Mimosa Archive Software ~ Searching for messages

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Introduction to Mimosa Archive

Mimosa Archive is a comprehensive software solution for Microsoft Exchange that Bloomsburg University first implemented in Fall 2006 that currently archives all messages within your mailbox for 2 years. The Mimosa Archive client gives you quick access to any message you’ve received or sent within the past 2 years. It offers a quick search, an advanced search, and a browse feature. It allows you to view messages right within the client, to restore messages back to your mailbox, or to restore messages to a .PST (personal folder) file that can be accessed on any computer you have Microsoft Outlook installed, such as your office computer.
What to expect

- Messages will stay in regular Inbox folders for 60 days. You will also see them in your Mimosa Archive from the start as well. (The timestamp goes by last modified date – when opened, read, etc.)
  - Calendar items will stay on your calendar for 1 year.
- After 60 days, look in Mimosa for messages. The various ways of finding messages are described in detail in this document.
- **Every** email that comes into or is sent from your Exchange/Outlook account will be stored on the Mimosa Archive server.
- Email messages **cannot be deleted** from Mimosa.
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- After 60 days, look in Mimosa for messages. The various ways of finding messages are described in detail in this document.
- **Every** email that comes into or is sent from your Exchange/Outlook account will be stored on the Mimosa Archive server.
- Email messages **cannot be deleted** from Mimosa.
- Per our current retention policy, email will be retained two years. Any messages in your archives older than two years are deleted.
  - If you need to keep certain emails longer than the two year retention policy permits, you may store copies locally on your C drive. To do this, you would need to create PST file(s). See detailed information on creating PST files on the Mimosa web support page in the document called “Creation of PST Files.”

Why are we using this program?

- Reliable backup of messages.
- State mandate regarding email retention.

Webmail

Archived email messages in the Mimosa folder are available when using webmail at [https://webmail.bloomu.edu/](https://webmail.bloomu.edu/). See the webmail tutorial on the Mimosa web support page at [http://www.bloomu.edu/technology/mimosa](http://www.bloomu.edu/technology/mimosa).
Search methods

You will find the Mimosa Archive folder in your Outlook folders area, as illustrated in the screenshot below. When you click on the Mimosa folder, the right side of the screen will expand to the following view:

Quick Search - By default, this is the first option that appears when you open the Mimosa Archive. Use Quick Search to do just that, search quickly by entering a term or name in the white field and click the Search button.

- Note: This search will likely yield many results. The Advanced Search allows more detailed searches.
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**Browse** – This is basically the same structure as your Outlook window. Use the Browse mode to:

- Toggle through messages and items archive.
- Find items that do not require searches, such as folders where the contents typically haven’t changed much and there have been only a manageable amount of emails within it over the past 2 years.

Folder Contents Pane (click on message to view it in preview pane below).

Can include Deleted Items and History.

Mailbox Contents

Message Preview Pane

Folder Contents Pane (click on message to view it in preview pane below).
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**View messages**
A single click on a message allows you to read it in the message pane directly below the message. A double click allows you to open the message as it originally appeared.

**Restore messages**
To restore a message(s) to your mailbox, use the Restore Message(s) to Mailbox feature.

Click on dropdown and choose Restore Message(s) to Mailbox.

The following window will appear...it’s asking you to choose which folder the restored item(s) should go into.
Highlight the inbox (or whichever folder you wish to restore to) and choose OK.

You will see the following message. Click OK. Your message will now appear in the folder you chose.
Advanced Search ~ *Yields Most Specific Results*

Use the Advanced Search to fine tune your search:

- Click “Advanced Search” on the front page of Mimosa to expand advanced search fields.
- Search for a specific item based on a keyword, specific send/receive date, or an attachment contained by it.
- This is a very powerful and efficient feature as the messages and their content are fully indexed on the NearPoint server.

There are several ways to do advanced searches.

### Advanced Search Features

- **Look For**
  - Use to specify the field in which you want to search for the keyword.

- **In**
  - Select types of messages to search.

- **Select sub types**
  - Choose specific subtypes within the selected message type.

- **Find Keywords in**
  - Specify where you want to search for the keyword.

