GWAVA Inc.

GWAVA® Retain™
For GroupWise®

Retain Viewer

For version 3.4

Retain Viewer

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

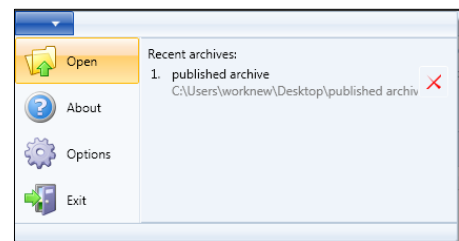GW.Viewer
Retain Viewer
GWAVA Inc.

The viewer must be pointed to a valid database on initial startup. If the viewer does not prompt for the location to a published database, or if a new database is desired, select the 'Open' button and browse to and select the containing folder. If the Viewer has been previously opened, it will remember the last database opened.
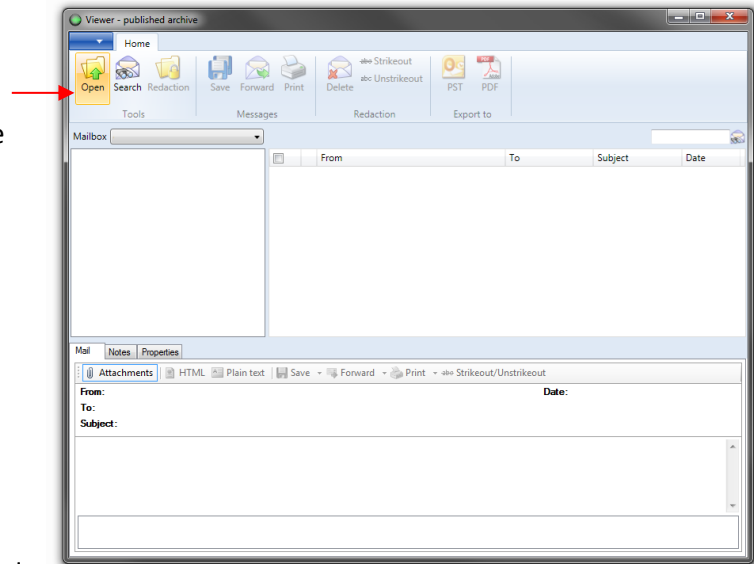
