

GWAVA Inc.

# **GWAVA**<sup>®</sup> Retain<sup>™</sup>

For GroupWise®

## **Retain Publisher and Viewer**

For version 2.0

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### **Retain Publisher and Viewer**

Retain 2 comes with the ability to export selected messages to a local archive for searching and viewing or to fulfill the need of a mobile archive for legal compliance. This can be extremely useful for larger systems or systems which have a high load, and where the need for review or legal compliance is being exercised, but access to the entire Retain archive is not necessary. Instead of allowing or facilitating constant access to the entire Retain Server, the Publisher can export and index groups of messages to a local archive, and the Viewer can search, view, and forward messages from the local archive.

The process is performed in two parts: the Publisher and the Viewer. The publisher, using an existing account with mail export rights, connects to the Retain Server and exports the messages complying with the search request, and creates a local database archive on the host machine. The viewer accesses the local archive and allows browsing, searching, and message exportation from the local archive.

**Requirements:** 

- Network connection to Retain Server
- .Net 3.5 SP1
- ➢ Win32 or Win64 platform
- Retain user with rights to export mail

The Viewer can be run and installed as stand-alone client wherever a published archive exists, but it is recommended process to always install the Viewer when you install the Publisher. While the Viewer and Publisher can be installed and run separately, the Viewer must have direct access to the published archive. Do not place the published archive on a network share. Accessing the published database from a remote machine may cause instability and is insecure. For this reason, it is best to use the Viewer local to the published archive.

RetainPublish.exe

The install files are located in the extracted Retain install sources tools folder.

.../retain/tools/publisher

Run the installers on the desired machine.

#### **Retain Viewer Install**

First, select your installation language and begin the install wizard.



RetainViewer.exe

The Installation wizard goes through the general questions and checks for the required .NET 3.5 SP to be installed.

Click 'Next' to continue.

Read the license agreement and accept.

Click 'Next' to continue

Select the install location. The default is shown, but if the default does not work for your system, browse to, or specify the new path and click 'Next' to continue.

Decide where to place the start menu shortcuts, and whether you wish shortcuts to be created. If you wish to not have shortcuts created, select the 'Do not create shortcuts' option.

Click 'Next' to continue.

Retain Viewer Setup		_ 🗆 🔀
	Welcome to the Retain View Setup	ver
	Setup will guide you through the installation of Viewer.	Retain
P	It is recommended that you close all other appl before starting Setup. This will make it possible relevant system files without having to reboot	to update
Poro	computer. Click Next to continue.	
	Next >	Cancel
Retain Viewer Setup		🔀
License Agreement Please review the license terms	before installing Retain Viewer.	
Press Page Down to see the re	st of the agreement.	
Copyright © 2002-2008 Joost		
This software is provided 'as-is will the authors be held liable f	s', without any express or implied warranty. In no or any damages arising from the use of this softw	ware.
Permission is granted to anyor commercial applications, and to restrictions:	ie to use this software for any purpose, including o alter it and redistribute it freely, subject to the	g following
If you accept the terms of the agreement to install Retain Vier	agreement, select the first option below. You mu wer. Click Next to continue.	ist accept the
⊙ I accept the terms of the Li ○ I do not accept the terms o	f the License Agreement	
Nullsoft Install System v2,42,6-Un	icode	Cancel
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4

The installer then asks whether you wish to have a Desktop shortcut created, and whether to add Quick Launch icons.

Select the desired settings and select 'Install'. If .NET is present on the system, the install will proceed and you may finish and complete the installation.

At this point, the install wizard checks for .NET 3.5 SP1. If it is not installed, the Publisher and Viewer installers will prompt you to install .NET 3.5 SP1. A internet connection is required for this installation. If you decline to install .NET 3.5, the instal will fail and exit. The install requires a system restart.

If you select to install .NET 3.5 SP 1, the correct install package will be downloaded from the internet.

