



Enterprise Email Vault FAQ's


Q: What is a Shortcut and what does one look like?

A: A shortcut is what is left after a mail item is archived into your vault. It is a copy of the full text of the email minus any attachments. It has a different icon within the mailbox. 

Q: Why do my shortcuts disappear?

A: After the mail item is six months old the shortcut is automatically deleted from the user's mailbox by a vault administrative process. The original vault item is still in the vault and can be searched or located with Archive Explorer or Search Vaults. 

Q: Do I have to wait for items to be archived or can I place them in the vault myself?

A: No you do not need to wait. You can push mail items into your vault by highlighting those items and clicking on the push to vault icon. 

Q: Can I search both my live mailbox and my vaulted items at the same time?

A: No not with this version. You will need to search both your outlook mailbox and your Archive vault data. The mailbox search will search any stubs you have remaining. Also, note that the Vault search will search within all of your attachments as well as your email text. The Vault performs a full index of all items including attachments it can open.

Q: Why do I receive an error that Enterprise Vault is not available in the early morning?

A: Enterprise Vault Services are not available from 5:00am – 7:45am, due to maintenance running on the system. This will only affect users that are trying to manually archive or restore mail items. Users will be able to view their vaulted emails.

Q: Why don't I see the vaulted icon?

A: Check to make sure the toolbar is displayed in the upper right hand corner of Outlook. Call the CSC 217-524-4784 / 800-366-8768

Related to PSTs (Large Personal Folders)

Q: Why are there no longer messages in my Outlook folders?

A: Your messages now are located in your vault. They can be accessed by clicking on the Archive Explorer button located on your tool bar in Outlook or by clicking on the Search Archives button. The folder structure is preserved within Outlook for you to copy future messages. During the Large Personal Folder vault migration, the process does not create shortcuts.



Q: Why do my Outlook rules no longer work?

A: Your Outlook rules no longer work because the path to your Outlook folders was pointing at your PST folder structure and this has now changed to your mailbox folder structure. This can be remedied by editing your rule to point to the updated folder path.

Q: Why does my folder structure in Outlook appear different?

A: This is because your folder structure from your PSTs is now part of your Outlook mailbox and no longer a separate file on your network home drive. It may appear to be in a different order, which is caused by folders being alphabetically aligned.

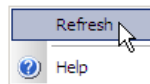
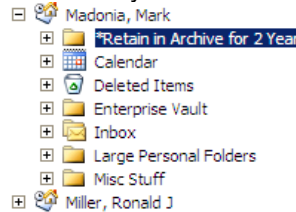
Q: What happened to my PST files that were attached to my client?

A: Once they are migrated into your Archive vault, they will be removed from the Client and the PST file will be deleted from the file system.

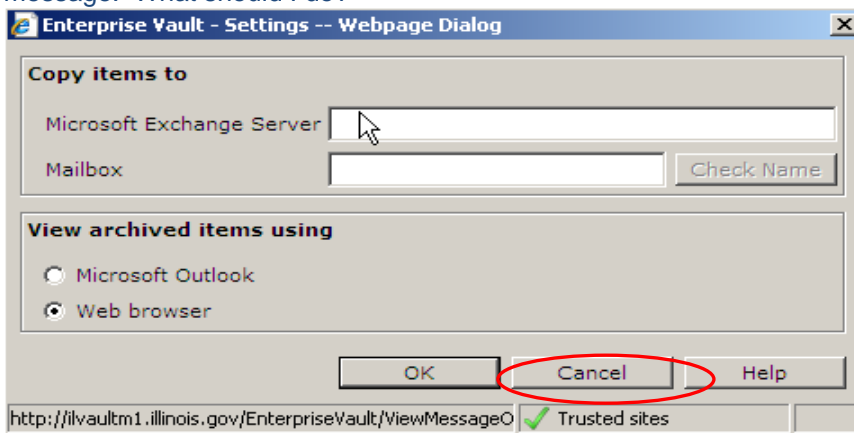
Related to Archive Explorer

Q: When I make a change within Archive Explorer, like deleting an item, the message doesn't disappear or update. Why is that?

A: You will need to refresh your Archive Explorer view by right clicking on the selected area and choosing refresh or click F5 key to refresh. This is caused by your browser cache settings.

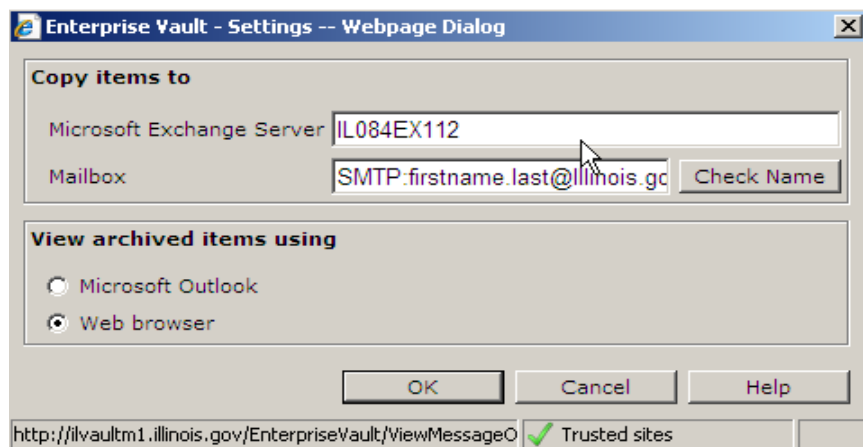


Q: When I open a message or try to restore an item from within Archive Explorer I receive the below message. What should I do?



