



Archive User Guide

2019

Version 9.x



FCS
+44(0)800 280 0525
info@cryoserver.com
www.cryoserver.com

Contents

Introduction	3
Using Cryoserver	3
Finding Help	3
Logging In	3
Types of user	3
Main Page – Cryoserver User Interface	4
Searching.....	7
Simple.....	8
Standard Searches	14
Advanced Searches.....	20
Analysing Search Results	27
Auto Suggest	28
Right Mouse Click	29
Search Summary.....	29
Quick Sort.....	29
Keyword Summary	30
Action Buttons	31
Sorting Search Results.....	32
Sorting on Additional Criteria	32
Viewing Messages	33
Action Bar within the preview of an email.....	35
Forensic Stamping	37
Viewing messages with attachments.....	38
Search History.....	40
Case Folders.....	42
Using the Preview Pane Search Interface	46
Date slider:	49
Toggle Interface to Full Search:	49
Create Shortcut Links in Outlook	50
Folder Replication	55
User Bulk Mail Items Restore	57
Export	58
Settings (Preferences)	60
Delegated Access Account.....	62
Preview Pane View Search Interface (aka Outlook Settings)	64
iPhone / iPad access.....	65
Troubleshooting	66
Conclusion.....	67

Introduction

This document is intended for the Cryoserver end-user and shows you how to use Cryoserver to search for live and archived email.

Cryoserver is an email archive, storing in real time all the email in/out and around the organisation in a secure and tamper evident way. This guide aims to show you how to search/retrieve and restore emails from Cryoserver and to provide hints and tips on how to get the most out of the solution.

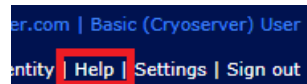
Using Cryoserver

Cryoserver allows you to review any email that you have ever received or sent since it started archiving via various search techniques including:

- Search for emails by sender/receivers/group email addresses
- Selectively search for email with or without their attachments
- Specify words to include or exclude from the search
- Specify words for searching for an exact match or words that sound similar.

You can specify search criteria for one or several words. Cryoserver will rank email and documents higher than others, according to their relevance.

Finding Help

You can access help at any time by clicking the help  link. A pop up window will appear giving guidance to the page you are on.

Logging In

To access Cryoserver, open a browser window and type in the address that you have been given by the Administrator. i.e. <https://cryoserver> or <https://emailarchive> are popular choices. Or you may have a shortcut in your email client which links to the Cryoserver User interface.

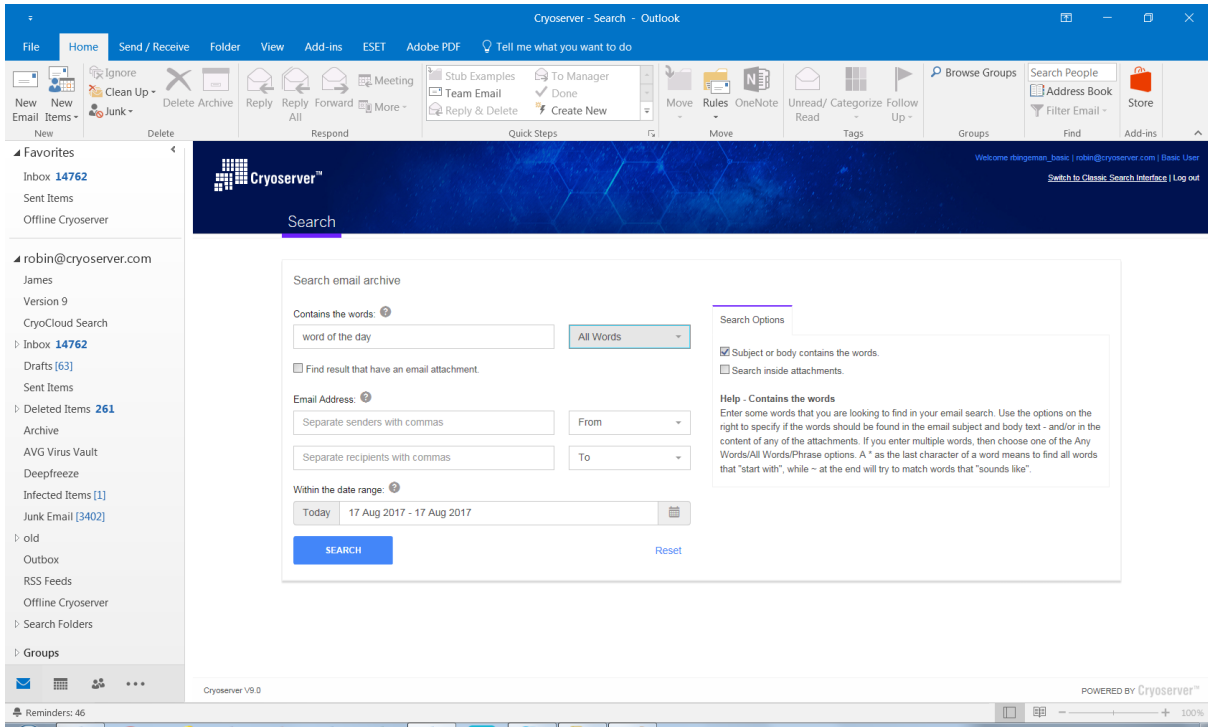
Cryoserver automatically logs you in. If not, then you are prompted to log in with your network login name and password:

Types of user

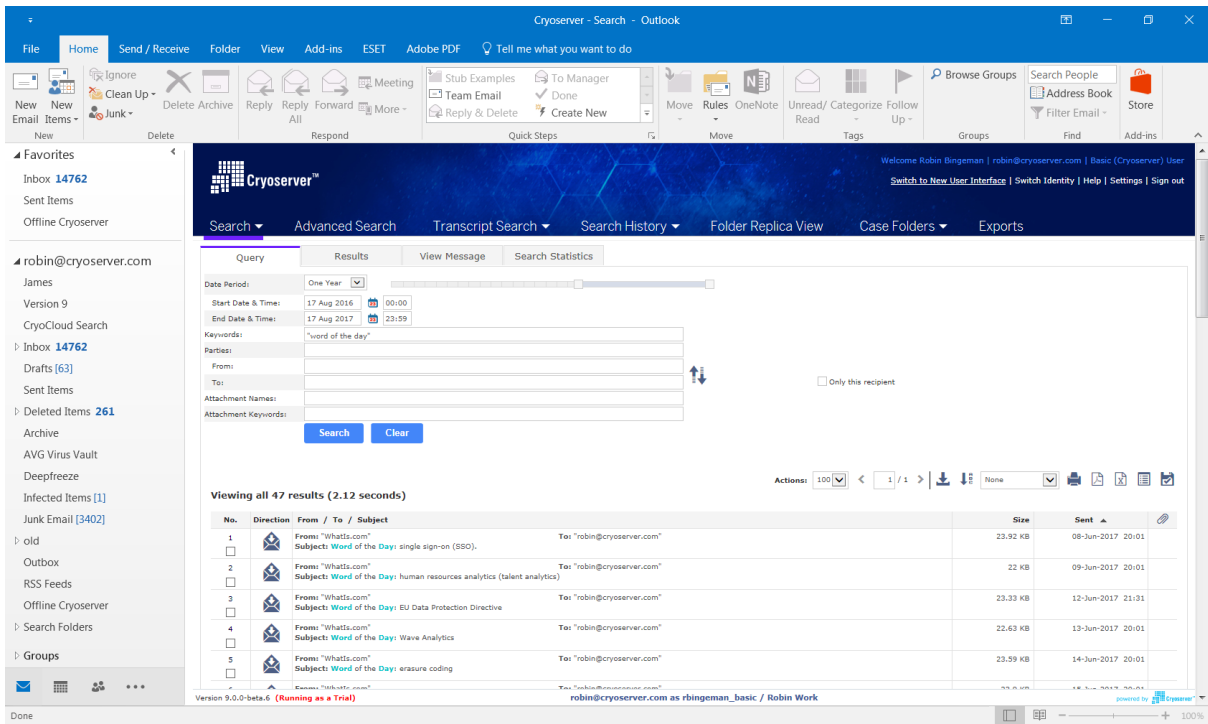
Basic	This User guide is relevant to all these users.
Basic LDAP	
Privileged	
Administrator	Administrator Guide
Data Guardian	

Main Page – Cryoserver User Interface

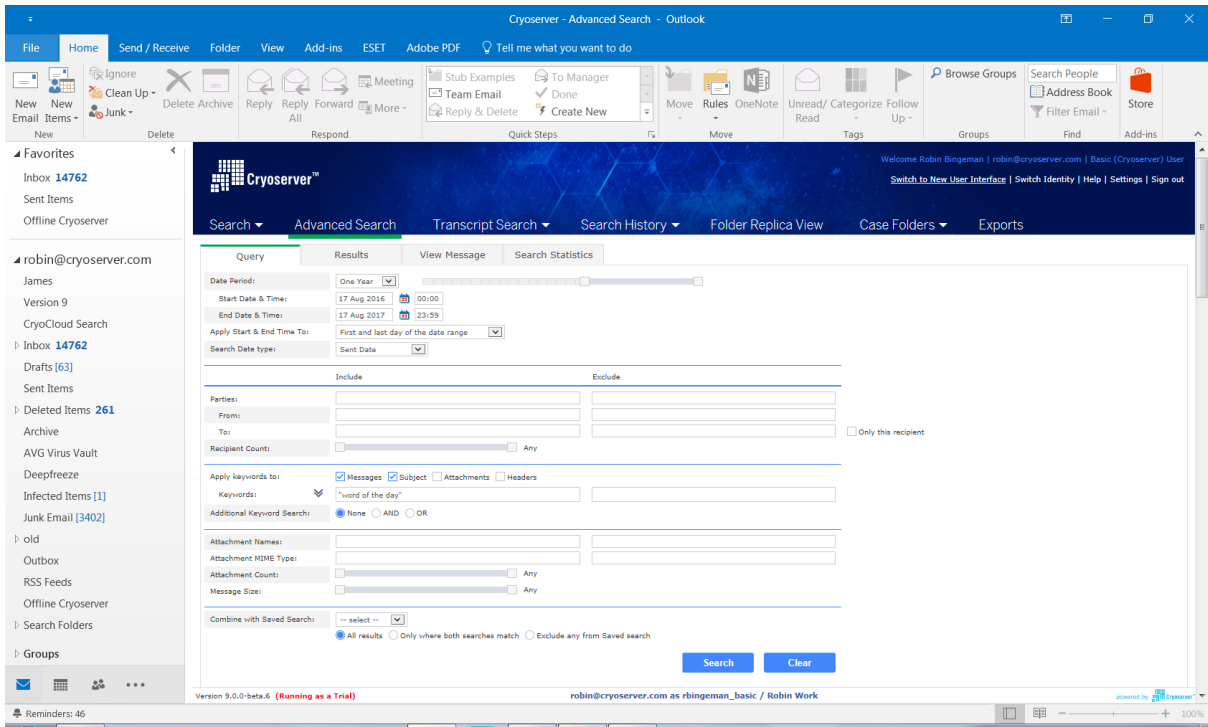
Version 9.x within Outlook



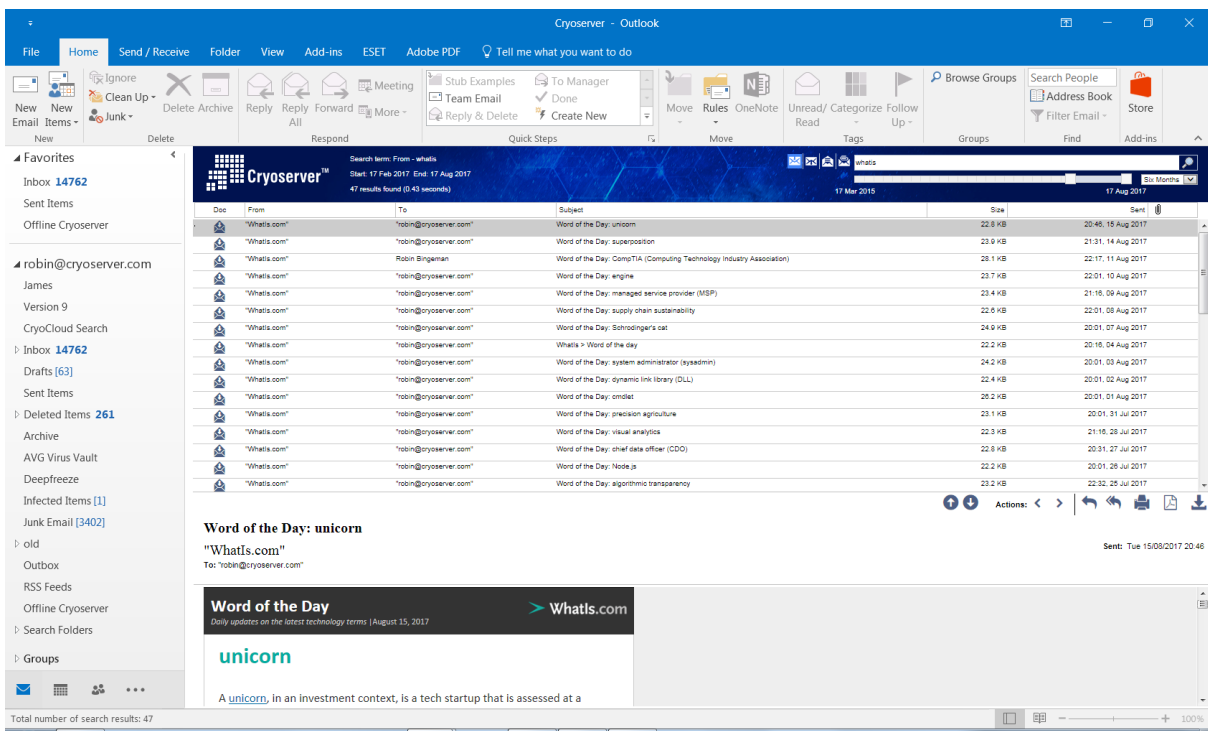
New Modern Interface within Outlook



Standard Classic Search



Advanced Classic Search



Search with Preview Pane View

Version 9.x within a web browser.

The screenshot shows the Cryoserver search interface. At the top, there is a navigation bar with the Cryoserver logo and user information: "Welcome Robin Bingenan | robin@cryoserver.com | Basic (Cryoserver) User". Below this are links for "Switch to New User Interface", "Switch Identity", "Help", "Settings", and "Sign out". The main navigation menu includes "Search", "Advanced Search", "Transcript Search", "Search History", "Folder Replica View", "Case Folders", and "Exports".

The search interface is divided into several sections:

- Query Section:** Includes a "Query" tab, "Results", "View Message", and "Search Statistics". It features a "Date Period" dropdown set to "One Year" with a corresponding slider. Below this are fields for "Start Date & Time" (17 Aug 2016 00:00) and "End Date & Time" (17 Aug 2017 23:59). There are also fields for "Keywords" (containing "word of the day"), "Parties" (From, To), "Attachment Names", and "Attachment Keywords". "Search" and "Clear" buttons are present.
- Actions Section:** Shows "Actions: 100" with a dropdown menu, navigation arrows, and a "None" dropdown.
- Results Section:** Displays "Viewing all 47 results (1.41 seconds)". Below this is a table of search results.

No.	Direction	From / To / Subject	Size	Sent
1	✉	From: "Whats.com" Subject: Word of the Day : single sign-on (SSO). To: "robin@cryoserver.com"	23.92 KB	08-Jun-2017 20:01
2	✉	From: "Whats.com" Subject: Word of the Day : human resources analytics (talent analytics) To: "robin@cryoserver.com"	22 KB	09-Jun-2017 20:01
3	✉	From: "Whats.com" Subject: Word of the Day : EU Data Protection Directive To: "robin@cryoserver.com"	23.33 KB	12-Jun-2017 21:31
4	✉	From: "Whats.com" Subject: Word of the Day : Wave Analytics To: "robin@cryoserver.com"	22.63 KB	13-Jun-2017 20:01
5	✉	From: "Whats.com" To: "robin@cryoserver.com"	23.59 KB	14-Jun-2017 20:01

At the bottom of the interface, it shows "Version 9.0.0-beta.6 (Running as a Trial)" and "powered by Cryoserver".

The main page has three tabs:

- Search
- Advanced Search
- Transcript Search – (Data Guardian Users only)
- Search History – history of all searches
- Folder Replica View – if licensed & activated the Cryoserver application can sync the folder structure replicating the users folder structure (Exchange & Office365)
- Case Folders - (Saved Searches) – a workplace for saving emails into a workspace
- Exports – history of emails being exported from the system

Searching

There are four search interfaces; Simple, Standard, Advanced and Search with Preview Pane. All approaches enable you to generate a list of emails that are ranked according to how closely they match the search criteria:

- Simple – a modern style interface
- Standard. The Classic search
- Advanced. Enhanced search criteria
- Search with Preview Pane – See [Simple User Interface](#) of this guide

Simple

Search

Search email archive

Contains the words: ?

Any Words

Find result that have an email attachment.

Email Address: ?

From

To

Within the date range: ?

Today
17 Aug 2017 - 17 Aug 2017
📅

SEARCH
Reset

Search Options

Subject or body contains the words.

Search inside attachments.

