



Message Logic[®]

Email Archiving | eDiscovery | Analytics

Users Manual

Release Version 5.2

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Introduction

Message Logic is a powerful email archiving system and much more:

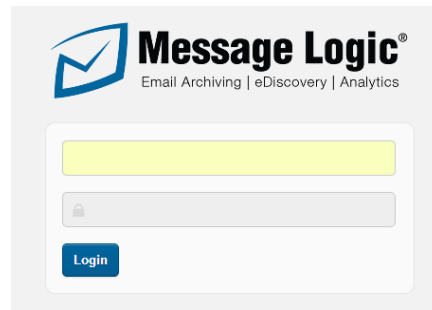
- ✓ Turn email in corporate records for regulatory, compliance and records management
- ✓ Full legal and regulatory discovery and management tool
- ✓ Unique analytic engine with 50+ programmed analytics and custom analytics
- ✓ Identify concerns before they become problems
- ✓ De-duplicate messages and provide employee access to reduce local email server storage requirements
- ✓ Certified VMware Ready software, cloud managed service and appliance options
- ✓ Specialized supervision tools
- ✓ Fully compliant with Industry regulations such as SEC, FINRA, Freedom of Information Act, Sarbanes-Oxley, Patriot Act and more
- ✓ Designed to meet daily workflow for processes such as legal discovery, FIOA responses, Human Resources reviews, corporate governance, supervision and more.
- ✓ Quickly respond to any request for information.

			
<p>Captures all email, and IM Traffic in real-time</p> <ul style="list-style-type: none"> ▪ Inbound, Outbound, internal and external ▪ Exchange, Domino, Kerio, Google, and more ▪ Full-text index of all mail and attachments ▪ Instant Messages, and social media ▪ Legacy Ingestion from other archive system 	<p>Analytic Engine with 50+ Categories</p> <ul style="list-style-type: none"> ▪ Full policy enforcement ▪ 50+ analytic categories ▪ Trading terms and lexicons ▪ Real-time alerts and reports on potential policy violations ▪ Reduced risk and enforces policies 	<p>Securely Archives and Protects Every Record</p> <ul style="list-style-type: none"> ▪ Stores all messages in compliant format ▪ Preserve records with records retention rules ▪ Single instance storage ▪ Back up process ▪ Data Replication ▪ Legal Hold Management 	<p>Fast and Accurate Search and production</p> <ul style="list-style-type: none"> ▪ Search by senders, receivers, text strings and date ranges ▪ In-depth legal discovery with Boolean expressions, fuzzy searches, proximity searches and more. ▪ Bulk message export. ▪ Supervision tools ▪ Access through web interface or Outlook (AD)

Main Navigation

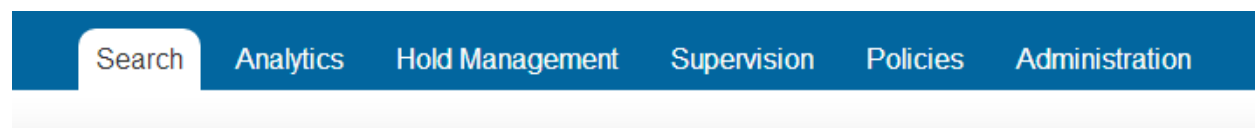
Login Prompt

Using credentials set by the system administrator, you can log into your system with a username and password at this access screen.



Navigation Tabs

Towards the top of the page you will find the following Tabs. These are located on every screen in the Message Logic system and represent the main navigation. Depending on your access level to your system, some of these Tabs may not be present.



Tab name	Description
Search	Search using basic and advanced search criteria
Analytics	More than 50 pre-set and customizable analytic categories
Hold Management	Legal searching, tagging and hold management
Supervision	On-going supervision for compliance
Policies	Set system policies including analytic categories, real-time alerts, tags and legal holds.
Administration	Administer the system, run backups, manage users, create reports

Workspace

On every screen you will find a central area, which is defined as the workspace.

Example of workspace:

The center area is the workspace, where messages are displayed after any search, or where other system functions and results are displayed.

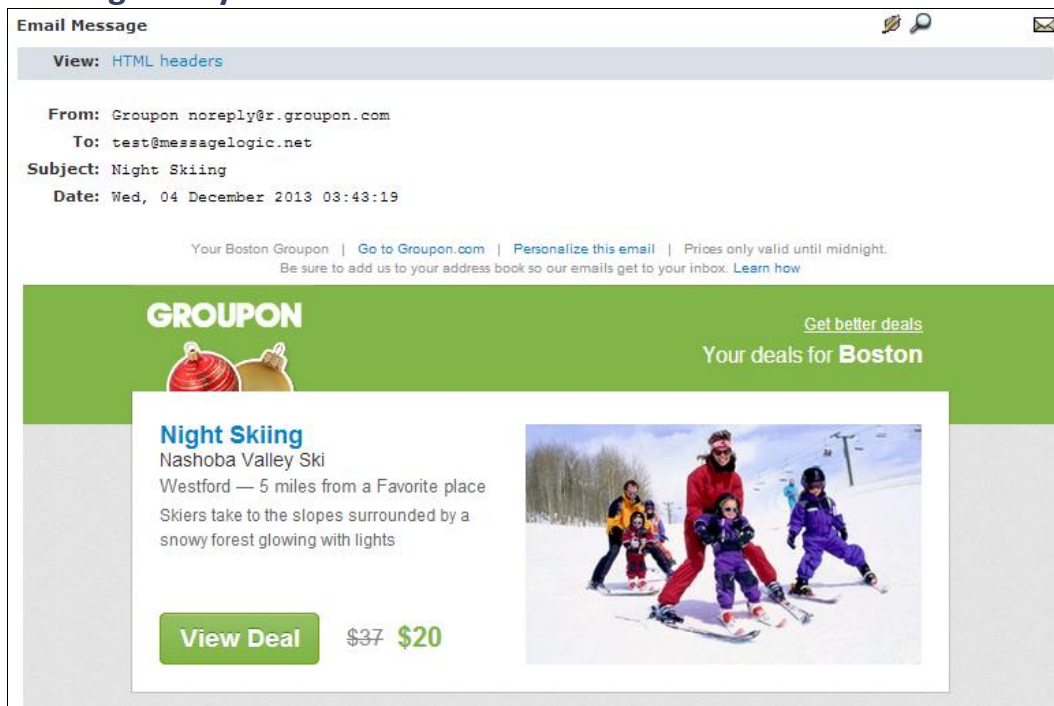
The left column shows “Droplet” options, which can be dragged and dropped into the workspace. On the right, below the date range, is a set of options found on every page.

Icon	Function	Description
	Date Range	These two calendar entries represent the beginning and end dates of a search. Messages in the system are indexed based on the sent date of the message. A calendar is available by clicking the Calendar Icon
	Message Report	By clicking this icon the system will send a report on all of the messages in the workspace to the current user of the system. The messages will arrive as an email
	Report Scheduler	This icon allows you to schedule a daily, weekly or monthly report on searches, analytic categories and much more.
	Download Email	Once you have completed a search you can download the entire search to your desktop in a Zip format. Note that this downloads all of the messages from the search and not just the messages seen in the workspace. If this is a large download it will go to Search/Download Results where you will find multiple files for you to download.
	Compliance Report	This downloadable report contains details on the search that was performed and all of the resulting messages. Also includes any message comments, tags and actions.
	Refresh	This icon will refresh the current search
	Stop	This icon will stop the current search or running process




Viewing a message

After any search you can view a message by clicking on the message subject in the workspace.

Message Body



The message includes these functions:

Function	Description
View	View allows you to see the message in HTML or Text, the Header information and any attachments, which may be present. Depending on the structure of a message, this section will have different options to choose from.
	At the top right corner you will see this icon for message notes. By clicking here you can add a note to any message or view previous notes. Notes are included in compliance reports.
	At the top right you can select this icon to highlight search terms you used. For example if you searched on the word dinner, it would be highlighted in the message: great dinner .
	To have a copy of this message sent to you by email, click this icon. The message will be sent to you as an attachment to the email.

Search

The search screen is designed to make searching the archive and managing your information quick and easy with advanced features for more complicated requests.

On all searches you can sort each column and at the bottom set the number of messages to display per page and move from page to page.

Recent Messages

[Search](#)
[Analytics](#)
[Hold Management](#)
[Supervision](#)
[Policies](#)
[Administration](#)

Searches
Drag Droplet into table to Search.

Recent Messages +
Advanced Search +
Basic Search +
Download Results +

Recent Messages

Date Range: 19/Mar/2011 - 13/Dec/2013
Displayed 4000 results (of 5000)

From	To	Date	Subject
noreply@r.groupon.com	test@messagelogic.net	13/Dec/13 03:36:09	Message
noreply@r.groupon.com	test@messagelogic.net	12/Dec/13 03:39:56	One or Three 60-Minute Messages
noreply@r.groupon.com	test@messagelogic.net	11/Dec/13 03:34:59	Facials or Deep-Tissue Massage
noreply@r.groupon.com	test@messagelogic.net	10/Dec/13 06:01:59	Special welcome deal for you from Dunkin' Donuts
noreply@r.groupon.com	test@messagelogic.net	10/Dec/13 03:34:33	Mini Golf and Arcade Tokens
noreply@r.groupon.com	test@messagelogic.net	06/Dec/13 03:46:53	Movie Critique

As shown above, on the left column the first droplet is Recent Messages. This shows messages based on the order, which were received based on the date range you set. This will include all messages in the archive.

Advanced Search

[Search](#)
[Analytics](#)
[Hold Management](#)
[Supervision](#)
[Policies](#)
[Administration](#)

Searches
Drag Droplet into table to Search.

