censornet.

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Censornet Email Archive – User Guide

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Introduction

This document is intended for the Email Archiving end-user and shows you how to use the system to search for live and archived email.

The Email Archiving system is an email archive, storing in real time all the email in/out and around the organisation in a secure and tamper evident way. This guide aims to show you how to search/retrieve and restore emails from the Email Arche and to provide hints and tips on how to get the most out of the solution.

This user guide is aimed at:

- Basic Users
- Privileged Users

Using the Email Archive

The Email Archiving system allows you to review any email that you have ever received or sent since it started archiving via various search techniques including:

- Search for emails by sender/receivers/group email addresses
- Selectively search for an email with or without their attachments
- Specify words to include or exclude from the search
- Specify words for searching for an exact match or words that sound similar.

You can specify search criteria for one or several words. The Email Archive system will rank email and documents higher than others, according to their relevance.

Logging In

To access the Email Archive, open a browser window and type in the address that the Administrator has given you. i.e.

https://archive.clouduss.com/uss/companytag*

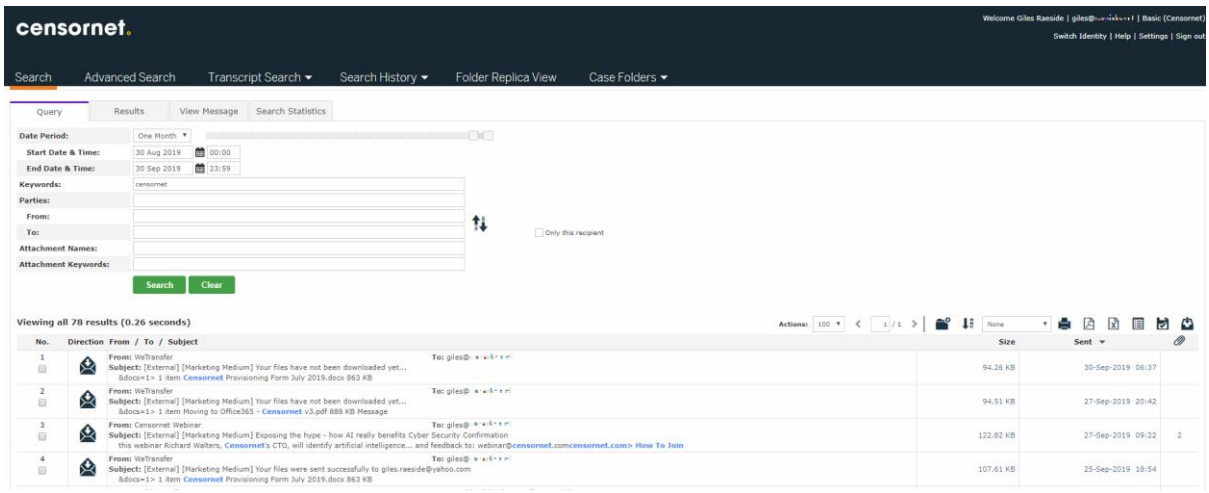
* Your company tag will be provided once your service provider has provisioned your tenant.

Or you may have a shortcut in your email client which links to the Email Archive User interface.

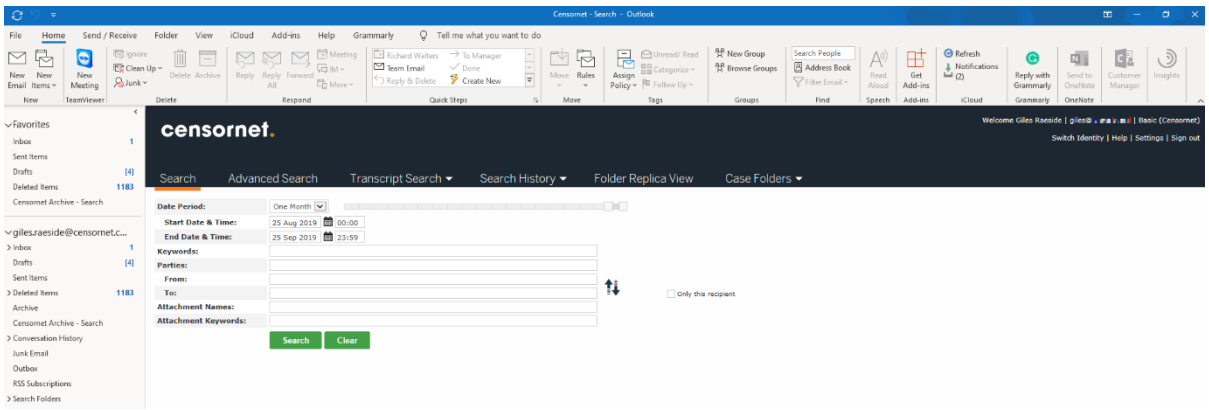
The Email Archive will attempt to automatically log you in. If not, then you are prompted to log in with your network login name and password.

User Interface

Web interface



Outlook Interface for Windows



The main page has three tabs:

- Search
- Advanced Search
- Transcript Search – (Data Guardian Users only)
- Search History – history of all searches
- Folder Replica View – if licensed & activated the archiving application can sync the folder structure replicating the user's folder structure (Exchange & Office365)
- Case Folders - (Saved Searches) – a workplace for saving emails into a workspace
- Exports – history of emails being exported from the system

Standard Searches

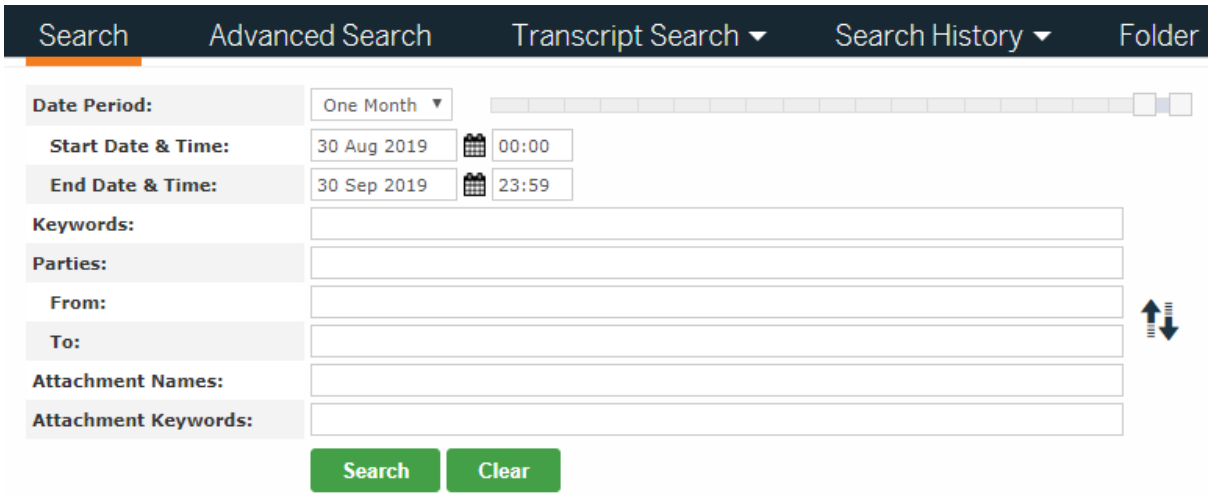
When you log in to the Email Archive, the Search tab is selected by default. Standard searches are used to retrieve email where you know anyone or more of these details:

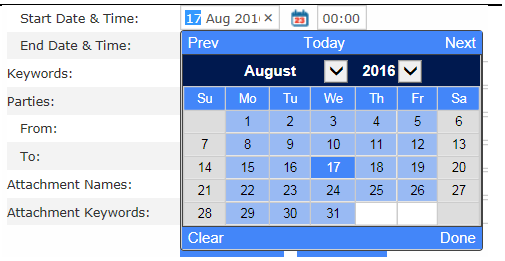
- Date Period – Quick date selector (Today, One Week, 1 month, 6 months…)
- Start Date & Time
- End Date & Time
- Any words in the subject or body
- Parties – includes Sender & Receivers
- From - Who the email was from Sender
- To - Who the email was addressed to Receiver
- File names of attachments and/or file type
- Any words in the name or body of the attachments you are looking for
- Search all correspondence to and from an address.