	Install Shortcuts Please specify where do you want to install Retain Publish shortcuts.	
	Create Desktop Icons	
N	Nullsoft Install System v2:42.6-Unicode	Cancel
is 🗌		_
ot	Retain Viewer Setup	$\mathbf{X}$
ed tall	.NET 3.5 SP1 is not installed. Install no	w?
lall	Yes No	
Retair	n Viewer Setup	_ = ×
Installir		
Downlo	pading net.exe	
	275kB (10%) of 2890kB at 91.9kB/s (28 seconds remaining)	
ullsoft In	nstall System v2,42.6-Unicode	
	<back next=""></back>	Cancel
o Micro	rosoft .NET Framework 3.5 SP1 Setup	_ 🗆 🔀
Welco	ome to Setup	work
	e to carefully read and understand all the rights and restrictions described in the	
license	terms. You must accept the license terms before you can install the software	
MIC	CROSOFT SOFTWARE SUPPLEMENTAL	~
Press th	he Page Down key to see more text.	Print
	ave read and ACCEPT the terms of the License Agreement O NOT ACCEPT the terms of the License Agreement	
	id information about my setup experiences to Microsoft Corporation.	
	regarding the <u>data collection policy</u>	

Retain Viewer Setup

nload File Size:

Download Time Estimate:

52 MB

2 hr 9 min (56 kbps) 14 min (512 kbps)

|Install >

Cancel

After the package is downloaded, the .NET installer will run.

Read and accept the license agreement and follow the install to the end.

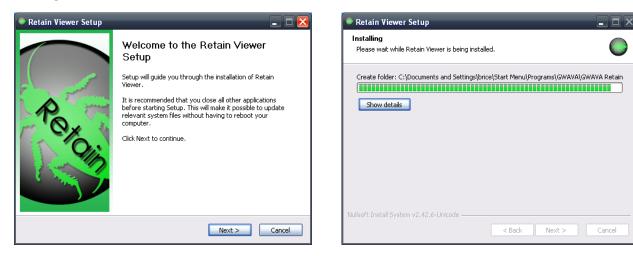


To complete the install, you must restart your system.

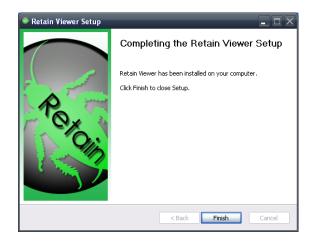
Once the system has been restarted to complete the .NET 3.5 SP1 install, the Retain Viewer or Publisher installation must be restarted.



If you have previously run the installer, but had to abort to install .NET, you will need to re-enter your settings.



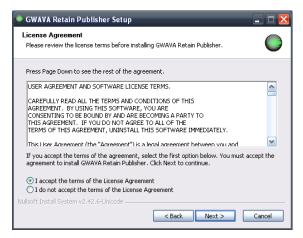
After the installation has finished, select 'Finish' to complete the setup.



**Retain Publisher Install** 

The Retain Publisher installation is very similar to the Viewer installation. Basic questions are asked, and the installer checks for .NET 3.5 SP1 before copying or installing any files.

Click 'Next' to continue.



Because the Publisher is worthless without the Viewer, the Publisher installation provides the option to install the viewer alongside the publisher. If the viewer has already been installed, this is not necessary. It is recommended to have both the viewer and the publisher on the same machine. Select the desired setting and click 'Next' to continue.

Select the install location. The default is shown. If the default location does not work for the system, browse to, or specify the desired install location.



Read and accept the license agreement. Select 'Next' to continue.

GWAVA Retain Publisher     Choose Components     Choose which features of GWA		L to install.
Check the components you wa install. Click Next to continue.	nt to install and uncheck the (	components you don't want to
Select components to install:	Veublisher & Indexer	Description Position your mouse over a component to see its description.
Space required: 5.5MB		
Nullsoft Install System v2,42,6-Ur	nicode	Next > Cancel
GWAVA Retain Publisher	· Setup	×
Choose Install Location Choose the folder in which to ir	nstall GWAVA Retain Publisher	. O
Setup will install GWAVA Retain click Browse and select another		der. To install in a different folder, a.
Destination Folder C:\Program Files\GWAVA\(	RetainPublisher\	Browse
Space required: 5.5MB Space available: 4.7GB		
Nullsoft Install System v2,42,6-Un	icode < Back	Next > Cancel

Select where to place start menu shortcuts, or select the 'Do not create shortcuts' option to keep the installer from creating any shortcuts in the start menu.

