

HP Email Archiving software for IBM Lotus Domino Version 2.1

User Guide



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1 Overview

This guide provides information about user programs for HP Email Archiving software for IBM Lotus Domino, also known as EAs Domino. It is intended for EAs Domino program users and system administrators.

Prerequisites for using the EAs Domino user programs include knowledge of Windows and Lotus Notes.

- [IAP and EAs Domino](#), page 7
- [Understanding document archiving](#), page 7
- [Understanding searching and indexing](#), page 8

IAP and EAs Domino

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 queries and search results. For information on using the IAP Web Interface, see the *HP Integrated Archive Platform User Guide*.

EAs Domino is software that can be used with IAP. To interact with the system, your company may provide access to the programs shown in Table 1.

Table 1 IAP and EAs Domino 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 queries and search results.

Understanding document archiving

The IAP system archives email messages based on rules that are set up by your system administrator. For example, all incoming and outgoing messages might be archived, or messages might 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 Depending on the way your system is configured, a special icon can appear in front of a message to show that it has been archived.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 additional repositories. For example, your manager or supervisor might have access to your repository.

Understanding searching and indexing

You can search for and retrieve messages and attachments that are 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 is a delay from the time documents are archived to the time they are indexed. Depending on the system's configuration, documents may not be available for search for at least two hours after they are archived.

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: Word, Excel, and PowerPoint
We support indexing of these file types for Microsoft Office 2007 and prior releases of Microsoft Office.
- Files used by the following Corel WordPerfect Office programs: WordPerfect, Quattro Pro, Presentations
We support indexing of these file types for WordPerfect Office X3 and prior releases of WordPerfect Office.
- PDF (Portable Document Format) files viewed with Adobe Acrobat Reader
- ZIP files
- Embedded messages (RFC 822 messages)
For ZIP files and embedded messages, the content inside the files is expanded and indexed.

The following types of attachments are not indexed:

- Graphic files
- Music files
- Video files

Depending on the way your IAP system is configured, these types of files might be archived, but they are not indexed. You can search for them only by using external identifying information, such as the file name.

2 Retrieving and viewing archived email

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

- [Using the IAP Web Interface](#), page 11
- [Using Domino Web Access \(iNotes\)](#), page 13
- [Using Lotus Notes](#), page 15
- [Working with signed and encrypted email](#), page 18

Using the IAP Web Interface

The IAP Web Interface, which is accessed via your Web browser, can be used to display archived messages and send them to your mailbox. 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 or your company's Intranet portal 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 versions 7.x and 8.x
- Mozilla Firefox version 3.5.x and above

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.



NOTE:

The login screen does not appear if your company uses IAP single sign-on. With single sign-on, you are automatically authenticated in the IAP after logging into your mail account.

2. Enter your user name and password.

Ask your system administrator for the login to use. The user name can be your email address or the name used in your Lotus Notes mail account (the "short name" in your Domino Directory Person document).

The password is your Notes Internet password. This field is case-sensitive.

3. Select your language.

4. Click **Login**.

The Simple Search page is displayed.

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

Completing simple searches

The Simple Search page lets you search for email messages and attachments using a pre-set time frame and words entered in the Search for field.

To complete a simple search:

1. Click **New Search** in the toolbar.

The Simple Search page is displayed.

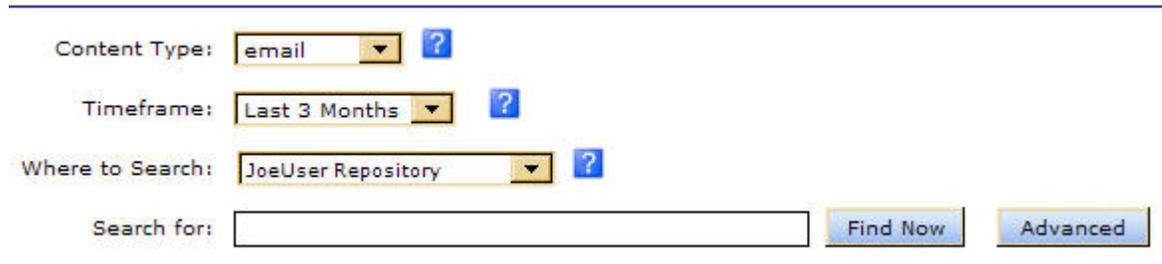


Figure 1 Simple Search page

2. Search using the following fields on the Simple Search page:

- **Content Type:** You can search for email messages (email).
- **Timeframe:** The time period to search. Select the time period from the list.
- **Where to Search:** The repository to search. Only the repositories to which you have access are displayed. For example, you can search for your own archived email, but you cannot search for John Smith's email unless your system administrator has given you access to John Smith's repository. The repositories are listed in alphabetical order.
- **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*.

