Mozilla Firefox 2.x and 3.x

To access the IAP Web Interface:

1. In the Address field of your Web browser, enter the URL (Web address) that was provided by your system administrator.

The Web browser displays a login screen.

2. Enter your user name and password. Both fields are case-sensitive.

The user name can be your Internet address or your Notes mailbox name (the “short name” in your Domino Directory Person document).

The password is your Notes Internet password.

3. Click **Login**.

The Simple Search page is displayed.

4. To log out, click **LogOut** in the toolbar.

Completing simple searches

The Simple Search page searches for email messages containing words you enter in the Search for field. In the Search for field, you can enter simple words, words with wildcards (*), or a more sophisticated query involving Boolean expressions or word sequences.

To complete a simple search:

1. Click **New Search** in the toolbar.
The Simple Search page is displayed.

Content Type: ?

Timeframe: ?

Where to Search: ?

Search for:

Figure 1 Simple Search page

2. Search using all of the following fields on the Simple Search page:
 - **Content Type:** You can search for email messages (email).
 - **Timeframe:** The time period to search. This includes the date an email message was sent.
 - **Where to Search:** The repository to search. A repository is a virtual collection of documents (email messages and attachments). Only the repositories to which you have access are displayed. At a minimum, you have access to your own repository.
 - **Search for:** Searches for words in the message body, but not in message fields such as Subject, From, or To. It also searches inside message attachments. Make your search text as specific as possible. In general, the more information provided in the Search for field, the narrower the search. If the field is blank (empty), all documents within the specified date range of the query are returned.

3. When you have finished defining your query, click **Find Now** to start the search.
The Query Results page is displayed with the first 50 results. You can click the other bars to display additional sets of 50 results.

 **NOTE:**

When the results are retrieved, the most recent documents are displayed first.

4. From the Query Results page, you can display the contents of an email by clicking the item in the list.

For more information about using the search features, including the Advanced Search feature, see the *HP Integrated Archive Platform User Guide*. In Advanced Search you cannot use the folder name as a search criteria. EAs Domino does not capture the names of folders (such as Inbox) where messages reside before they are archived.

For information about searching for and viewing signed or encrypted messages, see [“Working with signed and encrypted email”](#) on page 23.

Sending search results

You can send copies of archived messages from the IAP Web Interface to your email account.

To send email copies:

1. From the Query Results page, select the check box next to each message you want to send. Skip this step if you are sending all items.
2. Click **More Options** to open the options menu.

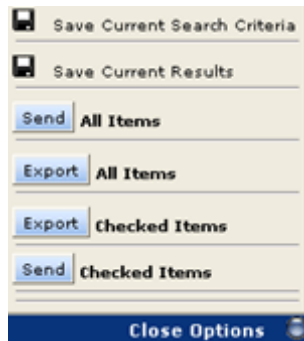


Figure 2 Options menu

3. To send all results, click **Send All Items**. To send the selected items, click **Send Checked Items**.

A confirmation message is displayed when the items are sent.

You can work with archived messages as you would with any email message in Notes or Domino Web Access. For instance, you can reply to, forward, or delete an archived email message. Deleting an archived email removes the message from your mailbox, but not from the IAP system.

NOTE:

If you send signed or encrypted messages, or messages containing calendar notices, from the IAP to your Notes mailbox, there is a special procedure to open them. See [“Opening signed and encrypted messages sent from the IAP Web Interface”](#) on page 24 for the steps to follow.

Using Domino Web Access (DWA)

You can access archived messages in DWA or iNotes, if this option is available in your company.

To view an archived message:

1. Open the message in DWA.

It is likely that all or part of the message body, and any attachments, were removed when the message was archived.

A link is displayed in the message body stating, for example, “Click here to retrieve the full message.”