Use as many search criteria as possible to achieve the most accurate results. The more criteria you enter into the boxes, the closer the results will match what you are looking for.

Note: If you leave a blank field, it is not used for searching.

The next section gives examples of different criteria:

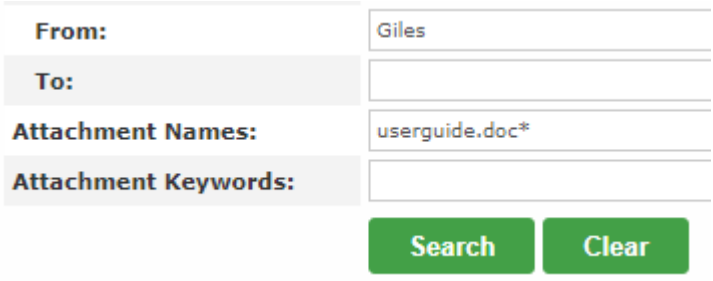


Field	*Usage/Notes*	*Examples*
Date Period	*Quick dates*	*This hour, last hour, this morning, this afternoon, today, yesterday…*
Start Date	*The date to start searching from:* 1. *Click the calendar icon ( )* 2. *Click* 15 Aug 2012 00:00 *into any of the fields, and you can use the scroll wheel on the mouse or the Up/Down buttons on your keyboard to scroll through the days/months/years/hours/minutes* 3. *To select today's date, click on the Date Period, Dropdown and click* ***Today****.* 4. *To remove the date from the box, click the calendar icon and then* ***Clear****.*	

	The Email Archive ignores all email sent before the start date. If you do not supply a date, it will start searching from the earliest email. This may prolong searching and return to many results. Administrators may cap results returned to a limit of 1000 results, and the search will be halted. A message such as the following will appear: "Results are not complete. A limit of 1000 results per index is applied by the system administrator." *If this needs to be increased please contact your Administrator, or press the Full Search button when you review the query:*	
End Date	*The last in a range of dates searched* *Click the calendar icon* *, then follow the same steps as for the Start Date Field (above).* *Emails sent after this date are excluded from the search.* *If you do not supply a date, the system searches for all email up to the present moment. This may prolong the search.*	
Keywords	*Words to search for in the subject and body of your emails*	*Review*
	Additional or words to refine your search *, | OR*	*Review, jones* *Review | jones* *Review OR jones*
	AND terms *AND; &*	*Review AND jones* *Review; jones* *Review & jones*

	Keywords will be highlighted in the emails brought up in the search results	*Review*
	Wildcard searches	*Revi**
	Exact expressions	*"Jones Review"*
	Proximity *Jones review need to be within 5 words of each other*	*"Jones review"~5*
	Note: Search terms are not case-sensitive	
Parties	*All email sent to and/or from an email address*	*a.person@company.com* *or* *a.person*
From	*Sender's name*	*jbrown*
	Alias lists in full	*Name and mail domain:* *jbrown@anydomain.com* *Mail domain only:* *@anydomain.com* *info@anydomain.com*
	Several senders' names separated by either comma, OR | mean "or"	*jbrown, fsmith* *jbrown | fsmith*
	A minus sign (-) in front of the name is used to exclude a sender	*-jbrown*
	Wildcard, will search for any combinations of characters after the entered characters. i.e. jbrown, jbroom, jbroadhurst	*jbro**

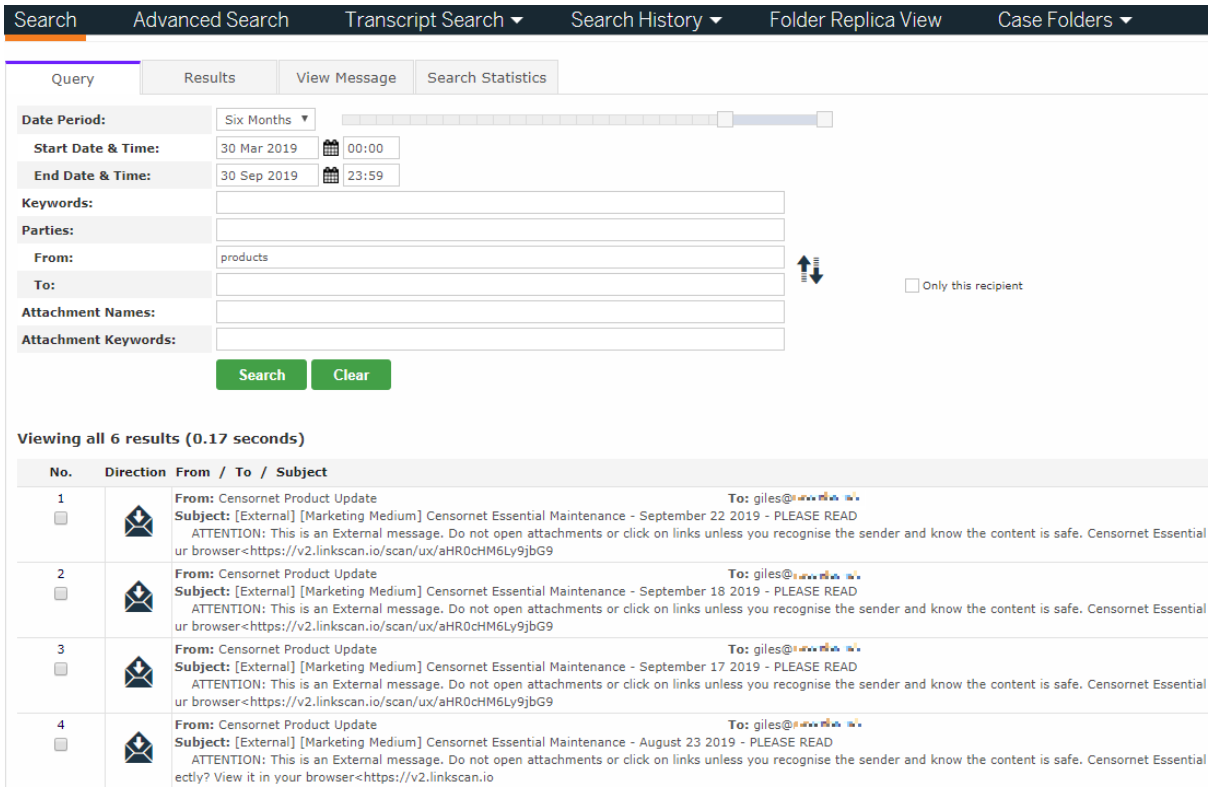
To	*Recipient's name* *Alias lists in full*	*See 'From' examples above*
	Several senders' names separated by comma, OR | mean "or"	
	Semi colon; AND, & these mean "AND"	*jbrown; fsmith* *jbrown & fsmith*
	A minus sign (-) in front of the name is used to exclude a sender	
Attachment Names	*A filename of an attachment*	*Anyfile.doc or anyfile.pdf*
	You don't have to know the file type of the attachment	*Goods receipt*
	Several attachment file names can be added to search for more than one attachment. *Or you know the first part*	*Anyfile1.doc, anyfile2.pdf* *Anfil**
	Attachments you can search for are all Office attachments, PDF, txt attachments, and images	*.doc .xls .pdf .ppt .gif .jpg* **.doc* *doc* *Office applications now have additional file extensions, and we would recommend using .doc* to include .docx and .doct files as well.*



