Enterprise Vault – What does it do?

Enterprise Vault will automatically archive older email items to help keep your mailbox size below its quota limit. Archived emails can still be read, replied to, resent or forwarded. The advantages of using a product such as Enterprise Vault is that the archiving is done automatically, stored in an easily accessible location with full searching functionality, and of course backed up.

As a user you can interact with the archived items using your normal email clients – Outlook for the PC and OWA for remote access via the Internet.

Initial Enterprise Vault Policy

- Email items that are 6 months old or older are automatically archived in the vault.

- Any email items that have an attachment larger than 1 megabyte <u>and</u> are older than two weeks will automatically be archived in the vault.

Note: Enterprise Vault uses the item "modified date" to make these determinations. This is not necessarily the same as the received date or the send date.

How does it work?

- Every night an automated process examines your mailbox for potential items to vault which are then flagged for vaulting.
- Subsequently another process runs which takes those flagged items and places them in the vault.
- An email "stub is left in your inbox which includes the first 500 characters of your message. An "item archived" icon (see below) is placed next to the mail item to let you know it has been vaulted.

What exactly gets vaulted?

- EV vaults mail items in folders within your inbox based upon the policy.
- EV vaults mail items in your sent folder based upon policy
- EV vaults mail items in your deleted items folder based upon policy

What doesn't get vaulted?

- EV does not vault items archived already through the Outlook "Auto-archive" tool
- EV does not vault items that are stored in a PST file on your local disk or network drives

Enterprise Vault and Outlook

When your account has been enabled for archiving you will receive an email welcoming you to the system. After restarting Outlook you will notice a number of changes to the Outlook environment:

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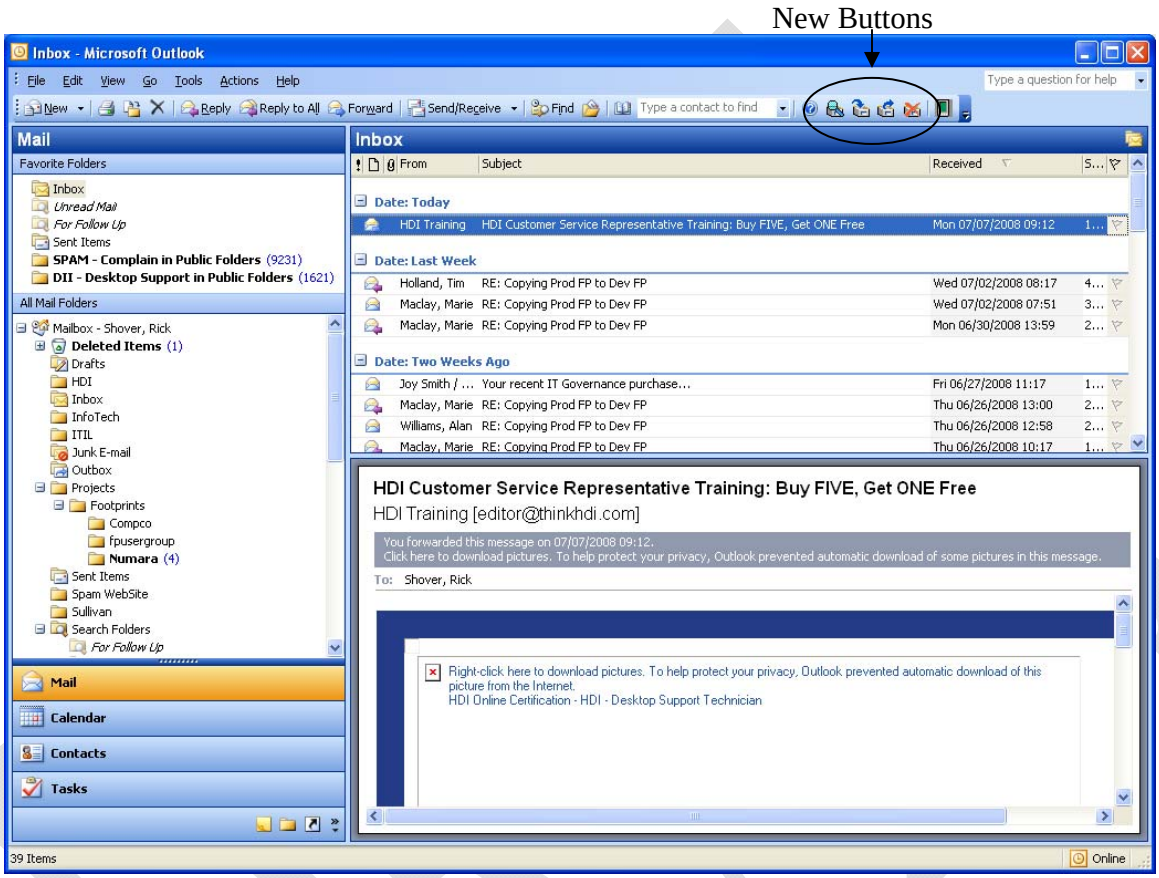
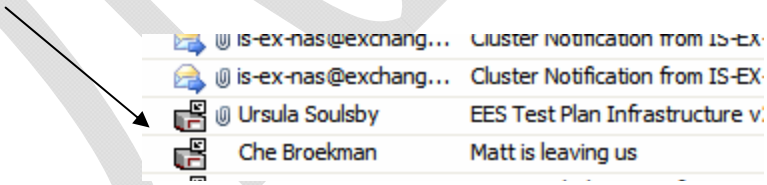
- New icons indicating archived mail
- Four new buttons
- Enterprise Vault items in the Help menu