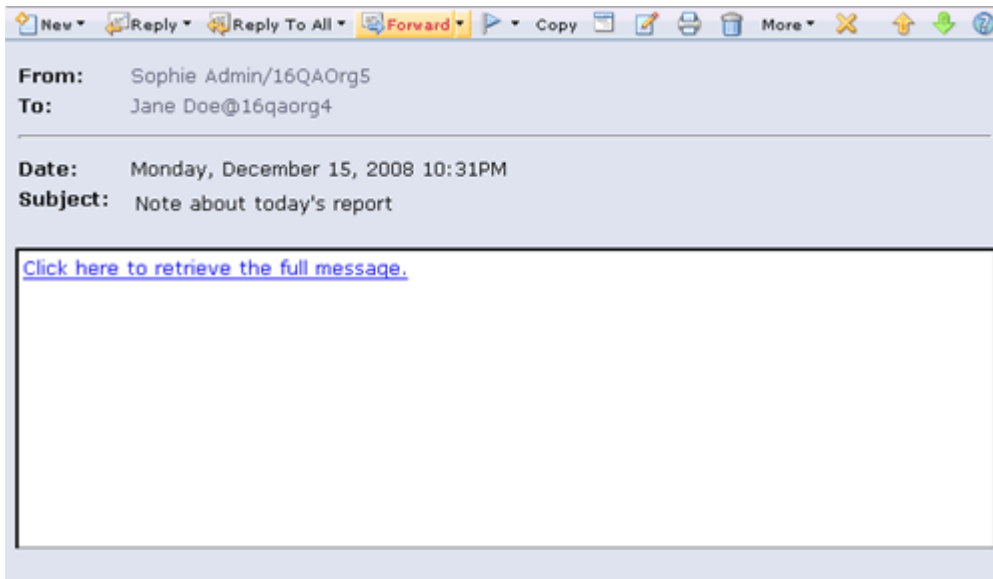


Figure 3 Opening archived message

2. Click the link in the message.

The complete message appears. It opens in a separate window or tab, depending on your browser.

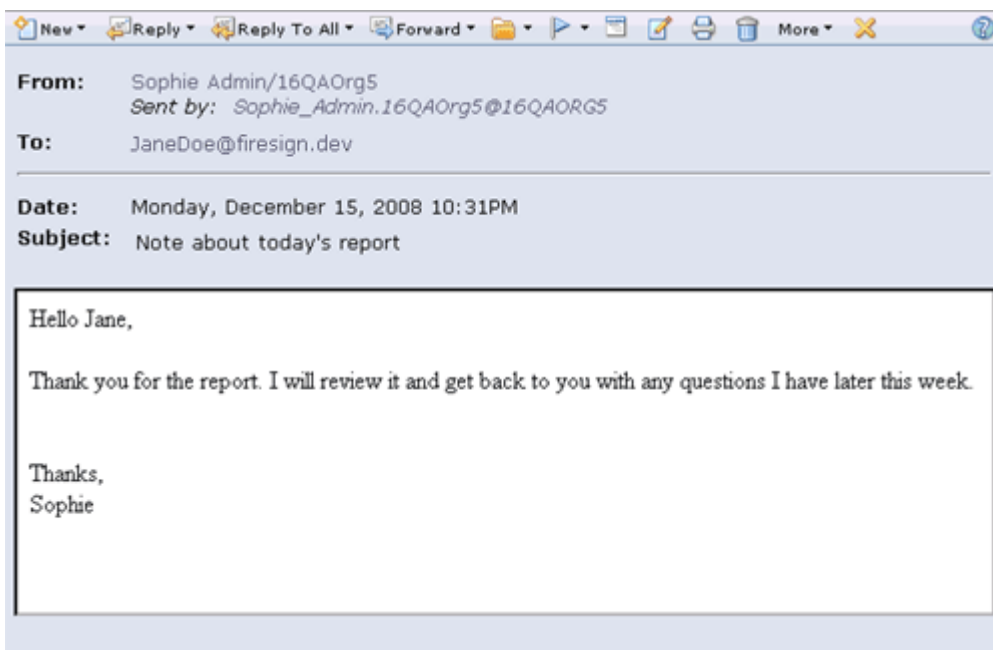


Figure 4 Retrieving archived message

You can perform the same functions, including reply and forward, that you can with any message opened in DWA.

Using Lotus Notes

In addition to retrieving archived messages using your Web browser, you can access archived messages from your Lotus Notes mailbox if the option is available in your company. One or more of the methods described in this section might be used.

Your company might put a special icon in front of a message to show that it has been archived.

Using the EAs plug-in

If you are a Windows user, the EAs Domino plug-in can be installed on your computer. When the plug-in is installed and your computer is logged on to the network, you can view an archived message simply by selecting it in your mailbox. You can perform the same functions, including reply and forward, that you can with any message opened in Notes.

If your company makes the plug-in available, it can be installed by your system administrator or you might be asked to install it yourself. If you install the plug-in, the system administrator will provide you with installation instructions.