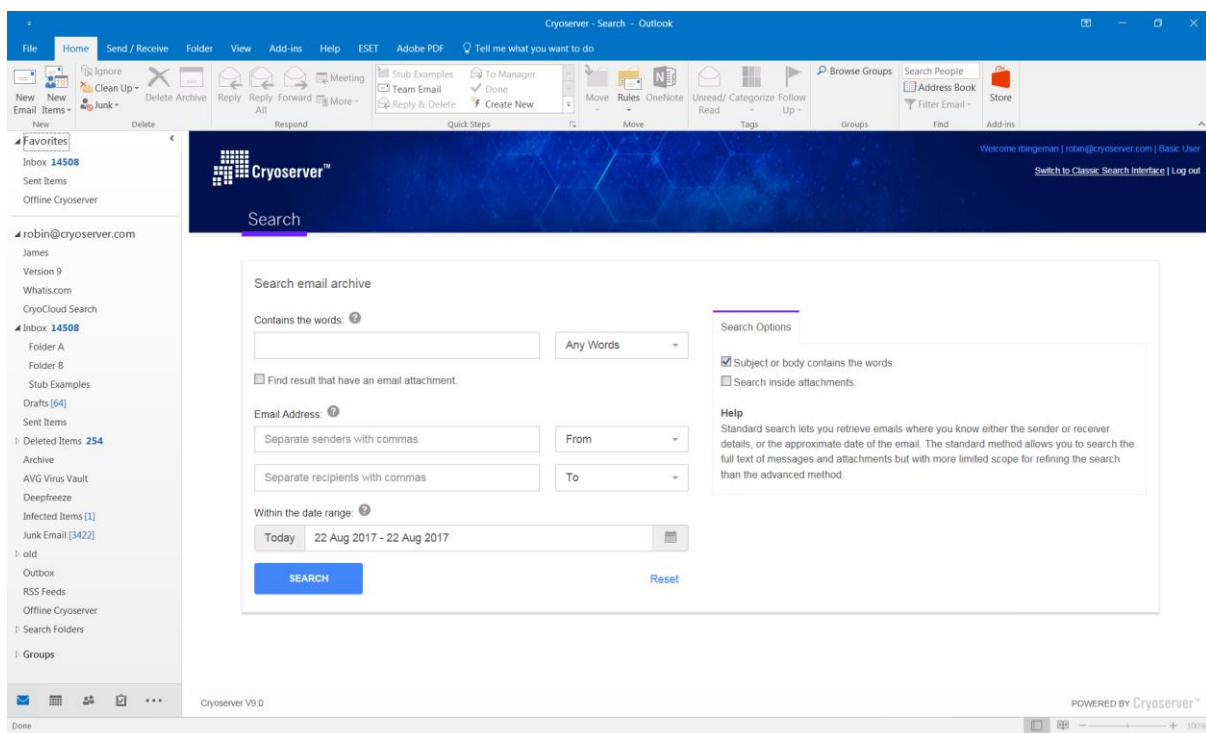
Help

Standard search lets you retrieve emails where you know either the sender or receiver details, or the approximate date of the email. The standard method allows you to search the full text of messages and attachments but with more limited scope for refining the search than the advanced method.

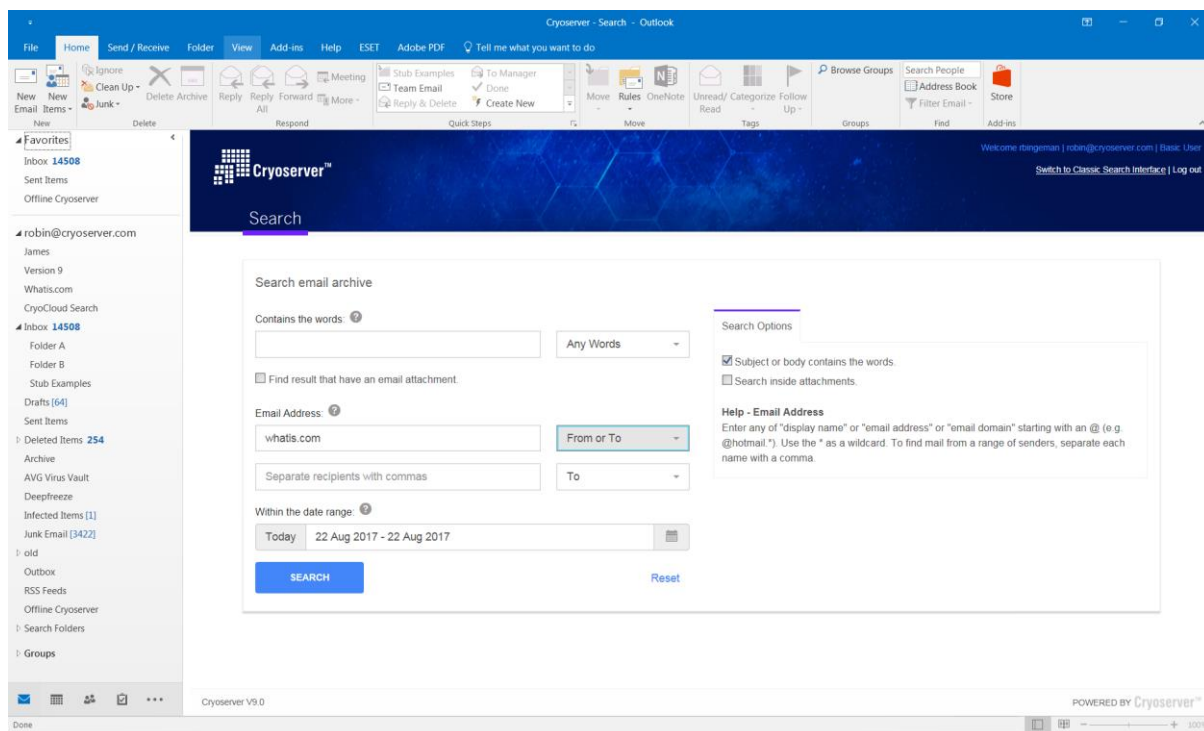
When you log in to Cryoserver, there is a single Search tab. Standard searches are used to retrieve email where you know any of these details:

- Any words in the subject or body
- Any words inside the attachments
- Emails where there must have an attachment - checkbox
- Who the email was from From, From or To
- Who the email was addressed To, To or From
- Approximate start and end dates when it was sent or received
- Search all correspondence to and from an address.

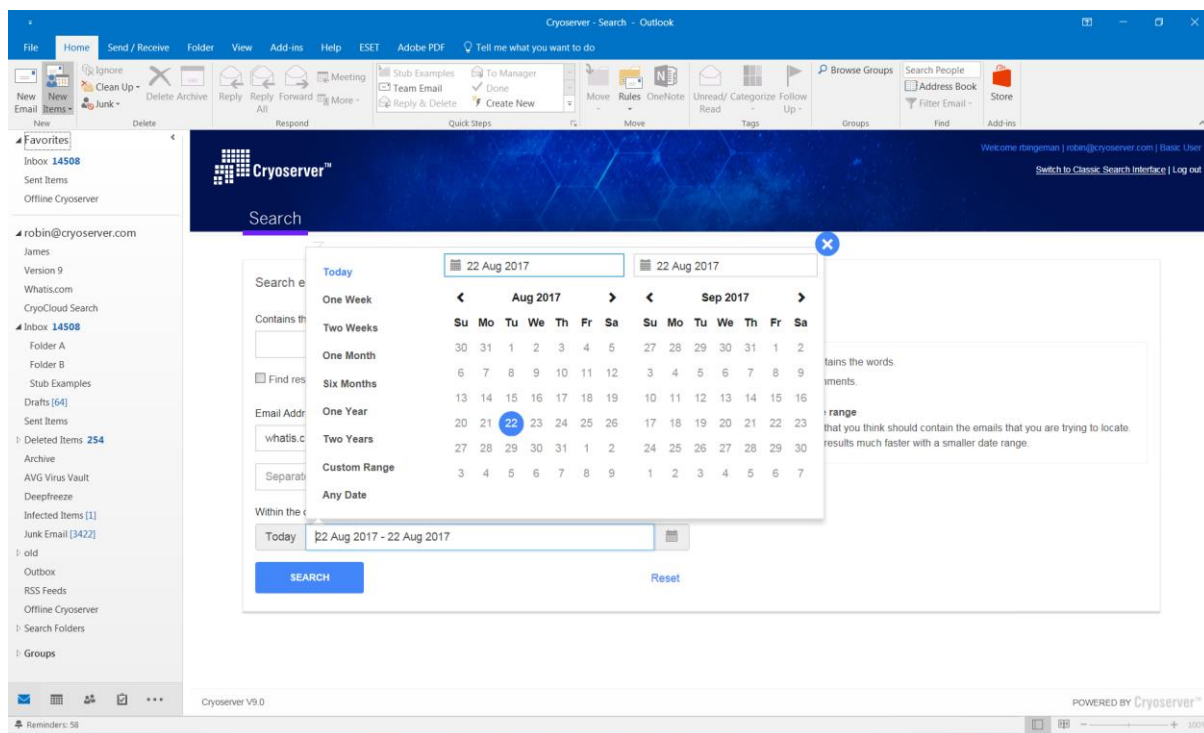
All the search interfaces have been designed to fully work within the mail client, such as Outlook.



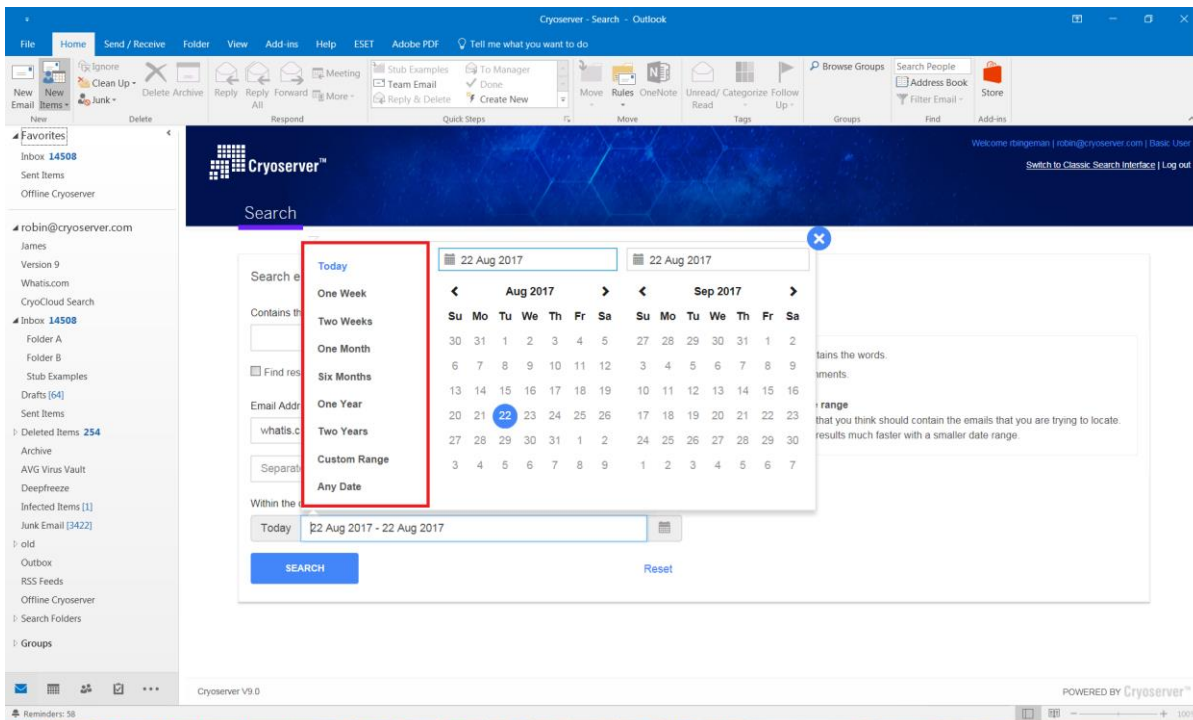
As an example to search for emails to or from where the Display Name is *whatis.com*. Please note: If it were to be a domain name only then you will need to do *@hotmail.** This is a domain only search which includes .com / .de / .uk etc... all level country domains are included. Where as *@hotmail.com* will be specifically .com and not .co.uk or any other combination.



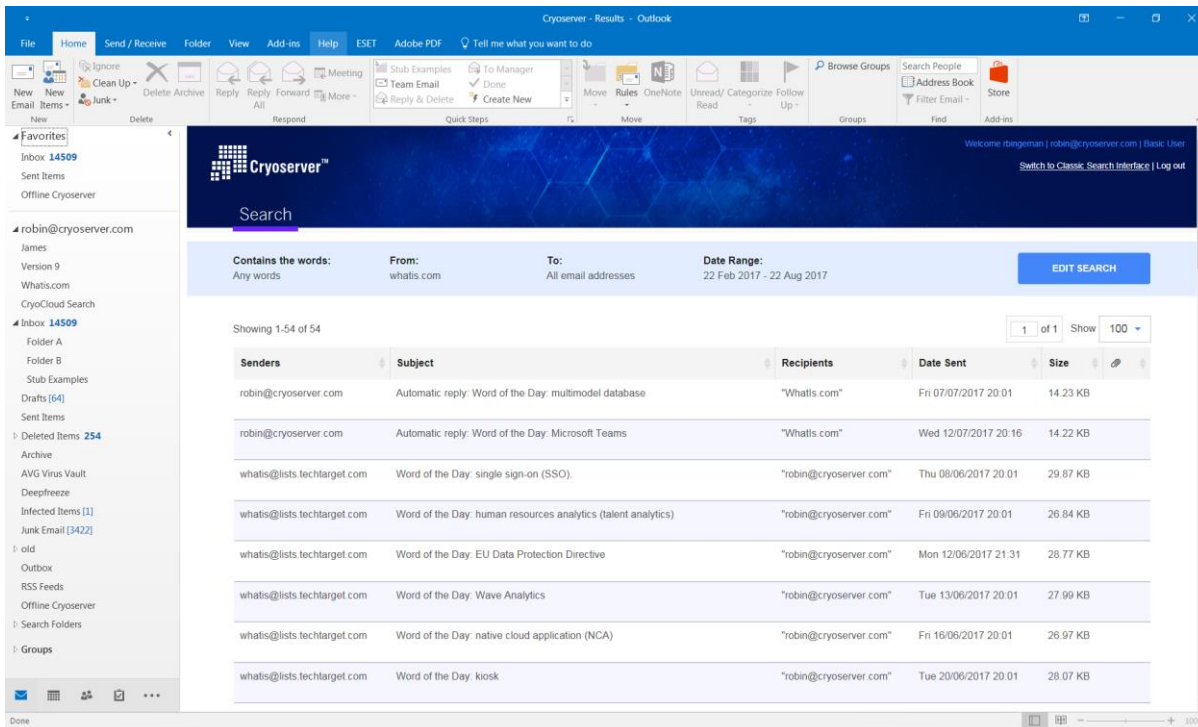
Select Date Range:



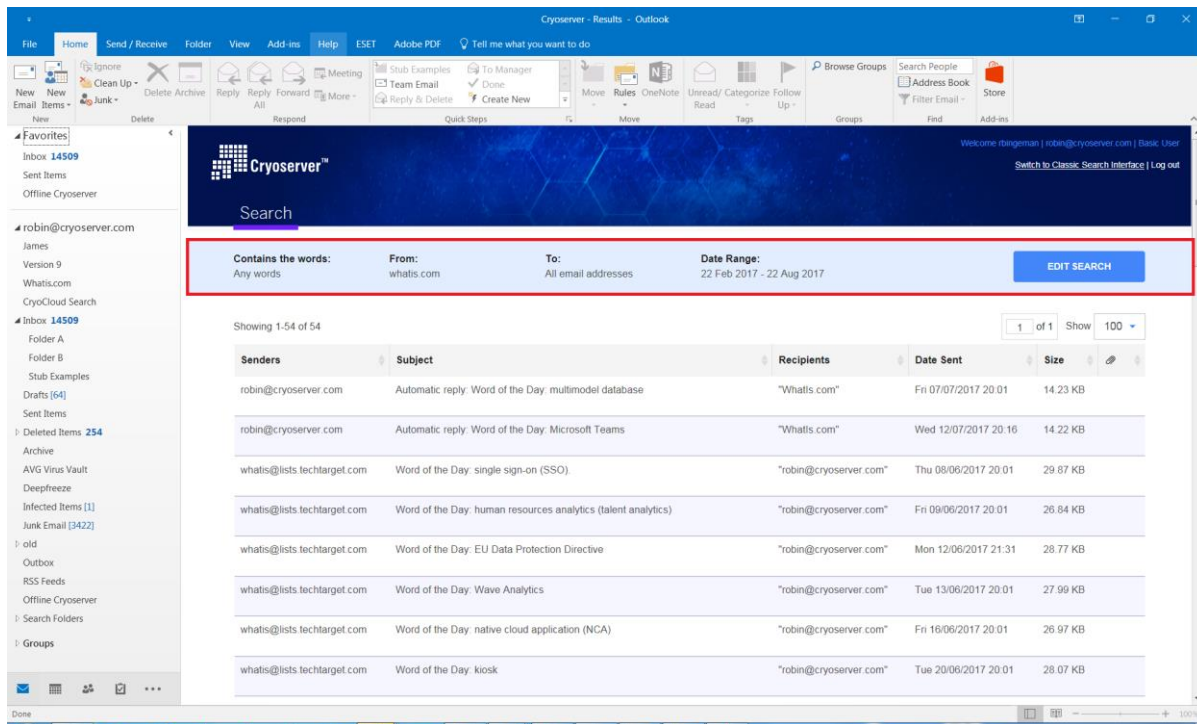
The data range allows for Quick Dates (shown within the Red highlighted Box) or Calendar Picker. The calendar picker requires you to select Custom Range. Then you are freely able to select a Start Date (left calendar) and end date (right calendar).