When an item is archived it will have a different Icon. Below is an example of the Archived Item Icon.



You may also sometimes see a “busy” icon:

Such an icon shows that the item is in the process of being archived. Do not move or delete a message in this state as this can cause data loss. This “busy” icon will convert to the normal archived item icon after the nightly backup of the archive has taken place.

Opening Archived Items

The recommended way to open an archived item is the same as for any other item in Outlook – double click on the item in the messages list! Once retrieved, the item can be read, forwarded, replied to or resent in the normal Outlook way.

Opening an archived item does not restore it to your mailbox. However if you have "Work Off-Line" turned on in Outlook, and you access an archived email while connected to the network, and then try to access it later when not connected to the network, you will not see that email as your archived items do not get copied over. If you are aware that you will need to do this for a particular item, or set of items, you will need to **Restore** them while connected. Restoring is covered below.

The New Enterprise Vault Buttons and Menu Items

On the toolbar at the top right hand end of the Outlook toolbar, you will see four new buttons.

From Outlook, if you hover over these Icons you will see what each one of them is. From left to right they are Search Vault – used to search the Archive Vault; Store in Vault – used to store selected emails or email folders in the Archive Vault; Restore from Vault – use to restore an email or email folder from the vault; and Delete from Vault – used to Delete an email or a email folder from the Archive Vault. Each button is further described below.

Menu Items.
These are the same items as the Icons on the toolbar and can be found under Tools→Enterprise Vault.