The viewer is setup similar to an email client, with the mailbox and account on the left, the selected account's contents fill the space on the top right, and any selected message's contents are displayed along the bottom. Tabs allow access to the message properties or text, and highlighted buttons below the tabs determine what is shown 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.
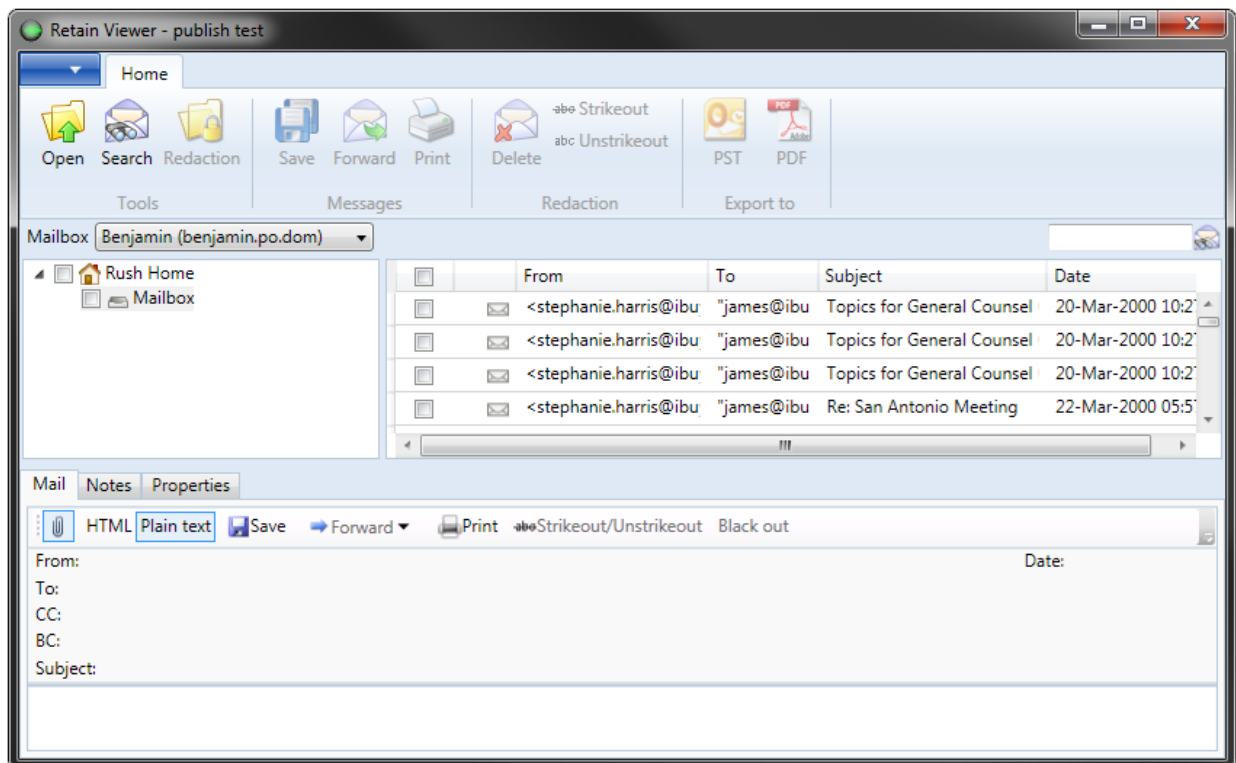
Browse to the location where the portable archive is located, select it, and click 'OK'.
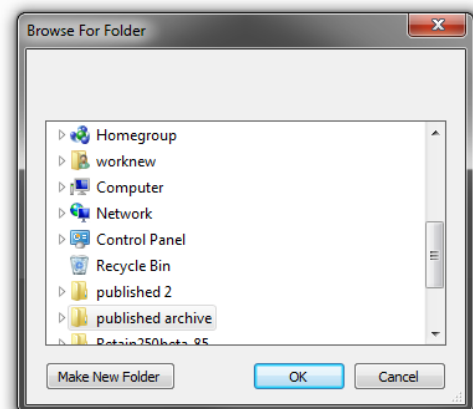
If the archive was password protected, the correct password must be entered here before the Viewer can gain access.
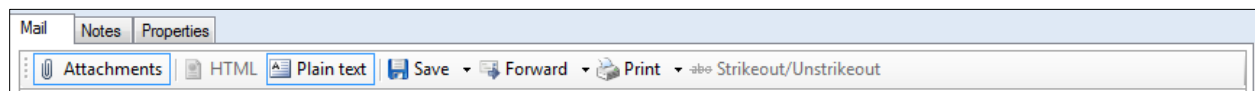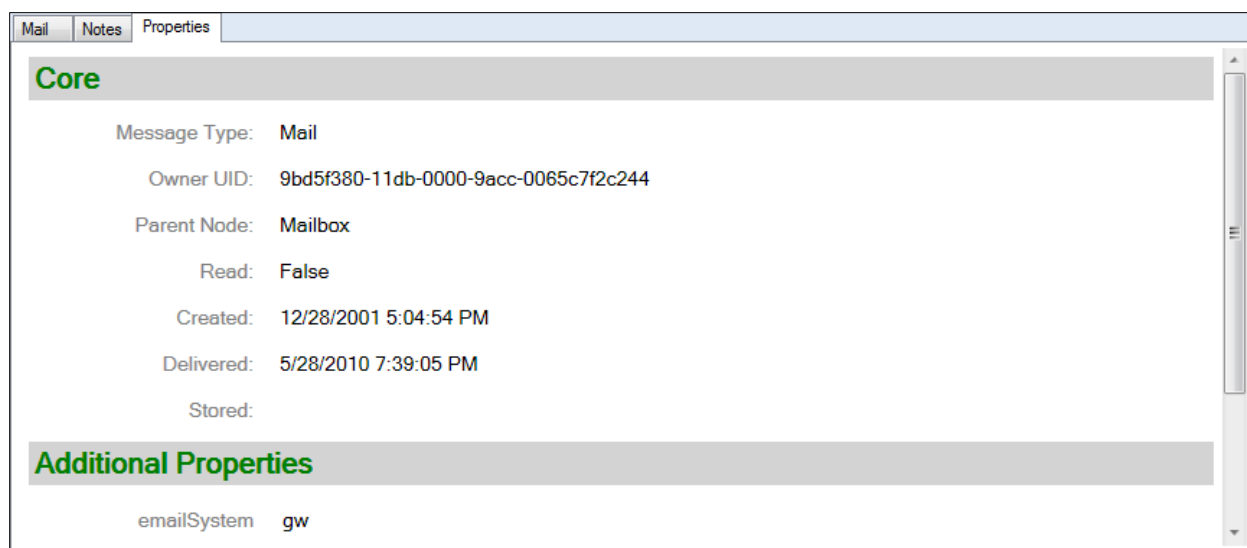