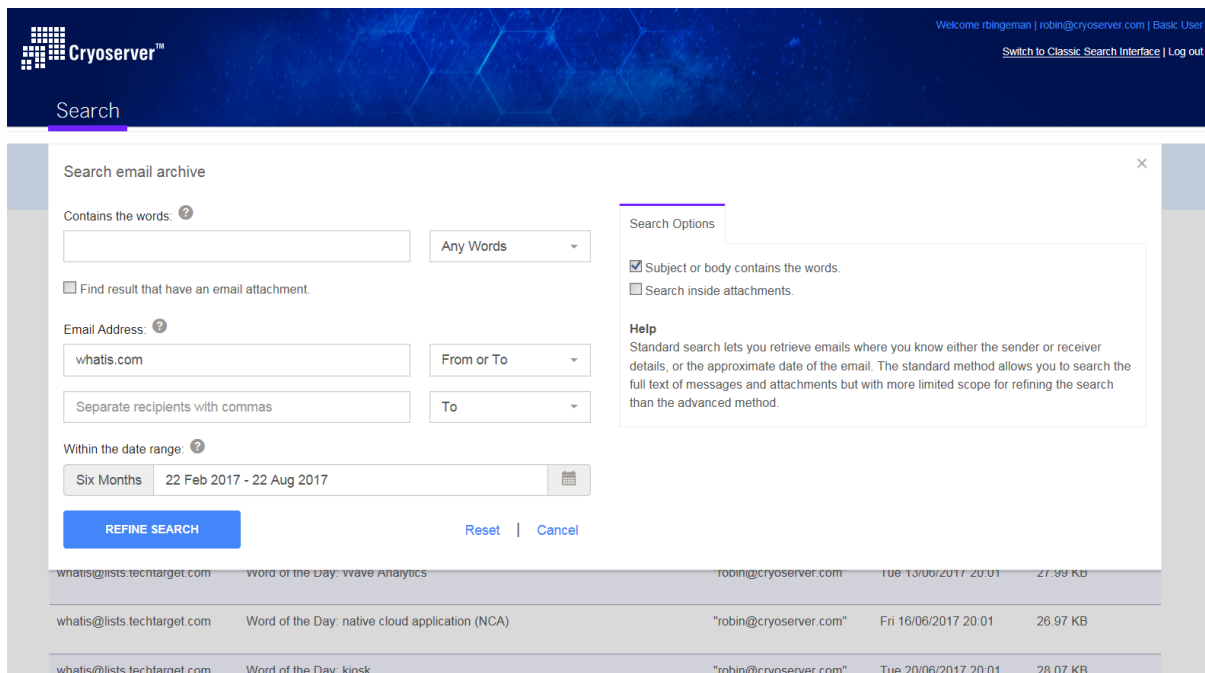
Select the preferred Date Range and then press Search:



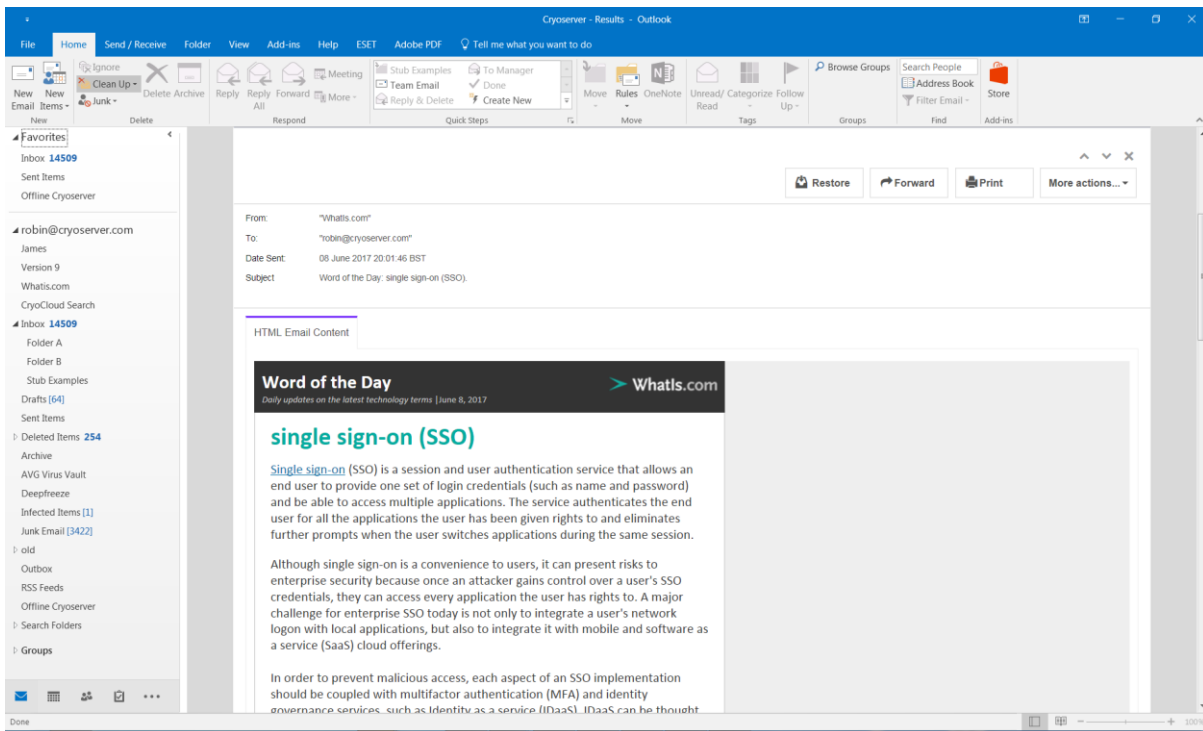
The top of the page shows the search criteria:



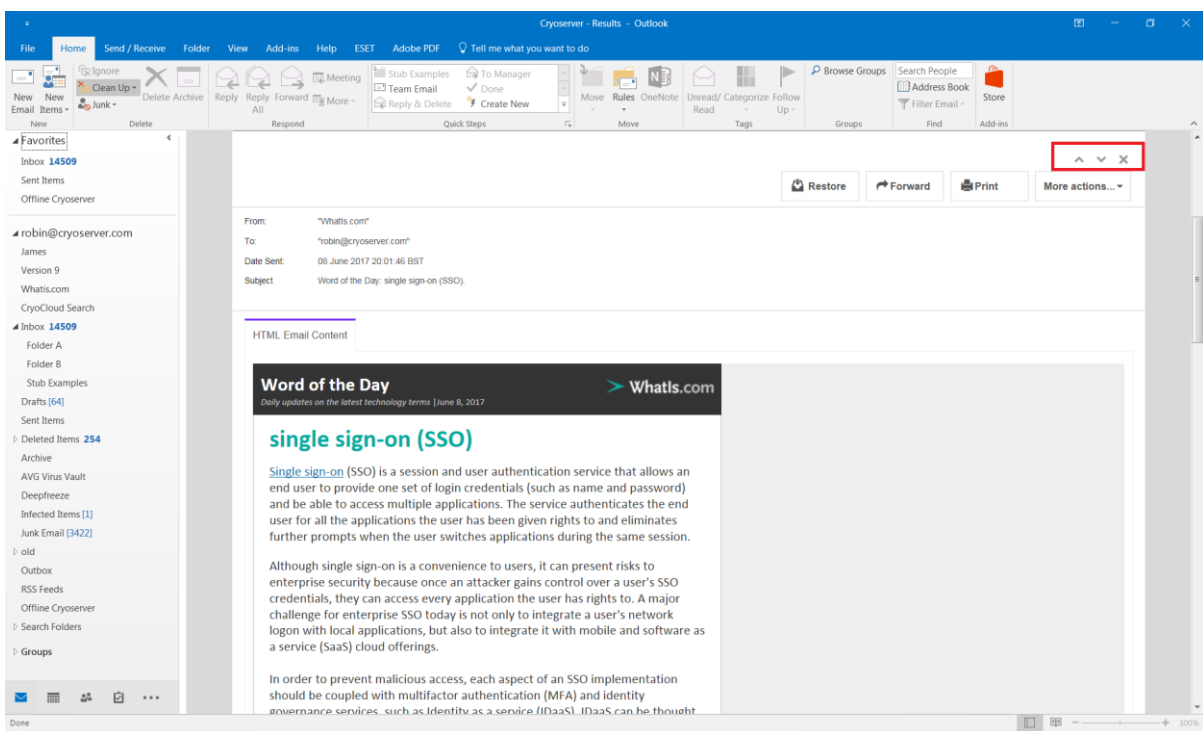
If the search criteria needs to be refined / edited the Edit Search button can be used. This will reveal the search panel as shown below.



When viewing the results page, each of the results are clickable. When clicking on the results the email is shown on top of the results as a layer:



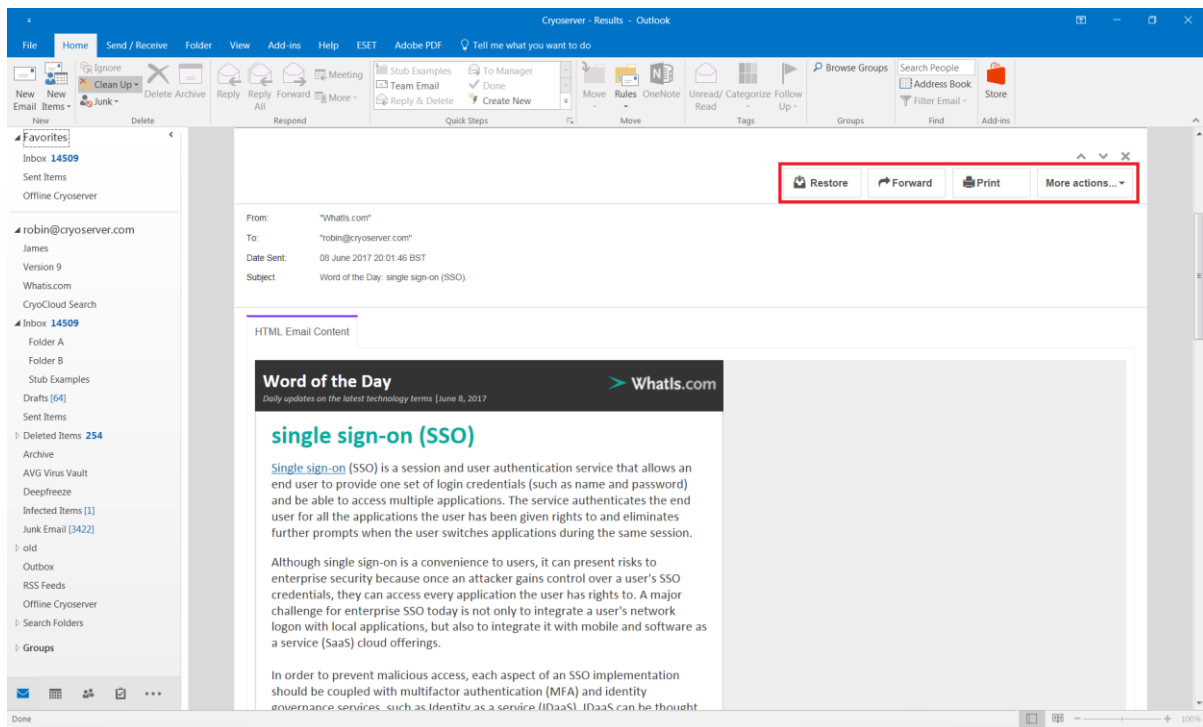
In the top right hand corner there are different Actions.



The icons represent move Up one result, Down one result and Close message view.

The interface supports moving up and down the results using the Up/Down Arrow keys on the keyboard.

The next line of Actions are Restore, Forward, Print and More Actions.



Restore – Allows the user to Restore the email back to the logged in user mailbox

Forward – allows the user to Forward emails to their or someone else's mailbox

Print – Printer Friendly version of the email.

More Actions reveals additional Action items, including the ability to Open the email using the local mail application. A quick reply and reply all using a mailto command. The user is able to reply to the message. Please note the reply contains a truncated version of the email, limited to 1024 characters. Export the email to PDF, converts the email into a PDF version. Show & Hide Headers to reveal the metadata behind the email.

To close the message view there are two options. Click outside the message view window i.e. on the grey area or press the x icon in the corner.

Standard Searches

The screenshot shows the Cryoserver search interface. At the top, there is a navigation bar with the Cryoserver logo and user information: "Welcome Robin Bingeman | robin@cryoserver.com | Basic (Cryoserver) User". Below this are links for "Switch to New User Interface", "Switch Identity", "Help", "Settings", and "Sign out". The main search area has a dark blue header with tabs: "Search", "Advanced Search", "Transcript Search", "Search History", "Folder Replica View", "Case Folders", and "Exports". The "Search" tab is active. Below the tabs are several search criteria fields: "Date Period" (set to "One Year" with a slider), "Start Date & Time" (17 Aug 2016 00:00), "End Date & Time" (17 Aug 2017 23:59), "Keywords:", "Parties:", "From:", "To:", "Attachment Names:", and "Attachment Keywords:". There are "Search" and "Clear" buttons at the bottom. A checkbox labeled "Only this recipient" is also visible.

When you log in to Cryoserver, the Search tab is selected by default. Standard searches are used to retrieve email where you know any one or more of these details:

- Date Period – Quick date selector (Today, One Week, 1 month, 6 months...)
- Start Date & Time
- End Date & Time
- Any words in the subject or body
- Parties – includes Sender & Receivers
- From - Who the email was from Sender
- To - Who the email was addressed to Receiver
- File names of attachments and/or file type
- Any words in the name or body of the attachments you are looking for
- Search all correspondence to and from an address.

Use as many search criteria as possible to achieve the most accurate results. The more criteria you enter in to the boxes, the closer the results will match what you are looking for.

Note: If you leave a blank field, it is not used for searching.


The next section gives examples of different criteria:

Field	Usage/Notes	Examples
Date Period	Quick dates	<i>This hour, last hour, this morning, this afternoon, today, yesterday...</i>
Start Date	<p>The date to start searching from:</p> <ol style="list-style-type: none"> 1. Click the calendar icon (📅) 2. Click <input type="text" value="15 Aug 2012"/> 📅 <input type="text" value="00:00"/> 3. To select today's date, click on the Date Period Drop down and click Today. 4. To remove the date from the box, click the calendar icon 📅 and then Clear. 	

Cryoserver ignores all email sent before the start date. If you do not supply a date, Cryoserver starts searching from the earliest email. This may prolong searching and return to many results. Administrators may cap results returned to a limit of 1000 results, and the search will be halted. A message such as the following will appear: "Results are not complete. A limit of 1000 results per index is applied by the system administrator."

If this needs to be increased please contact your Administrator, or press the

Full Search button when you review the query:

End Date	<p>The last in a range of dates searched</p> <p>Click the calendar icon , then follow the same steps as for the Start Date Field (above).</p> <p>Emails sent after this date are excluded from the search.</p> <p>If you do not supply a date, Cryoserver searches for all email up to the present moment. This may prolong the search.</p>	
Keywords	Words to search for in the subject and body of your emails	<i>Review</i>
	Additional or words to refine your search , OR	<i>Review, jones</i>
		<i>Review jones</i>
		<i>Review OR jones</i>
	AND terms	<i>Review AND jones</i>
	AND ; &	<i>Review; jones</i>
		<i>Review & jones</i>
	Keywords will be highlighted in the emails brought up in the Search results	<i>Review</i>
	Wildcard searches	<i>Revi*</i>
	Exact expressions	<i>"Jones Review"</i>
Proximity	<i>"Jones review"~5</i>	
	Jones review need to be within 5 words of each other	
	Note: Search terms are not case-sensitive	
Parties	All email sent to and/or from an email address	<i>a.person@cryoserver.com</i> or <i>a.person</i>
From	Sender's name	<i>jbrown</i>
	Alias lists in full	Name and mail domain: <i>jbrown@anydomain.com</i> Mail domain only: <i>@anydomain.com</i> <i>info@anydomain.com</i>
	Several senders' names separated by either comma, OR mean "or"	<i>jbrown, fsmith</i> <i>jbrown fsmith</i>
	A minus sign (-) in front of the name is used to exclude a sender	<i>-jbrown</i>
	Wildcard, will search for any combinations of characters after the entered characters. i.e. jbrown, jbroom, jbroadhurst	<i>jbrown*</i>
To	Recipient's name	<i>See 'From' examples above</i>
	Alias lists in full	
	Several senders' names separated by comma, OR mean "or"	

	Semi colon; AND, & these mean “AND”	<i>jbrown; fsmith jbrown & fsmith</i>
	A minus sign (-) in front of the name is used to exclude a sender	
Attachment Names	File name of an attachment	<i>Anyfile.doc or anyfile.pdf</i>
	You don’t have to know the file type of the attachment	<i>Goods receipt</i>
	Several attachment file names can be added to search for more than one attachment.	<i>Anyfile1.doc,anyfile2.pdf</i>
	Or you know the first part	<i>Anfil*</i>
	Attachments you can search for are all Office attachments, PDF, txt attachments, and images	<i>.doc .xls .pdf .ppt .gif .jpg *.doc doc Office applications now have additional file extensions and we would recommend using .doc* to include .docx and .doct files as well.</i>


From:

To:

Attachment Names:

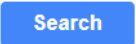
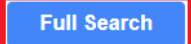
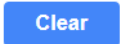
Attachment Keywords:

Attachment Keywords	Words to search for in attachments	<i>Computer</i>
	Additional Words to refine your search	<i>Docking station order</i>

Start Searching When you have completed the search criteria, Click . The search starts and see a progress bar. After the search has completed, you will see the results.

Results are capped, set by your administrator. In the example below capping is set to 10,000 results per storage node. To override this setting, press Full Search. Please note Full Search may take a little longer to produce all the results. We would recommend reviewing the search criteria to fine tune the results.

Attachment Keywords:


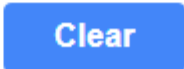
  

Actions:

Results are not complete. A limit of 10000 results per index is applied by the system administrator.

The following search criteria will find emails sent from *whatis(something)*:

Keywords:	<input type="text"/>
Parties:	<input type="text"/>
From:	<input type="text" value="whatis"/>
To:	<input type="text"/>
Attachment Names:	<input type="text"/>
Attachment Keywords:	<input type="text"/>

Results of the search:

Query Results View Message Search Statistics

Date Period: One Year

Start Date & Time: 17 Aug 2016 00:00

End Date & Time: 17 Aug 2017 23:59

Keywords:

Parties:

From: whatis

To:

Attachment Names:

Attachment Keywords:

Only this recipient

Actions: 100 / 1

Viewing all 47 results (1.23 seconds)

No.	Direction	From / To / Subject	Size	Sent	
1		From: "Whats.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	23.92 KB	08-Jun-2017 20:01	
2		From: "Whats.com" Subject: Word of the Day: human resources analytics (talent analytics). To: "robin@cryoserver.com"	22 KB	09-Jun-2017 20:01	
3		From: "Whats.com" Subject: Word of the Day: EU Data Protection Directive To: "robin@cryoserver.com"	23.33 KB	12-Jun-2017 21:31	
4		From: "Whats.com" Subject: Word of the Day: Wave Analytics To: "robin@cryoserver.com"	22.63 KB	13-Jun-2017 20:01	

Advanced Searches

To the right of the Search tab is the Advanced Search tab. This allows for more complex searches to be conducted. The left hand side boxes are Include terms and the Right hand boxes for exclusion of terms.