Attachment Keywords	*Words to search for in attachments*	*Computer*
	Additional Words to refine your search	*Docking station order*
Start Searching	*When you have completed the search criteria, Click* Search *. The search starts and sees a progress bar. After the search has completed, you will see the results.*	

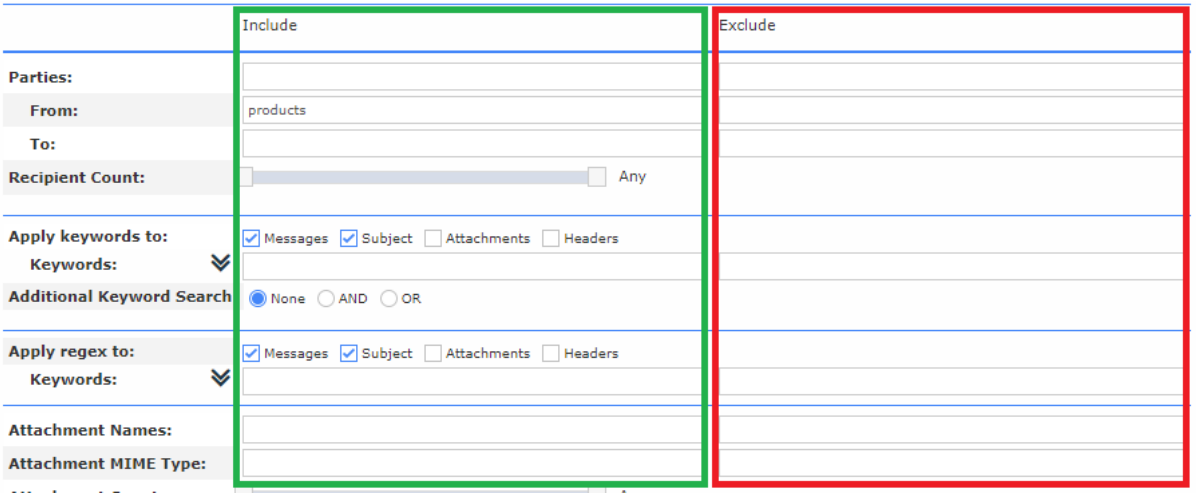
The following search criteria will find emails sent from products(something):

Results of the search:



Advanced Searches

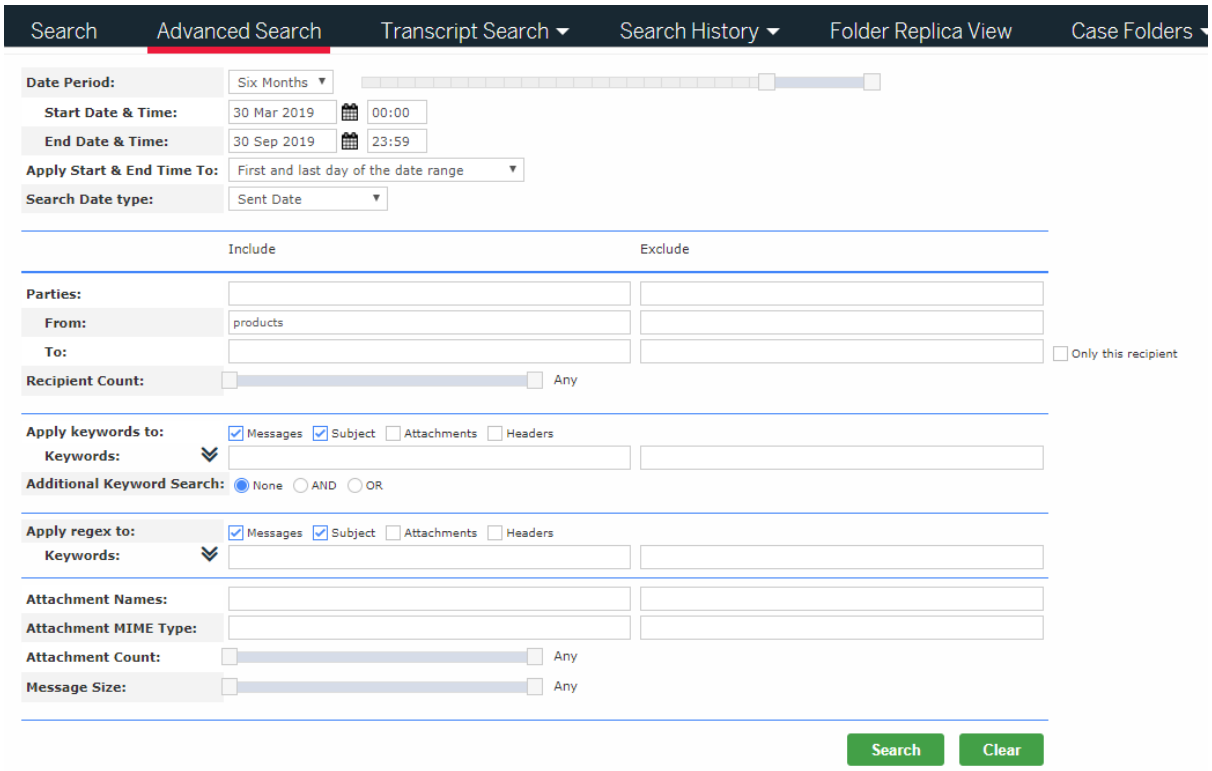
To the right of the Search, the tab is the Advanced Search tab. This allows for more complex searches to be conducted. The left hand side boxes are Include terms and the Right hand boxes for the exclusion of terms.



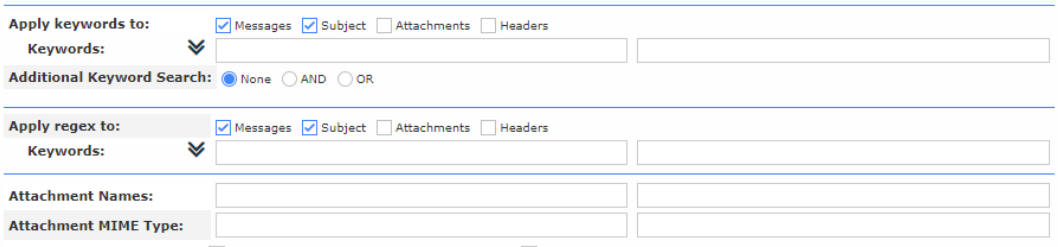
The advanced search is broken into 5 sections:

1. Date / Time
2. Email Addresses and Number of Recipients
3. Keywords – Body, Attachments, Header with Spelling Stems. Sound Similar, Proximity
4. Attachment Names, Types, Number of Attachments, Size of Email
5. Combine a new search with a saved search.

As with the standard searching, the Advanced Search is for more sophisticated searching. By completing relevant sections, you can filter your search to achieve more exact results.



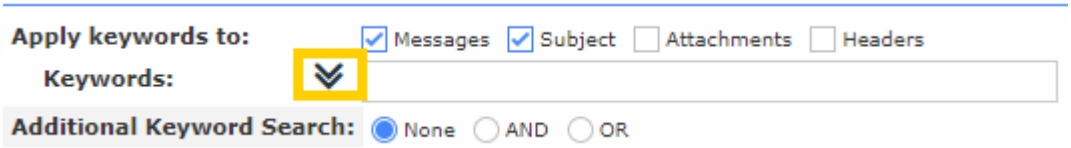
The Keywords boxes can entertain complex searching. The boxes expand on the number of entries.



