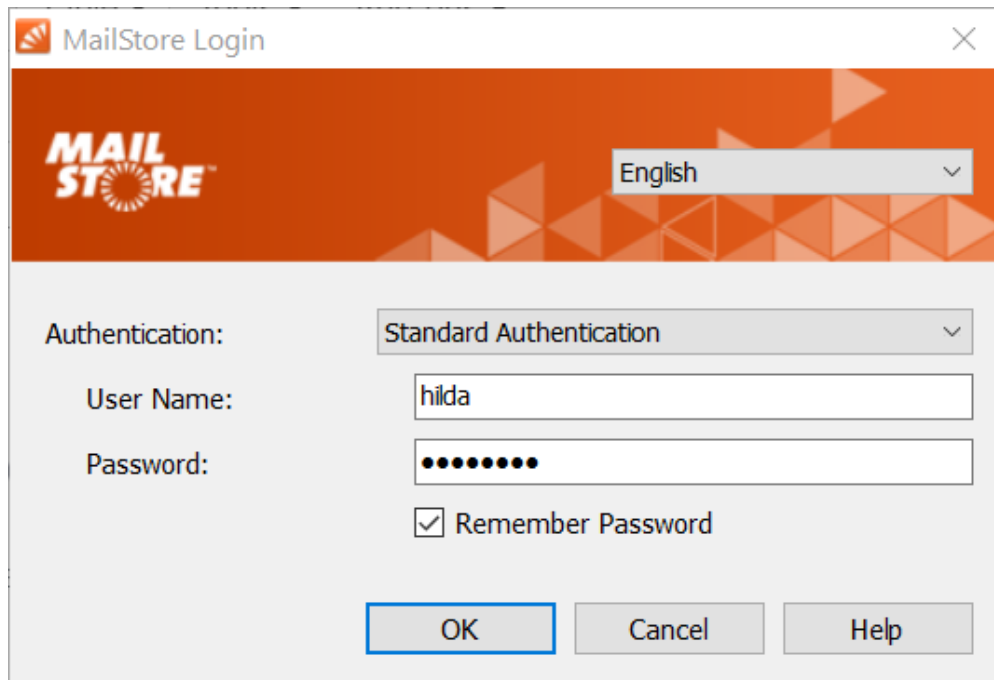


Searching Using the Windows Desktop Client

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

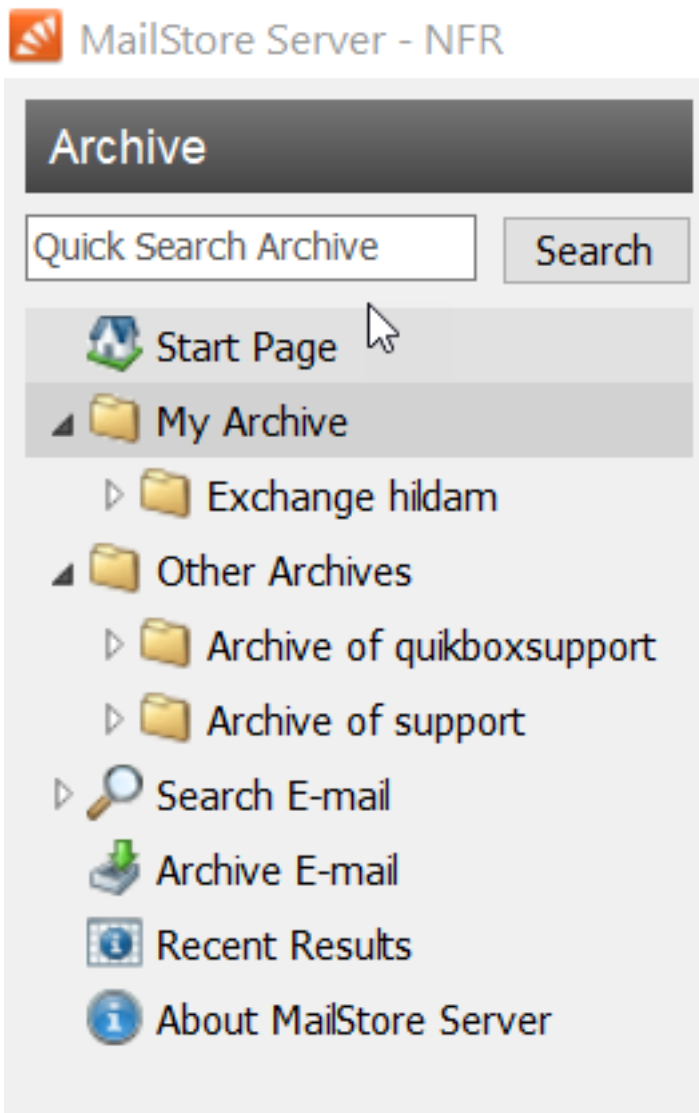
Start eMail Archive Client by using the appropriate link on the desktop. The login window appears.