Password

Database is encrypted. Please enter password.

C:\Users\work\Desktop\publish\new publish

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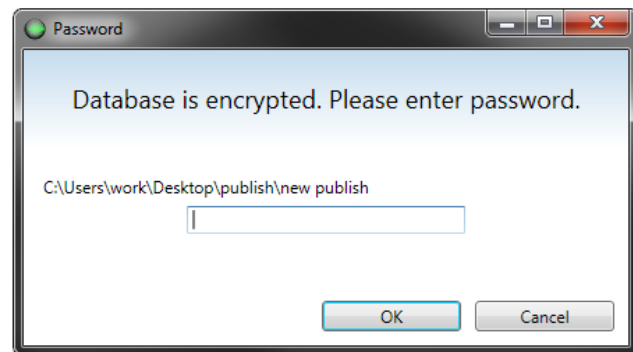
Once the Archive has opened, all mailboxes contained in the archive are displayed. Select a mailbox to access the mail in the archive.

Retain Viewer - publish test

Home

Open   Search   Redaction   Save   Forward   Print   Delete   Strikeout   Unstrikeout   PST   PDF

Tools   Messages   Redaction   Export to

Mailbox Benjamin (benjamin.po.dom)

	From	To	Subject	Date
Rush Home				
Mailbox	<stephanie.harris@ibu	"james@ibu	Topics for General Counsel	20-Mar-2000 10:2
	<stephanie.harris@ibu	"james@ibu	Topics for General Counsel	20-Mar-2000 10:2
	<stephanie.harris@ibu	"james@ibu	Topics for General Counsel	20-Mar-2000 10:2
	<stephanie.harris@ibu	"james@ibu	Re: San Antonio Meeting	22-Mar-2000 05:5

Mail   Notes   Properties

HTML Plain text   Save   Forward   Print   Strikeout/Unstrikeout   Black out

From: Date:
To:
CC:
BC:
Subject:

It is important to note that while the Publisher stores time in UTC, the time displayed in the viewer, located in the 'Date' column for each message, is relative to the viewer's installed time zone, it is not in UTC. Messages published in PDF also display according local time zone. PST is exported in UTC, but Outlook rounds to the nearest minute, and displays the UTC timestamp in local time.

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 avaialable.

Mail   Notes   Properties

Attachments   HTML   Plain text   Save   Forward   Print   Strikeout/Unstrikeout

| Mail | Notes | Properties |

Core

| Message Type: | Mail |
Owner UID:	9bd5f380-11db-0000-9acc-0065c7f2c244
Parent Node:	Mailbox
Read:	False
Created:	12/28/2001 5:04:54 PM
Delivered:	5/28/2010 7:39:05 PM
Stored:	

Additional Properties

| emailSystem | gw |

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.