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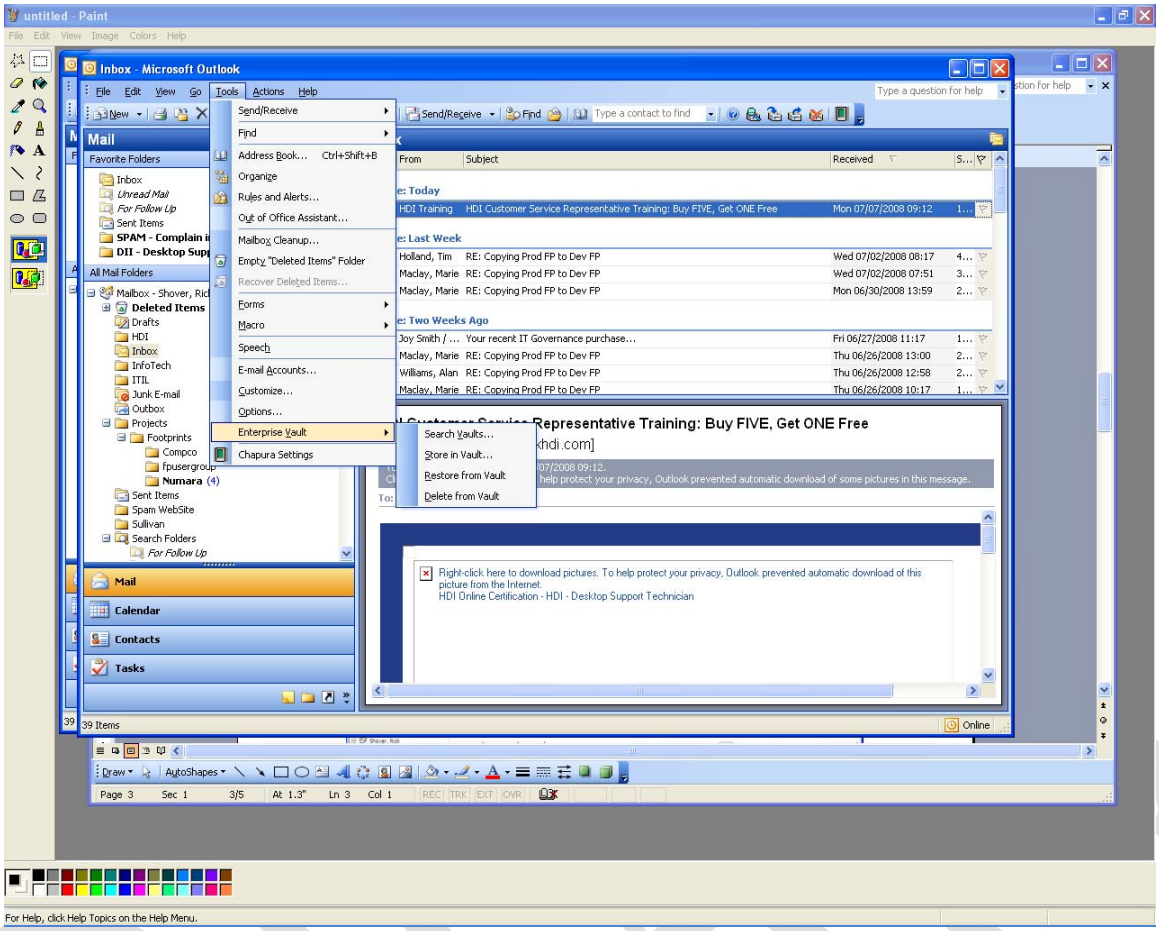


Search Vaults

You can perform simple or advanced searches of your archived emails with this tool. You can then view, restore, or delete items found in the search.

Store in Vault

This is used to store selected emails or email folders into the Archive Vault. By selecting the emails or email folders that you would like to Archive and then click on the Store in Vault Icon your emails will be moved to the Archive.

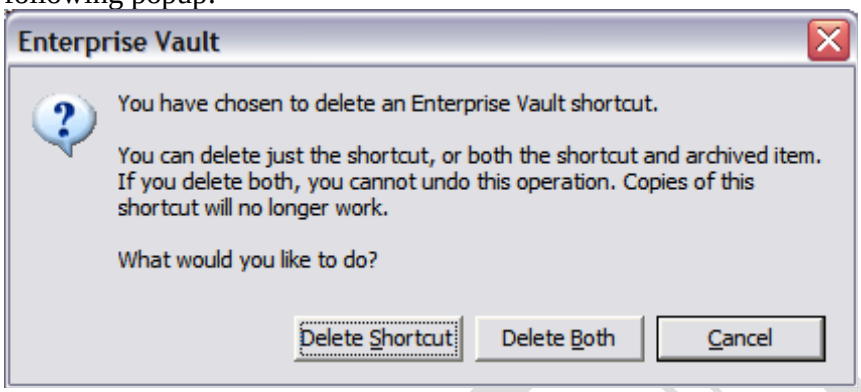
Restore from Vault

By selecting an archived item in the Outlook message list and then clicking on the restore button, you can manually restore emails from the vault to your Exchange mailbox. They will remain in the restored state for at least 30 days, so can be viewed offline during that time. Items will be restored to their original location.