Sending search results

You can send copies of archived messages to your mailbox using the IAP Web Interface.

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.

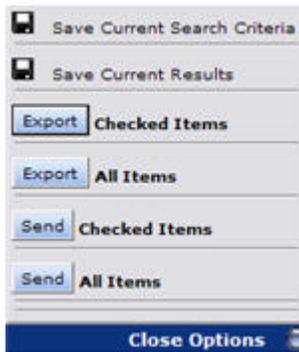


Figure 2 Options menu

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.

Depending on the way your organization's mail environment is configured, you might not be able to reply to or forward an archived message sent from the IAP.

You can delete a message sent from the IAP. Deleting an archived email removes the message from your mailbox, but not from the IAP system.

 **NOTE:**

If you send signed or encrypted messages 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 19 for the steps to follow.

Using Domino Web Access (iNotes)

You can access archived messages in DWA, if this option is available in your organization.

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."

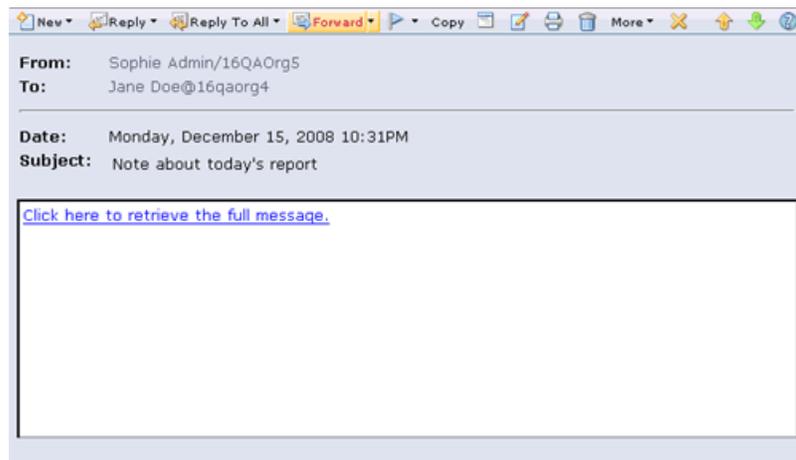


Figure 3 Opening archived message

2. Click the link in the message.

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

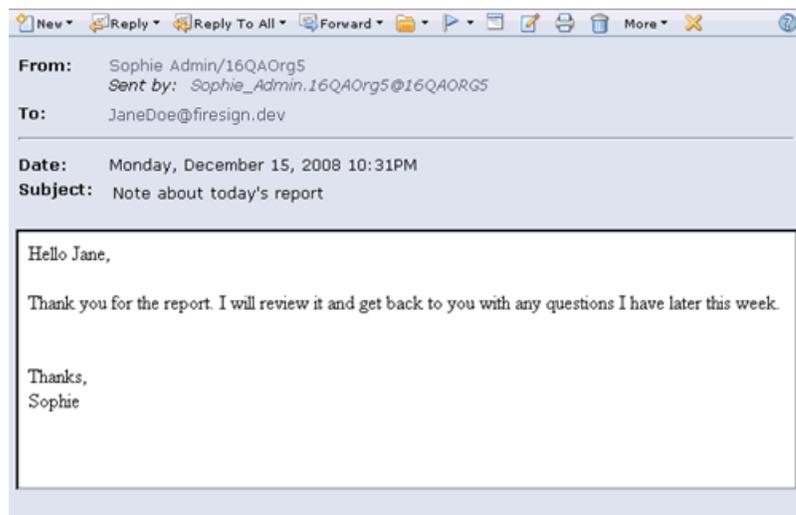


Figure 4 Retrieving archived message

Depending on the way your organization's mail environment is configured, you might not be able to reply to or forward an archived message sent from the IAP.