Forward

The Forward, and forward as attachment options allow the Retain Viewer to send the selected message from the archive to a destination account. 'Forward' functions exactly as the forward function in an email client. The 'Forward as attachment' creates an attachment from the selected email and attaches it to a message sent. Forwarding can be accomplished in three ways: Selected single mail and the 'Forward' button from the top toolbar, selected single mail and 'Forward' or 'Forward as attachment' from the quick view pane, or selecting multiple messages and then selecting the 'Forward' button from the top toolbar. (Forward as attachment is only available for a single message.)
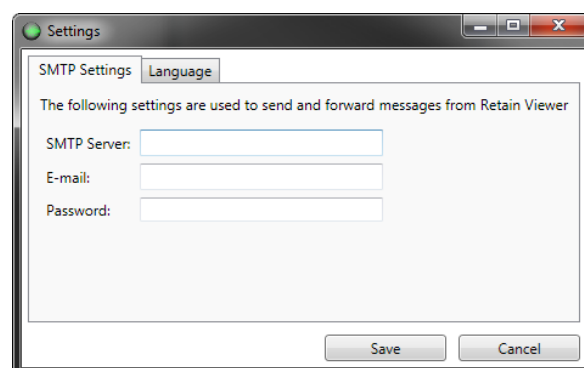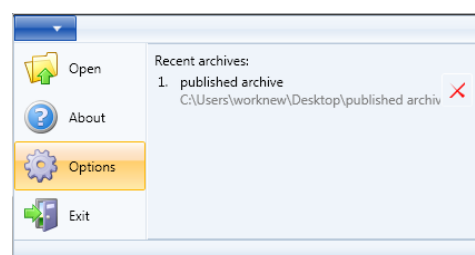
In order to utilize the 'Forward' option in the viewer pane, the Viewer must be configured with a mail server. To tell the Viewer which SMTP server and account to use to send messages, select 'Options' from the drop-down menu.

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 is required, password is optional), to connect and send messages.
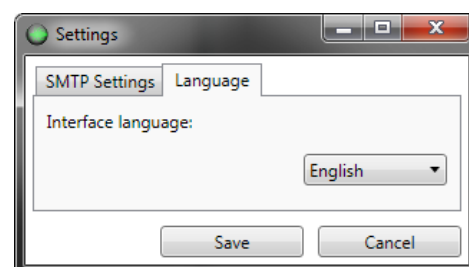
Language and displayed document format settings may be changed as well for the specific viewer.
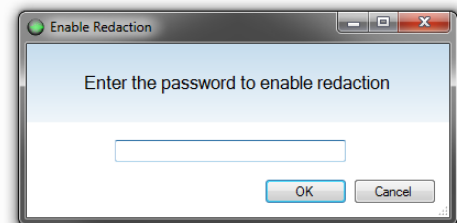
Redaction

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.
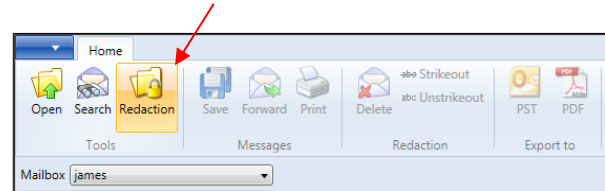
To enable redaction, the archive must first be exported with the redaction option enabled in the publisher, (if the archive was not published with Redation enabled, the option will appear grayed out), and a redaction password must be entered.

On a redaction-enabled archive, to access the feature, it must be 'enabled' in the viewer. This option is found on the toolbar. Select 'Redaction' and enter the redaction password.

When Redaction is enabled, the 'Strikeout/Unstrikeout', 'Black out' options, and 'Notes' tab become active. 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 redaction notes. Messages with notes on them are marked in the archive viewer with a notepad icon in the message list.
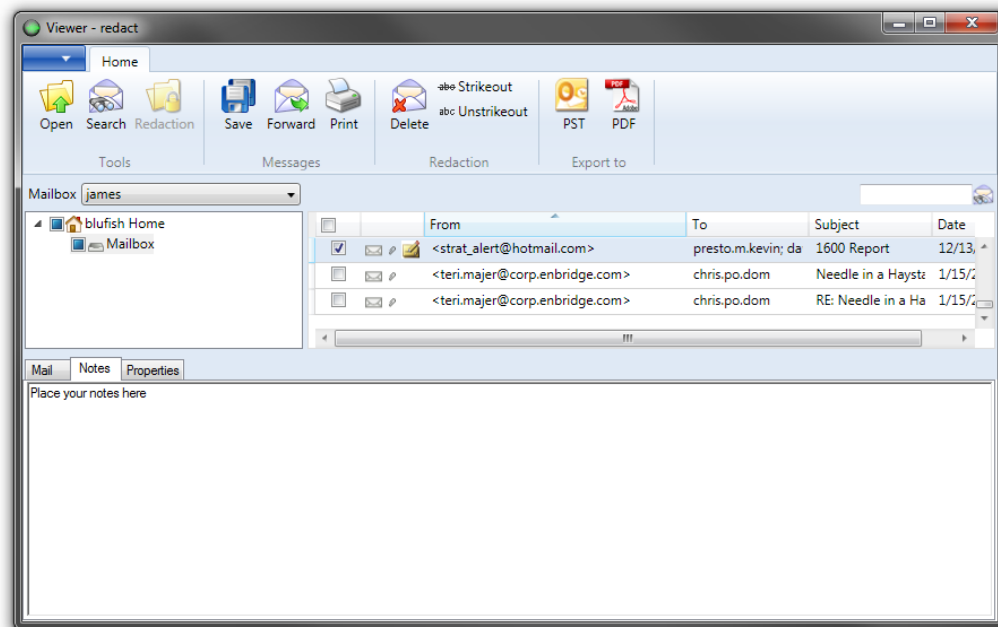
Redaction notes are connected to the entire archive and are not tied to any specific selected message; they stay the same across all messages to be accessible regardless which message is selected.