Recent Messages +
Advanced Search +
Basic Search +
Download Results +

Advanced Search

Date Range: 22/Sep/2014 - 22/Sep/2015
8387 results

Sent by: alex.vorobey@mail.ru
cecentertainment.com
Sent to: gbuckner@cfc.com
klinespector.com

Category: General Tag: Hold Tag:

Search: View: Search

Expression: AND Search by: Subject+Body+Attachment Mail sources Go

Att	From	To	Date	Subject	Origin
	access@interactive.wsj.com	test@messagelogic.net	22/Sep/15 04:28:16	Morning MoneyBeat Europe: Fed to Markets: Rate Rise This Yea...	Mbox(test@messa
	email@email.ft.com	test@messagelogic.net	22/Sep/15 00:28:35	FirstFT - Russia to deploy troops in Syria, VW shares plumm...	Mbox(test@messa
	access@interactive.wsj.com	test@messagelogic.net	21/Sep/15 21:12:22	Morning MoneyBeat Asia: U.S. Stocks Rise, Regain Footing	Mbox(test@messa
	email@email.ft.com	test@messagelogic.net	21/Sep/15 17:37:32	FirstFT - VW shares plummet, US-China summit drama and phar...	Mbox(test@messa
	noreply@mail.bloombergb...	test@messagelogic.net	21/Sep/15 16:55:12	The Rent Crisis Is About to Get a Lot Worse	Mbox(test@messa
	noreply@r.groupon.com	test@messagelogic.net	21/Sep/15 16:20:23	These Deals Have a Certain Something	Mbox(test@messa




Message Logic




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The second droplet is Advanced Search, as shown above. The following options are available:

Function	Description
Sent by	Enter a single or multiple email addresses or domain. The system maintains a database of all sent by addresses and has auto-complete to identify addresses as you enter them.
Sent to	Enter a single or multiple email addresses or domain. The system maintains a database of all sent to addresses and has auto-complete to identify addresses as you enter them. If you enter the same address in the sent by and sent to fields the system will find all messages to and from that person or domain.
Category	This dropdown includes all of the analytics from the system, which can be added into your search criteria. For example, if you knew the message you were searching for had a medical term you could include this in your search criteria. See Analytics section of this manual for more details.
General Tag	Under Hold Management you can add messages to a general tag you have created for the system in the Policies/Tagging section. If a General Tag exists it will be available in the dropdown and you can add this group of messages to your search.
Hold Tag	A Hold tag is the same as a General Tag, except that all messages would be held under a "Legal Hold" and will not be deleted until the hold is released even if the message had a shorter retention policy.
Search – text box	The search box allows you to put in any text strings, or phrases you wish to search on. Advanced features are further defined below.
Date Range	These two calendar entries represent the beginning and end dates of a search. Messages in the system are indexed based on the sent date of the message. A calendar is available by clicking the Calendar Icon
View	This option lets you search on a date range and find all messages ranked by top senders, top recipient, top sender domain and top recipient domain.
Expression	Expression works with text searching and comma separated text. For example if you search on Lunch, Dinner. Expression AND returns all messages with both Lunch and Dinner and OR returns all messages with Lunch or Dinner.
Search by	Search by allows a search of just the Subject line or the Subject, Body and Attachment.
Mail Sources	If you have multiple mail sources, you can isolate your search to specific sources. This may be from having multiple email servers or different types of message content such as email, Instant Messages or Chat.

Any or all of the criteria can be set for a search. The only required field is the data range. Once a search is performed the results will display in the workspace and these icons will appear with the following functionality:

Icon	Function	Description
	Message Report	By clicking this icon the system will send a report on all of the messages in the workspace to the current user. The messages will arrive as an email
	Report Scheduler	This icon allows you to schedule a daily, weekly or monthly report on searches, analytic categories and much more.
	Download email	Once you have completed a search you can download the entire search to your desktop in a Zip format. Note that this downloads all of the messages from the search and not just the messages seen in the workspace. If this is a large

		download it will go to Search/Download Results where you will find multiple files for you to download.
	Compliance Report	This downloadable report contains details on the search that was performed and all of the resulting messages. Also includes any message comments, tags and actions.
	Refresh	This icon will refresh the current search
	Stop	This icon will stop the current search or running process

Basic Search

[Search](#)
[Analytics](#)
[Hold Management](#)
[Supervision](#)
[Policies](#)
[Administration](#)

Searches

Drag Droplet into table to Search.

Recent Messages +

Advanced Search +

Basic Search +

Download Results +

Basic Search

Sent by:

Sent to:

Date Range:

22/Sep/2014

22/Sep/2015

8387 results

Search:

Category: ---

Mail sources

Go

Att:	From	To	Date	Subject	Origin
	access@interactive.wsj.com	test@messagelogic.net	22/Sep/15 04:28:16	Morning MoneyBeat Europe: Fed to Markets: Rate Rise This Yea...	Mbox(test@messa
	email@email.ft.com	test@messagelogic.net	22/Sep/15 00:28:35	FirstFT - Russia to deploy troops in Syria, VW shares plumm...	Mbox(test@messa
	access@interactive.wsj.com	test@messagelogic.net	21/Sep/15 21:12:22	Morning MoneyBeat Asia: U.S. Stocks Rise, Regain Footing	Mbox(test@messa

As seen above, the third droplet is Basic Search. A basic search includes sent by, sent to and text string options along with a date range setting. It has the same functions as an advanced search without categories, general tags or holds.

Download Results

[Search](#)
[Analytics](#)
[Hold Management](#)
[Supervision](#)
[Policies](#)
[Administration](#)
[Message Logic](#)

Searches

Drag Droplet into table to Search.

Recent Messages +

Advanced Search +

Basic Search +

Download Results +

Download Results

All search results are removed after 30 days

File	Size	Created	Ready	Del
search2559-ConfHomeEmailTextAllDroplet-2013-12-14_23:17:57(5000 messages).zip	66.3 MB	2013-12-14 23:17:57	Yes	

The last droplet is Download Results. If you need to export a large number of messages the system will compile the results for you and place them in the download results section. To activate this you only need to press the download messages icon. If the number of messages is large, you will see a notification on the screen directing you to this area. You will also receive a message when the zip files are compiled. All zip files will remain here for up to 30 days unless you delete them sooner.

Advanced Search Functions

Below is a description of advanced ways to use the Message Logic system to refine search results. These expressions can be added to any text string.

Terms

There are two types of terms: Single Terms and Phrases.

- A Single Term is a single word such as "test" or "hello"
- A Phrase is a group of words surrounded by double quotes such as "hello dolly"
- Multiple terms can be combined together with Boolean operators to form a more complex query (see Boolean Operators below).

Boolean Operators

Boolean operators allow terms to be combined through logic operators. Message Logic supports AND, "+", OR, NOT and "-" as Boolean operators. (Note: Boolean operators must be ALL CAPS).

Operator	Description	Example
OR	The OR expression links two terms and finds a matching messages if either of the terms exist. This is equivalent to a union using set.	To search for documents that contain either "Stock Trade" or just "Stock" use the query: "Stock Trade" OR " Stock"
AND	The AND expression matches messages where both terms exist anywhere in the text. This is equivalent to an intersection using sets. The symbol && can be used in place of the word AND	To search for documents that contain "Stock Trade" and "Margin Call" use the query: "Stock Trade" AND "Margin Call"
“+”	“+ “: The "+" or required expression requires that the term after the "+" symbol exist somewhere in a the field of a single document	To search for messages that must contain "Stock" and may contain "Trade" use the query: +Stock Trade
NOT	The NOT expression excludes message that contain the term after NOT. The symbol “!” can be used in place of the word NOT. The NOT expression cannot be used with just one term.	To search for messages that contain "Stock Trade" but not "Margin Call" use the query: "Stock Trade" NOT "Margin Call"
“-”	The "-" or prohibit expression excludes messages that contain the term after the "-" symbol	To search for messages that contain "Stock Trade" but not "Margin Call" use the query: "Stock Trade" -"Margin Call"

Wildcard Searches

Message Logic supports single and multiple character wildcard searches within single terms (not within phrase queries).

Search type	Description	Example
Single Character Wildcard Search	To perform a single character wildcard search use the "?" symbol. This will find terms that match with the single character replaced	To search for "text" or "test" you can use the search: te?t
Multiple Character Wildcard Search	To perform a multiple character wildcard search use the "*" symbol. Multiple character wildcard searches looks for 0 or more characters.	For example, to search for test, tests or tester, you can use the search: test* You can also use the wildcard searches in the middle of a term. te*t

Note: You cannot use a * or ? symbol as the first character of a search

Fuzzy Searches

Message Logic supports fuzzy searches based on the Levenshtein Distance, or Edit Distance algorithm.

Search type	Description	Example	
Fuzzy Search	To perform a fuzzy search use the tilde, "~", symbol at the end of a single word term.	To search for a term similar in spelling to "roam" use the fuzzy search: roam~ This search will find terms like foam and roams	
Fuzzy Search with Parameter	An additional (optional) parameter can specify the required similarity. The value is between 0 and 1, with a value closer to 1 only terms with a higher similarity will be matched	roam~0.8 (The default that is used if the parameter is not given is 0.5)	

Proximity Searches

Message Logic supports finding words, which are within a specific distance away. To perform a proximity search use the tilde, "~", symbol at the end of a Phrase.

For example, to search for a "dog" and "cat" within 10 words of each other use the search: "dog cat"~10

Boosting a Term

Message Logic provides the relevance level of matching messages based on the terms found. To boost a term use the caret, "^", symbol with a boost factor (a number) at the end of the term you are searching. The higher the boost factor, the more relevant the term will be.

Boosting allows you to control the relevance of your results by boosting its term.

For example, if you are searching for Stock Trade and you want the term "Stock" to be more relevant boost it using the ^ symbol along with the boost factor next to the term. You would type: Stock^4 Trade

This will make documents with the term "Stock" appear more relevant.

You can also boost Phrase Terms as in the example: "Stock Trade"^4 "Margin Call"

By default, the boost factor is 1. Although the boost factor must be positive, it can be less than 1 (e.g. 0.2)

Grouping

Message Logic supports using parentheses to group clauses to form sub queries. This can be very useful if you want to control the Boolean logic for a query.

For example, to search for either "Stock" or "Trade" and "Compliance" use the query: (Stock OR Trade) AND Compliance.

This eliminates any confusion and makes sure you that "Compliance" must exist and either term "Stock" or "Trade" may exist.