Select the desired desktop shortcut configuration. The installer can create Desktop or Quick Launch icons if desired. Default is shown

Select 'Install' to copy the program files and install the Publisher.

🗣 GWAVA Retain Publisher Setup
Choose Start Menu Folder Choose a Start Menu folder for the GWAVA Retain Publisher shortcuts.
Select the Start Menu folder in which you would like to create the program's shortcuts. You can also enter a name to create a new folder.
SWAVA/GWAVA Retain Publisher           Accessories           Administrative Tools           Games           GWAVA           Mozila Firefox           MVSnap           Novell (common)           Novell (common)           Novell (common)           Startup           Do not create shortcuts
Nullsoft Install System v2.42.6-Unicode
GWAVA Retain Publisher Setup     GWAVA Retain Publisher Setup     Install Shortcuts     Please specify where do you want to install Retain Publish shortcuts.
Create Desktop Icons Create Quick Launch Icons Nullsoft Install System v2.42.6-Unicode
GWAVA Retain Publisher Setup
Completing the GWAVA Retain Publisher Setup GWAVA Retain Publisher has been installed on your computer. Click Finish to close Setup.

After the files have been copied, select 'Finish' to complete the installation.

< Back **Finish** Cancel

#### **Retain Publisher**

The Retain Publisher must be run to create the local archive for the Viewer to connect to. The Publisher does not display messages, it just accesses and exports messages into a portable message archive.

The Publisher must be used in conjunction with a user login who has the admin publish messages right. Because the Publisher connects over the network, it requires an open network connection to the Retain Server.

The Administrator account for Retain automatically has the publish

messages right, and can be used here, though it is highly recommended to create and use an auditor account with the mail export right and access to the desired mailboxes or post offices required.

Input the Retain Server DNS or IP Address and the login for the account with message export rights and rights to the desired mailboxes. Unless the login account has the administrator level right to 'search all mailboxes' then only the mailboxes granted to the auditor account will be accessible.

Granting rights to mailboxes other than the active user's own mailbox are specified in the user rights section, under the 'mailboxes' tab.

🔍 Retain Publishing Wizard 📃 🗖 🔀				
	<b>∨er Informati</b> etain Server address and	ON a user account with rights to publish messages.		
Server Address 192.168.1.104 Username admin Save Username	Password ********* and Password			
English	<b>~</b>		Next >	

Select 'Next' to login to the Retain Server.

User Rights	
Rights explicitly granted to the user.	
Administrator level rights	
Access all audit logs	
Deletion Manager	
Apply or remove litigation hold	
Manage Server	
Manage Users and Groups	
🗌 Manage Workers, Schedules, Profiles, J	Jobs
✓ Publish Messages	
Restore messages [Any Mailbox]	
Search all mailboxes	

Core Settings	User Rights	Mailboxes	Miscellaneous			
Mailboxes						
These are additional mailboxes beyond the primary mailbox that the user may access. A non-admin user will only view messages addressed to these e-mail addresses (and to their primary mailbox), and might be able to forward/idelate messages if given rights. An admin with <i>Search All Mailboxes</i> rights can access all mailboxes and perform any operation in the Search Interface.						
Currently Se	elected					
样 Bastula	🗶 Bastula					
样 mastor	🗶 maston					
Criteria First Name Show only us Add Selectr			ached items 🔽	Search		

The Publisher then asks for the desired location for the exported archive messages. The messages extracted from the Retain Server will be saved in a database at this location. Select 'New' and then browse to, or create a new folder for the published archive destination.

Retain Publishing Wizard	_ 🗆 🔀
Publishing Location	
C:\Documents and Settings\brice\Desktop\published	
New Delete	
Start Indexer after messages have been retrieved	Use password
Bundle the Viewer application with this archive	XXXX
	Enable redaction
	NNNN
	< Back Next >

The options to password protect and use Redaction, both require passwords. To use them, select the checkbox and specify a password. The passwords can be different and both options may be present on the same archive.

When the 'Bundle the Viewer application with this archive' option is selected, the Viewer installation file is copied into the archive as well, preparing it to be completely mobile; the entire destination folder can then be copied or sent to any system with all that is required to read and search the archive. If the archive is to be distributed on a burned DVD or CD, further redaction will not function from the disk. All redaction comments should either be made before the archive is burned to a disk, or the archive should be copied from the disk to a local location where changes can be saved. When burning the archive to a disk, it is always prudent to finalize the compilation.

