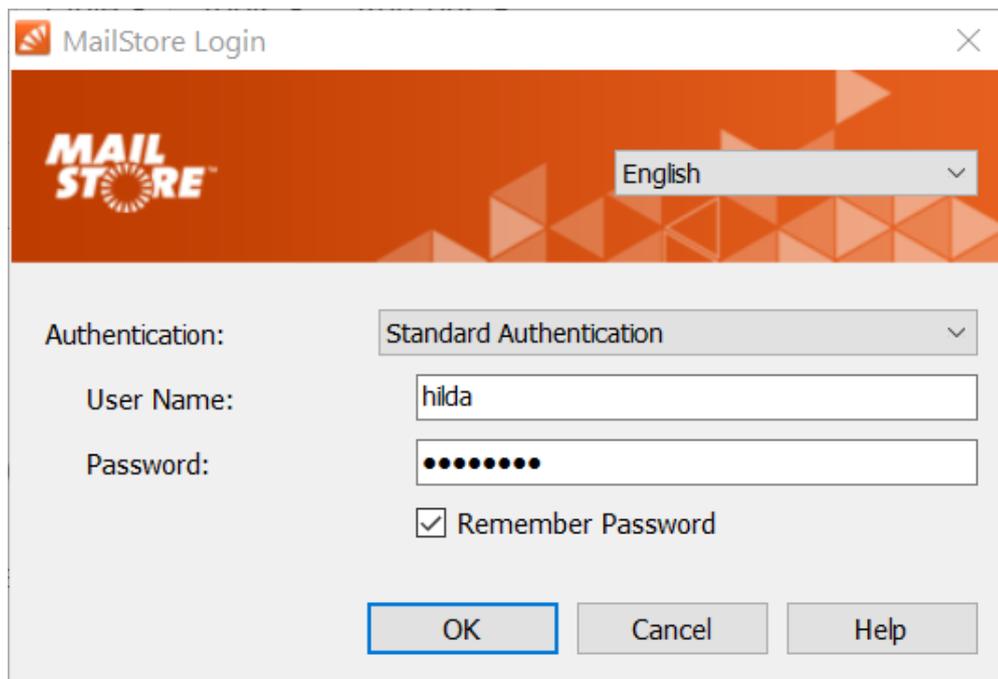


Searching Using the Windows Desktop Client

Download the eMail Archive Client setup file. It is a regular Windows setup program, that can be executed on the appropriate client computer by double-clicking on the setup file. Just follow on-screen instructions.

Starting and Logging In

Start eMail Archive Client by using the appropriate link on the desktop. The login window appears.