Using a cache

If you frequently travel on business, your system administrator might install a cache on your notebook or laptop computer. The cache is a storage folder that holds copies of archived messages. It is usually limited by size and/or time period.

When you are not connected to the company network, you can access archived messages as long as they are in the cache. Simply select a message in your Notes mailbox and it appears just like any other message.

When you are connected to the network, and the EAs plug-in is also installed on your computer, you can open any archived message instantly.

Retrieving archived messages

To download archived messages from the IAP into the cache, follow these instructions:

1. Double-click the Local Cache icon on your desktop or in the Start menu.



The Local Cache window appears.

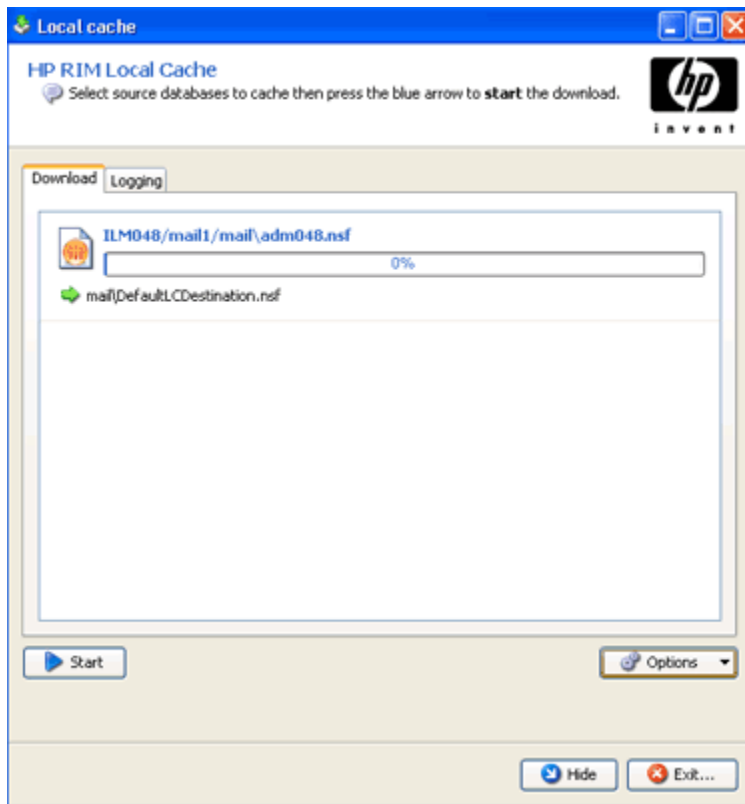






Figure 5 Local Cache window

2. Click **Start** to download archived messages.

The results are shown on the Logging tab in the Local Cache window.

Log entries can be cleared or copied by using the icons at the top of the tab:

-  ▼ Clear specific types of log entries (summary, warning, error, etc.).
-  Clear a specific entry or entries.
-  Copy an entry or entries.
-  Clear all entries in the log.

3. When the download is complete, you can click **Exit** to close Local Cache, or click **Hide** to keep Local Cache running in the background.

If you choose to hide Local Cache, the icon remains in the system tray. Local Cache is closed automatically when you log out of Windows.

When you select an archived message that is in your mailbox and the message is in the cache, it appears in Lotus Notes just like any other message.

It is likely that the cache is limited by size and/or time period. For example, you might be able to open cached messages in your mailbox only if they are less than six months old.

Deleting messages from the cache

When the time or size limits for the cache are exceeded, the oldest messages are automatically deleted from the cache.

You can manually delete cached messages by following these steps:

1. Double-click the Local Cache icon on your desktop or in the Start menu.
2. In the Local Cache window, click **Options** and then select **Manual Purge**.

The Manual Purge wizard appears with the list of messages in the cache.