The image shows a Windows-style dialog box titled "MailStore Login". The top section has an orange background with the "MAIL STORE" logo on the left and a language dropdown menu set to "English" on the right. Below this, the "Authentication:" label is followed by a dropdown menu showing "Standard Authentication". Underneath, the "User Name:" label is followed by a text box containing "hilda". The "Password:" label is followed by a text box with masked characters (dots). Below the password box is a checked checkbox labeled "Remember Password". At the bottom, there are three buttons: "OK" (highlighted with a blue border), "Cancel", and "Help".

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



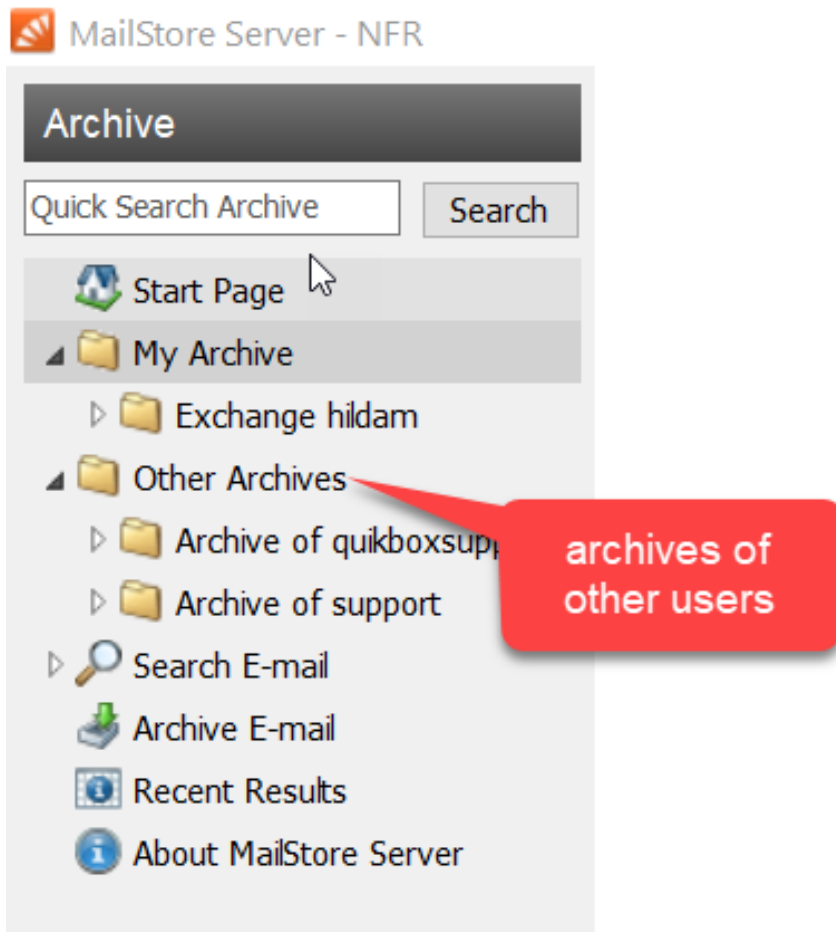
eMail Archive stores all archived emails in a eMail Archive-specific folder structure, in which emails are displayed using the same structure as their corresponding source application. This means that folders created in the source application (e.g. Microsoft Outlook) are not changed during the archiving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