You can delete a message sent from the IAP. Deleting an archived email removes the message from your mailbox, but not from the IAP system.

Using Lotus Notes

In addition to retrieving archived messages using your Web browser, you can access archived messages from your Lotus Notes mailbox if this option is available in your organization. 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 Domino 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 Domino 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.

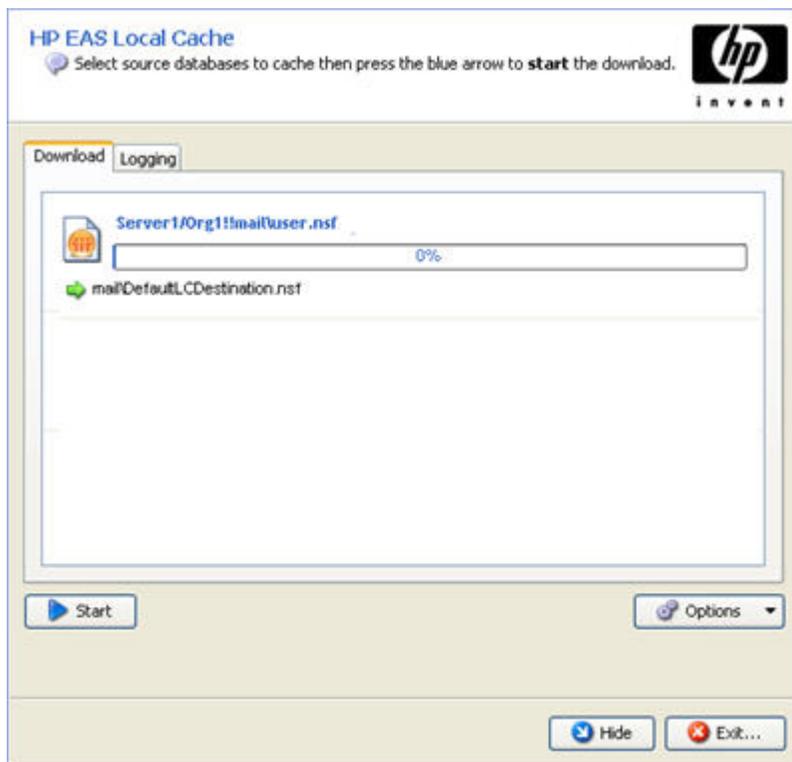


Figure 5 Local Cache window

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.

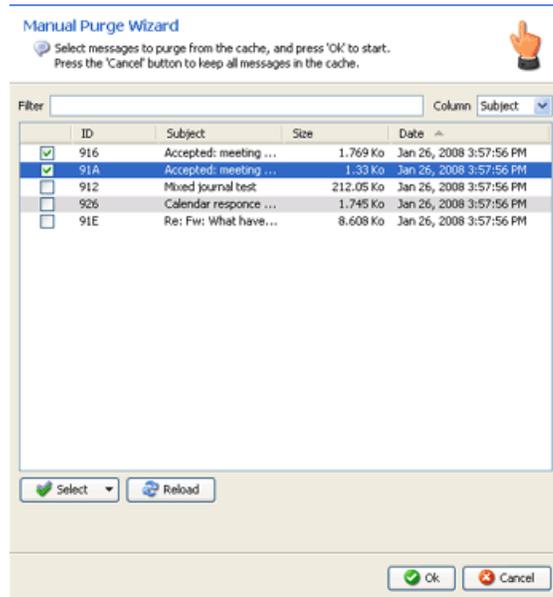


Figure 6 Manual Purge wizard

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 Lotus 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.