Field Grouping

Message Logic supports using parentheses to group multiple clauses to a single field

For example, to search for a title that contains both the word "return" and the phrase "pink panther" use the query: title:(+return +"pink panther").

Fields

Message Logic supports fielded data. When performing a search you can either specify a field, or use the default field.

You can search any field by typing the field name followed by a colon ":" and then the term you need.

As an example, let's assume a Message Logic index contains two fields: From and Subject, and From is the default field. If you want to find a message From "John Smith" which contains the Subject "Meeting with Customer", you can enter: From:"John Smith" AND Subject:"Meeting with Customer"

- Since From is the default field, the field indicator is not required
- Note: The field is only valid for the term that it directly precedes so the query Subject: Lunch with Customer will only find "Lunch" in the title field. It will find "with" and "Customer" in the default field (in this case the text field)

Escaping Special Characters

Message Logic supports escaping special characters that are part of the query syntax.

The current special characters are + - & | ! () { } [] ^ " ~ * ? : \

To escape these characters, use the \ before the character.

For example to search for (1+1):2 use the query: \ (1\+1\) \:2

Analytics

The Message Logic system is an advanced tool, which captures and analyses all messages and places them into categories. You can think of a category as a folder containing relevant messages, which meet the pre-defined criteria of the category. This Analytics tab is designed for someone to use the analytics, but not program them. An administrator or manager can alter how a category works in the Policies section.

Many of the analytics are preprogrammed in the system with the ability to modify them. Other analytics are designed for you to customize with your own criteria or create new analytics specific to your requirements. For more information about managing the content of a category, see the Policies section of this manual.

Search
Analytics
Hold Management
Supervision
Policies
Administration

Analytics
Drag Droplet into table to Search.

Email Use +
HR Issues +
Medical Content +
Privacy +
Watch Lists +
Summary +

HR Issues

Score category: Social Security Numbers
Search:
Mail sources
Go
Date Range: 22/Sep/2011 - 22/Sep/2015
19 results

Alt	From	To	Date	Subject	Origin
	scatanzano@datastoragec ...	test@n	00	social	Mbox(test@mesa
	scatanzano@datastoragec ...	test@n	00	Soc Alert	Mbox(test@mesa
	vs.kulaga@gmail.com	test@n	00	Social Security Number	Mbox(test@mesa
	scatanzano@datastoragec ...	test@n	00	Social Security Number	Mbox(test@mesa
	vs.kulaga@gmail.com	test@n	00	Social Security Number	Mbox(test@mesa
	scatanzano@datastoragec ...	test@n	00	Test Message	Mbox(test@mesa
	scatanzano@datastoragec ...	test@n	00	FW: My Personal Information	Mbox(test@mesa
	stevec@messagelogic.net	inboxe	00	My Information	Mbox(inboxer.test
	stevec@messagelogic.net	inboxe	00	New information	Mbox(inboxer.test
	stevec@messagelogic.net	inboxe	00	Here is my information	Mbox(inboxer.test
	scatanzano@inboxer.com	inboxe	00	Here is my information	Mbox(inboxer.test
	scatanzano@inboxer.com	inboxe	00	FW: My information	Mbox(inboxer.test
	scatanzano@inboxer.com	inboxe	00	My information	Mbox(inboxer.test
	scatanzano@inboxer.com	inboxe	00	My information	Mbox(inboxer.test

Select mail sources

☒ Unknown source
☒ Bloomberg
☒ Cisco Jabber
☒ Imported email
☒ SMTP
☒ Microsoft Lync365
☒ Mbox(inboxer.test@zojax.com)
☒ Mbox(support@messagelogic.net)
☒ Mbox(test@messagelogic.net)

Apply

Some of the Analytics include:

Email Use		Privacy	
Attached Documents	Internal pattern	Contractor Data	Custom list
External	Internal pattern	Credit Card	Internal pattern
Huge Messages	Custom size	Customer Data	Custom list
Inbound	Internal pattern	Driver's License	Internal pattern
Internal	Internal pattern	Employee Related	Custom list
Large Messages	Custom size	Phone Number	Internal pattern
Many Attachments	Custom quantity	Vendor Privacy	Custom list
Many Recipients	Custom quantity	Zip codes	Internal Pattern
Multimedia	Internal pattern	HR Issues	
Outbound	Internal pattern	Employment Content	Custom list
Watch List		Inappropriate Content	Internal pattern/customize
Confidential	Custom list	Offensive Words	Internal pattern/custom
Watched Files	Custom list	Personal Content	Custom list
Watched Receivers	Custom list	Social Se Numbers	Internal pattern
Watched Senders	Custom list	Medical Content	
Custom Terms 1	Custom list	Medical Content	Internal pattern/customize
Custom Terms 2	Custom list		
Custom Terms 3	Custom list	Supervision	On Supervision Tab
Summaries		Trading Terms	Internal list/customize
Email Use	Summary of Email Use	Trading %	Custom list/%
Watch List	Summary of Watch List	Supervise %	Custom %
Privacy	Summary of Privacy	External % Only	Custom %
HR	Summary of HR	Sample Summary	Summary-senders/receivers
Medical	Summary of Medical	Sampled Senders	Custom list
		Sampled Receivers	Custom list

Message Logic

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Using Analytics

Manage Analytic Categories

- You can edit an Analytic category by going to Policies tab/Analytics. Here you can view the current criteria defined for each of the categories found on the Analytics tab. You can both edit or create your own. Lists are uploaded as comma separated text.


Real-Time Alerts

Message Logic's real-time alerts provide an early warning system for potential problems. Once the message is categorized and within seconds of when a message was sent or received, Message Logic can send a custom email to the sender, recipient, administrators, the human resources department, security personnel, and/or a third party. Actions can be taken based on the following:

1. Rules are created that are based on categories or combinations of categories. For example, a rule may be created that would be triggered if a word from the word list was used (one category) and the message was from an external domain (another category).
2. Actions would be established for each rule. Such actions may include forwarding the message immediately to a third-party. Multiple actions may be taken for each rule. For example, a message may be forwarded to a human resources and a compliance officer. The sender may also be contacted. (Note that a message may be sent to any email address)
 - a. Alert Sender
 - b. Alert Receiver
 - c. Alert Manager
3. The content of the forwarding cover message text and subject line can be pre-defined for each action and each category rule. For example, a message sent to the sender can be different than the one sent to the compliance officer. Each message may include variable content, such as the sender's name and the message subject line.
 - a. Customized alerts based on the content of the message
4. Message Logic then sends the message as requested. All of this is accomplished within seconds.

Scheduled Reports

If immediate notification is not required, the Message Logic system can be set-up by any user to send a scheduled report on a daily, weekly, or monthly basis. Any analytic category or search, including those that use a single word or those that use a complex Boolean expression, can be saved and scheduled.

Look for this icon after any search to schedule a report: 

Hold Management

Hold Management is designed to assist in the process of identifying messages, reviewing them, tagging with a general or legal hold tag and preparing them for export. This process applies to any required message review and meets the requirements of legal early case assessment for a litigation review. Whether you have a Freedom of Information Act (FOIA) request, Legal Discovery, or just need to classify messages into specific folders, this section makes that process simple and efficient.

Search droplet	Description
Search and Tag	Search and Tag is designed for message reviewing and tagging with either a General or Hold tag. See below for details.
General Decision	Search all General tags (folders) available to you on the system. A General tag is a way to manage your data into folders for easy review and exporting. It is referred to as a Decision since some made a decision to tag these messages and put them into this folder.
Hold Decision	Hold Decisions are the same as General, however when they were created the tag (folder) was placed on Legal Hold. Any messages in these folders will not be deleted from the system at the end of their retention policy. They will only be eligible once the Legal Hold is lifted from their folder.
General Decision Summary	Shows all General Tags (folders) with a message count and decisions made.
Hold Decision Summary	Shows all Hold Tags (folders) with a message count and decisions made.
User Decision Summary	This droplet shows all of the actions of the logged in user for any messages tagged in a general or hold folder.

Workflow for Folders and Tags

The Hold Management section of the Message Logic system is designed to work with General and Hold tags, which tie to virtual folders. When you tag a message it then becomes part of the virtual folder. This allows you to add and remove items, perform reviews and cull the data down to exactly the contents you need. You can then easily create a report on the contents or export them to fulfill a request. When exporting, the messages are packaged in zip files, which can be opened by any standard email package such as Outlook Express, Thunderbird, Kerio or others. The messages are also compatible to be ingested into any legal case management system for further review by your legal or regulatory counsel.

Tagging Steps:

1. You have a search requirement and need to assemble a group of messages into a virtual folder. The first step is to create the virtual folder by identifying it with a General or Hold tag which may be public for any system user with access rights to use or private for your own use (Administrators can see all).
 - a. Go to the Policies Tab and Tags and Holds section.
 - b. Create the type of tag you wish to use. See Policies section of this manual for more details
 - c. Once a General or Legal Hold tag has been created it becomes visible in the Hold Management area.
2. Start by using the Search and Tag Droplet. A screen shot of this droplet is below.
 - a. Run your search with any criteria you require.
 - i. Data range
 - ii. Sent by, Sent to
 - iii. Text or advanced criteria (See searching section for advanced capabilities)
 - iv. Press GO to run the query and return results
3. You are now ready to start your review process
 - a. On the far right side you will find a dropdown list called TAG (folders). This list contains all of the tags available for you to use. The tag you created in step 1 should be visible and should be selected.
 - b. Just below there are column headers of Yes, Maybe and No. Under the Policies tab when you created your tag there is an option to change these titles if required.
 - c. You can now review each message and decide whether the message should be tagged and placed into this virtual folder. By checking off the title you can also quickly select the entire column.
 - d. By having a No and Maybe option, the system tracks a record of your decisions should you ever need to reconsider the message in the future.
4. Once you select a decision it is applied to the message. There is no save button. You can always modify your decision at any time.
5. If you have a tag in the system and want to use that content for a new tag, during the initial search you can select the existing tag in the middle row of tags. You can also include any Analytic categories.

Search Analytics **Hold Management** Supervision Policies Administration

Hold Management
Drag Droplet into table to Search.