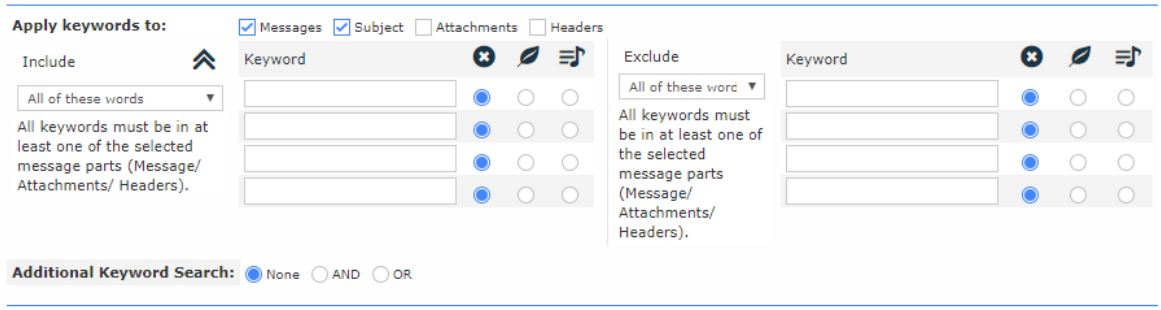
Advanced searching methods consist of:

- Searching keywords in the message body
- Keywords in subject
- Keywords in attachments
- Keywords in the headers – can be used for identifying classification tags
- Searching for email only, attachments only, or both together.
- Searching for words individually or together.
- Choosing whether to search for exact words, derivations, or words with similar spelling.

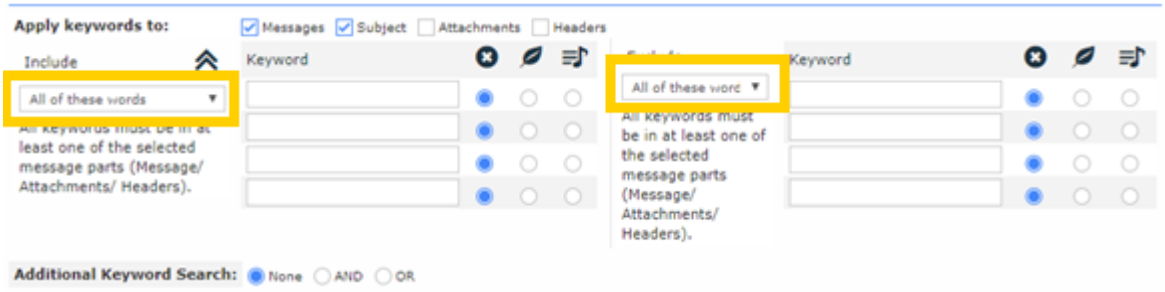
Alternatively, clicking on the following double arrow icon reveals additional granular functionality:



Will expand the Keywords panel to reveal Proximity Drop Down Menu, 3 additional keyword boxes with radio buttons.

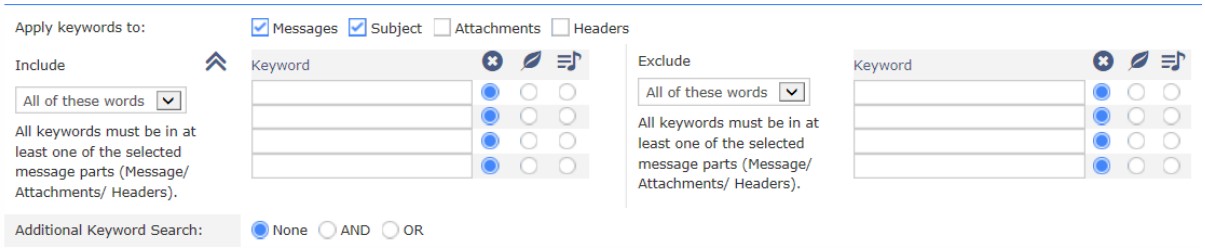


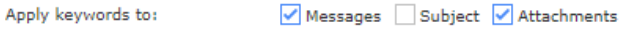
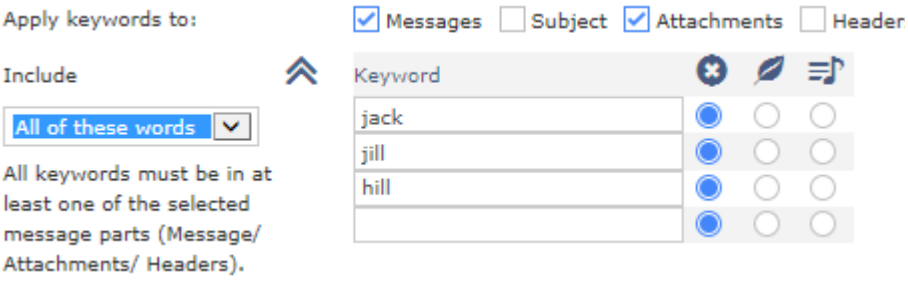
Highlighted in yellow is the ability to determine all of these words as well as to achieve proximity searches.

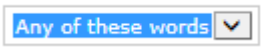
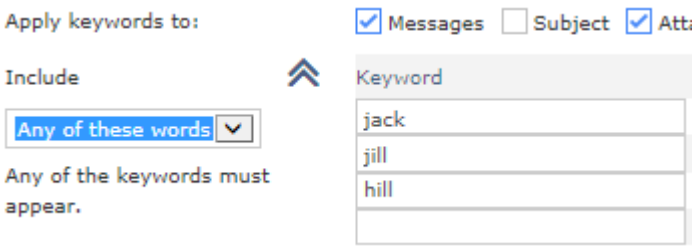
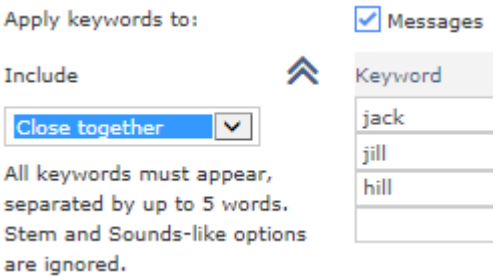


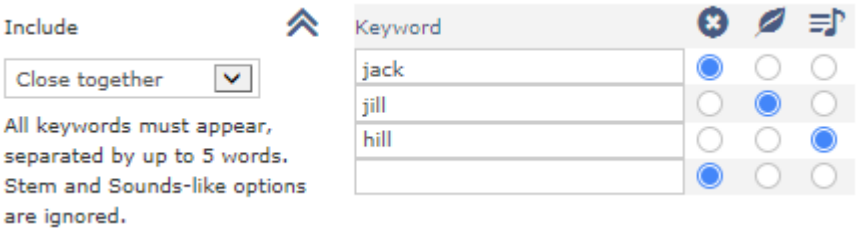
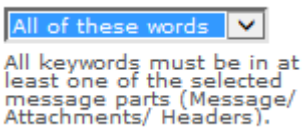
When you click on the will reveal an additional search panel:

This allows you to do Spelling Stem & Sound Similar search terms, as described in the next section.



