

GWAVA Inc.

# **GWAVA**® Retain<sup>™</sup>

For GroupWise®

## **Retain Viewer**

"GWAVA" is a registered trade mark of GWAVA Inc, 100 Alexis Nihon, Suite 500, Saint Laurent, Quebec H4M 2P1 "Retain" is a trade mark of GWAVA Inc, 100 Alexis Nihon, Suite 500, Saint Laurent, Quebec H4M 2P1 "GroupWise" is a registered trade mark of Novell Inc.

### **Retain Viewer**

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



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

			_ <b>D</b> _ X
	Export to		
			8
From From	То	Subject	Date
at 🔛 Save - 🖷 Forward - 🎲 Print - ab			
	Date.		
			*
	Print Delet et Unstrikeout F Redaction	Avand Print Delete PST PDF Asages Redaction Export to From To From To Avant Print - 40- Strikeout/Unstrikeout	ward Print Delete PST PDF sages Reduction Export to

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.

•	
Open	Recent archives: 1. published archive
About	C:\Users\worknew\Desktop\published archiv 🔨
Options	
🐳 Exit	
1	

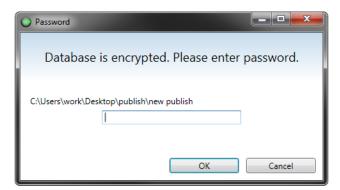
The Viewer only needs to know the base location of the archive, or the folder selected in the Publisher as the archive location. The 'Open' menu starts a browse window.

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.



Retain Viewer - publish test Home						
Open Search Redaction Tools		abo Strikeout abc Unstrikeout Redaction	PST PDF Export to			
Mailbox Benjamin (benjamin.po.dom) 🔻						
🔺 🔲 😭 Rush Home		From	То	Subject	Date	
🔲 👝 Mailbox		<stephanie.harris@ibu< th=""><th>"james@ibu</th><th>Topics for General Counsel</th><th>20-Mar-2000 10:2 🔺</th></stephanie.harris@ibu<>	"james@ibu	Topics for General Counsel	20-Mar-2000 10:2 🔺	
		<stephanie.harris@ibu< th=""><th>"james@ibu</th><th>Topics for General Counsel</th><th>20-Mar-2000 10:2</th></stephanie.harris@ibu<>	"james@ibu	Topics for General Counsel	20-Mar-2000 10:2	
		<stephanie.harris@ibu< td=""><td>"james@ibu</td><td>Topics for General Counsel</td><td>20-Mar-2000 10:2</td></stephanie.harris@ibu<>	"james@ibu	Topics for General Counsel	20-Mar-2000 10:2	
		<stephanie.harris@ibu< td=""><td>"james@ibu</td><td>Re: San Antonio Meeting</td><td>22-Mar-2000 05:5</td></stephanie.harris@ibu<>	"james@ibu	Re: San Antonio Meeting	22-Mar-2000 05:5	
	٠					
Mail Notes Properties						
HTML Plain text Save → Forward	d 🔻 🚇 Print	- - - - - - - - - - - - - -	Black out			
From: Date: Date: 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 available.

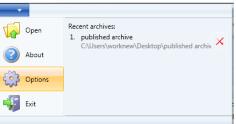
Mail Notes Properties	
🕴 🕼 Attachments 📄 HTML 🔤 Plain text 🛛 💭 Save 🔻 👒 Forward 👻 🎲 Print 🔹 🕬 Strikeout/Unstrikeout	

Mail	Notes	Properties		
Co	re			
	Me	essage Ty	/pe: Mail	
		Owner U	JID: 9bd5f380-11db-0000-9acc-0065c7f2c244	
	I	Parent No	ode: Mailbox	=
		Re	ead: False	
		Creat	ted: 12/28/2001 5:04:54 PM	
		Delive	red: 5/28/2010 7:39:05 PM	
		Stor	red:	
Add	ditior	n <mark>al Pro</mark>	perties	
		emailSys	tem gw	Ŧ

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.

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 dropdown 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.

Settings	
SMTP Settings	Language
The following se	ettings are used to send and forward messages from Retain Viewer
SMTP Server:	
E-mail:	
Password:	
	Save Cancel



#### 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.

x	edaction
	ter the password to enable redaction
	OK Cancel

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.