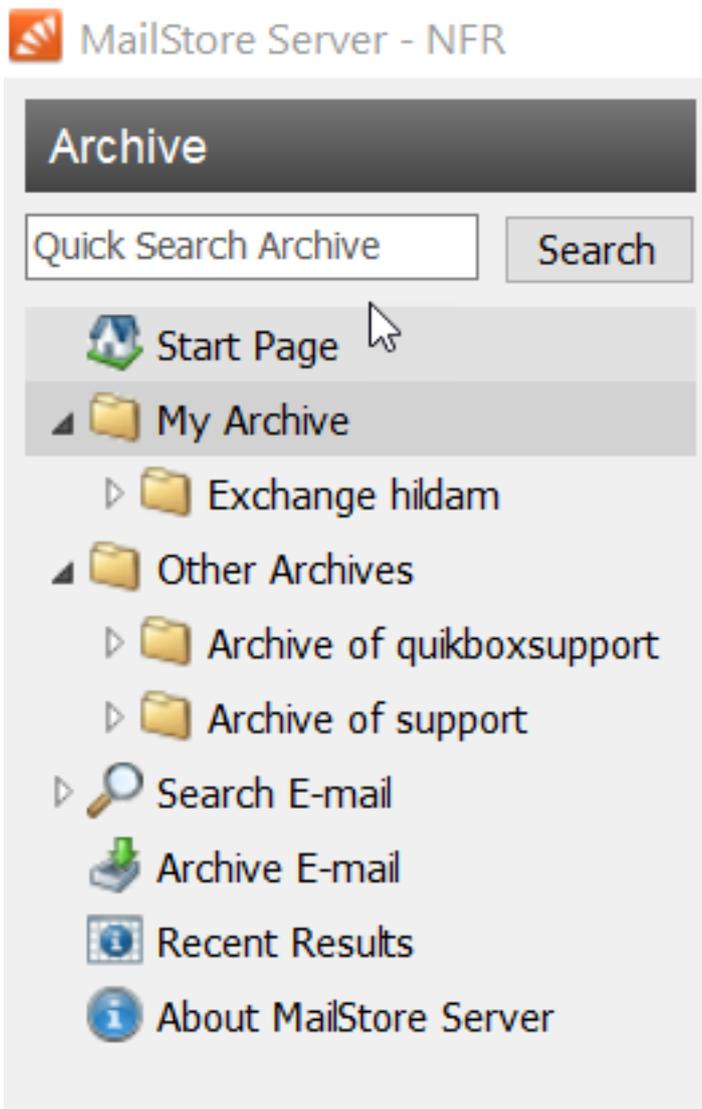


The screenshot shows a Windows dialog box titled "MailStore Login". The dialog has a header bar with the MailStore logo on the left and a language dropdown menu set to "English" on the right. Below the header, there are several input fields and a checkbox. The "Authentication" dropdown is set to "Standard Authentication". The "User Name" field contains the text "hilda". The "Password" field is masked with ten black dots. Below the password field is a checked checkbox labeled "Remember Password". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help". The "OK" button is highlighted with a blue border.

Put the **IP address** or **hostname** of the eMail Archive Server machine into **Server Name**. Be aware, that the pre-filled entry *localhost* only works if the eMail Archive Client is run from the same machine where eMail Archive Server is installed.

Enter your username and password into the *User Name* and *Password* fields and click *OK*. You may be asked to trust the eMail Archive Server; click *OK* here.

Searching by Folder Structure



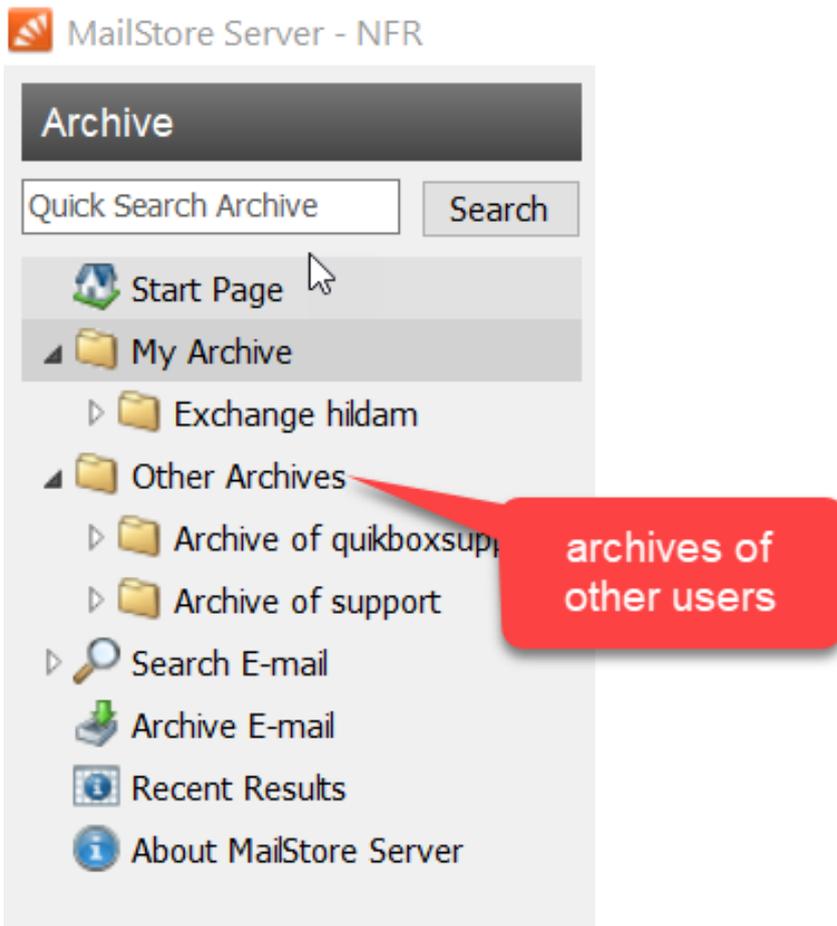
eMail Archive stores all archived emails in a eMail Archive-specific folder structure, in which emails are displayed using the same structure as their corresponding source application. This means that folders created in the source application (e.g. Microsoft Outlook) are not changed during the archiving process and can be found easily in eMail Archive as well.

User Archives

For every user, eMail Archive creates a folder called *My Archive* on the highest level of

the folder structure. Each folder corresponds to the user archive of the respective user and contains all his or her emails.