Field	*Usage/Notes*	*Examples*
Search Area	*To search messages without their attachments, select Messages*	
	To only search attachments, select Attachments	
	To search for messages and their attachments, select Messages and Attachments	
Keyword Search	*Type in words to search for, where "All of these words."*	*This searches for all emails and attachments where all of these words are included.*
AND	*One of these criteria for each keyword or set of keywords:*	

OR 	*Additional Keyword Search* *Any of the words to search on*	*Jack jill hill* 
WITHIN 5 WORDS	*Additional Keyword Search* *All of these words will be searched for.*	*Jack jill hill* 
No modifier	*No modifier:* *Used to search for the specified keyword.*	*Jack*

Spelling stems	*Spelling Stems:* *Used to search for words that may be derived from a root word. Derivatives are ranked lower than words that exactly match the word specified.*	*Jill, jilly, jillian* *Or* *Halt, halts, halting, halted*
Sounds similar	*Sounds similar:*	*Searching for "Microsoft" returns "microsite" and "microscope"* *The system finds "foam" when you search for "roam".* *"Owl" will return "bowl"* *"Hill" will return bill, sill, fill ….*
	Example of a complex search: 	
Proximity	*Group these words* *Used to specify the scope of the keywords.* *You can match phrases such as "Application on the Internet" with the keyword's*	

	"applications" "internet" *All of these words = all the words entered into the boxes must reside in the message* *Close together = a maximum of 5 words separating each word.* *Fairly close = a maximum of 20 words separating each word.* *Any of these words = the words can reside anywhere in the email.* *Please note stop words, i.e. "a" "I" "the" "of" etc… are ignored. i.e. 1, 2 character words or stop words are ignored.*
Exclude	*Your choice of words. Messages containing them will be excluded from the search results.* *Specify the words that should be*

	excluded from the search in Keyword boxes. *Follow the procedures for Keyword Search and Proximity.*

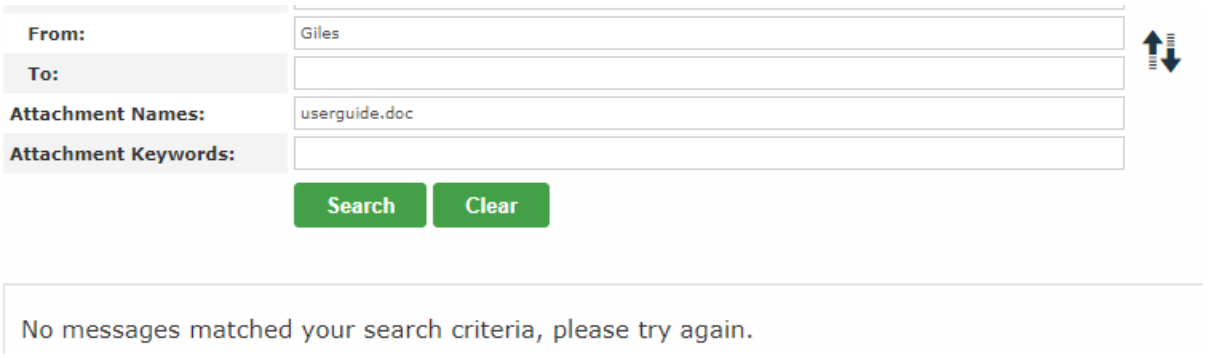
By clearly defining your search criteria, the results will be high quality results once the criteria have been defined press

.Dependent on the complexity of the search criteria defined, results may take a little longer to complete on screen.

Analysing Search Results

If the search cannot find a match, you will see the following message:

"No messages matched your search criteria, please try again."

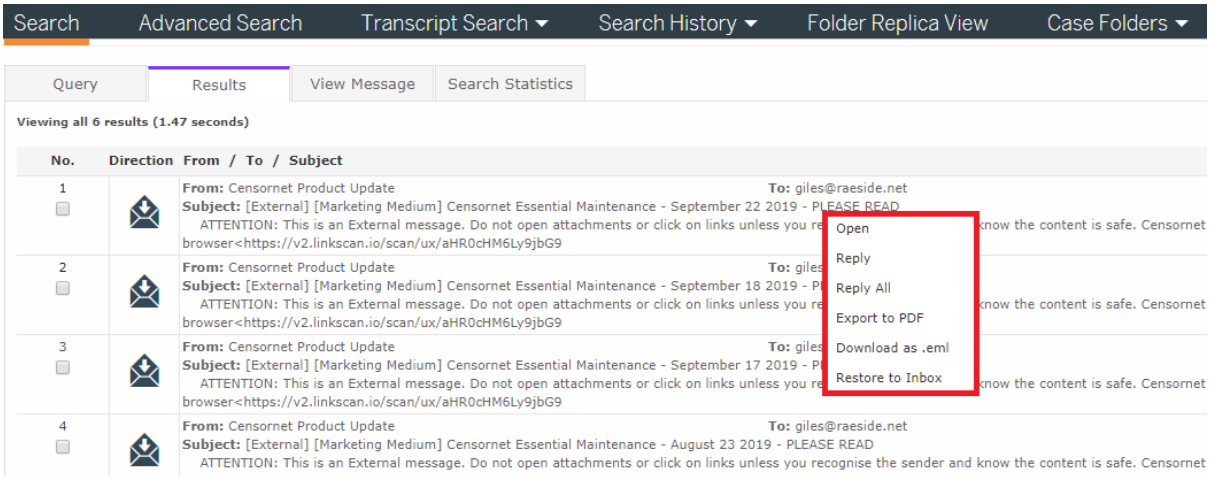


To improve the chances of finding the email, try broadening the search by:

- widening the date range
- removing the start or end date
- reducing the number of keywords
- removing all or reducing the number of recipients.

Right Mouse Click

The Email Archive interface provides right mouse click on the search results to enable the action icons to be available from the results page. This helps users to access the Action icons displayed on the Message view page from the results page, removing the need to have to open a message to restore a message or any other action.

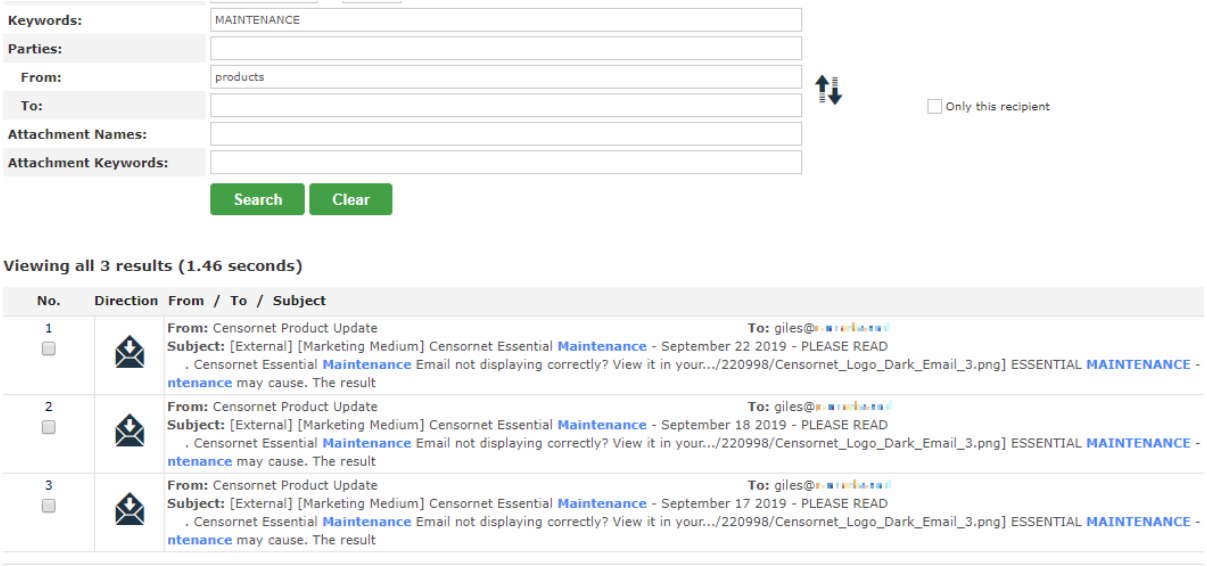


Search Summary

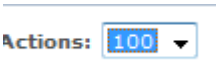
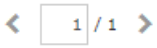
Emails that match the search criteria are listed in order of relevance.