Strikeout/Unstrikeout and Blackout

The Strikeout option enables a review of the archive before handing it over to legal scrutiny. This allows the user to denote items and messages which do not apply, or are unnecessary for the published goal. For example, if an investigation is being performed on specific activity, or internally on the account and all correspondence with a customer, the strikeout will allows messages or even sections of messages which do not apply, to be marked out.

To use the Strikeout, first Redaction must be enabled. After redaction is enabled, the options become active.   To Strikeout or Unstrikeout messages in the message list, select the messages by placing a check in the checkbox and then select the 'Strikeout', or 'Unstrikeout' button from the top bar. To strikeout sections in the body of the message, highlight the desired section and select the 'Strikeout/Unstrikeout' button from the view message bar.
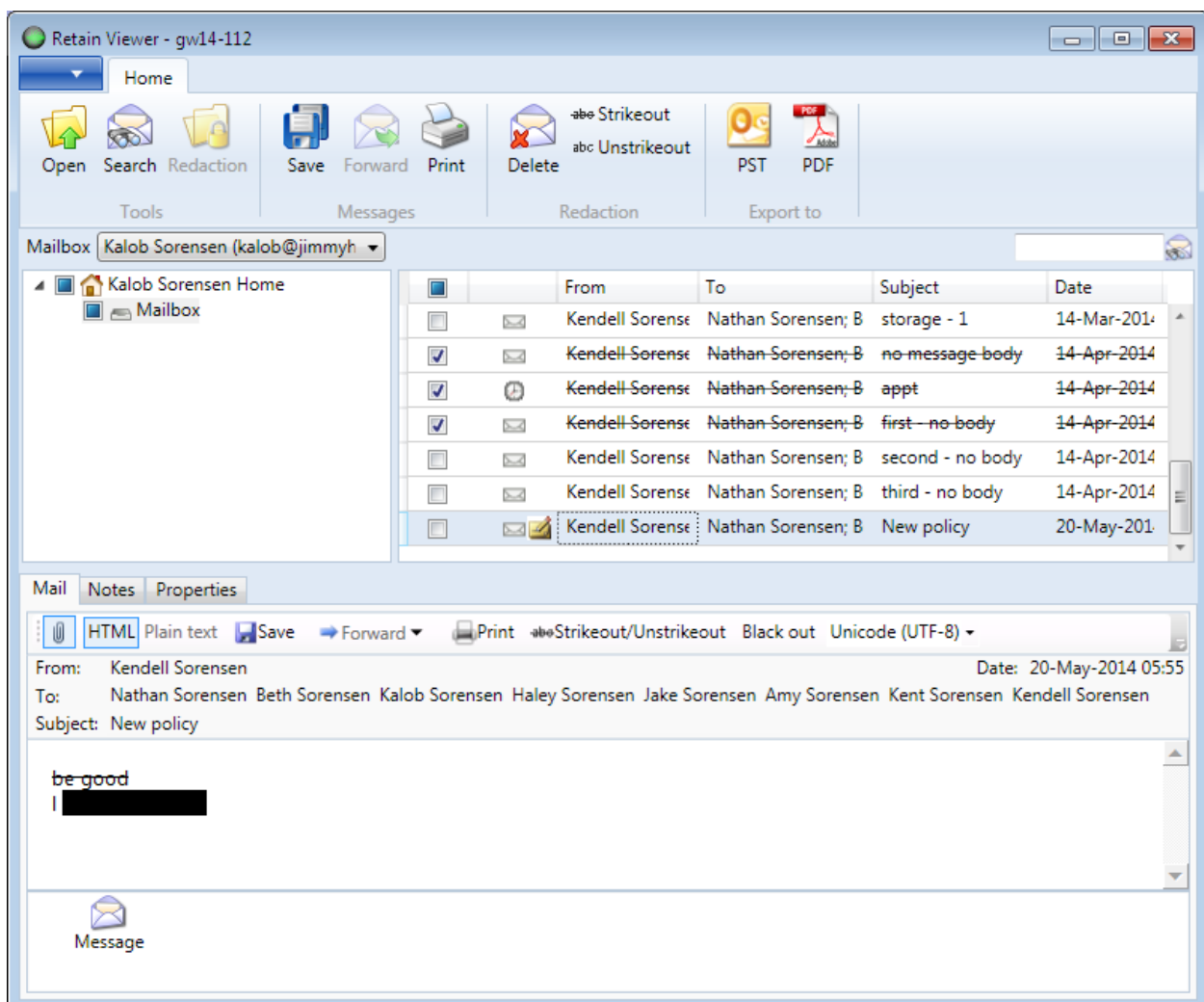
The Blackout option allows a reviewer to remove sensitive information, such as social security numbers, from published messages. To use the Blackout option, highlight the desired text and select the 'Blackout' button. Blackout cannot be removed from text.