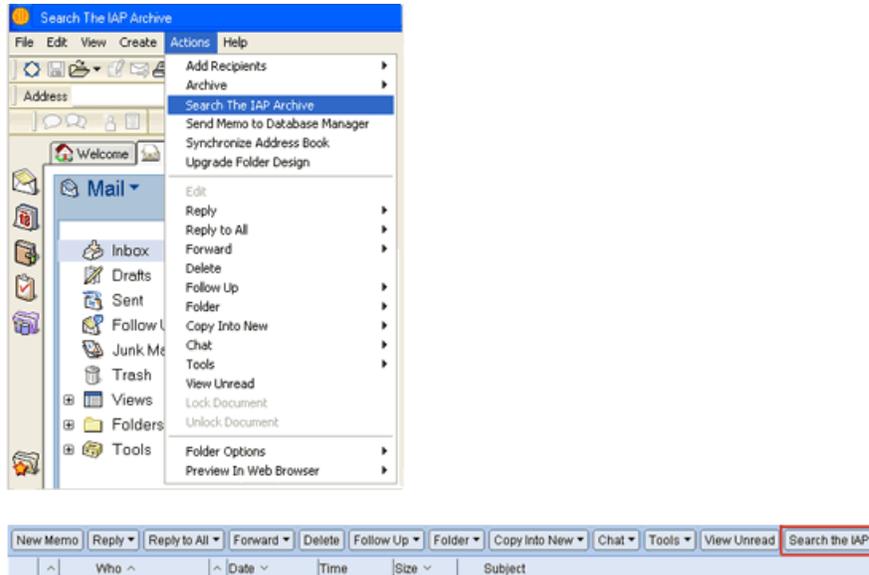


Figure 7 Two ways of accessing the IAP Web Interface

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 archived encrypted message directly in DWA. In Lotus Notes, an encrypted message can be opened as long as the EAs Domino 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.

If you send these messages to your mailbox, perform the steps described below in [Opening signed and encrypted messages sent from the IAP Web Interface](#).

To export signed and encrypted messages, see “[Exporting archived email from the IAP](#)” on page 21. Message export is a feature often reserved for legal and compliance officers.

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 the following items from the Web Interface to your mailbox:

- Older messages with broken HTML links
 - Some messages that contain custom forms, such as custom forms from workflow programs
-

3 Exporting archived email from the IAP

Export is an advanced feature that lets designated users export archived messages from the IAP to a Lotus Notes database. 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 process uses these 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.

Messages can be exported in two ways: using an Export Search Desktop tool that is installed on your computer or using the Export Search Web Interface from your Web browser.

- [Using the Export Search Desktop tool to export messages](#), page 21
- [Using the Export Search Web Interface to export messages](#), page 26

Using the Export Search Desktop tool to export messages

 **NOTE:**

Before you can use the Export Search Desktop tool, your system administrator must install and configure the EAs Domino Local Cache software on your computer. This software includes the export tool (`ExportSearch.exe`). Java Runtime Environment (JRE) version 6 or later is required for the software to be installed.

To export messages from the IAP:

1. Create a folder in your Lotus Notes 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:
 - a. Search for the relevant messages.

If your search is a complex one, use the Advanced Search instructions in the *HP Integrated Archive Platform User Guide*.

The search results are displayed on the Query Results page.
 - b. If there are more than 500 results, follow the steps in “[Saving query results](#)” on page 23.
 - c. On the Query Results page, select the check box next to each message you want to export. Skip this step if you are exporting all items.
 - d. Click **More Options** to open the Options menu.
 - e. To export all search results, click **Export All Items**. To export selected items, click **Export Checked Items**.

The file download dialog box appears.
 - f. Click **Open** to open the DLD file.

If you receive an error message, see “[DLD file association error](#)” on page 24 for information on solving the problem.
3. Enter your Lotus Notes password in the dialog box that appears, and then click **OK**.

The Export Search wizard appears.
4. In the Output area, select a Lotus Notes mailbox to contain the downloaded messages.

The default mailbox is the one on your computer.