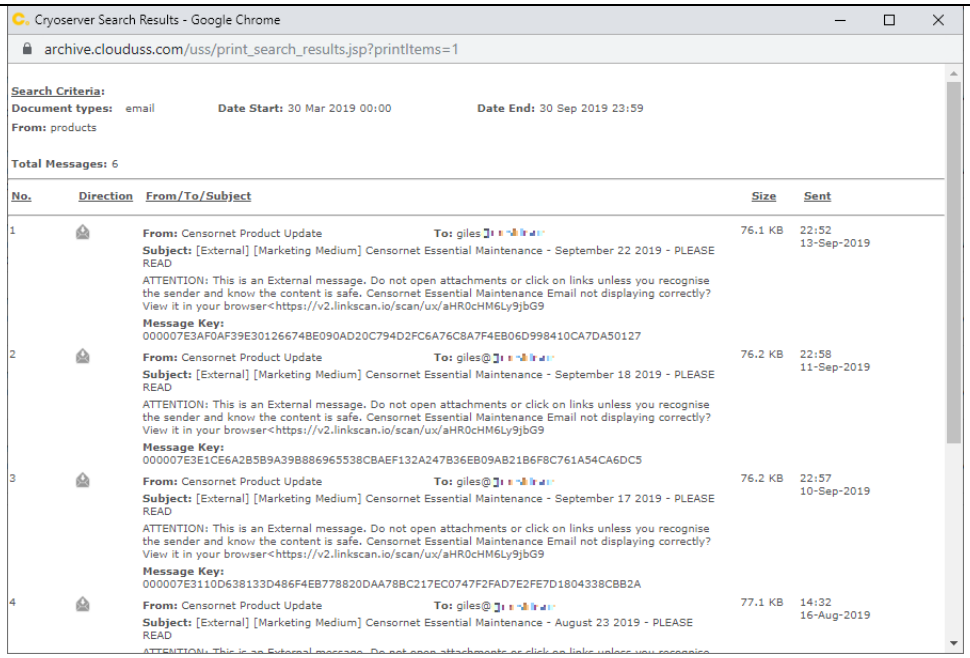
For each email, the header information including date, time and size are displayed. The first few lines of the email are also shown, and a paperclip symbol ( ) indicates the presence of attachments.

Keywords that you specified for your search will be highlighted.



Action Buttons

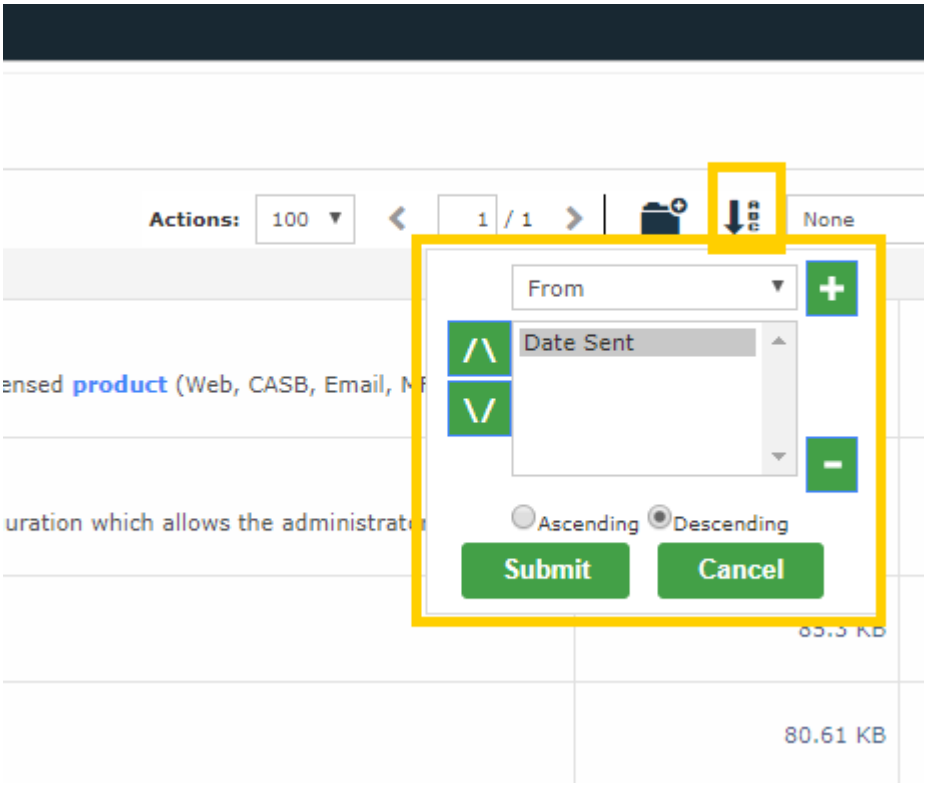
Page Size	*Select a number from the drop-down menu to change the page size, the number of results shown.* 
Page Number	*Navigate from Page 1 / 7, to Page 4 / 7 enter a number into the box:* 
Store to Folder 	*To save this search, click on:*
Sort Order 	*Customise the sort order:* *This is in addition to the Quick Sort by clicking the column titles.*
Print Results 	*Print the results, click on:* *A separate browser window will show that is optimised for Printing.*


Cryoserver Search Results - Google Chrome
archive.clouduss.com/uss/print_search_results.jsp?printItems=1
Search Criteria:
Document types: email
Date Start: 30 Mar 2019 00:00
Date End: 30 Sep 2019 23:59
From: products
Total Messages: 6
No.
Direction
From/To/Subject
Size
Sent
1
From: Censornet Product Update
To: giles
Subject: [External] [Marketing Medium] Censornet Essential Maintenance - September 22 2019 - PLEASE READ
ATTENTION: This is an External message. Do not open attachments or click on links unless you recognise the sender and know the content is safe. Censornet Essential Maintenance Email not displaying correctly? View it in your browser<https://v2.linkscan.io/scan/ux/aHR0cHM6Ly9jbG9
Message Key:
000007E3AF0AF39E30126674BE090AD20C794D2FC6A76C8A7F4EB06D998410CA7DA50127
76.1 KB
22:52
13-Sep-2019
2
From: Censornet Product Update
To: giles@
Subject: [External] [Marketing Medium] Censornet Essential Maintenance - September 18 2019 - PLEASE READ
ATTENTION: This is an External message. Do not open attachments or click on links unless you recognise the sender and know the content is safe. Censornet Essential Maintenance Email not displaying correctly? View it in your browser<https://v2.linkscan.io/scan/ux/aHR0cHM6Ly9jbG9
Message Key:
000007E3E1CE6A2B5B9A39B886965538CBAEF132A247B36EB09AB21B6F8C761A54CA6DC5
76.2 KB
22:58
11-Sep-2019
3
From: Censornet Product Update
To: giles@
Subject: [External] [Marketing Medium] Censornet Essential Maintenance - September 17 2019 - PLEASE READ
ATTENTION: This is an External message. Do not open attachments or click on links unless you recognise the sender and know the content is safe. Censornet Essential Maintenance Email not displaying correctly? View it in your browser<https://v2.linkscan.io/scan/ux/aHR0cHM6Ly9jbG9
Message Key:
000007E3110D638133D486F4EB778820DAA78BC217EC0747F2FAD7E2FE7D1804338CBB2A
76.2 KB
22:57
10-Sep-2019
4
From: Censornet Product Update
To: giles@
Subject: [External] [Marketing Medium] Censornet Essential Maintenance - August 23 2019 - PLEASE READ
77.1 KB
14:32
16-Aug-2019

Sorting Search Results

There are two ways to sort your search results:

- Click Customise Sort Order. A pop-up list box is displayed showing default criteria of: From, To, Date Stored, Number of Attachments, Size, Subject and Relevance. You can click Ascending or Descending to change the sort order.