The screenshot shows the Advanced Search interface with two main columns: 'Include' (highlighted with a green border) and 'Exclude' (highlighted with a red border). The 'Include' column contains fields for 'Parties:', 'From:' (with the value 'whatis'), 'To:', 'Recipient Count:' (with a slider and 'Any' checkbox), 'Apply keywords to:' (with checkboxes for 'Messages', 'Subject', 'Attachments', and 'Headers'), 'Keywords:', 'Additional Keyword Search:' (with radio buttons for 'None', 'AND', and 'OR'), 'Attachment Names:', 'Attachment MIME Type:', and 'Attachment Count:' (with a slider and 'Any' checkbox). The 'Exclude' column is currently empty.

The advanced search is broken into 5 sections:

1. Date / Time
2. Email Addresses and Number of Recipients
3. Keywords – Body, Attachments, Header with Spelling Stems. Sound Similar, Proximity
4. Attachment Names, Types, Number of Attachments, Size of Email
5. Combine a new search with a saved search.

As with the standard searching, the Advanced Search is for more sophisticated searching. By completing relevant sections you can filter your search to achieve more exact results.

The screenshot shows the full Advanced Search interface. At the top, there are navigation tabs: 'Search', 'Advanced Search' (highlighted), 'Transcript Search', 'Search History', 'Folder Replica View', and 'Case Folders'. Below the tabs are several sections:

- Date Period:** A dropdown set to 'One Year' and a slider.
- Start Date & Time:** '17 Aug 2016 00:00' with a calendar icon.
- End Date & Time:** '17 Aug 2017 23:59' with a calendar icon.
- Apply Start & End Time To:** A dropdown set to 'First and last day of the date range'.
- Search Date type:** A dropdown set to 'Sent Date'.

 Below these are two columns: 'Include' and 'Exclude'. The 'Include' column contains the same fields as seen in the previous screenshot. The 'Exclude' column is empty. To the right of the 'To:' field is a checkbox labeled 'Only this recipient'. At the bottom, there is a 'Combine with Saved Search:' dropdown set to '-- select --' and three radio buttons: 'All results' (selected), 'Only where both searches match', and 'Exclude any from Saved search'. At the bottom right are 'Search' and 'Clear' buttons.

The Keywords boxes can entertain complex searching. The boxes expand on the amount of entries.

Advanced searching methods consists of:

- Searching keywords in the message body
- Keywords in subject
- Keywords in attachments
- Keywords in the headers – can be used for identifying classification tags
- Searching for email only, attachments only, or both together.
- Searching for words individually or together.
- Choosing whether to search for exact words, derivations, or words with similar spelling.

Alternatively, clicking on the following double arrow icon reveals additional granular functionality:

Will expand the Keywords panel to reveal Proximity Drop Down Menu, 3 additional keyword boxes with radio buttons.

Highlighted in red are the ability to determine all of these words as well as to achieve proximity searches.

Apply keywords to: Messages Subject Attachments Headers

Include Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Additional Keyword Search: None AND OR

Attachment Names:

When you click on the will reveal an additional search panel:

This allows you to do Spelling Stem & Sound Similar search terms, as described in the next section.

Apply keywords to: Messages Subject Attachments Headers

Include Keyword






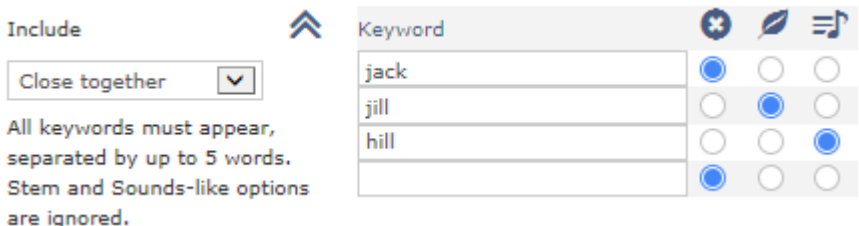

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Additional Keyword Search: None AND OR

Attachment Names:

Field	Usage/Notes	Examples
Search Area	To search messages without their attachments select Messages	
	To only search attachments, select Attachments	
	To search for messages and their attachments, select Messages and Attachments	
Keyword Search	Type in words to be search for, where “All of these words”	This searches for all emails and attachments where all of these words are included.
AND	<p>Apply keywords to:</p> <p>Include</p> <p>All of these words</p> <p>All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).</p> <p>One of these criteria for each keyword or set of keywords:</p>	
OR	<p>Any of these words</p> <p>Additional Keyword Search</p> <p>Any of the words to search on</p>	<p><i>Jack jill hill</i></p> <p>Apply keywords to:</p> <p>Include</p> <p>Any of these words</p> <p>Any of the keywords must appear.</p>
WITHIN 5 WORDS	<p>Additional Keyword Search</p> <p>All of these words will be searched for.</p>	<p><i>Jack jill hill</i></p>

		<p>Apply keywords to: <input checked="" type="checkbox"/> Messages</p> <p>Include  Keyword</p> <p><input type="text" value="Close together"/> </p> <p>All keywords must appear, separated by up to 5 words. Stem and Sounds-like options are ignored.</p> <table border="1"> <tr><td>jack</td></tr> <tr><td>jill</td></tr> <tr><td>hill</td></tr> <tr><td> </td></tr> </table>	jack	jill	hill	
jack						
jill						
hill						
No modifier	<p>No modifier: Jack</p> <p> Used to search for the specified keyword.</p>					
Spelling stems	<p>Spelling Stems: Jill, jilly, jillian</p> <p> Used to search for words that may be derived from a root word. Derivatives are ranked lower than words that exactly match the word specified.</p> <p>Or</p> <p>Halt, halts, halting, halted</p>					
Sounds similar	<p>Sounds similar: </p> <p>Searching for “Microsoft” returns “microsite” and “microscope”</p> <p>Cryoserver finds “foam” when you search for “roam”.</p> <p>“Owl” will return “bowl”</p> <p>“Hill” will return bill, sill, fill</p> <p>Example of a complex search:</p>					
Proximity	<p>Group these words</p> <p><input type="text" value="All of these words"/> </p> <p>All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).</p> <p>Used to specify the scope of the keywords.</p> <p>You can match phrases such as “Application on</p>					

the Internet”
with the
keywords
“applications”
“internet”

All of these
words = all the
words entered
into the boxes
must reside in
the message

Close together
= a maximum
of 5 words
separating
each word.

Fairly close = a
maximum of 20
words
separating
each word.

Any of these
words = the
words can
reside
anywhere in
the email.

Please note
stop words, i.e.
“a” “I” “the”
“of” etc... are
ignored. i.e. 1,
2 character
words or stop
words are
ignored.

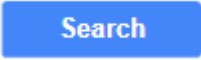
Exclude

Your choice of
words.
Messages
containing
them will be
excluded from
the search
results.

Specify the
words that

should be excluded from the search in Keyword boxes.

Follow the procedures for Keyword Search and Proximity.

By clearly defining your search criteria, the results will be high quality results. Once the criteria has been defined press . Dependent on the complexity of the search criteria defined, results may take a little longer to complete on screen.

Analysing Search Results

If the search cannot find a match, you will see the following message:

“No messages matched your search criteria, please try again.”

From:	joe.bloggs
To:	
Attachment Names:	userguide.doc
Attachment Keywords:	



No messages matched your search criteria, please try again.

To improve the chances of finding the email, try broadening the search by:

- widening the date range
- removing the start or end date
- reducing the number of keywords
- removing all or reducing the number of recipients.





Auto Suggest

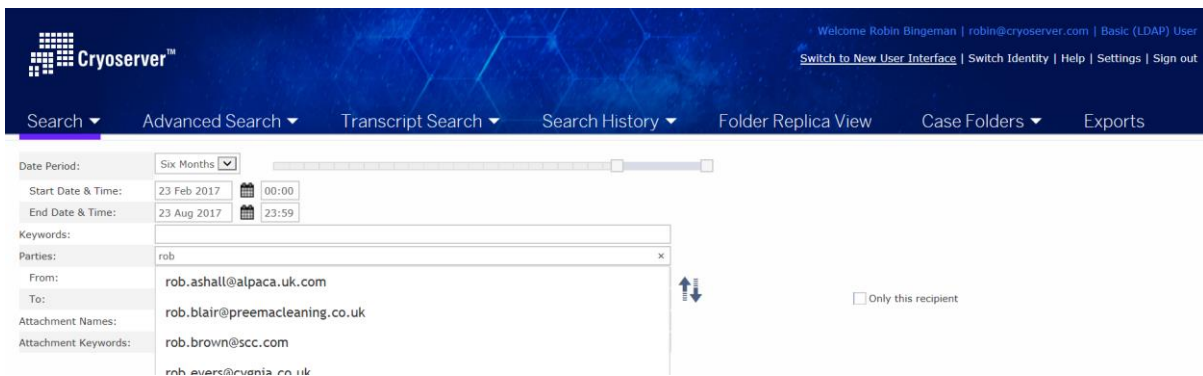
To help with more accurate searching Cryoserver now supports auto suggest, which works particularly well with email addresses. By typing within certain boxes and pressing **CTRL & SPACE** after typing in three or more characters, a drop down suggestions list is provided, as shown in the following screenshots. This can help users find the email more swiftly.



Please choose a date range and/or one or more fields to search upon, together with one or more keywords, and then press search.

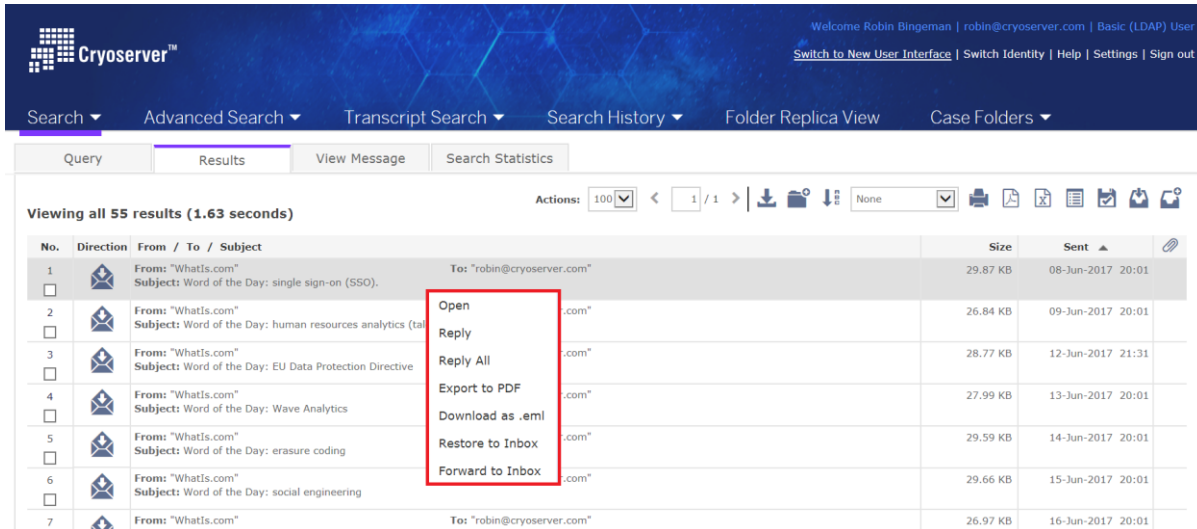
Press one or more of the following icons to search for the required field:

-  Sender's name(s) or email address(es)
-  Recipient's name(s) or email address(es)
-  Search for words in the subject or email body text
-  Search for words that were extracted from all attachments



Right Mouse Click

Cryoserver provides right mouse click on the search results to enable the action icons to be available from the results page. This helps users to access the Action icons displayed on the Message view page from the results page, removing the need to have to open a message to restore a message or any other action.

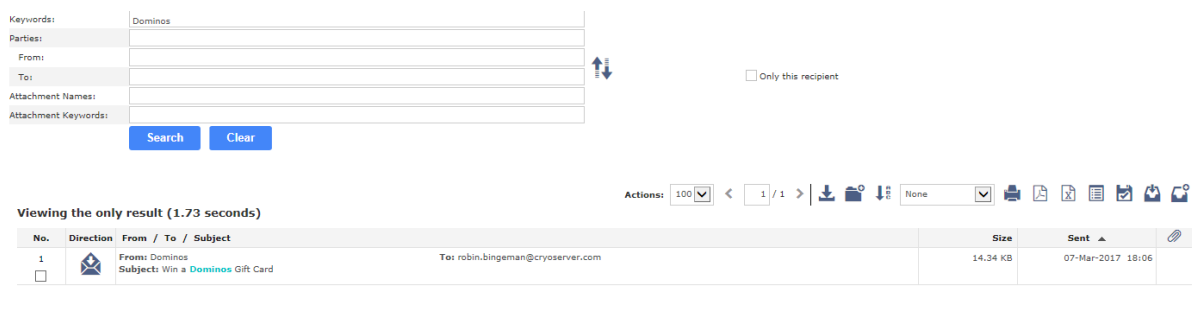


Search Summary

Emails that match the search criteria are listed in order of relevance.

For each email, the header information including date, time and size is displayed. The first few lines of the email are also shown, and a paperclip symbol (📎) indicates the presence of attachments.

Keywords that you specified for your search will be highlighted.



Quick Sort

Press an underlined column title to sort the order. i.e. clicking on the sent heading will sort in data order, **Sent** clicking for a second time will reverse the order **Sent**.

Keyword Summary

The system can show a short summary of the email content, with any search keywords highlighted.

The administrator may turn off summary view or you can adjust this via your preferences [Settings](#) to show None, 3 lines preview, 6 lines preview.

Message Summary Setting

Message Summary:

- Default (Use company level setting: Short)
- No (No message summary)
- Short (Max 300 characters)
- Long (Max 600 characters)

Save

Action Buttons

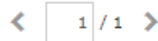


Page Size Select a number from the drop-down menu to change the page size, number of results shown.



Page Number

Navigate from Page 1 / 7, to Page 4 / 7 enter a number into the box:



Store to Folder

To save this search, click on:



Sort Order

Customise the sort order:  This is in addition to the *Quick Sort* by clicking the column titles.

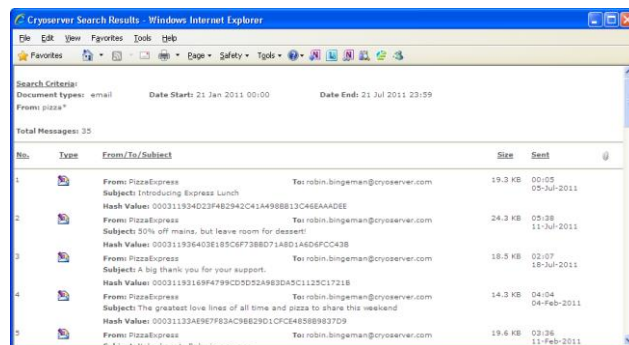


Print Results

Print the results, click on:



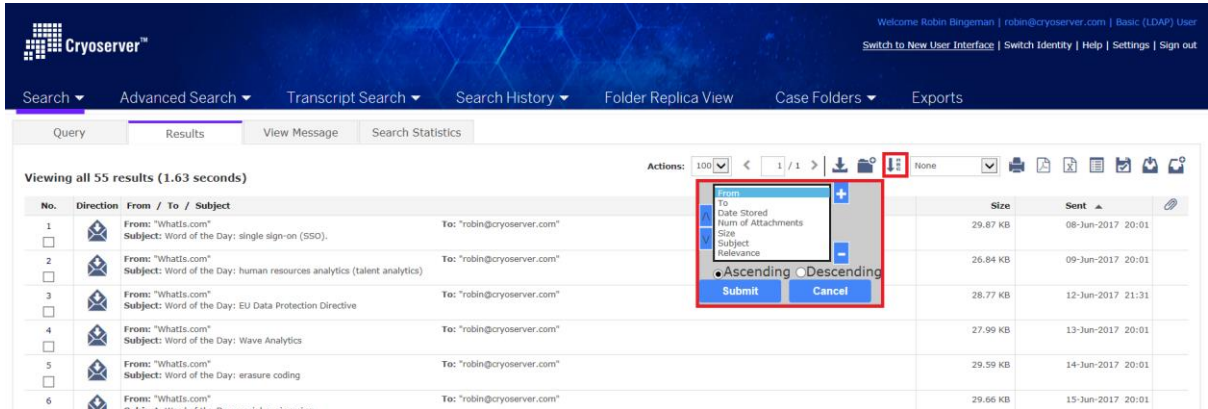
A separate browser window will show that is optimised for Printing.



Sorting Search Results

There are two ways to sort your search results:

- Click Customise Sort Order. A pop-up list box is displayed showing default criteria of: From, To, Date Stored, Number of Attachments, Size, Subject and Relevance. You can click Ascending or Descending to change the sort order.



Or

- Click any of the underlined column headings or the paperclip symbol (📎). These will sort based on the selection chosen. Sent is selected with the list ascending.

No.	Direction	From / To / Subject	Size	Sent ▲	📎
-----	-----------	---------------------	------	--------	---

Sorting on Additional Criteria

To sort on additional criteria, click **Plus (+)** to add an item to the list and then click Submit. To remove an item from the list, click **Minus (-)**.

Viewing Messages

This section describes how you can view your messages.