5. Expand the mailbox and select the folder you created in step 1.

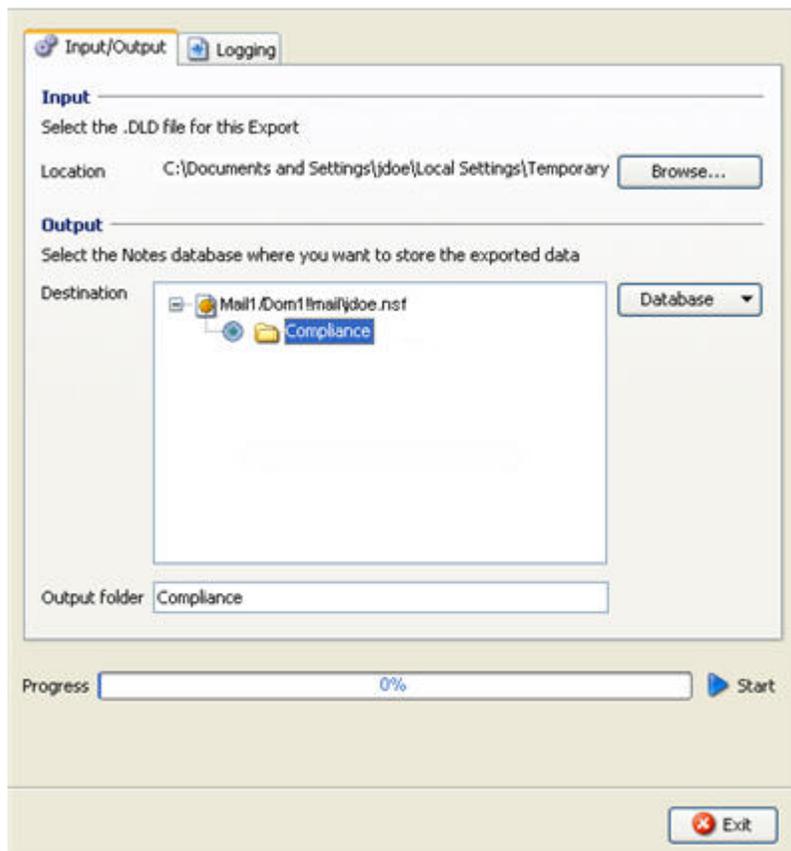


Figure 8 Exporting email

6. Click the **Start** arrow next to the progress bar to start the export.
When the export is complete, a log appears displaying the results.
7. Review the log for any errors that might have occurred during the export process.
8. If the log shows a successful download, click **Exit** to close the Export Search wizard.
9. Use Lotus Notes to view the exported messages.

Saving query results

If your search returns more than 500 results, save the search results before exporting them. Saving the results allows all messages found in the search to be exported. If you do not save the results, only the current batch of 500 messages will be exported.

Results are saved in the IAP for one week. (The one-week period does not apply to search results that are placed in a legal hold. See "Using quarantine repositories" in the *HP Integrated Archive Platform User Guide* for more information on legal holds.)

To save your results:

1. From the Query Results page, click **More Options**, and then click **Save Current Results**.
The Save Results page is displayed.
2. Enter the name of the results you are saving in the Save Search Results as field, and click **Save Now!**
The name should not exceed 60 characters.
Special characters @ \$ % ^ & * # () [] / \ { + } ` ~ = | are not allowed.
3. Click **Query Manager** in the Web Interface toolbar.
The default Query Manager page displays all saved results.

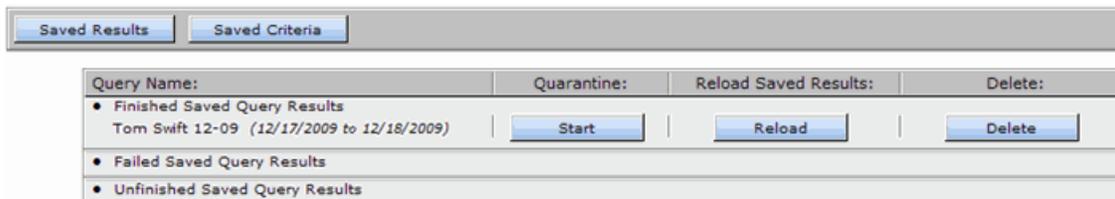
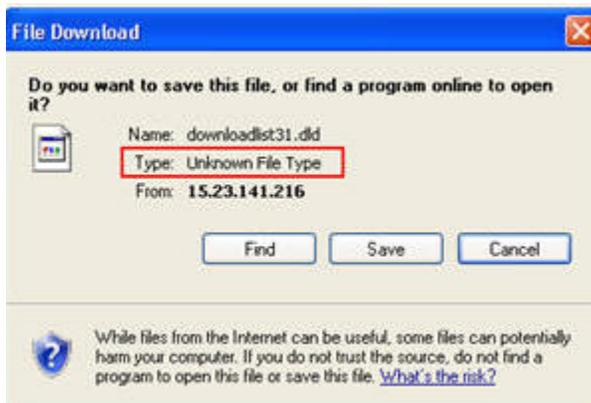