If the user has access to the archives of other users, their folders are listed as Archive of under the top level folder ***Other Archives***.



Viewing the Emails in a Folder

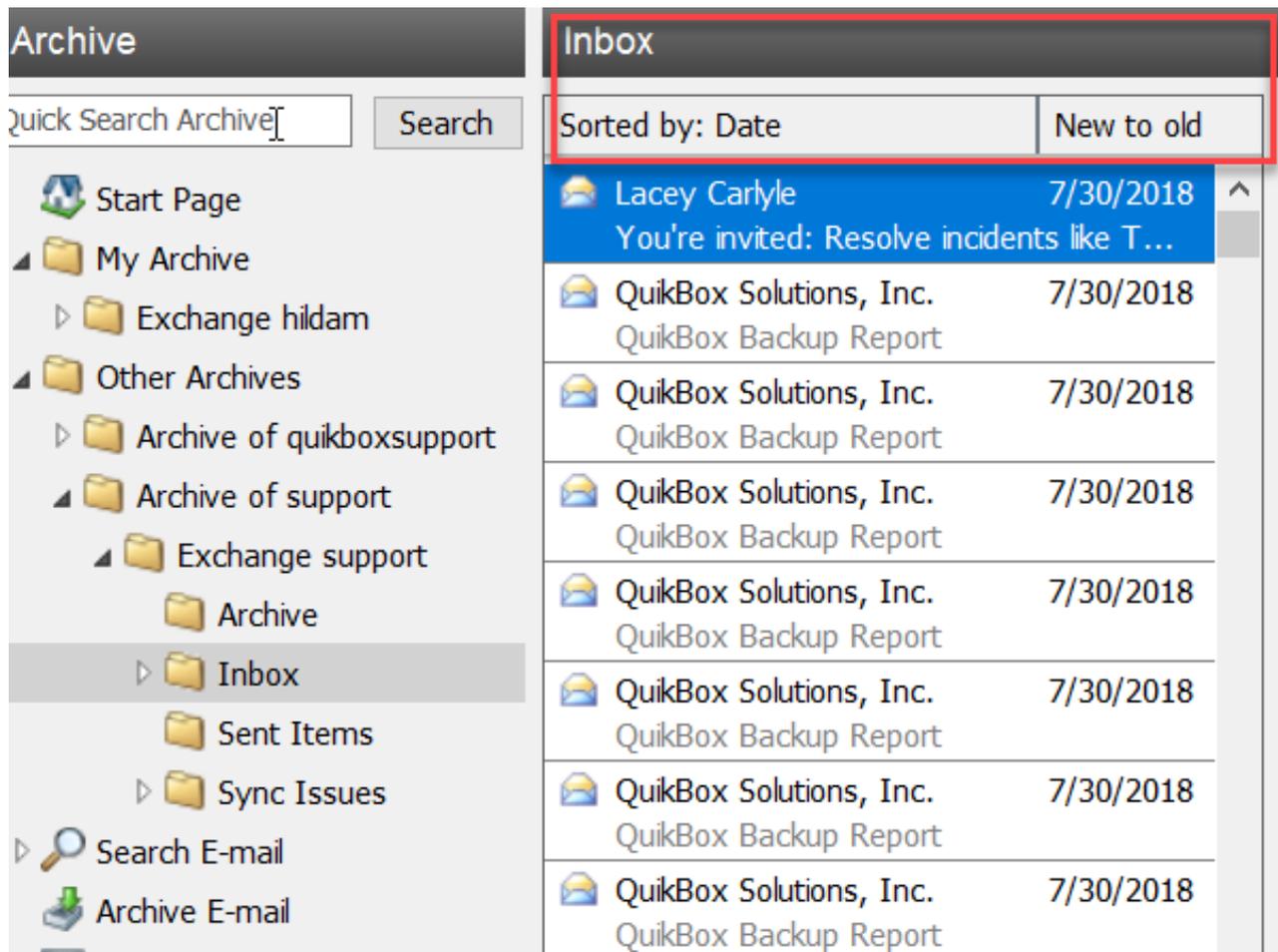
To view the emails in a folder, simply click on the folder name. The emails will be listed below the folder structure.

Click on the text *Sorted by:* to change the order in which emails are displayed. Emails can be sorted according to:

- Date

- From/To (sender/recipient of the email)
- Subject

Click on the Field to the right of *Sorted by* ("New to Old" in the screenshot) to reverse the order in which emails are arranged. By default, the latest email is displayed first.