No.	Direction	From / To / Subject	Size	Sent
1		From: "WhatIs.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01
2		From: "WhatIs.com" Subject: Word of the Day: human resources analytics (talent analytics) To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01
3		From: "WhatIs.com" Subject: Word of the Day: EU Data Protection Directive To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31
4		From: "WhatIs.com" Subject: Word of the Day: Wave Analytics To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01
5		From: "WhatIs.com" Subject: Word of the Day: erasure coding To: "robin@cryoserver.com"	29.59 KB	14-Jun-2017 20:01
6		From: "WhatIs.com" Subject: Word of the Day: social engineering To: "robin@cryoserver.com"	29.66 KB	15-Jun-2017 20:01
7		From: "WhatIs.com" Subject: Word of the Day: native cloud application (NCA) To: "robin@cryoserver.com"	26.97 KB	16-Jun-2017 20:01
8		From: "WhatIs.com" Subject: Word of the Day: serverless backup To: "robin@cryoserver.com"	29.51 KB	19-Jun-2017 21:46
9		From: "WhatIs.com" Subject: Word of the Day: kiosk To: "robin@cryoserver.com"	28.07 KB	20-Jun-2017 20:01
10		From: "WhatIs.com" Subject: Word of the Day: Microsoft Windows Defender To: "robin@cryoserver.com"	28.06 KB	21-Jun-2017 21:33

Click on the chosen message and the message will be retrieved from the archive and displayed on screen, as below.:

Welcome Robin Bingeman | robin@cryoserver.com | Basic (LDAP) User
[Switch to New User Interface](#) | [Switch Identity](#) | [Help](#) | [Settings](#) | [Sign out](#)

Search ▾
Advanced Search ▾
Transcript Search ▾
Search History ▾
Folder Replica View
Case Folders ▾

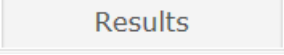
Query	Results	View Message	Search Statistics
<input type="checkbox"/> Select this message for further action(s) Actions: < 2 / 53 > 			
From: "WhatIs.com" <WhatIs@lists.techtarget.com> To: "robin@cryoserver.com" <robin@cryoserver.com> Date Sent: 18 August 2017 20:01:34 BST Attachments: (none) Subject: Word of the Day: Microsoft Windows Defender			

Word of the Day
 WhatIs.com

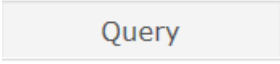
Daily updates on the latest technology terms | August 18, 2017

Microsoft Windows Defender

[Windows Defender](#) is Microsoft's antimalware software. Defender works with Windows Update to automatically install new virus definition files as they are published and provide computers using the Microsoft operating system (OS) with both real-time and anytime scanning options.

- To return to the results, click on  on the breadcrumb tab:



- To return back to the query, click on 

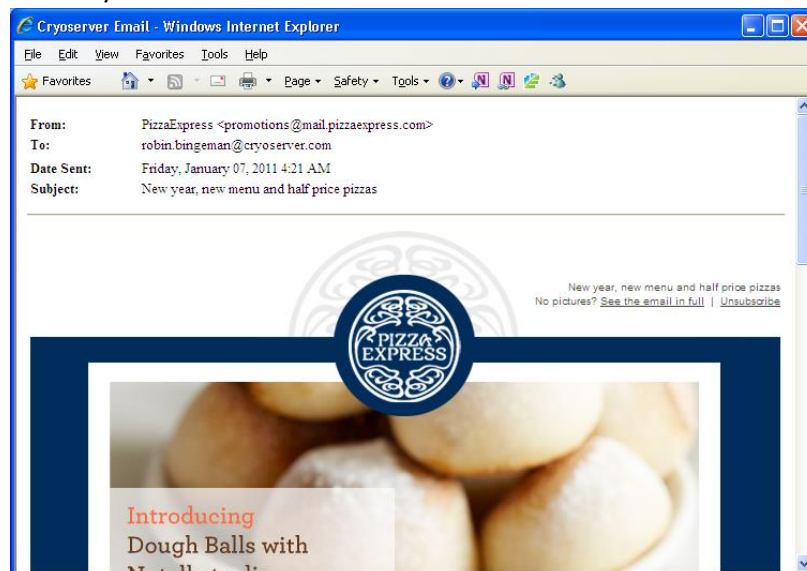
The email displayed shows Recipient, Sender, Date, Size, Attachments, Subject.


From:	"WhatIs.com" <WhatIs@lists.techtarget.com>
To:	"robin@cryoserver.com" <robin@cryoserver.com>
Date Sent:	18 August 2017 20:01:34 BST
Attachments:	(none)
Subject:	Word of the Day: Microsoft Windows Defender

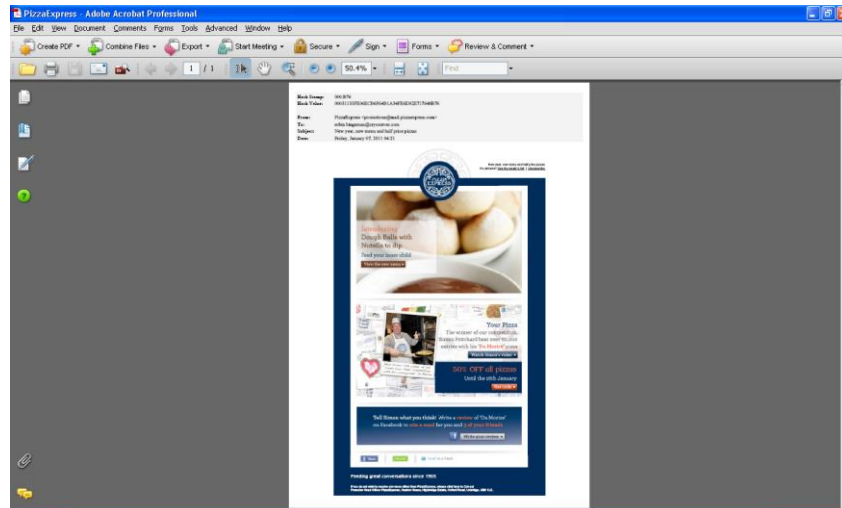
Action Bar within the preview of an email.




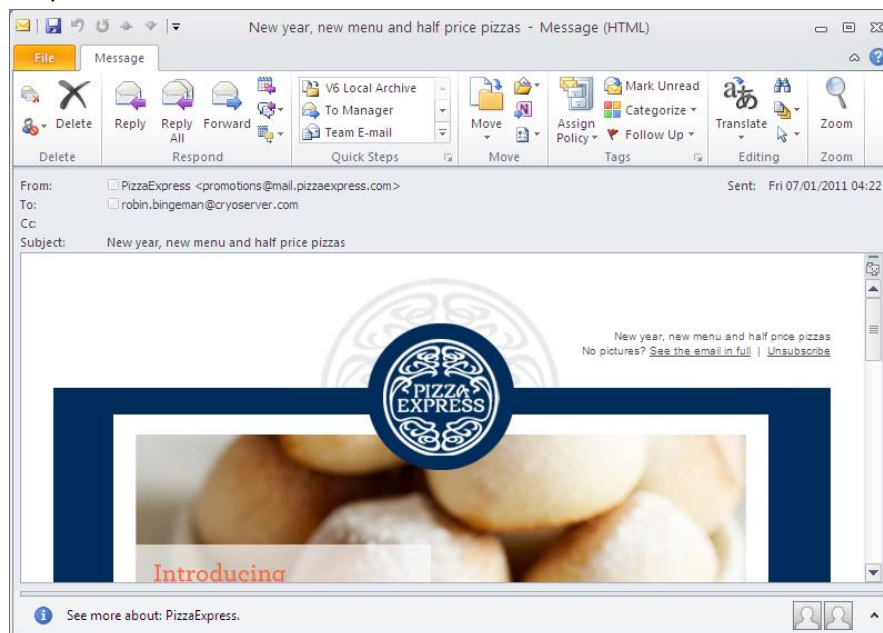
- - **Navigate back** one result
- - **Navigate forward** one result
- / 53 - 2nd message of 53. To **leap** to the 33rd message, type in 33 and press Enter
- - **Reply** to the email straight from the archive. This will restore a *truncated* message and use your local default mail client to reply to the sender of the email.
- - **Reply to all** – this will restore a *truncated* message and use your local default mail client to reply to all of the senders & recipients of the email.
- - **Restore Via IMAP/EWS** – will restore the original email into your mailbox on the original day
- - **Printer friendly version**



-  - Convert the email to PDF



-  - **Download** the email as an .EML file. If you are using Outlook 2010, this will open directly into your Outlook client.





Older Outlooks can open .EMLs

Outlook 2003 – you will need to download a Microsoft patch:

<http://support.microsoft.com/kb/967346>

Outlook 2007 – you will need to download a Microsoft patch:

<http://support.microsoft.com/kb/956693>

-  - **Standard Forward** to your inbox. The email will be forwarded from Cryoserver into your mailbox. The email will be attached to a new message, preserving the original header and metadata.
-  - **Forward to Inbox**. Email will be restored as a standard message to your inbox and the original header information is not maintained.

Forensic Stamping

At the bottom of the message page are some additional information relating to Cryoserver storage:

```
Stored in Cryoserver: Fri Jan 07 04:26:57 GMT 2011
Store Ref: uk-ln-sn-001/201011
Unique Message Signature: Pvd+xJ2u/bIHKhokKC+gJA==
Hash Value: 00031133FE06ECB6F64B1A34FE6D92E717648B76
Original Message ID: <9da06bba68f33347092cce4c2bab7b7b@mail.pizzaexpress.com>
Security check passed. This message is intact and can be trusted.
```

The key element is the last line: “Security check passed. This message is intact and can be trusted.” – this indicates the message has not been altered during the life of being in the archive, and is of evidential quality.

Viewing messages with attachments

From: Richard Metcalfe <richard.metcalfe@evolutionjobs.co.uk>
To: robin@cryoserver.com
Date Sent: 27 February 2017 16:58:53 GMT
Attachments: [Top 10 Uni BSc Grad 7347894.doc \(118.4 KB\)](#)
Subject: The future of your team?

Hi Robin,

Under the date line there is an attachment.

Attachments: [Top 10 Uni BSc Grad 7347894.doc \(118.4 KB\)](#)

The attachment is hyperlinked. To open the attachment click on the file name hyperlink.

Search Statistics & Get Email List

Query Results View Message Search Statistics

Lucene Query: (((attachment_name:*.*doc* OR attachment_name:doc*)) AND (contributor_b_email_address:robin.bingeman@cryoserver.com OR viewer_p_email_address:robin.bingeman@cryoserver.com OR contributor_b_email_address:robin.bingeman@cryoserver.com OR viewer_p_email_address:robin.bingeman@cryoserver.com))

Date Range: Fri Jul 21 00:00:00 BST 2017 to Mon Aug 21 23:59:59 BST 2017 , **Date Type:** Sent Date

uk-ln-sn-003/cryoserv/email/201706 | Results: 41 | Time: 30 ms
 uk-ln-sn-004/cryoserv/email/201706 | Results: 37 | Time: 40 ms

Total Search Time: 1.73 seconds
Total Search Results: 78

Get Result Size Get Email List

The search statistics tab provides information about the search criteria, search speeds.

Get Email List

It now provides Get Email List . This enables you to export the email addresses from the search, which can prove useful for building a list of email addresses for a mailshot or other requirements. The email addresses can be exported to Excel / XML / CSV file.

Search Advanced Search Transcript Search Search History Folder Replica View Case Folders

Query Results

Lucene Query: ((viewer_b_email_fullname:whatis.com OR contributor_b_email_username:whatis.com) AND (viewer_b_email_address:robin.bingeman@cryoserver.com OR contributor_b_email_address:robin.bingeman@cryoserver.com))

Date Range: Thu Feb 23 00:00:00 GMT 2017 to Mon Aug 21 23:59:59 BST 2017 , **Date Type:** Sent Date

uk-ln-sn-501/cryoserv/email/201701 | Results: 53 | Time: 30 ms
 uk-ln-sn-001/cryoserv/email/201611 | Results: 2 | Time: 30 ms
 uk-ln-sn-002/cryoserv/email/201611 | Results: 53 | Time: 30 ms
 uk-ln-sn-002/cryoserv/email/201703 | Results: 2 | Time: 30 ms
 uk-ln-sn-003/cryoserv/email/201702 | Results: 53 | Time: 30 ms
 uk-ln-sn-004/cryoserv/email/201702 | Results: 2 | Time: 30 ms
 uk-ln-sn-004/cryoserv/email/201706 | Results: 53 | Time: 30 ms
 uk-ln-sn-003/cryoserv/email/201706 | Results: 2 | Time: 30 ms

Total Search Time: 1.63 seconds
Total Search Results: 55

Get Result Size Get Email List

Cryoserver - Email List - Internet Explorer

Export to: Excel | XML | CSV

User	Sender	Recipient	Total
robin@cryoserver.com	2	53	55
whatis@lists.techtarget.com	53	2	55


Search History

Just like your web browser history, Cryoserver now offers a similar history facility of Cryoserver searches enabling to replay a search. Complex searches & regular searches can be reloaded. The Search History now includes a roll over showing the search criteria.

AND selecting Search History:

No.	Type	Search Terms	Num Results	Date Issued	Actions
1	Std	Attachment Names: *.doc* Start Date : 21 Jul 2017 00:00:00 BST End Date : 21 Aug 2017 23:59:59 BST	78	21-Aug-2017 07:59	
2	Std	Attachment Names: *.doc* Start Date : 21 Aug 2016 00:00:00 BST End Date : 21 Aug 2017 23:59:59 BST	0	21-Aug-2017 07:58	
3	Std	Attachment Names: *.doc* Start Date : 21 Feb 2017 00:00:00 GMT End Date : 21 Aug 2017 23:59:59 BST	0	21-Aug-2017 07:57	
4	Std	Attachment Names: *.doc* Start Date : 21 Feb 2017 00:00:00 GMT End Date : 21 Aug 2017 23:59:59 BST	63	21-Aug-2017 07:54	
5	Std	Keywords: "Word of the day" Start Date : 21 Feb 2017 00:00:00 GMT End Date : 21 Aug 2017 23:59:59 BST	53	21-Aug-2017 07:46	

- allows you to replay the search again at the original time of the search conducted

-  - To give a search a name and to be listed under the Saved Searches press the Save icon, which will continue to a pop-up:

Search ▾ Advanced Search ▾ Transcript Search ▾ Search History ▾ Folder Replica View Case Folders ▾ Exports

Recent Searches(5841) Saved Searches(88) Scheduled Searches(2)

History Period: Any Date
Date Range: No Date
Find in history:
Search Type: All
Find

1 to 10 of 5841 results

No.	Type	Search
1	Std	Attac
2	Std	Attac
3	Std	Attac
4	Std	Attac
5	Std	Keyw
6	Std	Keyw
7	Std	Keyw
8	Std	Keyw

Edit Search - Internet Explorer

Cryoserver™

Search Name:

Description:

Search Details: Attachment Names: *.doc* Start Date: 21 Jul 2017 00:00:00 BST End Date: 21 Aug 2017 23:59:59 BST

Date Range: Keep Original Dates
 Shift Start & End Dates
 Shift End Date

Shortcut Link: https://fcr-witncryo-a:443/cryoserver/cryosen/search.do?type=history_search&search_history_id=20693&is_saved=true

Schedule: None
 Daily on Mon Tue Wed Thu Fri Sat Sun
 Monthly Select the day of the month:

Start at or after: 2am 6am 5pm 10pm

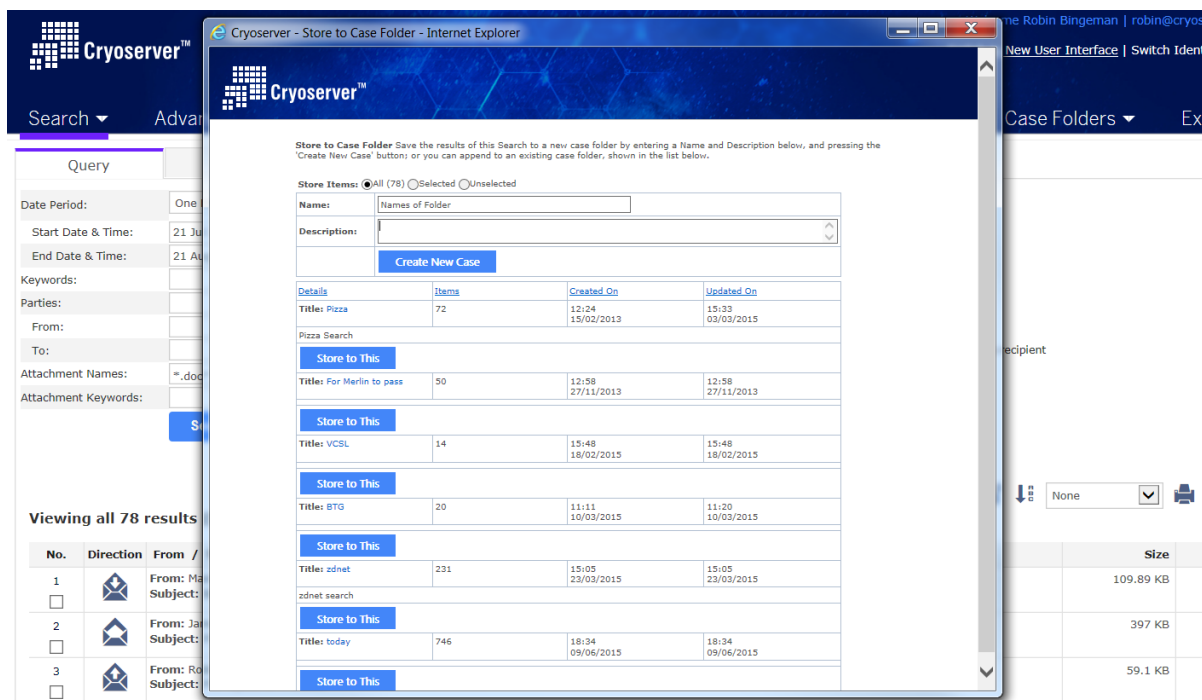
Save **Save and Create Outlook Folder**

Date Issued	Action
21-Aug-2017 07:59	
21-Aug-2017 07:58	
21-Aug-2017 07:57	
21-Aug-2017 07:54	
21-Aug-2017 07:46	
21-Aug-2017 07:39	
21-Aug-2017 07:39	
21-Aug-2017 07:38	

Case Folders

Alternatively you can combine searches into Case Folders, moment in time searches which allow multiple searches to be combined into a single case folder. Case Folders enables for searches to be saved, enabling for these results to be reviewed at another time.

Complete a search. Press the store to folder  action icon. A pop up window will appear.




The screenshot shows the 'Store to Case Folder' dialog box in the Cryoserver application. The dialog is titled 'Cryoserver - Store to Case Folder - Internet Explorer'. It contains a 'Name' field with 'Names of Folder' entered, a 'Description' field, and a 'Create New Case' button. Below this is a table with columns 'Details', 'Items', 'Created_On', and 'Updated_On'. The table lists several search results with their respective item counts and dates. Each row has a 'Store to This' button. The background shows the Cryoserver search interface with a list of results.