Figure 9 Saved Results view, Query Manager page

4. Select the results to export, and then click **Reload** to load the Query Results page.

DLD file association error

If you receive an unknown file type error while exporting files, verify that your Windows system has associated the DLD file type with the Export Search Desktop tool.



Verifying the file type

To verify that the DLD file type is installed on your computer:

- (Windows Vista) In the Control Panel, select **Default Programs**, and then click **Associate a file type or protocol with a program** to view the file type list.
- (Other Windows operating systems) In the Control Panel, select **Tools > Folder Options**, and then click the **File Types** tab to view the file type list.

Creating a file type association

If DLD is not listed in the file type list, create an association for the DLD file type.

Windows Vista:

1. In the Web Interface Query Results page, click **More Options** and export your search results.
The file download dialog box appears.
2. Click **Save** and save the DLD file to your computer desktop.
3. Right-click the DLD file (for example, downloadlist2.dld), and select **Properties**.
4. In the **General** tab, click **Change**.
5. Click **Browse**, and then browse to the following location:
`\Program Files\Lotus\Notes\Localcache`
6. Select **ExportSearch.exe**, and then click **Open**.
7. Click **OK** to associate the DLD file type with the Export Search Desktop tool.
8. Double-click the DLD file to continue exporting the files.

Other Windows operating systems:

1. In the Control Panel, select **Tools > Folder Options**, and then click the **File Types** tab.
2. Click **New**.
3. In the File Extension box, enter **DLD**, and then click **OK**.
4. In the Details for 'DLD' extension area, click **Change**.
5. Click **Select the program from a list** in the dialog box that appears, and then click **OK**.
6. Click **Browse** in the Open With dialog box.
7. Browse to the following location:
`\Program Files\Lotus\Notes\Localcache`
8. Select **ExportSearch.exe**, and then click **Open**.
9. Click **OK** to associate the DLD file type with the Export Search Desktop tool.

Changing the file type association

If the DLD file type is associated with another program, change the file type association.

Windows Vista:

1. In the Control Panel, select **Default Programs** and then click **Associate a file type or protocol with a program**.
2. Select the **.dld** extension, and then click **Change program**.
3. Click **Browse** in the Open With dialog box.
4. Browse to the following location:
`\Program Files\Lotus\Notes\Localcache`
5. Select **ExportSearch.exe**, and then click **Open**.
6. Click **OK** to associate the DLD file type with the Export Search Desktop tool.

Other Windows operating systems:

1. In the Control Panel, select **Tools > Folder Options**, and then click the **File Types** tab.
2. Select the **DLD** extension in the File Types tab, and then click **Change**.
3. In the **Open With** dialog box, click **Browse**.
4. Browse to the following location:
`\Program Files\Lotus\Notes\Localcache`
5. Select **ExportSearch.exe**, and then click **Open**.
6. Click **OK** to associate the DLD file type with the Export Search Desktop tool.

Using the Export Search Web Interface to export messages

Messages can be exported from the IAP using a Web-based Export Request form. Your system administrator will tell you if this option is available in your organization. Web-based export downloads search results into a mail database in a specially-designated network directory.

To complete an Export Request, perform the following steps from your Web browser:

1. In the IAP Web Interface:
 - a. Search for the relevant messages.
If your search is a complex one, use the Advanced Search instructions in the *HP Integrated Archive Platform User Guide*.
The search results are displayed on the Query Results page.
 - b. If there are more than 500 results, follow the steps in “[Saving query results](#)” on page 23.
 - c. On the Query Results page, select the check box next to each message you want to export. Skip this step if you are exporting all items.
 - d. Click **More Options** to open the Options menu.
 - e. To export all search results, click **Export All Items**. To export selected items, click **Export Checked Items**.
 - f. In the file download dialog box, click **Save** to save the DLD file.
Your system administrator has created a network directory to hold the DLD files. Browse to that location and save the file.
 - g. Log out of the IAP Web Interface.
2. Log in to the Export Search Web Interface using the URL that was provided by your system administrator.
3. In the menu, click **Create Export Request**.
The Export Request form appears.
4. Complete the settings in the IAP & DLD file area of the form.