Search And Tag +
General Decisions +
Hold Decisions +
General Summary +
Hold Summary +
User Summary +

Search And Tag

Sent by: Sent to: Date Range: 22/Sep/2014 - 22/Sep/2015
 Category: General Tag: Hold Tag: 8387 results
 Search: Expression: AND Tag: case 912 (hold pub)
 Search by: Subject+Body+Attachment Go

Att	From	To	Date	Subject	Origin	Y	N
	access@interactive.wsj.com	test@messagelogic.net	22/Sep/15 04:28:16	Morning MoneyBeat Europe: Fed to Markets: Rate Rise This Yea...	Mbox(test@mess...	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	email@email.ft.com	test@messagelogic.net	22/Sep/15 00:28:35	FirstFT - Russia to deploy troops in Syria, VW shares plumm...	Mbox(test@mess...	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	access@interactive.wsj.com	test@messagelogic.net	21/Sep/15 21:12:22	Morning MoneyBeat Asia: U.S. Stocks Rise, Regain Footing	Mbox(test@mess...	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	email@email.ft.com	test@messagelogic.net	21/Sep/15 17:37:32	FirstFT - VW shares plummet, US-China summit drama and phar...	Mbox(test@mess...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	noreply@mail.bloombergb...	test@messagelogic.net	21/Sep/15 16:55:12	The Bent Crisis Is About to Get a Lot Worse	Mbox(test@mess...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	noreply@r.groupon.com	test@messagelogic.net	21/Sep/15 16:20:23	These Deals Have a Certain Something	Mbox(test@mess...	<input type="checkbox"/>	<input type="checkbox"/>

between Robert Varum and Mon. Bruno Badi (150)

Post Tagging Review

Once you have created tags and virtual folders you can review and manage the contents.

- General Decisions – In this droplet you can select any General tag and view its contents
- Hold Decision – In this droplet you can select any Hold tag and view its content

Hold Tag Decisions

Case 123 (hold priv) Date Range: 19/Mar/2011 - 13/Dec/2013
 Yes ☐ Maybe ☐ No ☐

Sent to: Sent by:
 Search: Go

From	To	Date	Subject
------	----	------	---------

Case 123 (hold priv)
 Yes ☐ Maybe ☐ No ☐

Above is a screen shot of the Hold Tag Decision droplet and a magnification of the tag selection. Some action you can take include:

- Select the tag you wish to work with and whether you want to work with messages you marketed as Yes, Maybe or No.
- You can then further refine your search to messages sent to or sent by specific individuals or domains (i.e. messagelogic.net)
- Further refinement can be done by adding in text, phrases or other search criteria.
- A data range may also be set
- Once you select Go the messages will be displayed.
- Some additional options include:
 - Press download to export a copy of these messages
 - Press compliance report for a full report on the messages, tags and comments
 - If you need to modify the contents of this tag/virtual folder you can go to Search and Tag and run the same search again.

Supervision

Supervision is an area designed for compliance officers and reviewers who need to proactively monitor the message content used by employees.

Below is a list of the Droplets with a description:

Droplet	Description
Trading Terms	The system is populated with trading terms, which may be modified by going to Policies/Supervision/Supervision/trading terms. This droplet will identify all messages, which contain any of the specified trading terms you want flagged. The terms are highlighted in the message when you select the magnifying glass icon during message review.
Trading %	This area combines Trading Terms and the sampling % set under Supervise %. All messages identified would be part of the Supervise % and contain a Trading Term as defined in the Trading Terms List. The terms are highlighted in the message when you select the magnifying glass icon during message review.
Supervise %	In policies an administrator can set a % of messages to be sampled. Once a messages is marked as a sampled message they remain marked. For example, if you reviewed messages a week ago and return to them again, the same sampled messages will appear. To set the % sample rate go to Policies/Supervision/Parameters/Finra Sample
Supervise External % only	This option allows sampling of just external communications and does not include internal messages between employees. This % is the same setting as supervise %.
Sampled Receivers	In Policies/Supervision/Sampled Receivers you can upload a list of email addresses. All messages received by members on this list will be compiled into this section for review.
Sampled Senders	In Policies/Supervision/Sampled Senders you can upload a list of email addresses. All messages sent by members on this list will be compiled into this section for review.
Compliance Summary	This is a report which shows all compliance tags (folders), the

	number of messages and classifications and the folder owner.
--	--

The default on Trading Terms, Supervise % and External % is to apply these rules to all messages coming into the system. To refine review to specific groups and assign a Compliance Reviewer, please see instructions below.

Supervision Workflow

1. **Initial Setting** (See table above for setting details)
 - a. Upload a list of trading terms. Please note: If at any time you upload a new list or modify the current list this will affect future messages, but not previously reviewed messages.
 - b. Set supervision %.
 - c. Set sampled receivers if desired
 - d. Set sampled senders if desired.
2. **Compliance Officers and Compliance Reviewers**
 - a. To effectively use the Supervision capabilities the user should be activated as a Compliance Officer or Compliance Reviewer. Please note: If there is only one person performing reviews they should be created as a Compliance Reviewer. The Compliance Officer function is designed to oversee Compliance Reviewers.
 - b. Go to Administration/Access Control/Users.
 - i. Top of the workspace select the green button to pull up a new user dialog box.
 - ii. Parameters are: Login name, full name, password and email address.
 - iii. In the pull down menu select Compliance Reviewer or Compliance Officer.
 - iv. Select Active and Save when done
3. **Supervision Lists**
 - a. If you have a structure where employees are assigned to a Compliance Reviewer who monitors their activity, you have the ability to assign employees to each Compliance Reviewer.
 - i. Now that you have at least one Compliance Reviewer in the system you can go to Policies/Supervision/Supervision List. Here you will find the name of the Compliance Reviewer and two file icons. One icon is to upload a list of email addresses to assign to each of the Compliance Officers. The second is an icon to download the current list for review. You can download the current list, modify it and then upload it with changes. All changes will be going forward and not retroactive.
 - b. **Please Note:** Once you upload a list to the system you have changed the review process from looking at all messages to looking just at messages from the Supervised List. It is recommended that you make sure everyone who needs supervision in on a list assigned to a Compliance Reviewer and the lists are kept current for new employees.
 - c. A Compliance Officer has access to all lists assigned to Compliance Reviewers. If you need an additional manager you can also combine lists. For example, you may have a manager who oversees two of four compliance reviewers. In this case you can create them as a Compliance Reviewer and upload a combined list of the two Compliance Reviewers they manage.
4. **Tagging**
 - a. The Message Logic system has designed compliance tags, which are designed for use by Compliance Officers and Reviewers. You can view a Compliance Tag as a Virtual Folder. The tag is the title of the folder.
 - b. To create a compliance tag you can go to Policies/Tags and Holds/Compliance Tags. When you click the green plus sign on the top a dialog box will appear to create your tag. Any tag can be public or private for your own use. You can change the status as needed.
 - c. For compliance review the default message actions are: Compliant, Compliant/Action, non-compliant. Compliant with action means it still passes the test, but some action is needed. If you prefer to use different labels you can go to Policies/Tags and Holds/Labels for Tags and edit the labels.

- d. Tags are useful to manage your review process and copy messages into different virtual folders which make it easy to export or report on specific activity.
- e. For compliance reviewing you need to have at least one Compliance Tag (Virtual Folder) created.

Below is a screen shot showing the Policies/Supervision section where you can upload a list of trading terms, set sampling percentages and upload lists of employees and assign them to a compliance reviewer.

You are now ready to start reviewing messages. Depending on your specific requirements you can work with any of the droplet options. As an example, below is a screenshot of Trading %.







In this example, Messages have been compiled which are part of a 10% sample and have a pre-defined trading term somewhere in the message. The next step is to select the tag (Virtual folder) you created. On the right is a pull down menu called Current Tag. This will display all tags (Virtual Folders), which are available for you to use. Below this you will see three columns marked as Compliant (C), Compliant with Action (C/A) and Non-Compliant (N-C). After reviewing a message you can select one of these labels for the message. If no label is selected it will not be part of the Tag (Virtual folder) you created, but will remain market in the system as a Trading % and always accessible in this category.

Other options available include:

- Data range – you can always adjust a date range for your search
- Sent by and Sent to can be refined to search on specific users. Always remember that Supervision is tied to the Supervision List of employees that we uploaded to the system.
- Search area allows you to add in specific text, or phrases you may want to search on.

- Category lets you refine your search by identifying a specific item in a message such as an attachment
- Expression works with the search text field and allows you to separate terms using a comma and define if you are looking for both terms in a message (AND) or if you are looking for either (OR).
- Search by lets you isolate a search to the subject line or entire message
- Mail sources allows you to select the data source or type of message such as email, Instant Message or chat as examples.

On the right side below the date range a set of functions will appear as shown in the table below.

Icon	Function	Description
	Message Report	By clicking this icon the system will send a report on all of the messages in the workspace to the current user. The messages will arrive as an email
	Report Scheduler	This icon allows you to schedule a daily, weekly or monthly report on searches, analytic categories and much more.
	Download Emails	Once you have completed a search you can download the entire search to your desktop in a Zip format. Note that this downloads all of the messages from the search and not just the messages seen in the workspace. If this is a large download it will go to Search/Download Results where you will find multiple files for you to download.
	Compliance Report	This downloadable report contains details on the search that was performed and all of the resulting messages. Also includes any message comments, tags and actions.
	Refresh	This icon will refresh the current search
	Stop	This icon will stop the current search or running process

Policies

The Policies tab is accessible by managers and system administrators. In this section you can define the usage policies of the system. More administrative policies are defined in the Administration section.