Details	Items	Created_On	Updated_On
Titles Pizza	72	12:24 15/02/2013	15:33 03/03/2015
Titles For Merlin to pass	50	12:58 27/11/2013	12:58 27/11/2013
Titles VCSL	14	15:40 18/02/2015	15:40 18/02/2015
Titles BTG	20	11:11 10/03/2015	11:20 10/03/2015
Titles zdnet	231	15:05 23/03/2015	15:05 23/03/2015
Titles today	746	18:34 09/06/2015	18:34 09/06/2015

Or the results can be:

1. Stored to a brand new folder
2. Stored to an existing folder combining & collecting a combination of searches.



Store to Case Folder Save the results of this Search to a new case folder by entering a Name and Description below, and pressing the 'Create New Case' button; or you can append to an existing case folder, shown in the list below.

Store Items: All (78) Selected Unselected

Name:

Description:

[Create New Case](#)

Details	Items	Created On	Updated On
Title: Pizza	72	12:24 15/02/2013	15:33 03/03/2015
Pizza Search			
Store to This			
Title: For Merlin to pass	50	12:58 27/11/2013	12:58 27/11/2013
Store to This			

Enter your folder criteria. We would recommend in the description you state the search criteria for tracking purposes.

Store Items: All (78) Selected Unselected

Name:

Description:

[Create New Case](#)

Once completed Press Create New Case.


[Create New Case](#)

Then press Create New.

Successfully created the folder and stored the search results






[Close](#)


Case Folders

When selecting the Case Folders tab , will reveal the Folders containing the *combined* saved searches:

S.No.	Details	Shared With	Items	Created On	Updated On
1 Q	Title: Pizza Description: Pizza Search Queries: [15-Feb-2013 12:24:12] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 14 Aug 2012 00:00:00 BST End Date : 15 Feb 2013 12:07:59 GMT [20-Mar-2013 18:16:49] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 20 Sep 2012 00:00:00 BST End Date : 20 Mar 2013 23:59:59 GMT		72	12:24 15-Feb-2013	15:33 03-Mar-2015 Delete

Selecting a saved search will open up the search results:

Search 
Advanced Search 
Transcript Search 
Search History 
Folder Replica View
Case Folders 
Exports

Case Folders: Pizza  Creation Date: 15-Feb-2013 Updated On: 03-Mar-2015






Description: Pizza Search


Queries:
 [15-Feb-2013 12:24:12] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 14 Aug 2012 00:00:00 BST End Date : 15 Feb 2013 12:07:59 GMT
 [20-Mar-2013 18:16:49] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 20 Sep 2012 00:00:00 BST End Date : 20 Mar 2013 23:59:59 GMT

Shared With: [Edit](#) [Delete](#)

Folder Messages View Message

1 to 10 of 72 messages

Filter: Ignore Critical Follow up None Read Un Read Actions: 10  < 1 / 8 >    

Mail status	From / To / Subject	Size	Sent	
<input checked="" type="radio"/> Ignore <input type="radio"/> Critical <input type="radio"/> Follow up <input checked="" type="checkbox"/> Read	From: PizzaExpress Subject: Fresh for you – 25% off handmade pizza To: robin.bingeman@cryoserver.com Comments: Flag set to 'ignore'	25.1 KB	18/03/2013 06:29	
<input type="radio"/> Ignore <input type="radio"/> Critical <input checked="" type="radio"/> Follow up <input checked="" type="checkbox"/> Read	From: PizzaExpress Subject: It's Friday! To: robin.bingeman@cryoserver.com Comments: Flag set to 'followup'	28.7 KB	15/03/2013 14:34	
<input type="radio"/> Ignore <input type="radio"/> Critical	From: PizzaExpress To: robin.bingeman@cryoserver.com	23.3 KB	11/03/2013 11:06	

At this point you can filter non relevant emails by different criteria.

1 to 10 of 72 messages

Filter : Ignore Critical Follow up None | Read Un Read

Each message can be flagged from the list view:

Mail status	From / To / Subject	Size	Sent
<input checked="" type="radio"/> Ignore <input type="radio"/> Critical <input type="radio"/> Follow up <input checked="" type="checkbox"/> Read	From: PizzaExpress Subject: Fresh for you - 25% off handmade pizza Comments: Flag set to 'ignore'	25.1 KB	18/03/2013 06:29
<input type="radio"/> Ignore <input type="radio"/> Critical <input checked="" type="radio"/> Follow up <input checked="" type="checkbox"/> Read	From: PizzaExpress Subject: It's Friday! Comments: Flag set to 'followup'	28.7 KB	15/03/2013 14:34

Or

From within the message:

Search Advanced Search Transcript Search Search History Folder Replica View Case Folders Exports

Case Folders: Pizza Creation Date: 15-Feb-2013 Updated On: 03-Mar-2015

Description: Pizza Search
 Queries:
 [15-Feb-2013 12:24:12] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 14 Aug 2012 00:00:00 BST End Date : 15 Feb 2013 12:07:59 GMT
 [20-Mar-2013 18:16:49] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 20 Sep 2012 00:00:00 BST End Date : 20 Mar 2013 23:59:59 GMT

Shared With: Edit Delete

Folder Messages View Message

From: PizzaExpress <promotions@mail.pizzaexpress.com>
 To: robin.bingeman@cryoserver.com
 Date Sent: 18 March 2013 06:29:51 GMT
 Attachments: (none)
 Subject: Fresh for you - 25% off handmade pizza
 Flag message as: ignore critical followup

Comments: [rbingeman 20-Mar-2013 18:17:24] Flag set to 'ignore'

html text/plain

25% off your food bill | No pictures? See the email in full | Unsubscribe

Even comments can be entered into the header for future reference purposes. Pressing the



following action icons will apply updates automatically.

The actions represent:

- move back one message
- return to list of results
- move to next message

Using the Preview Pane Search Interface

The Preview Pane interface is accessed by adding /outlook on to the end of the URL. A web enabled folder can be set-up in Outlook which browses to the Cryoserver Search UI. To access Cryoserver Archive through Outlook, ask your Administrator to set-up a link in your Outlook for you or refer to the Cryoserver Administration Guide. *Important: Web Certificates and Single Sign On need to be in place for a smooth experience. To access the Preview Pane version of the Search Interface use:*

i.e. <https://cryoserver/outlook> or <https://emailarchive/outlook> are popular choices.

Or by clicking on the logo in the left hand corner will link to the interface with Preview Pane

Doc	From	To	Subject	Size	Sent
bobsguide	Robin	Robin	Final Webinar Reminder: Fast Data in FinServ - Key Trends to Maintain a Competitive Edge	49.8 KB	08:34, 21 Aug 2017
bobsguide	News	Robin	Last week's Top Reads	65.9 KB	15:06, 20 Aug 2017
bobsguide	Robin	Robin	Webinar reminder: Fast Data in FinServ - Key Trends to Maintain a Competitive Edge	49.6 KB	15:08, 16 Aug 2017
bobsguide	News	Robin	Last week's Top Reads	65.9 KB	15:05, 13 Aug 2017
bobsguide	Robin	Robin	Webinar: Fast Data in FinServ - Key Trends to Maintain a Competitive Edge	49.6 KB	10:06, 09 Aug 2017
bobsguide	News	Robin	Last week's Top Reads	65.8 KB	15:05, 06 Aug 2017
bobsguide	Robin	Robin	Find out more about the key changes in the EU 4th AML Directive	53.1 KB	09:03, 02 Aug 2017
bobsguide	Robin	Robin	Design Led Thinking in Financial Services: 4 Exclusive Case Studies Be...	59.4 KB	08:32, 01 Aug 2017
bobsguide	News	Robin	Last week's Top Reads	73.2 KB	15:03, 30 Jul 2017
bobsguide	Robin	Robin	What the age of open banking means for employment agencies	53.8 KB	10:01, 19 Jul 2017
bobsguide	Robin	Robin	Payments (R)Evolution magazine is here	51.2 KB	14:05, 16 Jul 2017
bobsguide	Robin	Robin	As the alternative finance market matures, how can individual providers sta...	51.6 KB	13:07, 12 Jul 2017
bobsguide	Robin	Robin	Have your say: What are the biggest factors affecting banking relationships...	54.5 KB	12:01, 19 Jun 2017
bobsguide	Robin	Robin	As the alternative finance market matures, how can individual providers sta...	51.4 KB	15:31, 15 Jun 2017

Final Webinar Reminder: Fast Data in FinServ - Key Trends to Maintain a Competitive Edge
 bobsguide
 To: Robin

Fast Data in Financial Services VOLTDB



From



To



Keywords



Attachment Keywords

By selecting From / To and typing the Display Name *whatis.com* into the search box will search for all emails sent to / from *whatis.com* - is the Search Button. The results will be shown.

The screenshot shows the Cryoserver search interface. At the top, the search term is 'From OR To - whatis.com', with a start date of '22 Feb 2017' and an end date of '22 Aug 2017'. It shows 54 results found in 1 second. Below this is a table of search results:

Doc	From	To	Subject	Size	Sent
1	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: Eclipse	28.2 KB	20:46, 21 Aug 2017
2	"WhatIs.com"	"robin@cryoserver.com"	Guide/Glossary/Quiz: artificial intelligence	20.4 KB	20:31, 16 Aug 2017
3	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: Microsoft Windows Defender	27.3 KB	20:01, 18 Aug 2017
4	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: CAPTCHA	29 KB	20:01, 17 Aug 2017
5	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: unit testing	28.3 KB	21:01, 16 Aug 2017
6	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: unicorn	28.1 KB	20:46, 15 Aug 2017
7	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: superposition	29.9 KB	21:31, 14 Aug 2017
8	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: CompTIA (Computing Technology Industry Association)	31.2 KB	22:17, 11 Aug 2017
9	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: engine	29.4 KB	22:01, 10 Aug 2017
10	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: managed service provider (MSP)	29.5 KB	21:16, 09 Aug 2017
11	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: supply chain sustainability	27.8 KB	22:01, 08 Aug 2017
12	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: Schrodinger's cat	31.8 KB	20:01, 07 Aug 2017
13	"WhatIs.com"	"robin@cryoserver.com"	WhatIs > Word of the day	27.4 KB	20:16, 04 Aug 2017
14	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: system administrator (sysadmin)	30.5 KB	20:01, 03 Aug 2017
15	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: dynamic link library (DLL)	28.1 KB	20:01, 02 Aug 2017
16	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: cmdlet	31.2 KB	20:01, 01 Aug 2017

Below the table, the preview pane for the selected email is shown. It displays the subject 'Word of the Day: Eclipse', the sender 'WhatIs.com', and the recipient 'robin@cryoserver.com'. The main content of the email is a 'Word of the Day' post from WhatIs.com about Eclipse, dated August 21, 2017. The preview pane is currently minimized.

AND selecting the  (Show/Hide) will maximise the preview pane.

This screenshot shows the same search results as the previous image, but the preview pane for the 'Word of the Day: Eclipse' email is now maximized. The preview pane displays the full content of the email, including the 'Word of the Day' header, the title 'Eclipse', and the main text describing Eclipse as a free, Java-based development platform. The text in the preview pane reads:

Word of the Day [WhatIs.com](#)
Daily updates on the latest technology terms | August 21, 2017

Eclipse

Eclipse is a free, Java-based development platform known for its plug-ins that allow developers to develop and test code written in other programming languages. Eclipse is released under terms of the Eclipse Public License.

Eclipse got its start in 2001 when IBM donated three million lines of code from its Java tools to develop an open source integrated development environment (IDE). The IDE was initially overseen by a consortium of software vendors seeking to create and foster a new community that would complement Apache's open source community. Rumor has it that the platform's name was derived from a secondary goal, which was to eclipse Microsoft's popular IDE, Visual Studio.

Today, Eclipse is managed by the Eclipse Foundation, a not-for-profit corporation whose strategic members include CA Technologies, IBM, Oracle and SAP. The foundation, which was created in 2004, supports Eclipse projects with a well-defined development process that values quality, application programming interface (API) stability and consistent release schedules. The foundation provides infrastructure and intellectual property (IP) management services to the Eclipse community and helps community members market and promote commercial software products that are based on Eclipse.

With the Preview Pane Interface there are the same Action Icons as with the main Cryoserver User Interface.



The Actions allow you to do a Quick Reply, Reply All, Print, Export to PDF, Download, Forward the email into your mailbox with the email as an attachment and Restore back to your mailbox.

Date slider:



To the left of the drop down quick dates is a grey bar featuring a date slider, allowing for date ranges to be altered (increased/decreased) by dragging the ends of the bars. This enables for searches to be broadened with ease.

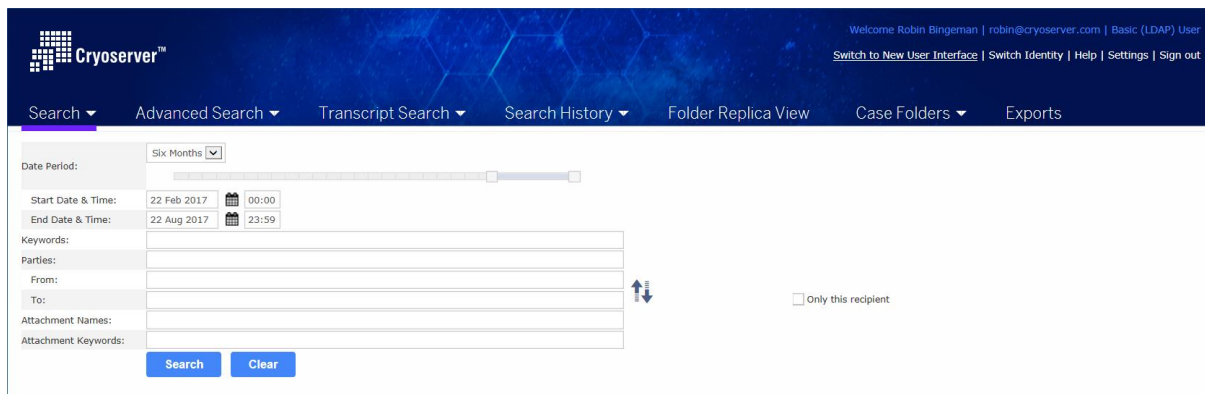
Toggle Interface to Full Search:

If the Preview Pane Search interface does not provide enough search options, clicking on the Cryoserver logo will change the interface to the standard search interface within the same frame:



Clicking on the Logo will link to and load the full Classic search page with a single click.

Linking to:



Clicking on the Logo again will link back to Preview Pane View again.

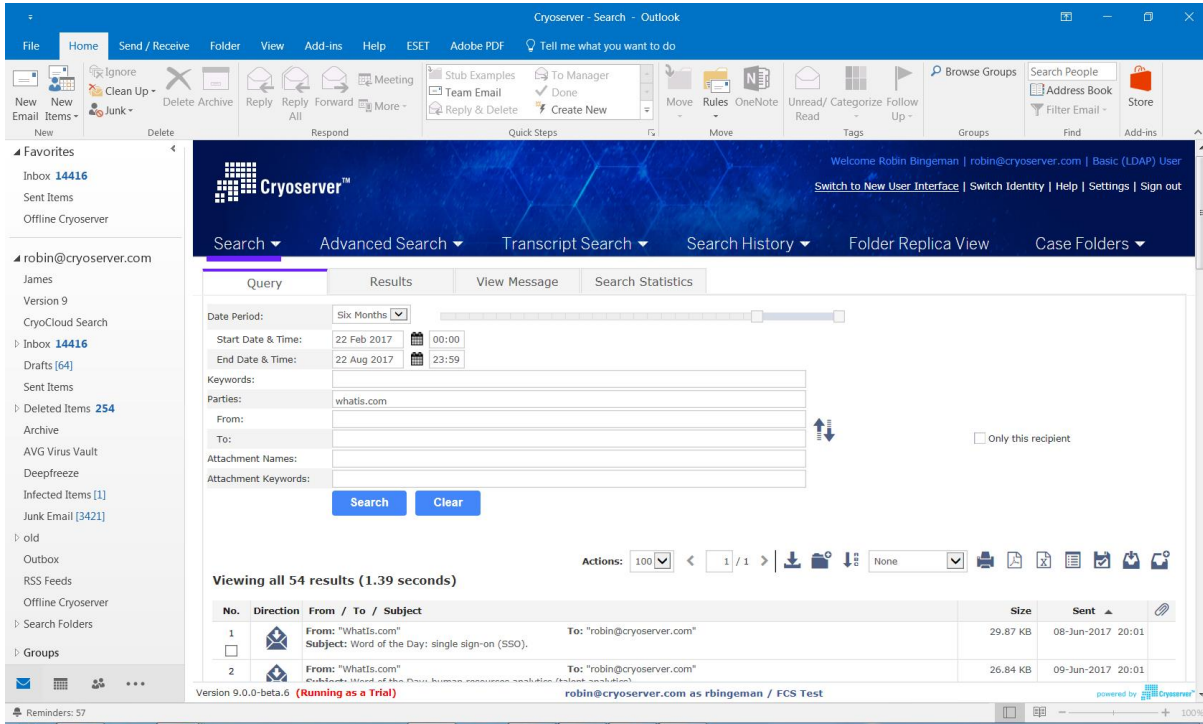
This allow users to toggle from one Style of Interface to another. To gain access to the Preview Pane view as the primary interface, append */outlook* to the URL.