Making the archive mobile can be very useful in situations where direct access to the Retain archive, such as during legal discovery, when email information is required to be surrendered for a user or group of users, an archive can be created and provided without disrupting current Retain operation. Click 'Next' to continue.

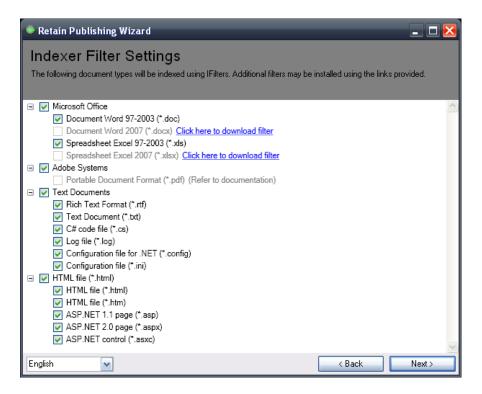
Retain Publishing Wizard	_ 🗆 🔀
Address Book	
Choose the domains, post offices, and mailboxes to publish.	
Image: Way of the second se	
English	< Back Next >

Select the scope of the export job. Single or multiple users, post offices, or domains may be added or excluded from any export job. Select 'Next' to continue.

Messages added to the archive can be restricted to a date range if desired. If a date range is desired, enable the date range and select the desired range. Default is one year. Click 'Next' to continue.

Retain Publish	🕒 Retain Publishing Wizard 📃 🗖 🔀			_ 🗆 🔀				
Date Rang If desired, you may pu		ges from a spec	ific time pe	eriod.				
Use date range		From				To		
	4	July, 2009	•	•		luly, 2010	•	
	Su Mo	Tu We Th Fi	Sa	Su		We Th Fr		
	28 29 5 6	30 1 2 3 7 8 9 10	4	27 4	28 29 5 6	30 1 2 7 8 9	3 10	
		14 15 16 17 21 22 23 24		11 18	12 13 19 20	14 15 16 21 22 23	17 24	
		28 29 30 31 4 5 6 7		25	26 27 2 3	28 29 30 4 5 6	31 7	
	~ ~		-					
English	~					<	Back	Next >

The Publisher can create an index the archive for faster searching and browsing by the Viewer. All default filters are shown. If additional filters are desired, they can be downloaded and installed by selecting the install link shown. Click 'Next' to continue.

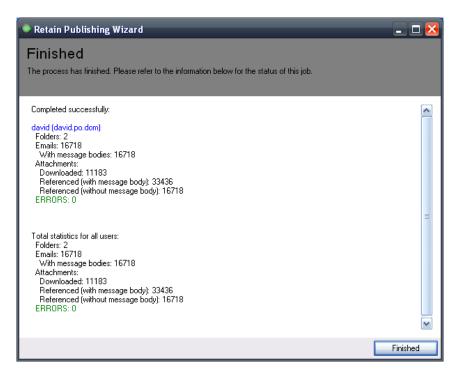


If previously published messages are present in the selected publish location then you will be presented the option to overwrite the present information, or to append the new messages to the existing message store.

The Publisher will connect to the Retain Server and export the qualifying messages from the selected user(s) mailboxes and builds the local archive.

Retain Publishing Wizard		_ 🗆 🔀
Please Wait Messages are being retrieved from Retain.		
Getting message items Changes to Mar.01 FX Settlements Saved items count: 442		
	< Back	Next >

When the Publisher is done, it will display a report on the job. Depending on whether the exported archive was selected to be indexed after the job is done, the indexer will run. A .net error may occur at the end of Indexing, caused by an error in Adobe iFilter, if this error occurs, please install Adobe PDF iFilter 5.0 found on Adobe's web site.



Select 'Finished' to exit the publishing wizard. With a successful publishing job, the archive is now ready to be connected to the Viewer.

#### **Retain Viewer**

To connect to the published archive, locate the shortcut to the installed Retain Viewer and start the Viewer.



GW.Viewer Retain Viewer GWAVA Inc.