Policy type	Description
Analytics	Managed existing Analytics and create custom Analytics
Alerts	Identify patterns and associate custom alerts. For example: send a message to the sender, receiver or management, if a message is sent or received containing a credit card number. The message might read; please refrain from sending message with credit card information
Tags and Holds	Manage General Tags, Legal Hold Tags and Compliance Tags.
Supervision	Managed Supervision lists, and policies

Analytics

Policy type	Description
Watched List	In this are you can modify these Analytic categories: Internal Domains Watched Senders Watched Receivers Automated Senders
Watched Files	In this are you can modify these Analytic categories: Watched Files list
Watched Terms	In this are you can modify these Analytic categories: Confidential Markers Threats Custom Terms 1 Custom Terms 2 Custom Terms 3 Medical Content
Identity Lists	In this are you can modify these Analytic categories: Employee Data Customer Data Vendor Data Contractor Data
Parameters	In this area you can modify specific parameters: <u>Message Size, Attachments (Email Use Category)</u> Define a Large Message Define a Huge Message Define Many Recipients (how many is many) Define Many Parts (Number of attachments) <u>Core Rules</u> Define Message thresholds and triggers for categories <u>Review Category Rules</u> Define Content thresholds and triggers
Category Rules	Category Rules allows you to enable or disable any Analytic category.
Score Rules	SCORE Rules allows you to enable or disable any Analytic score.

Modifying an Analytic

Name	Description	Lines	Added	Upload	Import List	Download
Watched Files	affects category: Watched File	0	2013-04-03 09:18			

This screenshot show a typical analytic category and how it displays in policies. To view the triggers (text or phrases), you can click download and view the details. To modify an Analytic you can upload a list using the Upload Icon or import a list by selecting Import List. Import can be by FTP, HTTP or Windows Share. Once you modify the settings, any new messages will be analyzed with the new criteria. It will not look back and modify pervious messages.

Alerts

Alerts allow you to create custom messages and apply rules to messages in the system identifying when and who to send your custom message to. This is a powerful tool to enforce corporate policies.

Policy type	Description
Alert Message	Custom alerts you can create which are sent based on Alert Rules
Alert Rules	Rules to send out alert messages based on triggers. Example is to send a Policy Violation message if someone send a message which contains credit card information.
Policy Summary	All alerts are logged in this Policy Summary area as a audit trail

Here are the steps to creating an effective alert:

- 1) In Alert Messages you can create a custom message. This might be a generic reminder or warning message or something specific to a message you want to convey. See screen shot below.
- 2) In Alert Rules you can establish a rule to trigger an alert if a message triggers a category (such as Medical Content). You can select a message, which was created in the step 1 process, and define whom you want this message to go to. See screen shot below.
 - a. Action: Send alarm/alert, blind copy, forward copy, warn sender
 - b. Address: A full list of all system users will be available. These tie to Action. If you choose, Blind Copy, the address selected will receive a blind copy of the message.
 - c. Message: Here you can select from a list of messages you have created in the system.

Tags and Holds

Policy type	Description
Auto Tagging	Allows you to automatically apply a general, hold or compliance tag to all messages from specific senders, or recipients or with specific text. An example would be to mark all messages from an Attorney with an Attorney-Client Privileged general tag. See screen shot below
Compliance Tags	Compliance tags are used in the Supervision tab for Compliance Officers and Reviewers. Below is a screen shot showing how to create a new compliance tag. See the Supervision section of this manual for more details on usage.
General Tags	General tags can be created using the details in the screenshot below. These are general-purpose tags, which can be applied in the Hold Management tab. Please see the Hold Management section of this manual for details on usage.
Legal Hold Tags	Legal Hold tags are created to prevent messages from being deleted from the system during a litigation or regulatory inquiry. You can create the tag with a timeframe for removing the tag or they can be held until released. Please see the Hold Management section of this manual for details on usage.
Labels for Tags	When using each tag above, three columns appear which allow you to specify up to three different actions while reviewing messages. This area allows you to change the default headings on Compliance, General and Hold tagging.

Note on all three tags below you can specify if the tag should be public for anyone in the system to use or private for your own use. You can always change the status if necessary.

New Auto Tag

Tag: ▼

Title:

Senders:

Recipients:

Text:

New Legal Hold Tag

Name:

Description:

Public Tag: ☐

Hold messages that are marked:

Yes: ☐

Maybe: ☐

No: ☐

Hold: ▼

New General Tag

Name:

Description:

Public Tag: ☐

New Compliant Tag

Name:




Description:

Public Tag: ☐

Supervision

This policy section sets rules for parameters for the Supervision tab. For more details on using these items please refer to the Supervision section of this manual, which should be reviewed in conjunction with this section.

Policy type	Description
Supervision List/Addresses	When a user to this system is given the credentials as a Compliance Reviewer, they will appear in this section. See the screen shot below showing Pete Smith as compliance officer. In many cases a Compliance Reviewer will be assign a group of employees to monitor and review. From this section a list of employee email addresses may be uploaded or imported and be assigned to the appropriate Compliance Reviewer. It should be noted that a Compliance Officer can oversee all uploaded lists assigned to Compliance Reviewers. Please see the Supervision section of this manual for more details.
Supervision	This section allows you to populate the following supervision analytics with the appropriate data. You can upload or import a list. Please note that if a list is modified it will be applied to all future messages and not retroactive to prior messages. Trading Terms Sampled Senders Sampled Receivers Please see the Supervision Section of this manual for more details.
Parameters	Under parameters you can set the % rate to apply to the Supervise %, External % and Trading % droplets in the Supervision tab. There is one setting, which applies to all of these areas.

Supervision Addresses						
Users with role 'Compliance Reviewer' are able to view only messages to/from addresses from this lists. If list is empty, user can view any messages.						
Name	Description	Lines	Added	Upload	Import List	Download
PeteSmith2	Petesmith2 can view any messages	0	2013-12-13 12:44			

Administration

Access to the administration tab is restricted to Administrator Level permissions. This section is designed for the physical and logical administration of the system and is restricted to insure control and integrity. If this is your first time setting up your system, please refer to the MLArchiver Configuration Guide.

Note: Your system is designed to collect all inbound, outbound and internal messages from your email server. There are multiple methods to connect by using SMTP to push messages to the archive or using POP3, POP3S, IMAP or IMAPS to pull messages to the archive. SMTP inbound configuration is in the System Configuration section and using POP or IMAP in the Mailbox configuration.

Policy type	Description
Access Control	Control of system users and access. This includes access by employees through a web interface or Outlook plugin if granted.
History	Complete audit and log trail of all activities in the system.
Operations	Service Controls. Backup, LDAP and active directory integration and other operational functions.
Statistics	On-going statistics on the system, disk utilization, message growth and trends.
System Configuration	Physical configuration of the system. Includes retention policies and the management of data sources.

Access Control

Policy type	Description
Logged Users	Displays a list of all currently logged in users
Role Access	The system has multiple levels of access for solo users, users, managers and administrators along with compliance officer and compliance reviewer which are specific to working in the supervision tab. An administrator can use this section to redefine the tabs any of these groups of users can see when they login.
User Access	User Access shows the current system users and tabs they can access. An administrator can modify the access rights of any user without changing their assigned privileges. For example, a user might be a Manager, but should not see supervision or policies. An Admin can modify the users profile to restrict access to these areas.
Users	Users define who can access the system. Please see below for more details.
Groups	Groups works with system retention policies. An administrator can create groups in the system, add users and under administration/system configuration/retention policies assign a specific message retention to these users. When configuring users you can tie into active directory to have a full list of employees, create each one individually or upload a list to the system.
Admin Lists	An administrator can upload a list of employees to add to the system and LDAP Query String

Search

Analytics

Hold Management

Supervision

Policies

Administration

Access Control

History

Operations

Statistics

System Configuration

Administration

Drag Droplet into table to Search.

Logged in Users

Role access

User access

Users

Groups

Admin Lists

Users

Username	Full name	Email	Role	Group	Active	Added	Last login	LDAP	Disabl	Edit
Admin	Admin	stevec@messagelogic.net	Admin	Test Group	True	2014-03-24 12:57	2014-05-06 10:16:36.28	No	<div></div>	<div></div>
Bob Jones	Bob Jones	bob@ad.zojax.com	Solo	Test Group	True	2014-05-14 08:49	2015-05-29 03:54:44.30	Yes	<div></div>	<div></div>
Compliance	Compliance Reviewer 1	stevec@messagelogic.net	Reviewer		True	2014-10-26 16:13	Never	No	<div></div>	<div></div>
Compliance Officer	Compliance Officer	stevec@messagelogic.net	Officer		True	2015-05-25 10:00	Never	No	<div></div>	<div></div>
Compliance Reviewer 2	Compliance Reviewer 2	scatanzano@datastoragecorp.com	Reviewer		True	2015-05-25 10:00	2015-07-09 09:32:55.20	No	<div></div>	<div></div>
inboxer.test	inboxer.test	inboxer.test@zojax.com	Manager		True	2014-04-22 11:26:07.11	2014-04-22 11:26:07.11	No	<div></div>	<div></div>
John Smith	John Smith	john.smith	Solo		True	2014-05-14 08:50	2014-05-14	Yes	<div></div>	<div></div>

The screenshot above shows the Users management screen. In this workspace there is a list of all users with their full name, email address, role, active status, when they were added to the system, their last login and if they are authenticating using LDAP. An admin may delete or edit a user at any time.

On the top of the screen there are three options.

- Green plus sign – create a new user
- Red download arrow – will download a list of all users and their roles
- Green up arrow – you can upload a list of users to the system and configure their roles
- LDAP is another option described below

Adding and Editing Users

New User

Username:
 Active: ☒
 Full name:
 Role:
 Password:
 Confirm:
 Email:
 Additional Emails:
 Group:

Save Cancel

The screenshot above shows the dialog box to add or edit a user. Only an Administrator can perform these functions.