- **Search Criteria**
  - **To**
  - **From**
  - **Size (B)**
  - **Where I am**
  - **Sent Date**
  - **Expand Distribution Lists while searching**

### Searching by word(s)

The example below shows how you would search for emails with certain words in them. This example shows how to search for emails with the word “test” in the subject. To search without specifying a keyword, you have to include an asterisk (*) in the “Look For” field.
You're now ready to begin your search. Click Search. Results will appear below the search pane.

**Start a new search**
Click the Advanced Search link in the right side of the Search area. The screen will be expanded to show more options.
- There are all sorts of ways to search. Experiment to see which ways you like best!

**Search by name**
If you would like to find all email from a certain person, simply type their last name in the From field (or use the Address Book feature).

**Open or restore messages**
See page 4 and 5 if you need assistance viewing and/or restoring messages to your mailbox.
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Options
The Options tab may be used to access the Task History page and your User Preferences.

- View Task History page provides status on restore jobs to either PST files or mailbox folders. You can also download the PST files that were generated by a restore operation from this page.
- User Preferences page provides the ability to fine-tune your personal customized settings in Mimosa.
- IMPORTANT! Note that in the current version of Mimosa, there is a setting under “User Preferences” on the “Search & Browse” tab which restricts the search period of a quick search to the past 6 months by default. To do a quick search for your entire 2 years of data, change this setting to “None Specified”.

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Frequently Asked Questions

How often does archiving occur?
It happens continually, but takes up to four hours for a new message to show up in a browse and up to twelve hours to be completely indexed for a search.

How long will items stay in my Mimosa archive?
Two years, per the current email retention policy.

I need certain message(s) kept longer than that. What can I do?
- Create a PST file for very important messages....keep this on your hard drive (C drive).
- Save message(s) in .html or .msg format to a designated folder on your computer.
- Detailed instruction for both of these methods can be found on the Mimosa web support page in the section called “Need to keep messages longer than the 2 year retention period.”

Does Mimosa also archive Calendar entries?
Yes. To find those, In the Look For area (Adv. Search), click on the drop down arrow and choose Calendar.

Who will have access to my archived information?
Only you can view your archive information. System administrators can audit this, but only with the permission of HR, or some sort of legal action. If this does happen, an audit trail is kept as well.

I have MANY copies of the same exact message when using the browse feature or looking at search results. What are these and how can I clear these from the view?
Mimosa keeps track of all changes and it considers a message that’s unread and the same message that’s read a separate search result. To remove these from your view, within Mimosa go to “Options”, “User Preferences”, and on the “Version History” tab, under “Email History and Deleted Items” section, choose to “Hide” Email History. This should only show you one copy of each individual message.
Export items to a PST file (personal folder) and Open the PST file in Outlook

Have certain items you want to export into a personal folder (.pst)? Here’s how!

This is a 3-step process.

Step 1. Search and select the messages you wish to restore. Highlight all messages.

Highlight all messages you wish to include.

The following window will appear.

List a name for the new PST file you are creating. You may assign a PST Name and Password should you desire. *(If you do so, you are responsible to remember that information. No one else will know this.)*

CLICK OK when ready to continue.
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The following message will appear...Click OK.

Step 2. Click on Options and choose View Task History.

Here you will see the details of the task. Click the file name to download the pst. Choose Save when prompted.
You will need to specify a save location (desktop, C drive, etc). **DO NOT CHOOSE THE P DRIVE**….pst files are not allowed to be saved in that location!

**Step 3.** Open the new PST file. Click on File, Open, Open Outlook Data File. Browse to the location where you saved the PST file and double click on it.

You will now see a folder with the name of your PST file in your folder list. You will need to click on the arrow to expand and see the messages.

**Example:**

![Folder with PST file](image)

**Closing the New PST File**

To get rid of the listing in your folder list, right click the name of the PST file you chose and choose “Close”.

Note that this will remove it from your view in Outlook, but the file still exists where you saved it. You can open it again whenever you please or delete it from your file system.

**Important Note about PST Files Saved on C Drive!**

If you create PST files on your hard drive, please be sure to do backups of these. If your hard drive should crash, you would be without the PST Files. This is true of all documents saved on your hard drive.

If you will be receiving a new computer, be sure to copy any backed up files onto your new computer.