Searching the Archive

The Retain Viewer provides full search functionality. The search function is accessed through either the shortcut 'Ctrl+F' or by selecting 'Search' from the toolbar.

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 search options are listed below the search term entry bar.

Exact phrase: The exact phrase specified must exist in message.
Word beginning: A word in message must start with the exact characters specified in the specified order.
Word ending: A word in message must end with the exact characters specified in the specified order.
All words: All words specified must exist in the message or item. (This is default)
Any word: At least one of the words specified must exist in the message or item.

To see how this works, consider the following example. Three message sentences are provided:

1. Turn right ahead.
2. Turn right after the stoplight.
3. After the third stop sign, turn.

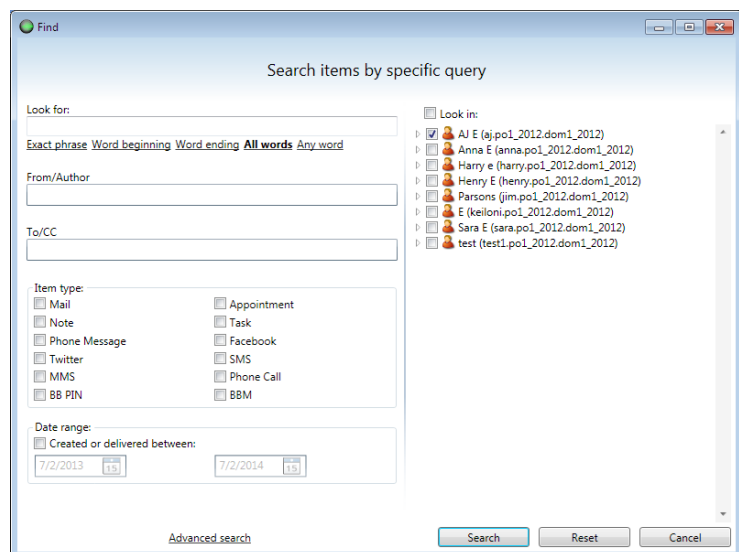Terms used: Turn, Right, Stop.

All words (default search)
Terms used: turn right stop
Results: Sentence 2. Sentences 1 and 3 do not contain 'Stop' and 'right', and would be excluded.

Any word
Terms used: turn right stop
Results: All sentences would be returned, as all sentences contain at least one of the words.

Exact Phrase
Terms used: Turn right
Results: Sentences 1 and 2. If the term 'Turn right stop' were used, no results would be displayed, as the exact phrase, in that exact order is not contained in the sentences.

Word Beginning
Terms used: st
Results: Sentences 2 and 3. Stop and Stoplight both start with 'st' and would have been returned.

Word Ending
Terms used: ght
Results: Sentences 1 and 2. 'Right', and 'stoplight' end with 'ght', but no word in sentence 3 qualifies.