Field	Description
IAP host name/IP Address	This box should already be completed. If it is not, click the arrow and select the IAP name that is listed.
DLD File	Browse for the DLD file you saved in step 1f and click Open .

5. Complete the settings in the Destination Database area of the form.

This information determines where the exported messages are sent. The settings to be completed depend on the Destination Option that you select.

Messages can only be exported to mail databases in specially-designated network directories.

Field	Description
Destination options	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • Append data to an existing db Add the exported messages to a mail database that currently exists. • Create a new db Create a new mail database to hold the exported messages. • Create only if db does not exist Create a new mail database for the exported messages only if a database does not currently exist. Use this option if you are not certain about the name of an existing mail database.
Server	<p>Click Select, select the server and directory where the archived messages will be exported, and then click OK. Only the servers and directories that are listed can be used.</p>
Database filename	<p>Enter the name of the mail database to hold the exported messages. This can be the name of a previously-created database, or the name for a new database.</p>
Folder name (optional)	<p>If you want, enter the name of a mail folder in which the messages will be extracted. If a folder name is not entered, the messages will be exported into the All Documents view.</p>
New Database Title	<p>If you are creating a new database, enter the database title.</p>

Field	Description
DB Design to Template	If you are creating a new database, click the arrow and select a template for the database.
Database will inherit from Template	If you are creating a new database, click Yes .

6. Complete the settings in the Notification area of the form.

The notification email informs you (and any other recipients that you select) when the exported messages are ready to be viewed. The email includes a link to the mail database containing the messages.

The screenshot shows a 'Notification' form with the following fields and values:

- From/Sender Name:** Jack Smith/Org1
- Recipient:** A 'Select' button is visible next to the field, which contains 'Compliance Officers/Org1'.
- Subject:** EAsD to Domino Export Search notification
- Text for Destination DB Link:** Double click to access to the EAsD Export Lotus Notes database
- Additional Body Text:** Export Search is complete. The exported messages are located in the Bennett_John folder.

Field	Description
From/Sender Name	This box displays your username.
Recipients	Your name is automatically listed in this box. To add other recipients, click Select , choose one or more names from the list, and then click OK .
Subject	This box shows the text that will appear as the email subject. You can change the subject line from the default.
Text for Destination DB Link	This is the text for the live link to the exported messages. You can change the text from the default.
Additional Body text	Add any comments for the body of the message. For example, if the messages are exported into a new folder in the mail database, you can mention that the link will open the database to the Inbox and recipients must open another folder.

7. Click **Submit** when the form is complete.

The amount of time before the messages are exported, and email recipients notified, depends on the schedule that your system administrator has set.

8. Export requests can be edited if they are in running status:
 - a. In the menu, click **Running Requests**.
 - b. Click the request to open it for editing.
 - c. Click **Edit Document**.
 - d. Make the necessary changes, and then click **Submit**.

Completed exports can be viewed by clicking **Success Requests** in the menu and viewing the Results area at the bottom of the form.

Exports that have encountered problems are listed in **Request in Error** in the menu. Notify your system administrator if an error occurs.

4 Support and other resources

Related documentation

In addition to this guide, HP provides the *HP Integrated Archive Platform User Guide* for users.

Support

You can visit the HP Software Support Web site at <http://www.hp.com/go/hpsoftwaresupport>.

HP Software Support Online provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to http://support.openview.hp.com/new_access_levels.jsp.

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, newest driver versions, and firmware documentation updates as well as instant access to numerous other product resources.

Document conventions and symbols

Table 2 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 text</i>	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 text</i>	<ul style="list-style-type: none">• Code variables• Command variables
Monospace, bold text	Emphasized monospace text

 **IMPORTANT:**

Provides clarifying information or specific instructions.

 **NOTE:**

Provides additional information.

 **TIP:**

Provides helpful hints and shortcuts.

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