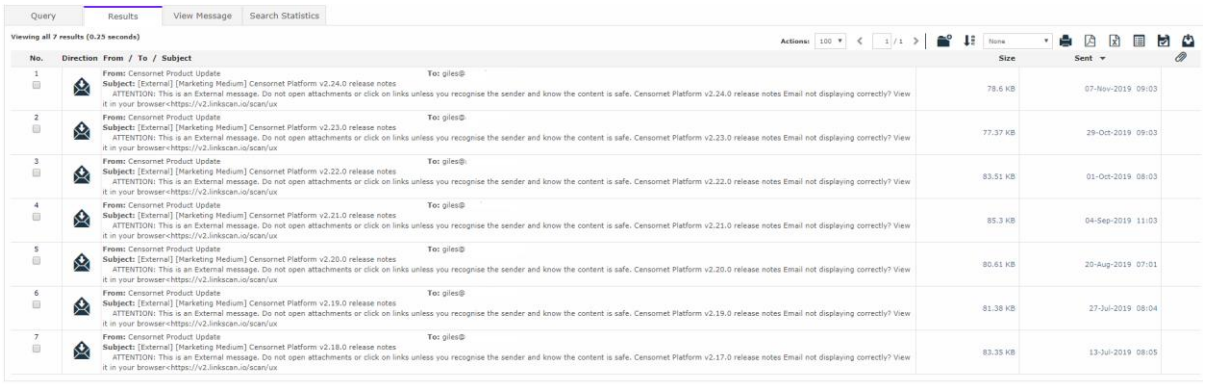


Or

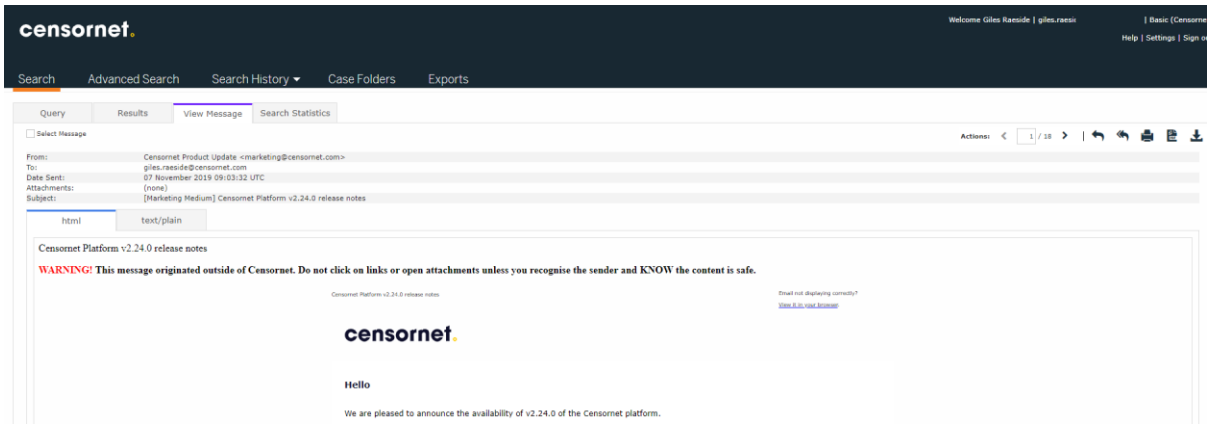
- Click any of the underlined column headings or the paperclip symbol ( ). These will sort based on the selection chosen. Sent is selected with the list ascending.

Viewing Messages

This section describes how you can view your messages.



Click on the chosen message and the message will be retrieved from the archive and displayed on the screen, as below.:

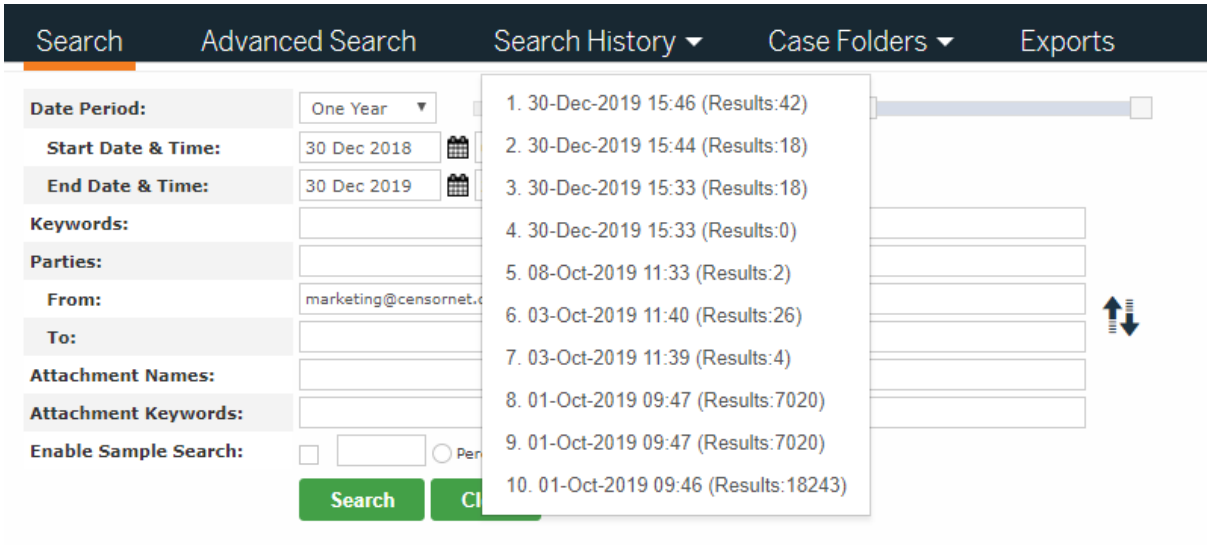


- To return to the results, click Results on the breadcrumb tab:

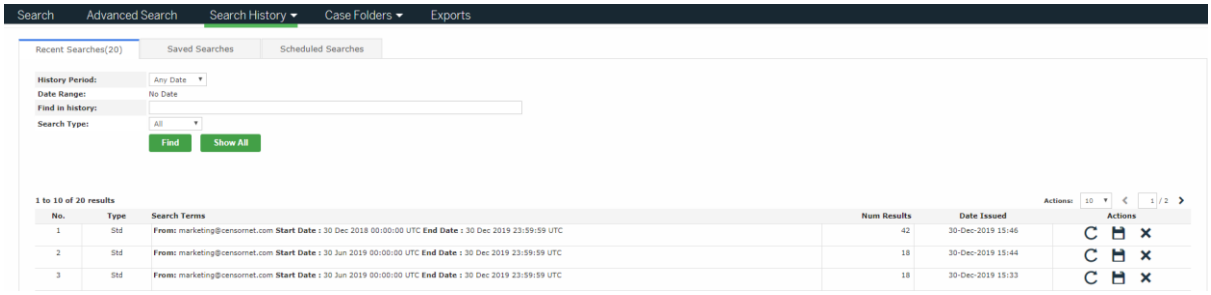
- To return back to the query, click on Query

Search History

Just like your web browser history, the Email Archive offers a similar history enabling you to replay a search. Complex searches & regular searches can be reloaded. The Search History now includes a rollover showing the search criteria.