The viewer is setup similar to an email client, with the mailbox and account on the left, the selected account's contents fill the space on the top right, and any selected message's contents are displayed along the bottom. Tabs allow access to the message properties or text, and highlighted buttons below the tabs determine what is shown

🔍 Viewer	🗖 🗖 🗖
File Tools Help	
j 🚰 Open	
Mailbox	Q
¥	
Mail Notes Properties	
🗧 🗢 Forward 👻 🚺 Attachments 🛛 🖹 HTML 🔺 Plain Text	
From:	
To: Subject:	
Subject:	

and how, (Attachments, HTML, Plain Text). The Viewer also has the ability to forward the selected message out of the portable archive to any specified address.

To access an archive, select the 'open' button from the top toolbar, or select the 'Open' option from the 'File' dropdown menu.

The Viewer only needs to know the base location of the archive, or the folder selected in the Publisher as the archive location. The 'Open' menu starts a browse window.

Browse to the location where the portable archive is located, select it, and click 'OK'.

If the archive was password protected, the correct password must be entered here before the Viewer can gain access.

Once the Archive has opened, all mailboxes contained in the archive are displayed. Select a mailbox to access the mail in the archive.





ΟK

Cancel



Ctrl+O

Ctrl+P

Browse For Folder	? 🛃
🞯 Desktop	~
🗉 📋 My Documents	
🗉 😼 My Computer	
🗉 🧐 My Network Places	
🥑 Recycle Bin	
🖃 🗁 new published	
🗉 🛅 attachments	=
📄 db	
🚞 index	
🚞 Languages	
🗀 published	
🗉 🚞 Retain180	
🗉 🚞 Retain200Alpha9	×
Make New Folder OK	Cancel

Open

Print

Exit

8

🔍 Retain Viewer				_ 🗆 🔀
File Tools Help				
🚰 Open				
Mailbox	Mailbox	(		Q
david 🛛 🔪	1	From	Subject	Date
maston Home		<chris@bitter.com></chris@bitter.com>	-	12/7/2000 6:07:00 A 🔨
Mailbox		<danielle@marke.com></danielle@marke.com>	Premstar Deals	3/10/2000 9:40:00 A
		<chris@bitter.com></chris@bitter.com>	Value Model	6/6/2000 11:41:00 P
		<chris@bitter.com></chris@bitter.com>	FW: Charlie Maxwell on the i	npe 6/25/2000 6:53:00 P
		<chris@bitter.com></chris@bitter.com>	Re: Stack Manager Update	7/25/2000 10:02:00
		<chris@bitter.com></chris@bitter.com>	Work Visa	9/18/2000 8:39:00 A
		<chris@bitter.com></chris@bitter.com>	Thanksgiving	10/22/2000 1:30:00
		<chris@bitter.com></chris@bitter.com>	Re: Movie Tickets	11/3/2000 9:47:00 A
		<chris@bitter.com></chris@bitter.com>	RE: Arson suspected	11/6/2000 11:59:00 💌
I	<			>
Mail Properties				
🗧 🔿 Forward 👻 🕕 Attachments 📄 HTML 📤 Plain Text				
From: <danielle@marke.com> To: qossettc</danielle@marke.com>				
Premstar Deals				
There continues to be o	confusion c	oncerning the Premstar deals. Can you come see me	when you get in.	
Message				

The text of the selected message will be displayed in the bottom viewer pane. The viewer contains options to show or hide the attachments, forward the message, as well as whether to view the message in plain text, or in HTML when available.

Mail Properties	
Core	
Message Type: Mail	
Owner UID: 9bd5f380-11db-0000-9acc-0065c7f2c244	
Parent Node: 4266	
Read: no	
Created: 3/10/2000 9:40:00 AM	
Delivered: 2/23/2010 12:45:09 AM	
Stored: 3/17/2010 3:56:23 AM	L
Additional Properties	
internet true	

The properties tab displays the essential information on the mail item in question. The created, delivered, read status, and store date are displayed along with the identification number, message source, etc.

#### Foreward

The Forward option allows the Retain Viewer to send the selected message from the archive to a destination account.

> Settings SMTP Settings

> > SMTP Server:

Username:

Password:

In order to utilize the 'Forward' option in the viewer pane, the View must be configured with a mail server. To tell the Viewer which SM server and account to use to send messages, select 'Options' from t

'Tools' drop-down menu.