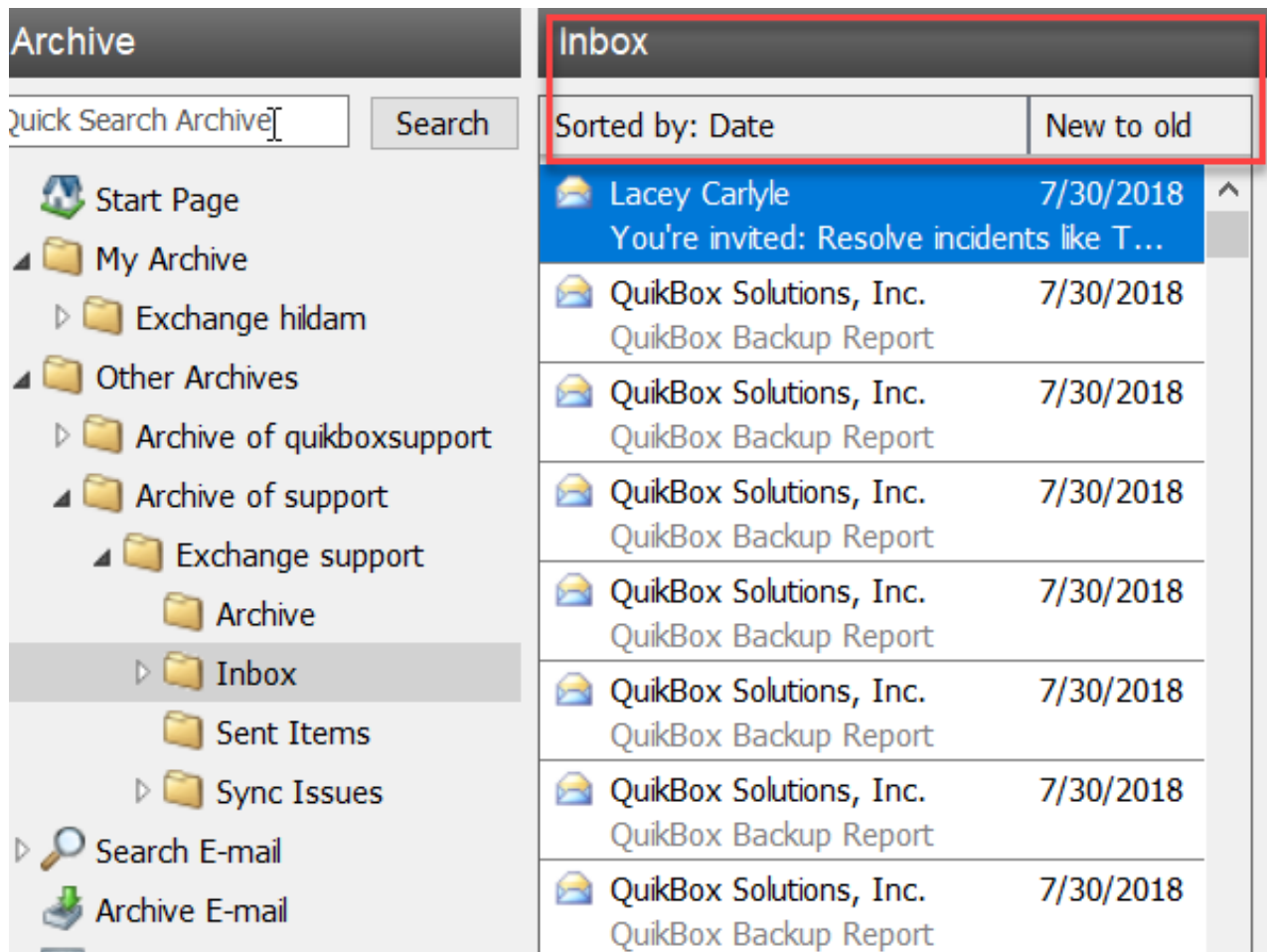
To view the emails in a folder, simply click on the folder name. The emails will be listed below the folder structure.

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

Start Page

My Archive

- Exchange hildam

Other Archives

- Archive of quikboxsupport
- Archive of support
 - Exchange support
 - Archive
 - Inbox
 - Sent Items
 - Sync Issues

Search E-mail

Search Result

Archive E-mail

Recent Results

About MailStore Server

Search Result

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

Online URL: <https://support.quikbox.com/article.php?id=25>