i.e. <https://cryoserver/outlook> or <https://emailarchive/outlook>

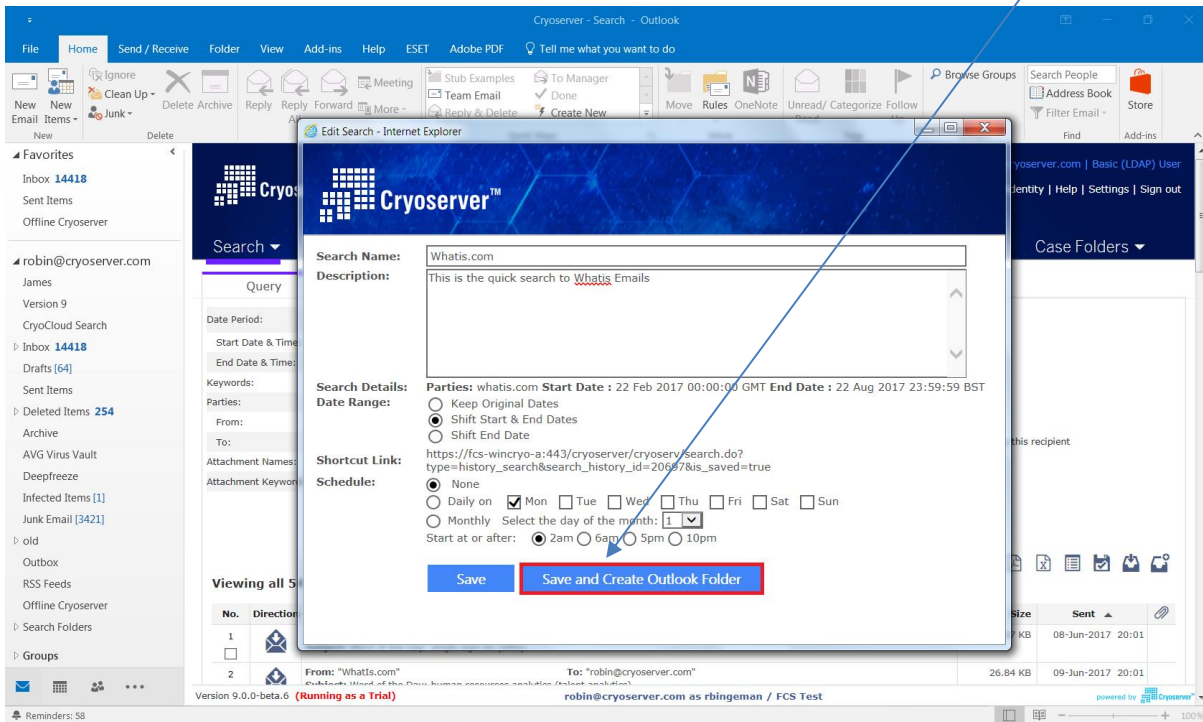
Create Shortcut Links in Outlook

Once a search has been saved, you can create a Shortcut in Outlook to this defined Saved Search Criteria. This functionality is considered to be similar to auto-filing emails. *Please note this will only work with Outlook mail clients.*

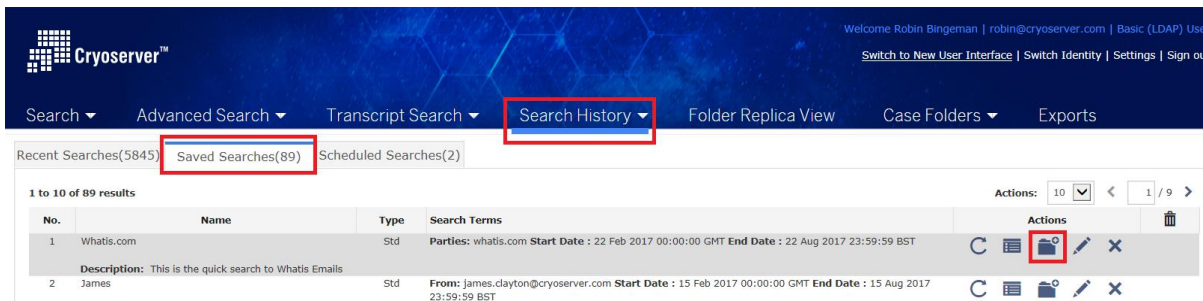
1. Run a search:




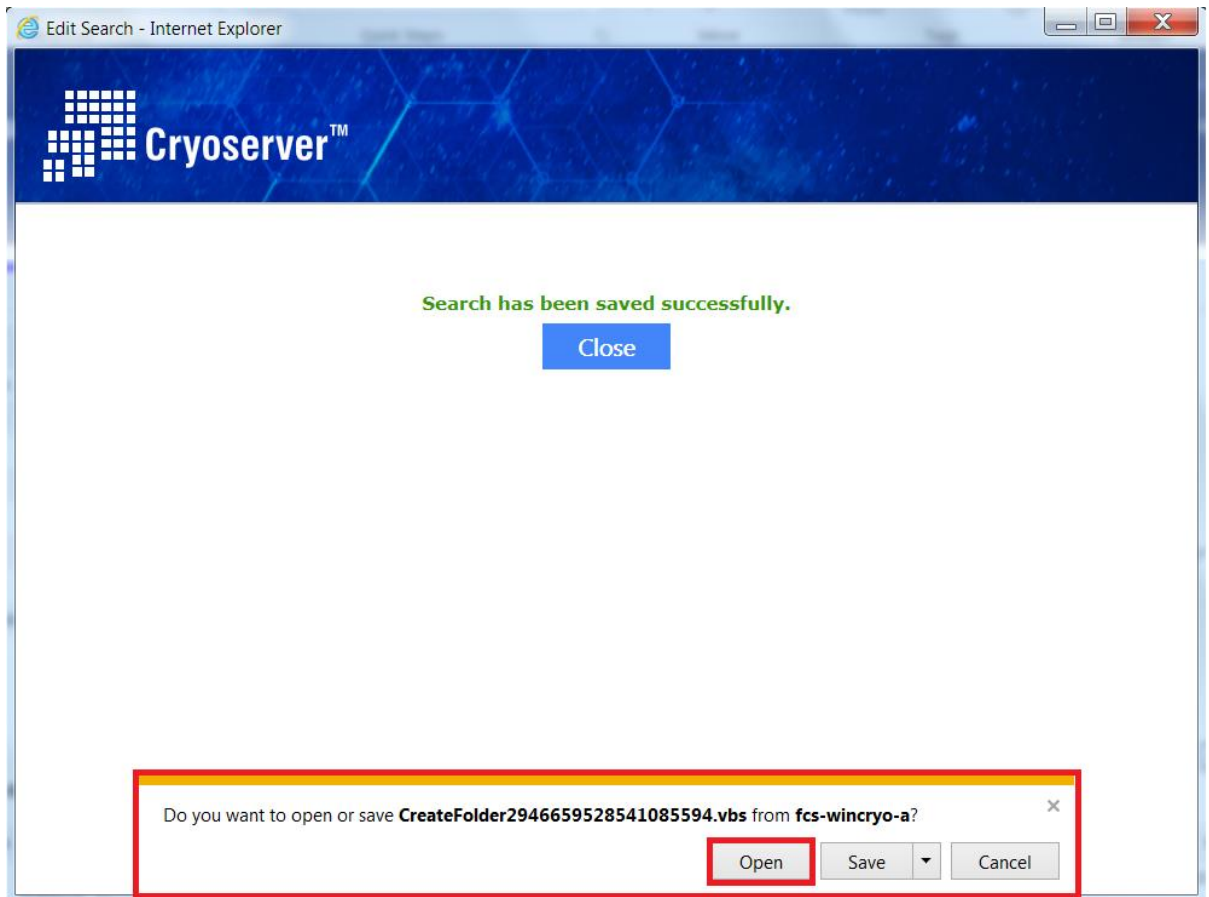
-  : Provide a Search Name, select whether you wish to keep original dates, Shift Start & End Date or just shift End Date keeping the Start Date. **Select Save and Create Outlook Folder** which will help create a shortcut to the favourite search in Outlook:



- Or you can add a Outlook folder by going to Search History > Saved Searches Menu



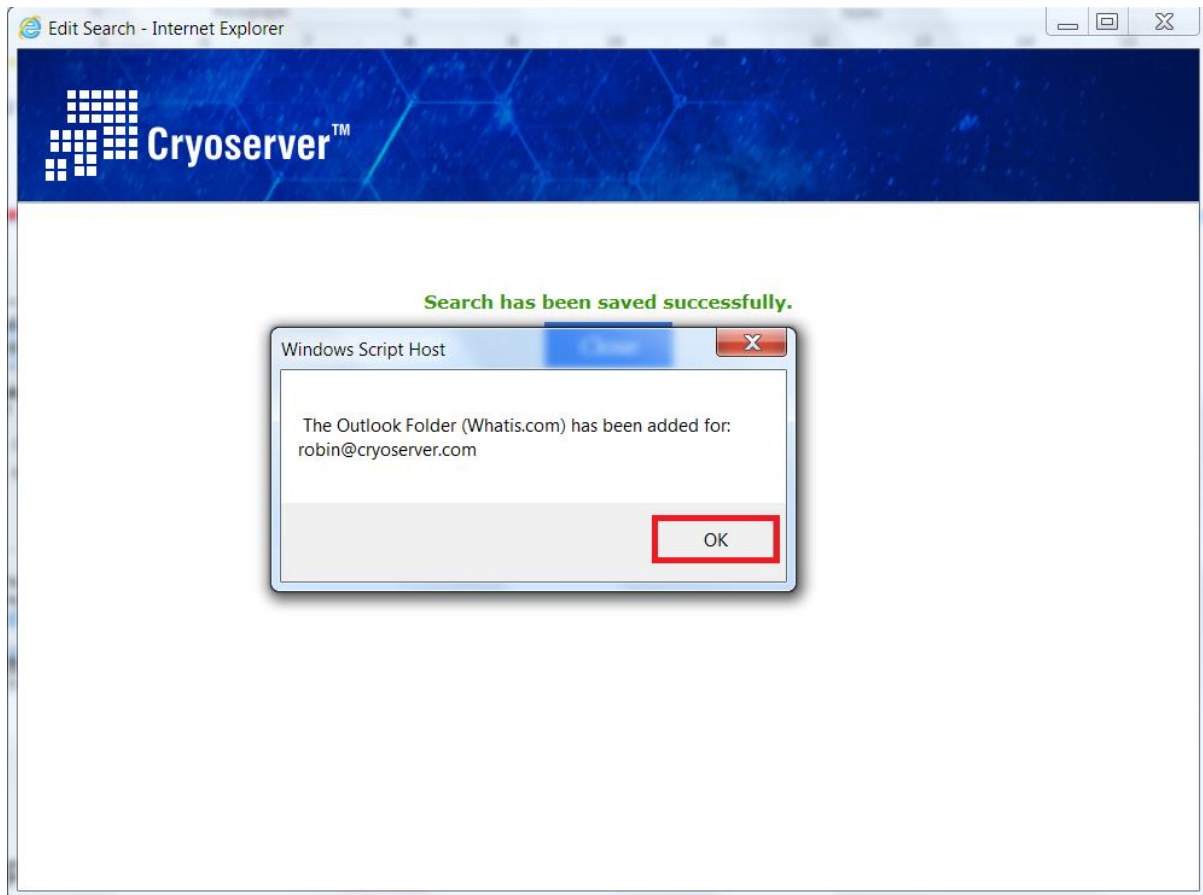
- Click on the icon called Create Shortcut in Outlook: 



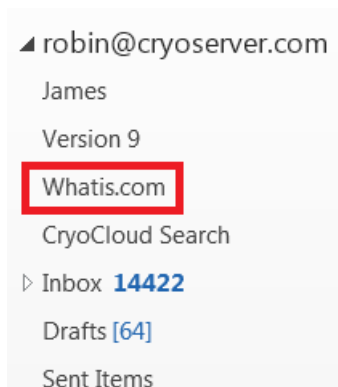
5. Click Open:



6. Click Run:



7. In Outlook will appear a folder called: *Whatis.com*.



8. Whenever you click on *Whatis.com* folder shortcut in Outlook, will link to a live search in Cryoserver:

The screenshot shows the Outlook interface with the Cryoserver search results for the query 'whatts.com'. The search results are displayed in a table with columns for No., Direction, From / To / Subject, Size, and Sent. The results show five emails from 'whatts.com' to 'robin@cryoserver.com' with various subjects related to 'Word of the Day' and 'Wave Analytics'.

No.	Direction	From / To / Subject	Size	Sent
1		From: "whatts.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01
2		From: "whatts.com" Subject: Word of the Day: human resources analytics (talent analytics). To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01
3		From: "whatts.com" Subject: Word of the Day: EU Data Protection Directive. To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31
4		From: "whatts.com" Subject: Word of the Day: Wave Analytics. To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01
5		From: "whatts.com" To: "robin@cryoserver.com"	29.59 KB	14-Jun-2017 20:01

The aim of this is to minimise the need for users to have to file emails into folders.

Please note: For this functionality to work smoothly, Single Sign On or Remember me needs to be licensed and enabled.

Folder Replication

Search History ▾

Folder Replica View

Case Folders ▾

Folder Replica View

- if you can see Folder Replica View, folder replication has been enabled by your Administrator.

Folder replication replicates users Outlook Folder Structure within the archive. A side panel will appear when the red arrow Folder Replica View is selected, showing a similar folder structure as presented in Outlook. Depending on the synchronisation period set by the Administrator the folder structure maybe out of sync by a short period. Synchronisation period is the frequency of when Cryoserver archive will connect to users' mailbox and build the current mailbox structure at the time of visit.

The screenshot shows the Cryoserver Outlook interface. The top ribbon includes 'Home', 'Send / Receive', 'Folder', 'View', 'Add-ins', 'Help', 'ESET', and 'Adobe PDF'. The left sidebar shows the folder structure, including 'Inbox 14434', 'Sent Items', and 'Deleted Items 254'. The main pane displays a list of emails with columns for 'Doc', 'From', 'To', 'Subject', 'Size', and 'Sent'. The selected email is from Ashley Regan to Robin Bingeman, dated 01 September 2016. The email content is displayed below, showing a CloudDirect logo.

Doc	From	To	Subject	Size	Sent
	Ashley Regan <ashley...>	Robin Bingeman <robi...>	Best practice for email migration to Office 365 [WEBINAR]	59.8 KB	07:46, 01 Sep 2016
	UKFast Accounts <inv...>	Sarah Healey <Sarah...>	Your latest invoice from UKFast No.1947076	22.3 KB	12:18, 16 Aug 2016
	IBM PartnerWorld <ec...>	Robin Bingeman <robi...>	IBM Storwize All-Flash & Spectrum Virtualize Announcement. Accelerate Appli...	39.6 KB	01:14, 16 Aug 2016
	London Midland <info...>	Robin Bingeman <robi...>	Travel for less with our best fares, plus 15% off	43.6 KB	09:23, 25 Sep 2015

The side panel aims to show a similar folder structure as presented in Outlook. Emails will be shown in a preview pane with the Cryoserver Actions bar.

If an email is moved from one folder to another, Cryoserver will update the movement on the next polling synchronisation cycle. Polling cycles are set to either every hour, 12 hours, 24 hours, 48 hours or as defined by the Administrator.

Search within Folder Replica View

In the following example, *ibm* is a keyword search and pressed the search icon.

The results shows 470 emails in the Inbox with the *ibm* term, 2 items in the Sent Items and 2 under Deleted Items, 4 Results in the Junk Email Folder and 9 results in Additional Results. Additional results is where the email can be found in the Archive but there is no record of the email in the Users mailbox from a Cryoserver Archive perspective. i.e. the email may have been received & deleted from the users mailbox in between synchronisations.

The screenshot shows the Outlook interface with the search bar containing 'ibm'. The search results are displayed in a table with the following columns: Doc, From, To, Subject, Size, and Sent. The results are as follows:


Doc	From	To	Subject	Size	Sent
"Whats.com"	"robin@cryoserver.co..."	"robin@cryoserver.co..."	Word of the Day: Eclipse	28.2 KB	20:46, 21 Aug 2017
AWS Digest	"robin@cryoserver.co..."	"robin@cryoserver.co..."	AWS rolls out new security, migration services	27.9 KB	16:16, 21 Aug 2017
Modern Infrastructur...	"robin@cryoserver.co..."	"robin@cryoserver.co..."	How Kubernetes runs in production: Avoid public cloud cost surprises, and m...	27.8 KB	16:08, 21 Aug 2017
IntoWorld Big Data R...	kathy.rose@cryoserve...	"robin@cryoserver.co..."	13 frameworks for mastering machine learning	83.3 KB	14:03, 21 Aug 2017
IDG Connect	kathy.rose@cryoserve...	"robin@cryoserver.co..."	US and China IP Theft Battle Could Hit Silicon Valley	36.7 KB	08:35, 21 Aug 2017
"ComputerWeekly.com"...	"robin@cryoserver.co..."	"robin@cryoserver.co..."	2 common hybrid cloud mistakes, and how to avoid them - and Other New Resea...	17.2 KB	14:45, 18 Aug 2017
TechTarget	"robin@cryoserver.co..."	"robin@cryoserver.co..."	Should the Vulnerabilities Equities Process be codified into law?	18.3 KB	12:01, 18 Aug 2017

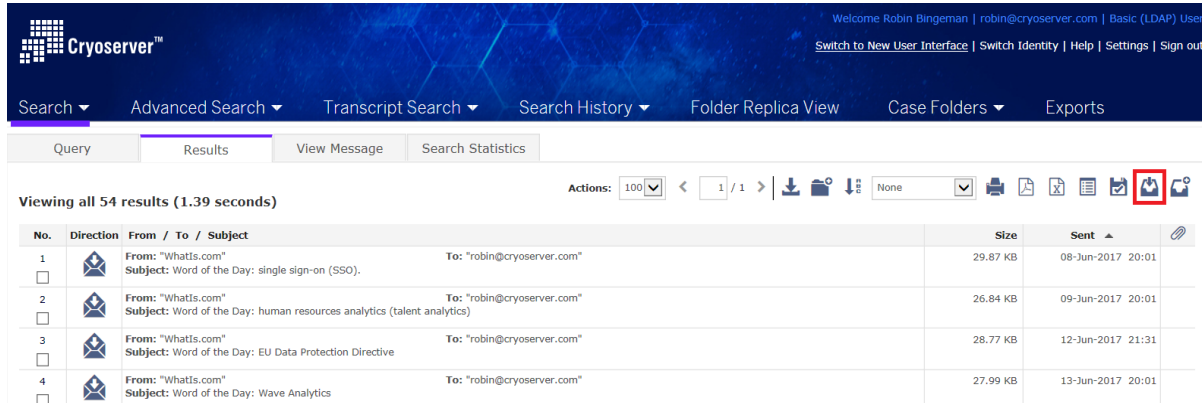
The left sidebar shows the following folder counts:

- Inbox (470)
- Sent Items (2)
- Deleted Items (2)
- Junk Email (4)
- Additional Results (9)

The main pane shows a preview of an email from 'Whats.com' with the subject 'Word of the Day: Eclipse'. The email content includes a 'Word of the Day' section with the word 'Eclipse' and a link to 'Whats.com'.

