



Accessing and Searching MailStores™ Web Access

Accessing Web Access

For security reasons, MailStores™ Web Access is only available through HTTPS. Unless configured differently, users can use the following URL:

1. <https://<servername>:8462>

***Note: Please replace <servername> with the actual name of the server.

2. To log in to MailStores' Web Access, fill out the Username and Password fields and click Sign in.

***Note: This will be the same username and password which you are use to access your email account.

Searching the Archive

1. Searching for Word Fragments

- To display all emails containing a word with a particular fragment, use the wildcard character (*). For example:
 - auto* - will return auto, automatic, automobile etc.
 - *example.com - will return all email addresses and domains of example.com.
 - firstname.lastname* - will return all email addresses of firstname.lastname.
 - Searching for Words with unknown letters
- To view all emails containing a word where you do not know how to spell it correctly, you can use the question mark (?). For example
 - Me?er - would locate Meier and Meyer, but not Maier.
- The question mark (?) cannot be used at the beginning of a word or at the end of a word, use the wildcard character (*) instead.
- To search for words appearing consecutively or for phrases and in a specific order, use quotation marks (""). For example:

- "Microsoft Windows" - will return the text Microsoft Windows but not Microsoft Works or Windows 95.

2. **Narrowing by Fields**

A search for keywords or phrases can be limited to specific fields. For example:

Subject: News	only in Subject
from:john@example.com	only in from
to:michael@example.com	only in to
cc:lisa@example.com	only in Cc
bcc:customers@example.com	only in Bcc
bcontent: billing	only in Body of message
accontent: billing	only in Attachments of message

3. **Excluding Words**

To narrow a search, you may want to specify words which must not be present in the emails. To exclude words from the search results, prepend the word with the minus character (-). For example:

- ZDNet -download-tip - returns all emails from ZDNet which do not contain download-tip.

Combining Search Options

Any of the search options described above can be combined. For example:

- ZDNET -"Daily Update" - returns all emails from ZDNet which do not contain the consecutive words Daily Update.
- from:ZDNET bcontent:ACME - returns all emails from ZDNET which have ACME somewhere in their message body.
- from:billing@example.com accontent:bill - returns all emails from billing@example.com which have bill in any attachment.
- to:recruiting@example.com -sales - returns all emails to recruiting@example.com which do not have sales in any part of the email.
- from:billing@example.com to:myaddress@company.tld accontent:bill - subject:admonition - returns all message from billing@example.com to myaddress@company.tld which have bill in any attachment but do not have admonition in the subject.

Search Criteria

The following options are available:

Scope

- **Subject** - The subject line of the email is searched.
- **Message body** - The text-only or HTML sections of the email are searched (depending on availability).
- **Attachment Contents** - The contents of the email attachments are searched. If and to what extent attachments can be searched depends on the indexing options specified (under Administrative Tools).
- **Sender/Recipient** - The fields "From", "To", "Cc", and "Bcc" are searched.
- **Attachments File Names** - The file names of the email attachments are searched.

Folder

The folder to be searched can be selected here. By default, all folders readable by the current user are selected.

Include subfolder - If selected, not only the selected folder (e.g. Inbox) is searched, but also all subfolders created therein (e.g. Inbox / Projects 2008 / Profit Optimization).

From

Any keywords or email addresses entered here are searched for within the email's sender field only.

Phrases and wildcard searches are supported in this field.

To/Cc/Bcc

Any keywords or email addresses entered here are searched for within the email's recipient fields only.

Phrases and wildcard searches are supported in this field.

Date

The time frame the search is to cover can be selected here. Either a predefined range, such as Yesterday or This year, can be selected or, by choosing Custom, a specific period can be specified manually. In this case, the start and end dates will be included.

Archiving Date

The time frame the search is to cover can be selected here from when it was archived. Either a predefined range, such as Yesterday or This year, can be selected or, by choosing Custom, a specific period can be specified manually. In this case, the start and end dates will be included.

Size

By default, all messages are searched regardless of their size. Use the appropriate fields provided to limit the search according to the size of the emails, e.g. at least 5 MB or between 400 and 600 KB.

Attachments

By default, all messages are searched, regardless of whether or not they have any file attachments. Clear one of the check boxes to remove certain emails, such as those without attachments, from the results.

Important: These searches can be imprecise at times because items like background pictures could be regarded as attachments.

Priority

Emails are searched according to the priority level of the email as assigned by the sender. When choosing Low, all emails with a priority level lower than Normal are returned, when choosing High, all emails with a priority level higher than Normal are returned. Emails not containing any information regarding priority are assumed to have a priority level of Normal.

About Special Characters

Words inside indexed emails or attachments which are a combination of alphanumeric (letters, digits) and non-alphanumeric characters (white space, line break, delimiter or other control characters), may be returned in search results when searching for the alphanumeric part only.

For instance, when searching for `firstname`, `firstname.lastname` and `lastname`, e-mails containing the word `firstname.lastname` will be returned.

Commonly occurring characters are:

Period (.)

Comma (,)

Colon (;)

Hyphen (-)

Underscore (_)

AT-Sign (@)

Slash & Backslash (/,\)

Null character (NUL)

Browsing the Archive

If you are not sure about what search criteria to use you also have the option of browsing the archive. The folder **My Archive** contains all emails that were archived from your mailboxes. If you have read-access to the archives of other users, their emails are located in the folders labeled Archive of <user name>.

To list the emails of a specific folder, simply click on the folder name.

Email Preview

The email preview displays a message with its original formatting. For security reasons, contents and images that are referenced externally will be downloaded and displayed only upon request.

Open Email in Email Application

The toolbar item Open provides access to the functions Open as MSG and Open as EML. This allows users to open the displayed message in an external email application such as Microsoft Outlook (MSG), Mozilla Thunderbird (EML) or other. These may be used to answer or forward archived emails.

Restore Email

The toolbar item Restore allows to send the displayed message to an arbitrary email address.

Please note: Before this function can be used preparations have to be done by an administrator.

Print Email

The toolbar item Print allows users to print the displayed message.

Show Internet Headers

The toolbar item Internet Headers shows the internet headers of the displayed message as well as all MIME parts.