The 'Settings' configuration menu will appear. Enter the DNS or address of the SMTP Server desired to use for the Viewer system, and an appropriate account, (Username and Password), to connect and send messages.

Language and displayed document format settings my be changed as well for the specific viewer.

Settings	
SMTP Settings Language Docume	nt Formats
Interface language:	
	English 💌
	Save Cancel

Γ
Y
$\sim$

Save Cancel

File Tools Help

Settings		×
SMTP Settings	Language Document Formats	_
SMTP Settings Add or remove fo Html Formats: Plain Formats:	ormats of documents that can be showed in message area	
Html Formats:	.htm,.html	
Plain Formats:	.txt,.html	
	Save	-

#### Redaction

Redaction allows the viewing auditor to compile notes on the archive. The notes are appended to the entire archive, and not any individual messages, which makes Redaction extremely useful to compile messages and identify messages of interest.

To enable redaction, the archive must first be exported with the redaction

option enabled in the publisher, and a redaction password implemented.

On a redaction-enabled archive, to access the feature, it must be 'enabled' in the viewer. This option is found under the 'Tools' drop-down menu. Select 'Enable Redaction' from the drop-down

menu and enter the redaction password.

When Recation is enabled, the message pane in the Viewer gains a new tab called 'Notes'. The 'Notes' tab works much like a notepad that is always connected to the archive. Items of interest or whole messages' texts can be copied and compiled in the recation notes.

Redaction notes are connected to the entire archive and are not tied to any specific selected message; they stay the same across all messages to be accessable regardless which message is selected.

david	d Enable Redaction
Enable Redaction	- 🗆 🔀
Enter the passwo	ord to enable redaction
	OK Cancel

Tools Help

Search

Ontions

Ctrl+F

Mail	Properties	Notes	
Add yo	ur own redac	tion note:	s here.

The Retain Viewer provides a full search function. The Search function is accessed through either the shortcut 'Ctrl+F' or by selecting 'Search' from the 'Tools' drop-down menu.

	Tools	5	Help		
F	秮	Se	earch	Ctrl+F	
ķ		0	ptions		
		Er	nable Red	daction	

The different options for the search are shown with the criteria input below the options. Any text string or value can be searched for in the full text of the

mail, or simply in the subject line.

The sending Author or the destination and carbon copy recipients of a message may also be searched for.

The search window allows you to specify or restrict the

desired item type, and the date range. Selection of the date range is done through an interactive calendar.

Ful	Text 💌		maston Hom 페 Mailbox	B
Fro	m/Author 💌			
	Type: ————————————————————————————————————			
	Date Range: Created or delivered between: '24/2010	~		
			(	Reset

Be sure to select the desired mailbox or mailboxes to apply the search through. (The depicted example archive only contains one mailbox.) Select 'Search' to begin.

Subject

From/Author

March, 2010

9 10 11

23 24 25 26

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12

19

Sun Mon Tue Wed Thu Fri

2 3 4

14 15 16 17 18

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28 7

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28 29 30 31 1 2 4 5 6 7 8 9 Today: 3/24/2010

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When the search is finished, the results will be displayed. The results window has the messages found according to the search criteria above, and a display window for selected messages, identical to the search window in the main Viewer window.

From     Subject     Date       Image: Contract of Contra	Subject     Date       bilter.com>     Retain Test Message Wed Feb 24 11:40:51 MST 20 2/24/2010 6:40:51 PN       bilter.com>     Retain Test Message Wed Feb 24 11:40:51 MST 20 3/4/2010 6:40:51 PN       bilter.com>     Retain Test Message Wed Mar 03 23:44:10 MST 20 3/4/2010 8:22:23 AM       bilter.com>     Retain Test Message Wed Mar 04 01:22:23 MST 2010       bilter.com>     Retain Test Message Wed Mar 10:10:57:21 MST 20 3/10/2010 5:57:21 PN       bilter.com>     Retain Test Message Tue Mar 16 16:01:44 MDT 2010       bilter.com>     Retain Test Message Tue Mar 16 16:01:44 MDT 2010       bilter.com>     Retain Test Message Tue Mar 16 21:28:56 MDT 2010	🔍 Fin	d Results			
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