- Username:** Login name to be used
- Active:** A checkbox makes the user active
- Full Name:** Full name of the user
- Role:** There are multiple role options
 - Guest:** Limited access to just search tab
 - Solo:** This is an individual with access to a view of their own messages
 - User:** Access to Search, Analytics, and Hold Management
 - Manager:** Access to Search, Analytics, Hold Management, Supervision and Policies
 - System Administrator:** All to all functions

- **Compliance Officer:** Access to Supervision tab
- **Compliance Reviewer:** Access to supervision tab. See Supervision section for more details.
- **Password:** Must be 8 characters with a least 1 number and 1 symbol
- **Confirm:** Password a second time
- **Email:** Email address of the new user
- **Alias, Additional Email:** An administrator can add additional email addresses which this user can view when accessing the system. This may be a Solo user who has multiple email addresses or a manager who needs to view all messages for a group of employees.
- **Group:** An Administrator can create groups in the system which is used to define specific retention policies should you require more than one. If a group exists it will show in the pulldown menu. Example; you may want a 5 year retention policy for managers and 3 years for employees. In this case you would create a Manager Group and add all managers to it. You would also set the global retention policy to 3 years for all other employees.
- **Save/Cancel:** Press save to finish

Active Directory and LDAP

Users can authenticate using LDAP Queries. The setting can be found in Administration/System Configuration/Options/Web Server & LDAP. See System Options in this manual for more details. Once this option is set, a user may use their Active Directory username and password to login to the system.

When someone logs into the system for the first time using their Active Directory credentials they will always enter the system as a solo user. This gives them access to their own messages using the web interface or Outlook plugin. An admin can then change them to a different role in the system. In order to have multiple roles, such as a Solo user to access their own mail and an Manager to review mail in the archive you will need to manually create one of the roles with a different username and password.

You can also add a specific LDAP Query string by going to Administration/Access Control/Admin List/LDAP query. Here is an example: ou=Users,dc=messagelogic,dc=com ou=Analytics,dc=messagelogic,dc=com cn=Users,dc=ad,dc=zojax,dc=com

Web Interface or Outlook Plug-in

A solo user can access their messages through a web portal or through Outlook. Below is a screenshot of the web portal. After opening a message they can select the message, which would be sent to them as an attachment. They can also run search queries and export messages at any time. See Search section for more details on the types of searches that can be run.

Message Logic
Email Archiving | eDiscovery | Analytics

configuration - Stephen
[My Account](#) | [Sign Out](#)
[Outlook Plugin Download](#)

Search

Searches
Drag Droplet into table to Search.

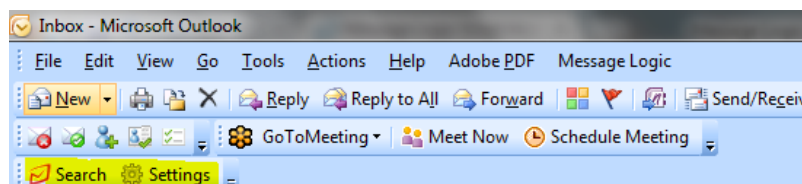
Recent Messages +
Search +
Download Results +

Recent Messages

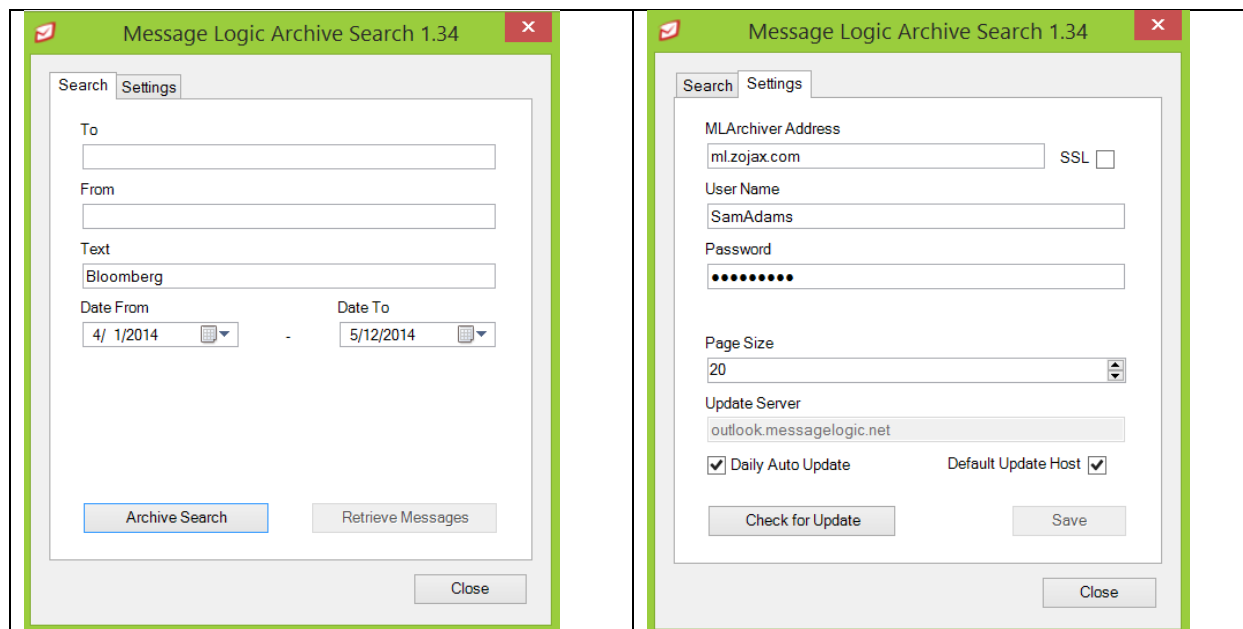
Date Range: 19/Mar/2011 - 13/Dec/2013
364 results

From	To	Date	Subject
joen@mss1.com	stevec@messagelogic.net ...	24/Sep/12 07:26:51	RE: How to setup digester service?
stevec@messagelogic.net	joen@mss1.com,scatanzan ...	24/Sep/12 07:25:05	RE: How to setup digester service?
stevec@messagelogic.net	steven.pereira@mattamyc ...	20/Sep/12 09:40:41	RE: New submission from Technical Support Request

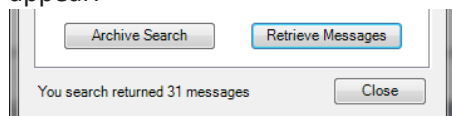
To use the Outlook plug-in, you can download it from this web portal. The download link is located at the top right corner of the screen and is labeled Outlook Plug-in Download. Once this is selected a small software applet will run and install the plug-in into any version of Outlook.



Once the plug-in is installed you will see these two icons in your task bar. To search the archive you can select Search. The dialog box below will appear. The settings show the archive IP or domain address and username and password for the Solo user, which is either an assigned credential or Active Directory login credential. The Solo user can now run a search query against the archive. There is also a checkbox if using SSL.

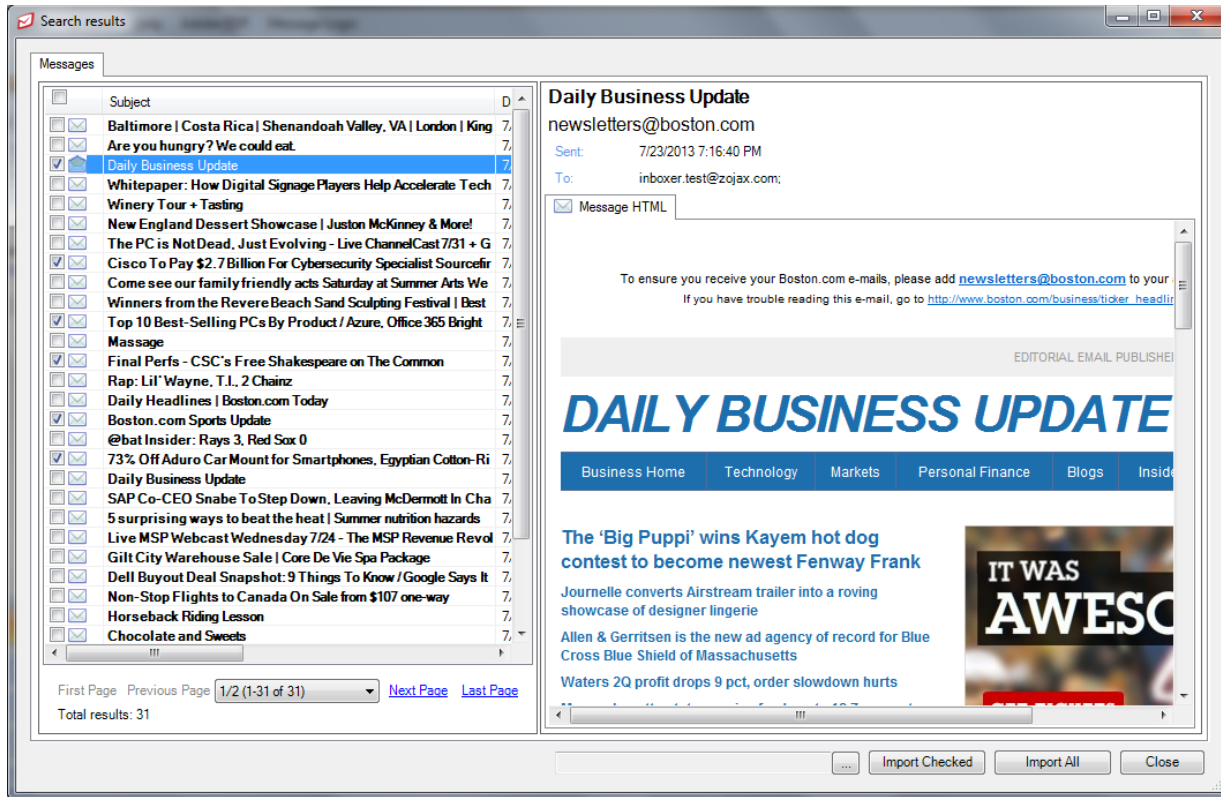


There is a three-step process for retrieving messages. After running a query the number of results will appear.



An Admin can control the maximum results in Administration/Options/Search Limits. This will prevent employees from downloading a large number of messages.

The next step is an online review of the messages. The Solo user can review each message and check off the messages they wish to retrieve.



At the bottom of the page the Solo user can decide where they want the messages to be copied. This can be an existing folder in Outlook or they can create a new folder and choose a title. The final step is to select Import Checked or Import All. This will show a progress bar and the messages will be copied to the designated folder. Should the Solo user resend any of the messages they will go back through your email server and be assigned a new message ID and the original messages will not be affected in any way.