And selecting Search History:

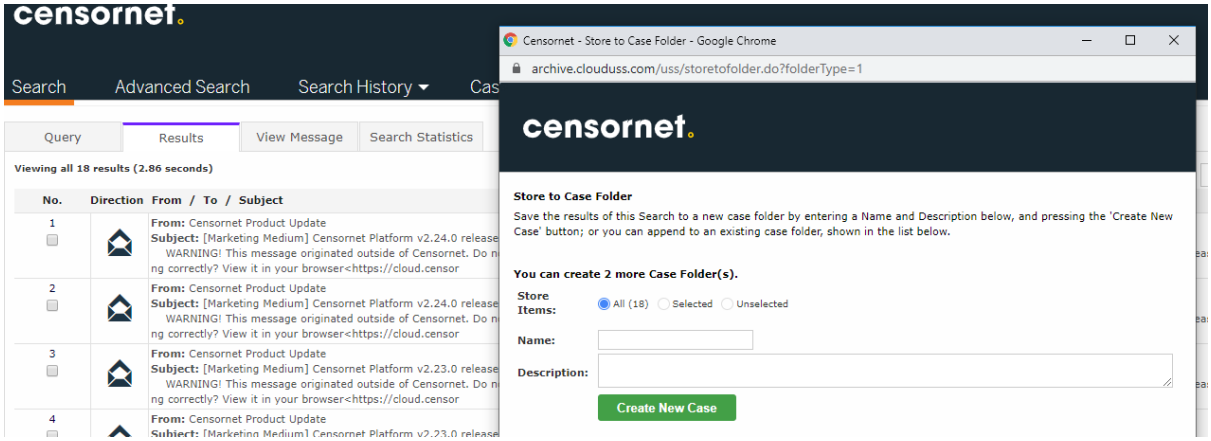


- allows you to replay the search again at the original time of the search conducted

Case Folders

Alternatively, you can combine searches into Case Folders, moment in time searches which allow multiple searches to be combined into a single case folder. Case Folders enables for searches to be saved, enabling for these results to be reviewed at another time.

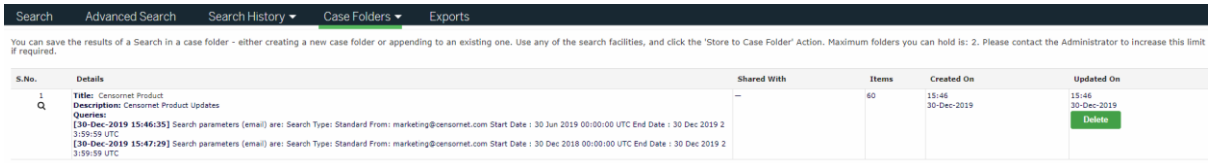
Complete a search. Press the store to folder action icon. A pop up window will appear.



Or the results can be:

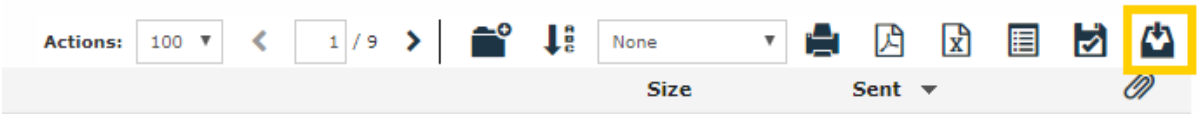
1. Stored to a brand new folder
2. Stored to an existing folder combining & collecting a combination of searches.

Selecting a saved search will open up the search results:

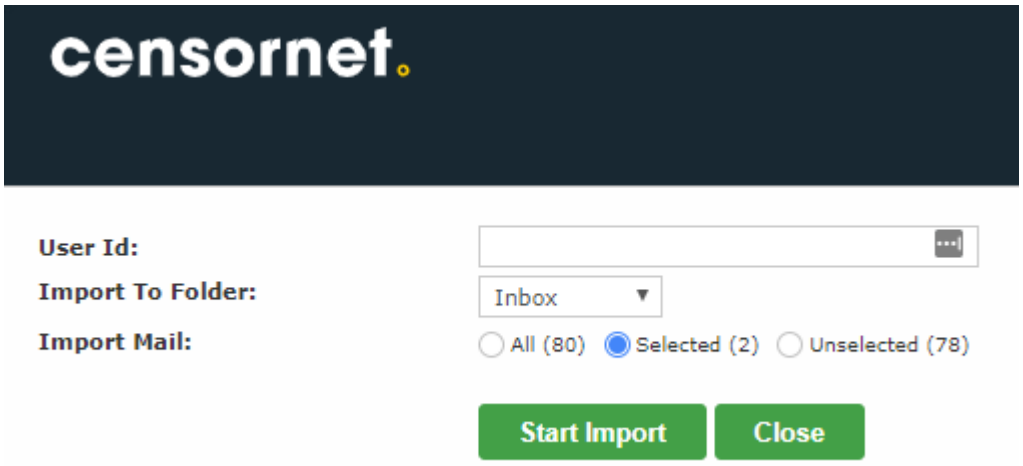


User Bulk Mail Items Restore

Users are now able to restore multiple items in bulk from a search. Clicking on the restore to mailbox icon allows users to restore bulk of emails at one time. A pop-up will appear allowing users to restore the emails to either their Inbox or Sent Items.



If a user has selected, via the checkboxes on the left, certain items on the result list, then only those items or the inverse of those can be restored.



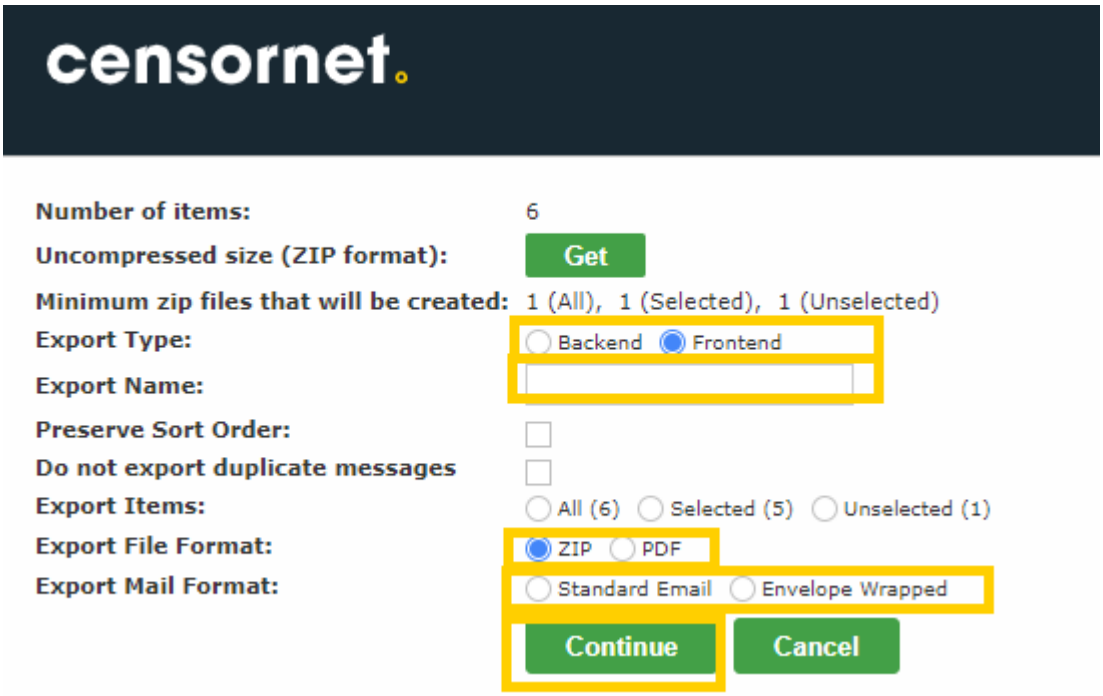
Export

Basic and Privileged users can Bulk Export emails in three different formats:

- Standard Email format – limited information is exported in reference to the header information
- Enveloped Wrapped– full header information is exported including expanded distribution lists
- PDFs – exporting the emails into a long pdf with each email one after the other in a pdf file.

Export Type:

- Backend – Backend exports can be completed much faster (x30 times faster) and should be used if exports are large, i.e. over 100MB
- Frontend – Frontend exports are reliant / limited on download speeds via the web browser and can be slow. Frontend exports should only be used if exports are a few MBs in size.



Preserve Sort Order: Maintain the order of the export to the order on the results list in the Email Archive user interface.