Refreshing the View

To refresh the list of folders, click on a folder and **press F5** on your keyboard.

Click on the folder again to refresh the list of emails.

Quick Search

With eMail Archive's integrated quick search feature, users can browse through all emails in all user archives they have access to. Quick search is especially suitable for simple queries. Alternatively, an Extended Search can be used.

| Archive | Search Result | | | | | | | | | | | | | | | | | | | | | | |
|---|--|-----------------|------------|---|---|---|--|---|--|--|--|--|--|---|--|--|--|--|--|--|--|---|--|
| <input data-bbox="137 613 504 667" type="text" value="RingCentral"/> <input data-bbox="528 613 679 667" type="button" value="Search"/> <ul style="list-style-type: none">Start PageMy Archive<ul style="list-style-type: none">Exchange hildamOther Archives<ul style="list-style-type: none">Archive of quikboxsupportArchive of support<ul style="list-style-type: none">Exchange support<ul style="list-style-type: none">ArchiveInboxSent ItemsSync IssuesSearch E-mailSearch ResultArchive E-mailRecent ResultsAbout MailStore Server | <table border="1"><thead><tr><th data-bbox="715 613 1222 667">Sorted by: Date</th><th data-bbox="1235 613 1460 667">New to old</th></tr></thead><tbody><tr><td data-bbox="715 685 1222 784"> Crystal Fabroa [crystal.fabro...8/21/2019 Customer Support - 09215121 [ref...</td><td data-bbox="1235 685 1460 784">^</td></tr><tr><td data-bbox="715 792 1222 891"> Patrick Murphy [patrick.murp...8/21/2019 6 weeks left for the 6x MRR </td><td data-bbox="1235 792 1460 891"></td></tr><tr><td data-bbox="715 900 1222 999"> Max Schosid [partnercommu...8/21/2019 Thursday's RingCentral Marketing We...</td><td data-bbox="1235 900 1460 999"></td></tr><tr><td data-bbox="715 1008 1222 1106"> RingCentral Partner Team [p...8/20/2019 You're Invited: Houston Contact Cent...</td><td data-bbox="1235 1008 1460 1106"></td></tr><tr><td data-bbox="715 1115 1222 1214"> Patrick Murphy [patrick.murp...8/19/2019 Thursday's webinar </td><td data-bbox="1235 1115 1460 1214"></td></tr><tr><td data-bbox="715 1223 1222 1321"> RingCentral Partner Team [p...8/19/2019 Special webinar with Zane Long: Gartn...</td><td data-bbox="1235 1223 1460 1321"></td></tr><tr><td data-bbox="715 1330 1222 1429"> RingCentral [service@ringcen...8/16/2019 Fax Message Transmission Result to ...</td><td data-bbox="1235 1330 1460 1429"></td></tr><tr><td data-bbox="715 1438 1222 1536"> Michael Cedrick De Jesus [ce...8/15/2019 RingCentral case number: 09215121 ...</td><td data-bbox="1235 1438 1460 1536"></td></tr><tr><td data-bbox="715 1545 1222 1644"> RingCentral [ringcentral@exp...8/15/2019 How was your recent RingCentral Sup...</td><td data-bbox="1235 1545 1460 1644"></td></tr><tr><td data-bbox="715 1653 1222 1686"> RingCentral Partner Team [p...8/15/2019</td><td data-bbox="1235 1653 1460 1686"></td></tr></tbody></table> | Sorted by: Date | New to old |  Crystal Fabroa [crystal.fabro...8/21/2019 Customer Support - 09215121 [ref... | ^ |  Patrick Murphy [patrick.murp...8/21/2019 6 weeks left for the 6x MRR  | |  Max Schosid [partnercommu...8/21/2019 Thursday's RingCentral Marketing We... | |  RingCentral Partner Team [p...8/20/2019 You're Invited: Houston Contact Cent... | |  Patrick Murphy [patrick.murp...8/19/2019 Thursday's webinar  | |  RingCentral Partner Team [p...8/19/2019 Special webinar with Zane Long: Gartn... | |  RingCentral [service@ringcen...8/16/2019 Fax Message Transmission Result to ... | |  Michael Cedrick De Jesus [ce...8/15/2019 RingCentral case number: 09215121 ... | |  RingCentral [ringcentral@exp...8/15/2019 How was your recent RingCentral Sup... | |  RingCentral Partner Team [p...8/15/2019 | |
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