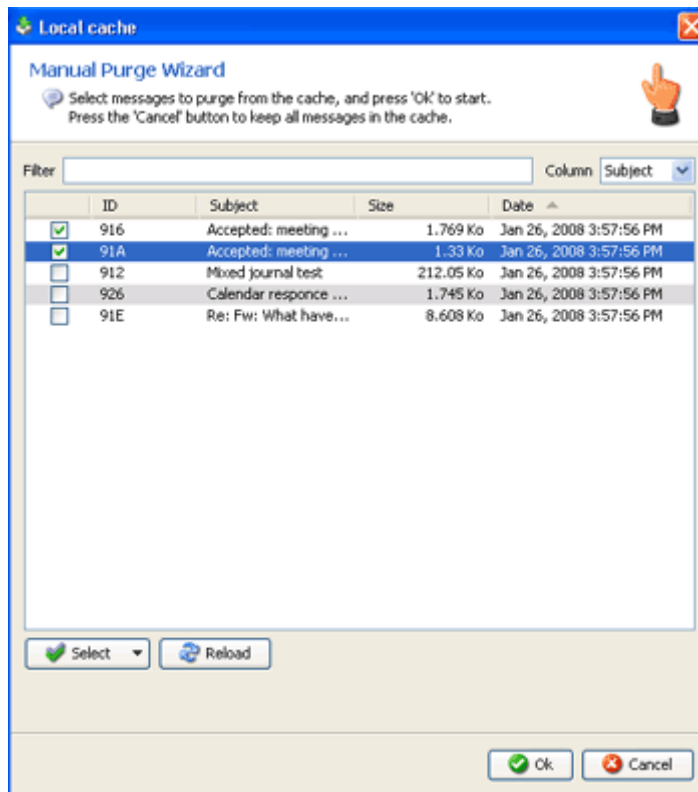


Figure 6 Manual Purge wizard

3. Use the Column drop-down list to filter the messages by date, size, subject, or ID, and then click **Reload** to refresh the message list.
4. Select the messages you want to delete, and then click **OK**.
To delete all cached messages, click the **Select** drop-down list, select **All**, and then click **OK**.
5. Click **Exit** to exit the Local Cache window.

 **NOTE:**

Deleting messages from the cache does not delete them from the IAP.

Opening the IAP Web Interface from your Notes mailbox

Your company might provide an option to open the IAP Web Interface from your Notes mailbox. For example, you can click an IAP icon in the Notes navigation pane, click a **Search the IAP** button in your Inbox, or select **Search the IAP Archive** from the Actions menu.

Each of these options opens the IAP Web Interface in your Web browser. Depending on the way your company's option is set up, you might need to log into the Web Interface after clicking the link.

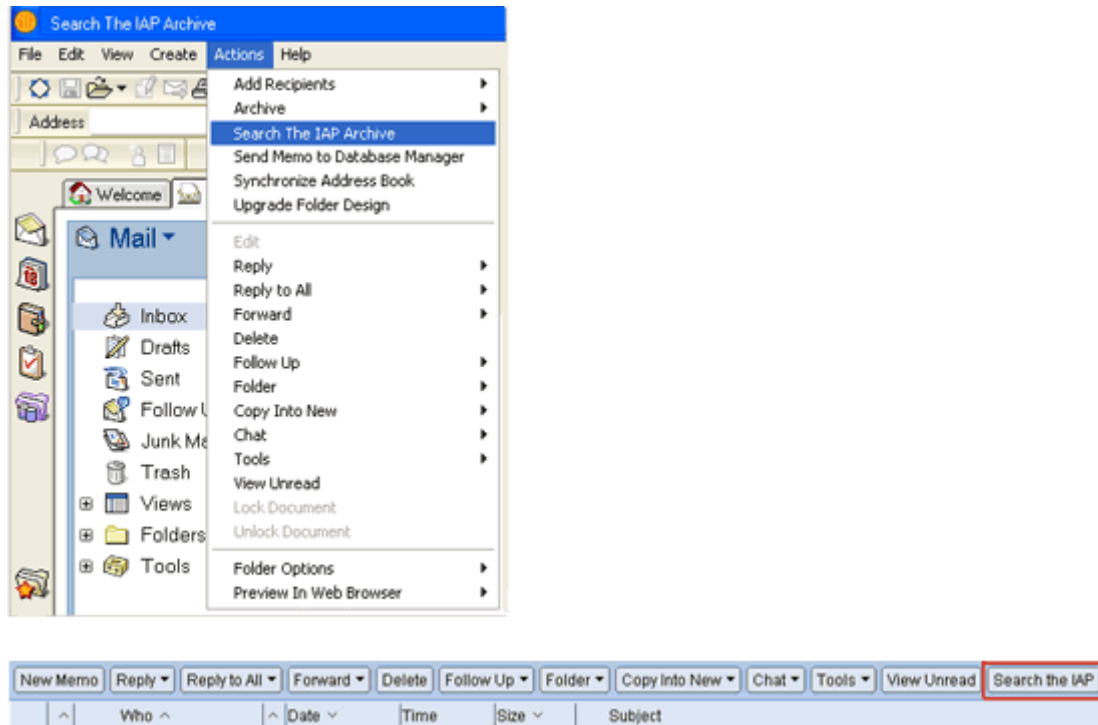


Figure 7 Two ways of accessing the IAP Web Interface

3 Advanced features

This chapter describes the advanced features that are available in the EAs Domino user software.