Deleting Archived Items

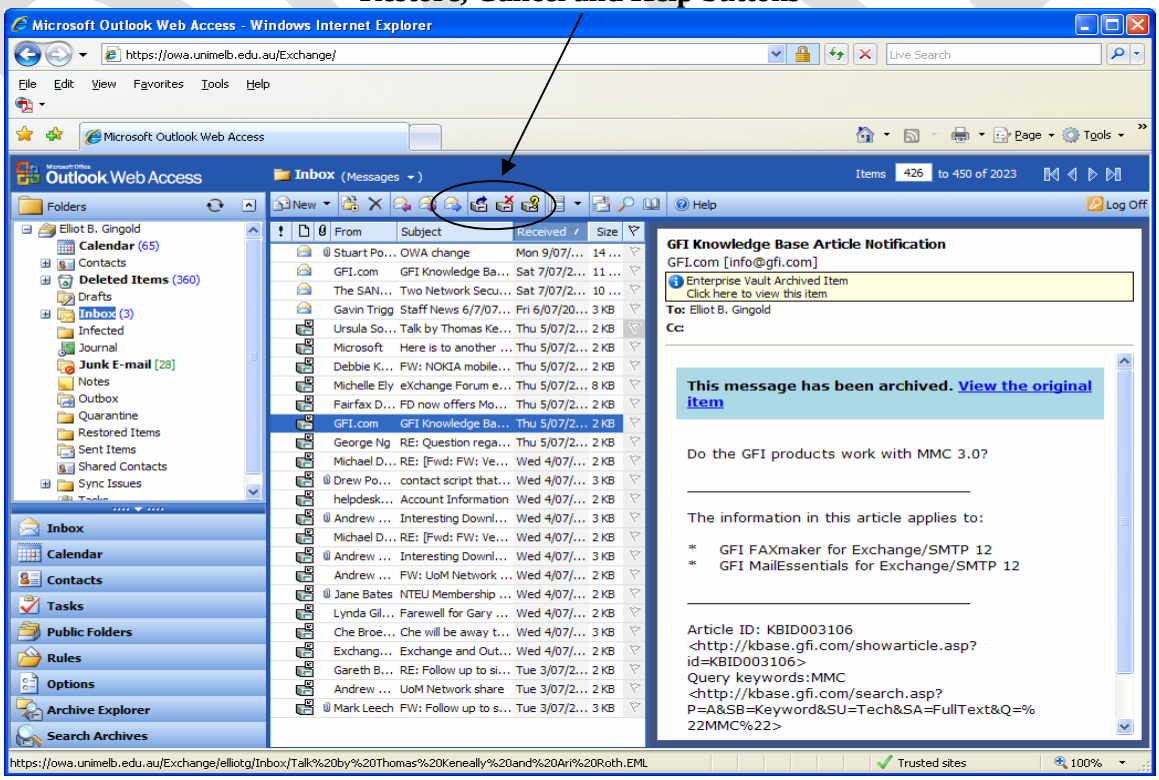
You will probably find that items you don't really want to keep have been archived. It is not difficult to delete them. Simply use any of the normal Outlook delete functions. For example,

select the item and right click to select *Delete*. If the item has been archived you will get the following popup:



To delete the item from the archive, Click *Delete Both.*
But be very careful. **If you delete an item from the archive, it cannot be restored**. Deletion is permanent – the backup/restore system does not allow individually deleted items to be recovered.

Enterprise Vault – OWA Functionality

Access to the Enterprise Vault via OWA using Internet Explorer is very similar to the Outlook client functionality. You can view archived content, manually **archive** and **restore** items, and utilize **Search Archives** and **Archive Explorer** functionality.
Double-clicking on an archived email will open it normally. Additionally, the link in the shortcut can be accessed via OWA regardless of your location.

Restore, Cancel and Help buttons