History Reports

Policy type	Description
Footprints	Tracking of all users and their activity while in the system
Search History	History of all searches, which can be sorted by users. You can return to any prior search for results.
User Review History	Shows the number of messages a user have tagged in the system
Decision Summary	This is a summary of all decisions in the system. Shows the tag or hold and number of applied messages.
Hold Summary	Summary of Hold tags and the number f messages on hold by tag
User Summary	Count of messages in each tag by the user who is reviewing. For example is John Smith is logged in and goes to this section it will show the information for him only.

Operations



Policy type	Description
Log Tail	Continuous log tail of system activity. Designed for troubleshooting
Scheduled Reports	Shows all schedule reports in the system
Service Control	Control panel for turning services on and off and for restarting processes
Restored Data	When running back up you can restore data to the appliance if needed.

Log Tail Report

Log Tail
<p>reader: 2014-01-30 11:26:33.114 INFO [readersvc.py:60 myPOP3.__init__] msg="myPOP3 port=110"</p> <p>reader: 2014-01-30 11:26:33.647 INFO [readersvc.py:228 PopMbox.login] Login succeeded</p> <p>reader: 2014-01-30 11:26:33.647 INFO [readersvc.py:229 PopMbox.login] Count 764, mboxsize 34309336</p> <p>reader: 2014-01-30 11:26:33.647 INFO [readersvc.py:165 PopMbox.reconnect] Logged in</p>

Shows all system activity for troubleshooting.

Scheduled Reports

Scheduled Reports						
User	Active	Report	Period	Time	Delete	Edit
Julie Jones	Yes	Global Stats	Daily	1:00 AM		

Shows all scheduled reports with the ability to edit or delete.

Service Control

Appliance Service Control								
Stop or start appliance services								
Process	Status	Start time	CPU%	Mem%	Phys mem	Virt mem	Start & stop	Restart
Actor	Running	Fri Jan 10 05:33:36 2014	0.00	0.52	10.2M	417M		
Archiver	Running	Wed Jan 8 05:11:45 2014	0.00	0.38	7.44M	415M		
Backup	Running	Wed Jan 8 05:11:41 2014	0.03	0.62	12.2M	421M		
Database	Running	Wed Jan 8 05:11:13 2014	0.07	2.97	58.6M	2.18G		
Digester	Stopped	0:0	0.00	0.00	0	0		
Indexer	Running	Mon Jan 27 10:09:09 2014	0.03	5.61	110M	1.93G		
Preload	Running	Wed Jan 8 05:11:43 2014	0.00	0.72	14.1M	419M		
Reader	Running	Mon Jan 27 09:50:56 2014	0.03	0.88	17.4M	429M		
Receiver	Running	Wed Jan 8 10:39:04 2014	0.00	0.04	741k	81.2M		
Referee	Running	Tue Jan 28 12:30:55 2014	0.07	2.88	56.8M	438M		
Restore	Stopped	0:0	0.00	0.00	0	0		
Scavenger	Stopped	0:0	0.00	0.00	0	0		
Searcher	Running	Wed Jan 8 05:11:37 2014	0.13	8.79	172M	1.87G		
Supervisor	Running	Thu Jan 23 11:33:52 2014	0.03	0.14	2.84M	214M		
Webui	Running	Thu Jan 30 03:32:12 2014	0.36	8.35	164M	2.56G		

The screen shot above shows different systems, which can be turned on or off and restarted if needed.

Process	Normal Status	Description
Actor	Active	Connects to an SMTP server for sending alerts and forwarding mail. This is configured under System Configuration settings.
Archiver	Inactive unless you are run daily backups	Allows messages to be archived to off the box storage.
Backup	Inactive unless you are run daily backups	Works with Archiver to move messages to storage
Database	Always Active	Database operations – critical function
Digester	Inactive unless you are moving legacy messages to the archive.	Process for ingesting legacy PST's, EML. .TAR or .ZIP messages to the archive.
Indexer	Active	Indexes all messages and attachments
Preload	Active	Manages analytic process
Reader	Active if you are pulling messages in through Mailboxes using POP3, POP3S, IMAP or IMAPS	Process for pulling mail into the archive
Receiver	Active if you are using SMTP to push mail to the archive.	Process for accepting mail which is pushed to the archive using SMTP
Referee	Active	Performs system analytics and tracking
Restore	Inactive	Only used if you are restoring messages from a backup
Scavenger	Active – unless you have no retention policy	This is the process of removing messages from the archive when they reach their retention date
Searcher	Active	Controls search functions
Supervisor	Active	Required to run scheduled reports
Webui	Active	Control Interface. Critical function

System Health Statistics Reports

Policy type	Description
Global Stats	Report of system and message statistics including disk utilization, message counts and more. We suggest scheduling a regular report using the green check box to receive a regular email on the system health.
Category Summary	This shows a full report on the number of messages which have triggered each analytic category.
Digester Information	If you are importing legacy messages into the system they are processed through a process called Digester. This section will show a breakdown of the messages imported through this process and is used to verify the message counts.

Below is a view of the Global Statistics. All of the details on the health of the system can be found here. We recommend scheduling a regular report by clicking on the green checkbox to the top right of the workspace. The report shows the date and time of the last message processed, storage availability, message counts, license renewal dates and current version of the software which can be remotely upgraded.

Search
Analytics
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Access Control
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System Configuration

Administration
Drag Droplet into table to Search.

Global Stats +
Category Summary +
Digester Info +

Global Statistics

Statistic	Value
Company Name	ml.zojax.com
Appliance ID	46fe63a6eb01447bb4c6c2e647f69876
Summary	Sat, 03 Oct 2015 15:00:38
Messages	26234/26235 (0)
Disk Usage	93% 29% (8/9G 5/20G)
System Uptime	313 days, 16:53:26
Senders	0
License Expiration	Tue, 10 Nov 2015
Average Message Size	53.9k
Max. Message Size	16.5M
First Msg Handled	Fri, 19 Apr 2013 04:08:49
Last Msg Handled	Tue, 22 Sep 2015 04:28:47
Oldest Msg	Tue, 10 Jun 2003 04:51:53
Version	v5.2.3

System Configuration

Policy type	Description
Mailbox Referees	Shows a list of active connections for retrieving mail
Mailboxes	Configuration for setting up connections to your email servers to pull mail using POP3, POP3S, IMAP or IMAPS. Please also see system options below if you prefer to use SMTP to push mail to the archive.
Retention Policies	Configuration for establishing retention policies in the system.
Options	Configurable options. See Below
System Options	System Configuration – see below

Mailbox Configuration

Administration
Drag Droplet into table to Search.

Mailbox Referees +

Mailboxes +

Retention Policies +

Options +

System Options +

Mailboxes

Act	Name	Prot	Server	Port	User	Poll intvl	Del after read	Msg fmt	Del	Edit	Test
No	inboxer.test	pop			inboxer.test@zojax.com	10	0	rfc822	X		
Yes	test@messagelogic.net	pop			test@messagelogic.net	10	0	rfc822	X		
No	Test321	pop			Test321	10	0	rfc822	X		
No	Test User	ews			test2@ad.zojax.com	10	0	rfc822	X		

New Mailboxes

User:

Full name:

Password:

Confirm:

Host:

Port:

Protocol:

Format:

Interval:

Active: ☒

Do Delete: ☒

Save Cancel

Mailboxes are a method of connecting to your email server to pull messages to the archive using POP or IMAP. An alternative method is to use SMTP to push emails to the archive (See System Configuration section). To configure a new mailbox: select the green plus sign to launch a dialog box. Prior to this step you would have created a new email user on your email system such as MLArchiver@yourdomain.com. The credentials created will be added to the configuration screen above.

User – name created for the email user (MLArchiver in example)

Full Name – can be the same as user

Password – password created

Host – IP address or domain name of email server

Port – associated port for protocol chosen. POP3:110, POP3S:995, IMAP:143 and IMAPS:933

Protocol – match with port

Format – rfc822 is standard, unless you are using exchange, which will use envelope to capture BCC

Interval – set at 10 seconds

Active – enables mailbox to pull mail

Do Delete – should be checked to delete messages from this holding mailbox after received by the archive

Mailbox is controlled by the Reader Process, which should be active in the Service Control area Administration Tab/Operations/Service Control. Default is active.

Once everything is set you can click on the test button to verify the connection.

Retention Policies

In this section you can define multiple retention policies based on the following methods:

- Global: This policy is the default policy for the system. It is only overridden if another policy is created on some or all employees.

- **Data Feeds:** Whenever you add a new data feed to the system you have the option of creating a specific retention policy for that data. Here are some examples:
 - Multiple email servers – Whenever you connect to a email server over POP, IMAP or SMTP it will appear in the Retention Policies section and allow you to define a retention policy for all messages coming in from this source. This could also be a single email server when you have created more than one mailbox to pull messages from.
 - Other types of data feeds – If you are archiving instant message or other data feeds you can set different policies
- **Digester** – If you use the Digester process to import legacy messages, you can set a specific policy for these messages
- **Groups** – In the system you can establish groups of employees which can be as small as one person. Each group will appear in the Retention Policies section and allow you to create a specific policy for them.

To remove messages at the expiration of their life in the system the Scavenger service needs to be running. It can be activated by going to the Administration tab/Operations/service control.

Option Settings

The screenshot shows the 'Administration' tab in the Message Logic interface. On the left is a sidebar with navigation links: Mailbox Referees, Mailboxes, Retention Policies, Options, and System Options. The main area is titled 'Options' and contains a table for configuring various system options. The table has columns for the option name, an 'Edit' button, and a 'Test' button. The options listed are: Bloomberg Mirror dialog, Ews Options, Network Backup Location dialog, Network Time Server, Scavenger, Scoring, Search Limits, and Web server and LDAP.