- [Using the Export tool](#), page 21
- [Working with signed and encrypted email](#), page 23

Using the Export tool

Export is an advanced feature for Windows users. It lets you export archived messages from the IAP into a Notes database that can be transported anywhere. When you select **Export All Items** or **Export Checked Items** in the IAP Web Interface, links to the archived messages you select are placed in a special download file called a DLD file. The export tool uses the links to download copies of the messages and place them in your mailbox, or in a mail database to which you have access. The original messages remain on the IAP.

NOTE:

Before you can use the export options in the IAP Web Interface, your system administrator must install and configure the EAs Local Cache package on your computer. This package includes the export tool (`ExportSearch.exe`), which is required for exporting email. Java Runtime Environment (JRE) version 6 or later must also be installed.

To export messages from the IAP:

1. Create a folder in your mailbox to hold the exported messages.
If the messages are being exported to another mailbox to which you have access, create a folder in that mailbox.
2. In the IAP Web Interface, search for the relevant messages using the instructions in [“Completing simple searches”](#) on page 13.
If your search is a complicated one, use the Advanced Search instructions in the *HP Integrated Archive Platform User Guide*. In Advanced Search you cannot use the folder name as a search criteria. EAs Domino does not capture the names of folders (such as Inbox) where messages reside before they are archived.
3. On the query results page, select the check box next to each item you want to export. Skip this step if you are exporting all items in the query results.
4. Click **More Options** to open the menu.
5. To export all results, click **Export All Items**. To export selected items, click **Export Checked Items**.
The file download dialog box appears.
6. Click **Open** to open the DLD file.
If you receive an error message, see [“DLD file association error”](#) on page 22 for information on solving the problem.
7. Enter your Notes password in the dialog box that appears, and then click **OK**.
The Export Search wizard appears.
8. In the Output area, select a Lotus Notes mailbox to contain the downloaded messages.
The default mailbox is the one on your computer.
9. Expand the mailbox and select the folder you created in step 1.

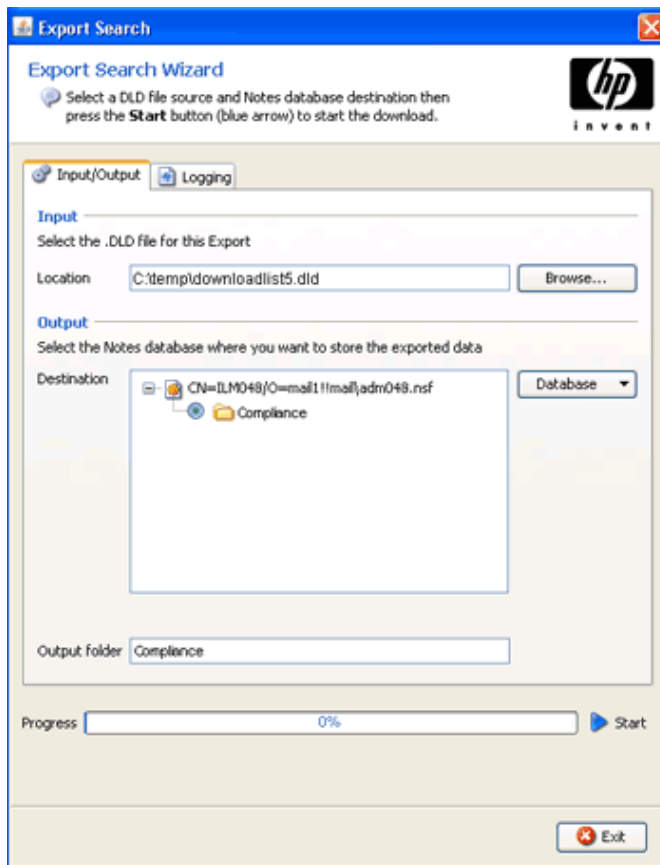


Figure 8 Exporting email

10. Click the **Start** arrow next to the progress bar to start the download.
When the download is complete, a log appears displaying the results.
11. Review the log for any errors that might have occurred during the download process.
12. If the log shows a successful download, click **Exit** to close the Export Search wizard.
13. Use Notes to view the downloaded messages.