A: Select Cancel and then select the following button at the top of Archive Explorer.
Note: that from the settings dialog box you can also change how archived items are viewed. The Default is from a Web Browser





Q: When I have an empty folder on the Archive Explorer view I cannot delete it? Why?

A: The software version does not allow users to delete a folder from their Archive Explorer view, The only thing you can do is to right click on the folder and click Hide Folder. This changes the next higher level folder to **red**, which indicates a folder is hidden within it. To show the folder right click on the higher level folder and click Show Folder. Remember from above that you may have to right click and Refresh to update your browser Cache.

Q: Can I delete items from the Vault?

A: Yes! While in Archive Explorer, you can highlight the mail items you want to delete, right click and click Delete.

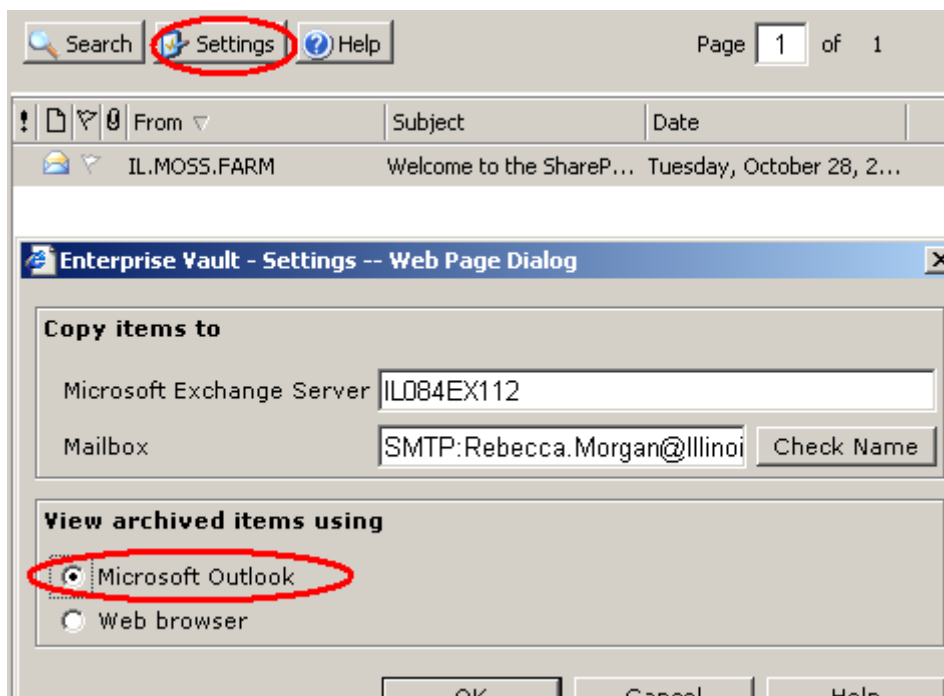
Note: deleting shortcuts in your mailbox, will not delete those items in your Archive vault.

Q: When I open Archive Explorer or Search Vault and I have an IE browser open it takes over my browser session for the vault. Can this be changed?

A: Yes, this is due to a Internet Explorer option setting and can be changed by performing the following. With IE browser open, click Tools – Internet Options – Click Advanced Tab and scroll to the option labeled “Reuse windows for launching shortcuts” and uncheck the box.

Q: When I open an email from Archive Explorer it opens in a browser and then I have to restore it to reply or forward it. Can this be changed?

A: Yes, this can be changed by clicking on the Settings button above the document area in Archive Explorer. It displays the box below. In the Enterprise Vault Setting – Web Page Dialog window options are are labeled “View Archived items using” click the Microsoft Outlook button and click OK. From this point forward when opening a vaulted item it will open in an Outlook view.



Q: Do I have to restore an item to be able to reply or forward the item?

A: No, you do not have to restore an item to reply or forward it.

If it is a shortcut in your mailbox simple double-click it as you would any mail item.

While in Archive Explorer with view Archived items using MS Outlook enabled, as above, then you can double-click or you can right click on the item and click Reply, Reply to All, or Forward.

While in Archive Explorer with view Archived items using Web Browser enabled, then you will need to open the item and click on the Download icon in upper right corner and then click Open, this will open in normal outlook mail window.

We do not see many reasons to restore an item from the vault.


Q: Can I move information to the Vault?

A: Yes, The User can move information to the Vault select the information “email message”, then click the icon “Store in Vault.” Note: the information will be moved the corresponding folder in the Vault.

Q: What if I do not move information to the Vault?

A: Each night the system scans a User’s mailbox and moves items older than 60 days into the corresponding folder in the Vault.

Q: How can I view email from a web browser on a computer without Outlook installed?

A: Double click the item. After the item opens, click the download icon. 
This allows the basic Outlook functions such as reply and forward.

Q: Why should I sort email?

A: Finding and retrieving email information is easier and more efficient when the information is sorted by project. In addition, sorted email is more easily and efficiently catalogued and processed for deletion as State records.

Q: If a user has access to another user’s email, will they also be able to get into the other user’s vault?

A: Access to the Vault is conditioned on user settings. If you do not have access to see the appropriate mailbox in the Vault please contact your Agency IT Coordinator to submit an ESR.