Viewer - redact							X
Open Search Redaction	Save Forward		abo Strikeout abo Unstrikeout Redaction	PST PDF Export to			
Mailbox james	•						
🔺 🔳 😭 blufish Home			From	*	То	Subject	Date
🔳 👝 Mailbox		🔽 🖂 e 🌌	<strat_alert@hot< td=""><td>mail.com&gt;</td><td>presto.m.kevin; da</td><td>1600 Report</td><td>12/13, *</td></strat_alert@hot<>	mail.com>	presto.m.kevin; da	1600 Report	12/13, *
			<teri.majer@corp< td=""><td>enbridge.com&gt;</td><td>chris.po.dom</td><td>Needle in a Haysta</td><td>1/15/2</td></teri.majer@corp<>	enbridge.com>	chris.po.dom	Needle in a Haysta	1/15/2
			<teri.majer@corp< td=""><td>.enbridge.com&gt;</td><td>chris.po.dom</td><td>RE: Needle in a Ha</td><td>1/15/2</td></teri.majer@corp<>	.enbridge.com>	chris.po.dom	RE: Needle in a Ha	1/15/2
		4					• •
Mail Notes Properties							
Place your notes here							

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.

#### 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.

ORetain Viewer - gw14-112						x
Home Copen Search Redaction Home Save Forward	Print Delete	abo Strikeout abo Unstrikeout	PST PDF			
Tools Message	5	Redaction	Export to			
Mailbox Kalob Sorensen (kalob@jimmyh 👻						8
Kalob Sorensen Home		From	То	Subject	Date	
🔳 👝 Mailbox		Kendell Sorense	Nathan Sorensen; B	storage - 1	14-Mar-2014	*
	<b>V</b>	Kendell Sorense	Nathan Sorensen; B	<del>no message body</del>	14-Apr-2014	
	V (2)	Kendell Sorense	Nathan Sorensen; B	appt	14-Apr-2014	
	<b>V</b>	Kendell Sorense	Nathan Sorensen; B	<del>first - no body</del>	14-Apr-2014	
		Kendell Sorense	Nathan Sorensen; B	second - no body	14-Apr-2014	
		Kendell Sorense	Nathan Sorensen; B	third - no body	14-Apr-2014	=
		Kendell Sorense	Nathan Sorensen; B	New policy	20-May-201	
Mail Notes Properties   Image:	← 🚇 Print abos	Strikeout/Unstrike	out Black out Unice	ode (UTF-8) 🕶		
From: Kendell Sorensen To: Nathan Sorensen Beth Sorensen Kalo Subject: New policy be good	ib Sorensen Haley	Sorensen Jake Sc	orensen Amy Sorense		0-May-2014 05 Idell Sorensen	.55
Message						•

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 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:

C Find

- && represents 'and'
- I represents 'or'

For exa

 $\geq$ 

No operators work as an exact match search.

example:	To/CC
Boy girl = exact search for "Boy girl"	Item type: Mail Note Phone Message Twitter MMS

- Boy && girl = Boy and girl search
- Boy || Girl = Boy OR girl search
- Boy && girl || dog && cat = Boy and girl OR dog and cat search.

	Search items by	/ specific query
Look for: Exact phrase Word beginning From/Author To/CC	Word ending <b>All words</b> Any word	Look in:       ▷     A IE (ajpo1_2012.dom1_2012)       ▷     Anna E (annapo1_2012.dom1_2012)       ▷     Anary epi_2012.dom1_2012)       ▷     Arary e (inny po1_2012.dom1_2012)       ▷     Arary e (inny po1_2012.dom1_2012)       ▷     Arary e (inn po1_2012.dom1_2012)       ▷     Arary e (see inny po1_2012.dom1_2012)       ▷     Arary e (see inny po1_2012.dom1_2012)       ▷     Arary e (set inny po1_2012.dom1_2012)
Mail Mail Note Phone Message Twitter MMS B B PIN Date range: Created or delivered bett 7/2/2013	Appointment Task Facebook SMS Phone Call BBM	
	Advanced search	v Search Baret Cancel