DLD file association error

If you receive an error while exporting messages or opening the DLD file, verify that your Windows system has not associated the .dld file type with another application.

To verify the file type:

1. Open My Computer.
2. Select **Tools > Folder Options**.
3. Click the **File Types** tab.

The .dld file type should be associated with `ExportSearch.exe`, which is used to export archived messages to your mailbox.

4. If .dld is associated with another application, change the association:
 - a. Select the **DLD** extension, and then click **Change**.
 - b. In the **Open With** dialog box, click **Browse**.

- c. Browse to the following location:
 \Program Files\Lotus\Notes\Localcache
- d. Select **ExportSearch.exe**, and then click **Open**.
- e. Click **OK** to associate the .dld file type with Export Search.

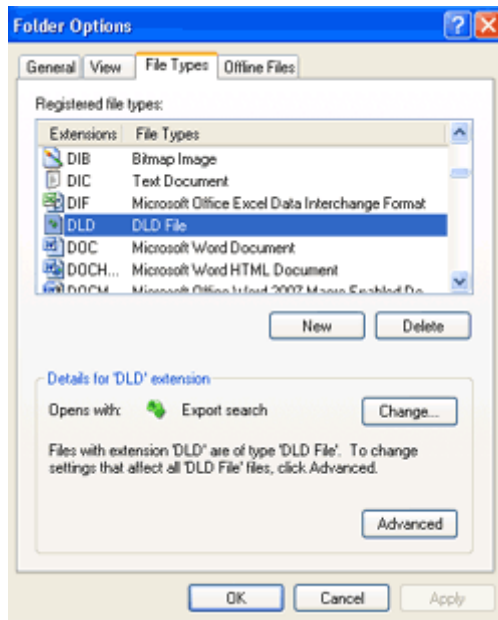


Figure 9 Folder Options dialog box



NOTE:

The Export Search file association can only be performed if the Local Cache and Export Search applications are installed on your computer.

Working with signed and encrypted email

Occasionally, you might receive messages that are encrypted or use electronic signatures.

A signed email allows you to verify the sender's identity and ensure that the message has not been altered since it was sent. An encrypted email secures the message, offering a higher level of security.

Signed and encrypted messages are archived in the IAP in an *encapsulated* format, which preserves all data in the message intact.

Opening signed and encrypted messages in DWA and Lotus Notes

You can open an encrypted message directly in DWA or your Notes mailbox as long as the EAs plug-in or Local Cache is installed on your computer. The private key needed to decrypt the message is stored in your Notes user ID.

Signed messages can be opened if you have the sender's certified public key, which is stored in the Domino Directory or in your Address Book.

Opening signed and encrypted messages in the IAP Web Interface

If you are using the IAP Web Interface, you can view signed messages in your Web browser if you have the sender's public key. You can also search for signed messages and attachments, and send or export them to your Notes mailbox.

You cannot view encrypted messages in the Web Interface. Encrypted messages can be viewed if they are sent or exported to your Notes mailbox.

To export signed and encrypted messages from the IAP Web Interface, see ["Using the Export tool"](#) on page 21.

If you do not have the software installed on your computer to use the Export tool, you can send these messages to your Notes mailbox. After that, you need to perform the steps described in ["Opening signed and encrypted messages sent from the IAP Web Interface"](#) on page 24 to open the message.

Opening signed and encrypted messages sent from the IAP Web Interface

Signed and encrypted messages that are sent to your mailbox from the IAP Web Interface include a Notes mail file attachment. This attachment contains the archived message. To open the attachment, follow this procedure.

1. In your Lotus Notes mailbox, double-click the attached file in the message.
The attachment opens to a Notes database view containing a single document.
2. Without attempting to open the document, copy it to the clipboard.
3. Return to your Notes mailbox and navigate into an empty folder.
(You can create a new folder if you want. Do not use the Drafts folder.)
4. Paste the document that is on the clipboard into the mail folder.
5. Open the message from the folder.



NOTE:

These steps also apply if you send calendar notices from the Web Interface.

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