Option	Edit	Test
Bloomberg Mirror dialog	[Edit]	
Ews Options	[Edit]	
Network Backup Location dialog	[Edit]	[Test]
Network Time Server	[Edit]	
Scavenger	[Edit]	
Scoring	[Edit]	
Search Limits	[Edit]	
Web server and LDAP	[Edit]	

Policy type	Description
Bloomberg Mirror	Settings for collecting Bloomberg IM traffic
EWS Option	Exchange Web Services settings
Network Backup Location	Setting to backup messages from the archive to a windows share or FTP location. Each day a zip file will be sent to the backup location containing all new messages. Test button is available to test the connection.
Network Time Server	Time server for the system date and time
Scavenger	Enables the removal of messages at the end of retention period but only if you have run a backup/archive of the messages. This can be overridden here.
Scoring	This section allows you to control the Analytic Process and modify indexing settings. <ul style="list-style-type: none"> a) Enable scoring and categorization – selecting activates Analytics b) Index only text and HTML – Selecting disables the indexing of attachments.

Search Limits	<p>This section allows you to modify the search and display results:</p> <ul style="list-style-type: none"> a) Maximum display results – set max messages to display b) Default # of days to search – sets default days for date range c) Maximum number of results in Outlook plugin – set number d) Show count of all possible results – check to show the number of results in a search beyond parameters above. <p>Note: when you are exporting messages you will need the maximum number of displayed results to be greater than the number of messages you are exporting. The system will only export up to this maximum number.</p>
Web Server and LDAP	<p>MLArchiver can authenticate with your Active Directory or LDAP server for users accessing the web interface or Outlook Plugin. This is done through queries to your directory. Advanced OU settings are located at administration tab/access control/admin lists/ldap queries</p>

System Options

A majority of this section is configured when first enabling your MLArchiver system.

Search
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Administration
Drag Droplet into table to Search.

Mailbox Referees +
Mailboxes +
Retention Policies +
Options +
System Options +

System Options

Configure system options

Option	Configure	Apply	Test/Reset
Configure Company Name and Domain			
Configure Incoming SMTP Mail Source			
Configure Outbound SMTP			
Configure SMTP Hostname			
Change Digester Password			
Configure Time Zone			
Language			
Configure License Server			
Add Storage			
Reboot Appliance			
Shutdown Appliance			
Upload SSL certificate			

Policy type	Description
Configure Company Name and Domain	Identify your company name and primary domain name. This is used as a system identifier and ties into some of the analytic functions
Configure Incoming SMTP Mail Source	<p>You can configure your system to push mail to the archive using SMTP. The alternative method is for MLArchiver to pull messages using POP or IMAP which is configured through the Mailbox droplet.</p> <p>For SMTP, you just need to add the IP address of your mail server and MLArchiver will access messages (localhost,127.0.0.0, your IP address). If you are using Office 365, and want to configure SMTP, you don't need to add an IP address here. O365 uses a range of addresses which are preconfigured in MLArchiver.</p>

	<p>In Administration/Operations/Service control. Verify the Receiver service is active. This controls the flow of mail via SMTP. If you should ever need to stop mail from coming in you can halt this process.</p> <p>To configure your mail server to push messages to MLArchiver, please refer to the Email Server Configuration Guide.</p>
Configure Outbound SMTP	Outbound SMTP is for messages, reports and actions sent from the appliance. This should be configured using your mail server setting.
Configure SMTP Hostname	In this section you can set a hostname for your system. All emails generated from the system will come from this address. The system will pick up your domain name from the Company Name and Domain section. You only need to create a username here such as MLArchiver.
Configure Digester Password	Digester is the process to import legacy mail. A password must be set to activate this process and allow you to import messages.
Configure Time Zone	Set system time zone and UTC
Languages	Here you can configure your system for your preferred language. Options include English, French, Spanish and German. Once configured, all webui elements will be converted.
Configure License Server	Your system is pre-configured with this setting that allows your annual license to be reset remotely on its renewal date. You can click the test button to see the number of days left until your license expires.
Add Storage	Should you need to expand the storage in your system, the new drives are added in this section. When they are available, they appear here and can be added. There is a very specific process for adding storage. Please refer to the System Configuration Guide for details. Volumes cannot be expanded. A new hard drive must be created and added.
Reboot Appliance	This process will reboot the appliance.
Shutdown Appliance	This process will gracefully shut down appliance. This is the recommended shut down process for shutting down the system
SSL Certificate, HTTPS	Self-install your SSL certificate. See below

After creating your SSL certificate, you can upload each individual file using the dialog box below.

The screenshot shows a web browser window titled "Message Logic Email Archive - Google ...". The address bar displays the URL: `ml.zojax.com/requestPostForm?table=sslcertificate&dbid=0&operi`. The main content area is titled "Upload SSL".

Under "Current certificate:", the following information is displayed:

- Organization: Data Storage Corporation
- Common Name: Messagellogic

Below this, there are four rows, each with a label and a "Choose File" button followed by the text "No file chosen":

- SSL Certificate file*: Choose File No file chosen
- SSL Certificate key file*: Choose File No file chosen
- SSL Root Certificate file: Choose File No file chosen
- SSL Intermediate Certificate file: Choose File No file chosen

At the bottom, there is a checkbox labeled "Force using SSL:" which is currently unchecked. Below the checkbox are two buttons: "Upload" and "Cancel".

Digester Process – Legacy Mail Import

If you have legacy mail in .PST, .EML or .MSG that you want to move to the archive, you can perform this task using Digester. If you have legacy mail that is still on your email system, there is a different process, which is also defined below.

First configure digester password by going to Administration/System Configuration/System Options and selecting Digester.

The screenshot shows the 'System Options' configuration page. A modal window titled 'Edit Digester Password' is open, allowing the user to set a password for the Digester service. The modal includes fields for 'Password' and 'Confirm', along with 'Save' and 'Cancel' buttons. The background table lists various system options, including 'Configure Incoming SMTP Mail Source', 'Configure Outbound SMTP', 'Configure Hostname and Domain', 'Change Digester Password', 'Configure Time Zone', 'Add Storage', 'Reboot Appliance', and 'Shutdown Appliance'.

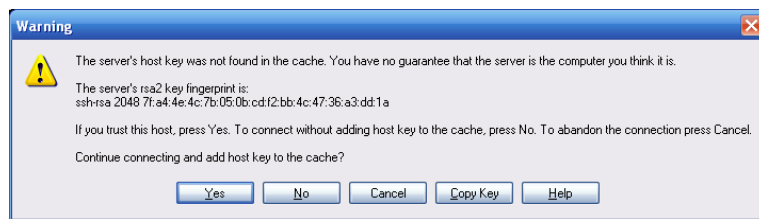
Next, go to Administration Tab/Operations/Service Control and Start Digester Service. From here you can start and stop this service.

Download WinSCP client from <http://winscp.net> and install. Open an application and put appropriate settings (ip address of your server, username: digester, password: <from previous step>). Press “Login”

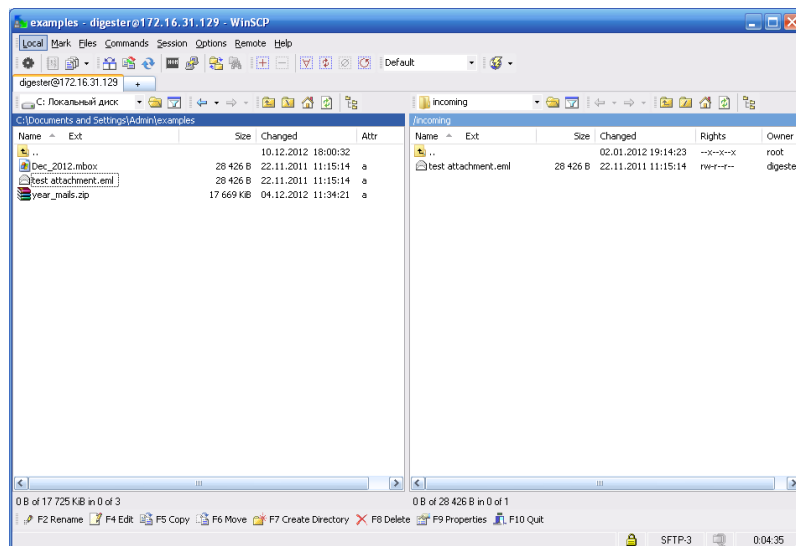
The screenshot shows the WinSCP Login dialog box. The 'Session' tab is selected, displaying configuration fields for a new session. The 'File protocol' is set to SFTP, the 'Host name' is 172.16.31.129, and the 'Port number' is 22. The 'User name' is set to 'digester', and the 'Password' field is masked with dots. There is a 'Private key file' field and a 'Select color' button. At the bottom, there are buttons for 'Login', 'Save...', 'Close', 'About...', and 'Languages'. An 'Advanced options' checkbox is also present.

Message Logic Users manual

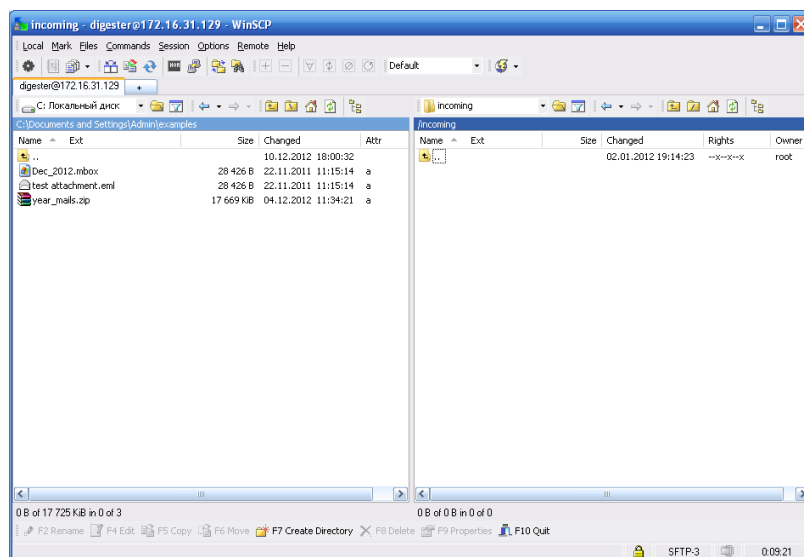
Press “Yes” for accepting server’s public key



Copy your messages into the “incoming folder”.



Update right pane using right mouse click and “Refresh”. Digester will take away copied files.



After several minutes messages should start appearing in the webui search results (in case if reader, indexer, searcher and webui services are started).