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

	y appear in	i the list
Find Results		
Home		
Image: Construction of the state of the		
Stop loading		
🗌 🧰 Search Results (7789) 👘 👘 From To S	Subject	Date
📃 🖂 <james@ibuycra -<="" th=""><th></th><th>25-May-2001 🔺</th></james@ibuycra>		25-May-2001 🔺
🔲 🖂 <ghkim@sk-ibuj [<="" td=""><td>[Urgent]Approval for</td><td>05-Jun-2001</td></ghkim@sk-ibuj>	[Urgent]Approval for	05-Jun-2001
🦳 🖂 <james@ibuycra< td=""><td>-</td><td>01-Jun-2000</td></james@ibuycra<>	-	01-Jun-2000
🦳 🖂 <james@ibuycra< th=""><th>-</th><th>01-Jun-2000</th></james@ibuycra<>	-	01-Jun-2000
📄 🖂 <james@ibuycra "rhutchison@velaw.cc<="" th=""><th>-</th><th>08-Dec-2000 👻</th></james@ibuycra>	-	08-Dec-2000 👻
Mail Notes Properties		
IIII HTML Plain text Gave → Forward ▼ Gave → Forward ▼		
From: To: CC: BC: Subject:	I	Date:

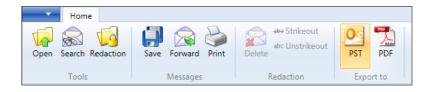
the search through. (The depicted example archive only contains one mailbox.) Select 'Search' to begin.

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.

Export to PDF	
	Export to PDF
Title:	exported messages title
Subtitle:	Subtitle
Comments:	Comments show up here
Exported by:	Name of exporting user account
Export	Cancel

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.

36	Layout	i Files			Search	萬 ▼ Shar
C	Date	Subject	From	To	Size	
9	9/15/2012 1:15:28 AM	Topics for General Counsel Off-site	<stephanie.harris@ibycra.org></stephanie.harris@ibycra.org>	"james@ibycra.org".GWIA.dom	3.355 KB	
9	9/15/2012 1:15:28 AM	Topics for General Counsel Off-site	<stephanie.harris@ibycra.org></stephanie.harris@ibycra.org>	"james@ibycra.org".GWIA.dom	3.356 KB	
9	9/15/2012 1:15:28 AM	Topics for General Counsel Off-site	<stephanie.harris@ibycra.org></stephanie.harris@ibycra.org>	"james@ibycra.org".GWIA.dom	3.356 KB	
for	General Counsel Off-site.	pdf	WYZDANA			Open File
						MAIL
	From:	<stephanie.harris@ib< td=""><td>ycra.org&gt; ["stephanie.harris@iby</td><td>cra.org".gwia.dom]</td><td></td><td></td></stephanie.harris@ib<>	ycra.org> ["stephanie.harris@iby	cra.org".gwia.dom]		
	To:		GWIA.dom ["james@ibycra.org".g	jwia.dom]		
	Subject:	Topics for General Co	ounsel Off-site			
	Date: Creation Da	14-Sep-2012 19:15 te: 20-Mar-2000 10:27				
	Store Date:	15-Sep-2012 15:38				
	Status:					
	Box Type:	received				
	Folder: Message Id:	Rush Home > Mailbo 5053824F.dom.po.20				
	message iu	. 00000241.0011.p0.20	0.2000002.1.20.1			
	Return-pat	h: <email@domain.com></email@domain.com>				
	Received:	from testing.com ([::ffff:1	92.168.1.100])			
	by GW20	12SLES11SP2 with ESM	TP; Fri, 14 Sep 2012 19:1	5:18 -0600		
	Message-ID: <30489934.1075842922562.JavaMail.evans@thyme>					
	Date: Mon	, 20 Mar 2000 08:27:00 -	0800 (PST)			
	From: step	From: stephanie.harris@ibycra.org To: james@ibycra.org Subject: Topics for General Counsel Off-site Mime-Version: 1.0				
	To: james(					
	Subject: To					
	Mime-Vers					
	Content-T	/pe: text/plain; charset=u				
	Content-Transfer-Encoding: 7bit					
		tephanie Harris				