Advanced search allows users to specify and limit which areas the search is applied to. Ex. Subject, body, etc. All additional search parameters in the advanced search are treated as 'and' criteria. (For example: exact phrase in the subject, *and*, any words in the subject body.)

The following options are functional for both the search messages option included here, as well as the publisher search criteria. In the search 'look for' line:

➢ && represents 'and'
➢ || represents 'or'
➢ No operators work as an exact match search.

For example:

➢ Boy girl = exact search for "Boy girl"
➢ Boy && girl = Boy and girl search
➢ Boy || Girl = Boy OR girl search
➢ Boy && girl || dog && cat = Boy and girl OR dog and cat search.

NOTE: These search operators DO NOT work with the search option 'starts with', but can be utilized with all of the other base modes of the search.

NOTE: Lucene search engine does not recognize the following English 'stop words' or articles of speech: a, an, and, are, as, at, be, but, by, for, if, in, into, is, it, no, not, of, on, or, such, that, the, their, then, there, these, they, this, to, was, will, with
`These words` are not indexed by Lucene, and thus are not taken into account if they appear in the list of words specified for the search. This may result in some unanticipated results in "exact" searches.

In addition to the operators and text, the sending Author or the destination and carbon copy recipients of a message as well as item type and the date range can specify or restrict a search. Selection of the date range is done through an interactive calendar. 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.

When the search is finished, the results will be displayed in a separate results window, identical to the main viewer interface.
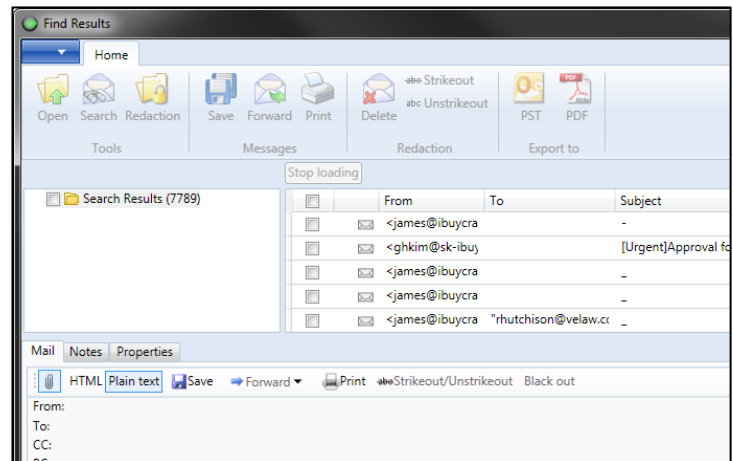
PDF and PST Export

Retain Viewer can export selected files and messages from a mailbox or archive to a PDF or PST archive file. NOTE: *PST export requires MS Office or Outlook, or the associated plugin. The viewer will prompt for plugin installation if necessary. It is highly recommended to have Outlook installed.*

To migrate to PST, select desired files in the view window then select 'PST' from the toolbar.


A window confirming the location and file will open. When the 'Save' button is selected the PST file is created and available for use.

The Retain Viewer can also save selected messages as PDF. Select the desired messages and click 'PDF' in the toolbar.

The selected messages are then published in a single PDF. In addition to the standard file name and location, the PDF has title, exported by, and comment sections that the user is prompted to specify before the viewer publishes the PDF.

The finished PDF contains all the information displayed in the viewer, as well as an option to save individual text or message sources.
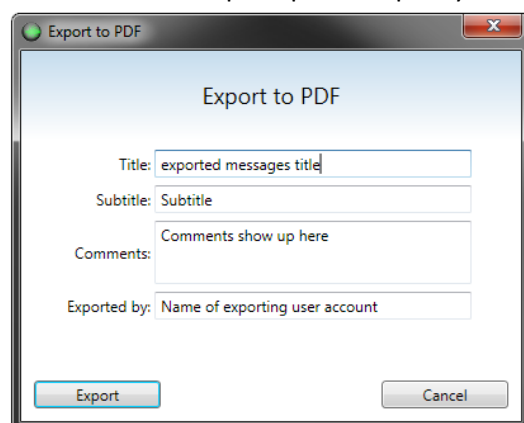
The published PDF displays the separate emails along the top in a list and displays the message information in a lower pane, as shown below.