User Bulk Mail Items Restore

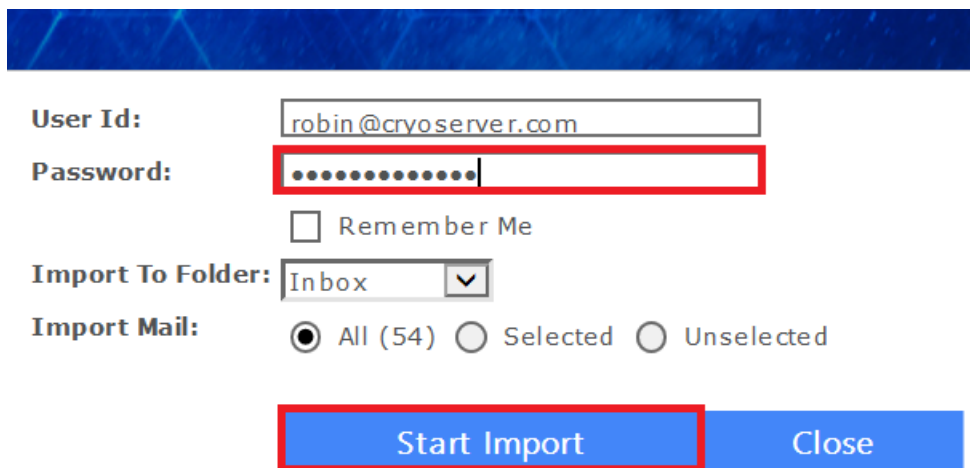
Users are now able to restore multiple items in bulk from a search. Clicking on  the restore to mailbox icon allows users to restore bulk of emails at one time. A pop-up will appear allowing users to restore the emails to either their Inbox or Sent Items.



The screenshot shows the Cryoserver interface with a search results table. The table has columns for No., Direction, From / To / Subject, Size, and Sent. Four search results are visible, each with a checkbox on the left. In the top right corner of the interface, a restore icon (a mailbox with a downward arrow) is highlighted with a red box.

No.	Direction	From / To / Subject	Size	Sent
1	<input type="checkbox"/>	From: "WhatsIs.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01
2	<input type="checkbox"/>	From: "WhatsIs.com" Subject: Word of the Day: human resources analytics (talent analytics) To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01
3	<input type="checkbox"/>	From: "WhatsIs.com" Subject: Word of the Day: EU Data Protection Directive To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31
4	<input type="checkbox"/>	From: "WhatsIs.com" Subject: Word of the Day: Wave Analytics To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01

If a user has selected, via the checkboxes on the left, certain items on the result list then only those items or the inverse of those can be restored.



The dialog box contains the following fields and options:

- User Id:**
- Password:**
- Remember Me
- Import To Folder:**
- Import Mail:** All (54) Selected Unselected
-

Please note: Administrators will define whether the restore is either done via IMAP or EWS.

Export

Welcome Robin Bingeman | robin@cryoserver.com | Basic (LDAP) User
[Switch to New User Interface](#) | [Switch Identity](#) | [Help](#) | [Settings](#) | [Sign out](#)

Search ▾ Advanced Search ▾ Transcript Search ▾ Search History ▾ Folder Replica View Case Folders ▾ Exports

Query Results View Message Search Statistics

Actions: 100 ▾ < 1 / 1 > [Download] [Print] [Refresh] [None] [Print] [Print] [Print] [Print] [Print] [Print]

Viewing all 54 results (1.39 seconds)

No.	Direction	From / To / Subject	Size	Sent	
1		From: "WhatsIs.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01	
2		From: "WhatsIs.com" Subject: Word of the Day: human resources analytics (talent analytics). To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01	
3		From: "WhatsIs.com" Subject: Word of the Day: EU Data Protection Directive To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31	
4		From: "WhatsIs.com" Subject: Word of the Day: Wave Analytics To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01	
5		From: "WhatsIs.com" To: "robin@cryoserver.com"	29.59 KB	14-Jun-2017 20:01	

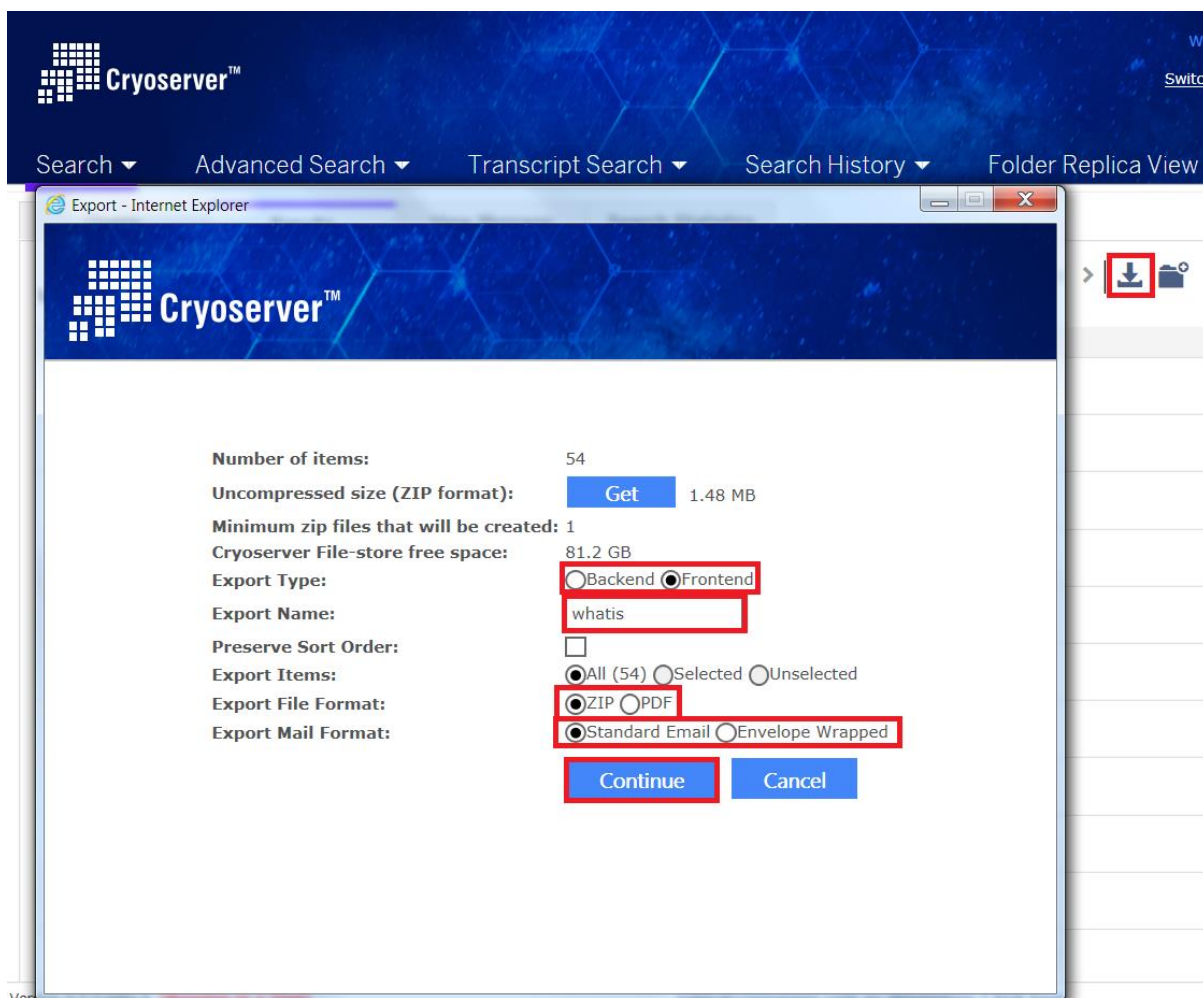


Basic and Privileged users can Bulk Export emails in three different formats:

- Standard Email format – limited information is exported in reference to the header information
- Enveloped Wrapped– full header information is exported including expanded distribution lists
- PDFs – exporting the emails into a long pdf with each email one after the other in a pdf file.

Export Type:

- Backend – Backend exports can be completed much faster (x30 times faster) and should be used if exports are large, i.e. over 100MB
- Frontend – Frontend exports are reliant / limited on download speeds via the web browser and can be slow. Frontend exports should only be used if exports are a few MBs in size.



Preserve Sort Order: Maintain the order of the export to the order on the results list in the Cryoserver UI.

Using the Cryoserver PSTCreator, you can convert the zip files containing the .EMLs into a PST format. Requires the Cryoserver PSTCreator module to be licensed & used.

Settings (Preferences)

Welcome Robin Bingeman | robin@cryoserver.com | Basic (LDAP) User
[Switch to New User Interface](#) | [Switch Identity](#) | [Help](#) | **Settings** | [Sign out](#)

- Settings icon.

You can now include / exclude additional alias email addresses.

Search ▼ Advanced Search ▼ Transcript Search ▼ Search History ▼ Fo

My Preferences

Personal Information

Primary email address:	robin@cryoserver.com	<input checked="" type="checkbox"/>	
Secondary email addresses:	robin.bingeman@fcs.cryoserver.com	<input type="checkbox"/>	All / None
	robin@cryoserver.com	<input checked="" type="checkbox"/>	
	rbingeman@cryoserver.com	<input type="checkbox"/>	
	robin.bingeman@forensiccs.com	<input type="checkbox"/>	
	robin.bingeman@cryoserver.com	<input checked="" type="checkbox"/>	
Additional addresses:	442071839920@cryosim.com	<input type="checkbox"/>	All / None
	andrea.barnett@guildford.gov.uk	<input type="checkbox"/>	
	ciklum@cryoserver.com	<input type="checkbox"/>	
	helpdesk@cryoserver.com	<input type="checkbox"/>	
	iward@cryoserver.com	<input type="checkbox"/>	
	james@cryoserver.com	<input type="checkbox"/>	
	mike@cryoserver.com	<input type="checkbox"/>	
	nick@cryoserver.com	<input type="checkbox"/>	
	rbingeman	<input type="checkbox"/>	
	rbingeman@forensiccs.com	<input type="checkbox"/>	
	robin bingeman	<input type="checkbox"/>	
	robinbingeman@corporateinternet.com	<input type="checkbox"/>	
	robinbingeman@fcs.cryoserver.com	<input type="checkbox"/>	
	sarah@cryoserver.com	<input type="checkbox"/>	
	scornish@cryoserver.com	<input type="checkbox"/>	
	steve@cryoserver.com	<input type="checkbox"/>	
	tom@cryoserver.com	<input type="checkbox"/>	
Last Login Date:	22 Aug 2017 09:52:00		

Further down the page are a variety of different Settings which aims to personalise the user experience.

When results are returned you can have

- No message summary,
- Short Message summary – 300 characters
- Long Message Summary – 600 characters

Message Summary Setting

Message Summary:

- Default (Use company level setting: Short)
- No (No message summary)
- Short (Max 300 characters)
- Long (Max 600 characters)

Save

Delegated Access Account

Delegate Access enables users to switch to another users mailbox. Delegation can be controlled by the user or via the Administration Area.

Cryoserver empowers the end user to be able to share their own mailbox your email archive whilst you are away on holiday/maternity/paternity leave the following steps. To add a link press Add Link under the preferences area of the Cryoserver system:

Delegated Access

Delegate access to your account to other users?

[Add Delegate](#)

Current Links:

jclayton (james.clayton@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

(This is an external account, your password cannot be changed here.)

Enter the Primary Email address of the user into Cryoserver so that they are able to Switch to your Account.

Delegated Access

Delegate access to your account to other users?

Enter Address:

[Add](#)

[Cancel](#)

Once the Delegate has been added, you can define a windows of Access:

Current Links:

jclayton (james.clayton@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

Current Links:

mbeedell (mbeedell@cryoserver.com) [Remove](#) [Save](#)

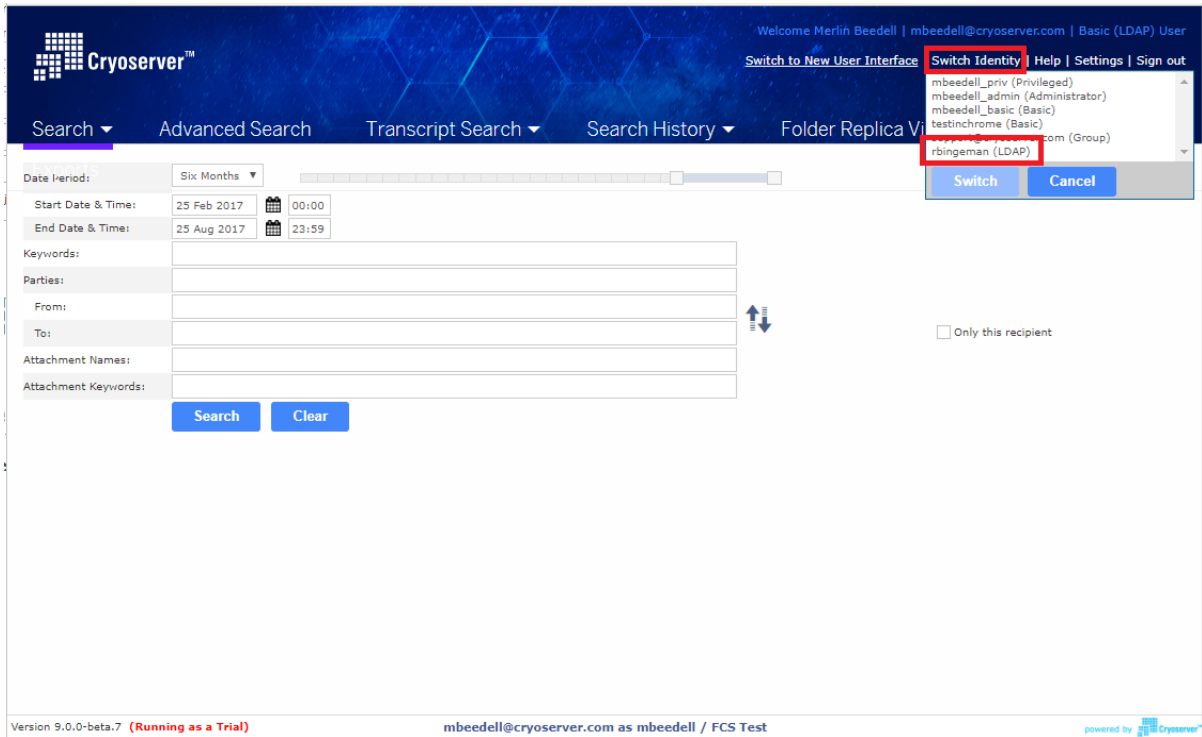
Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

mbeedell user has been given delegate access to the users mailbox and is limited to seeing emails between 1st August 2017 through to 31st August 2017. The Account Link will be disabled on 1st September 2017. Additionally, you can Exclude Addresses, in the example above they are not able to see *accounts@cryoserver.com*

mbeedell user can now Switch to this account:



To remove the delegate link select Remove next to the user.

Delegated Access

Delegate access to your account to other users?

[Add Delegate](#)

Current Links:

jclayton (james.clayton@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

Current Links:

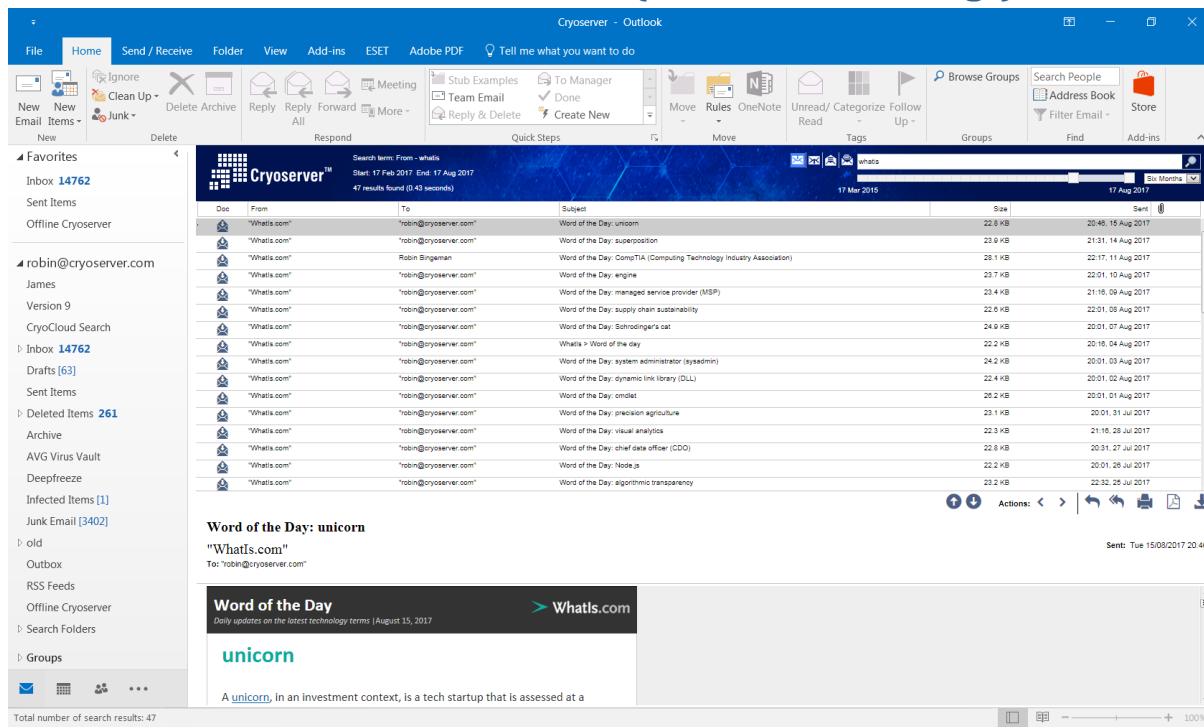
mbeedell (mbeedell@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

Preview Pane View Search Interface (aka Outlook Settings)



2/3rd of the way down the Settings Page is a Section called Outlook Settings.

Outlook Settings

Search Results Page Size:

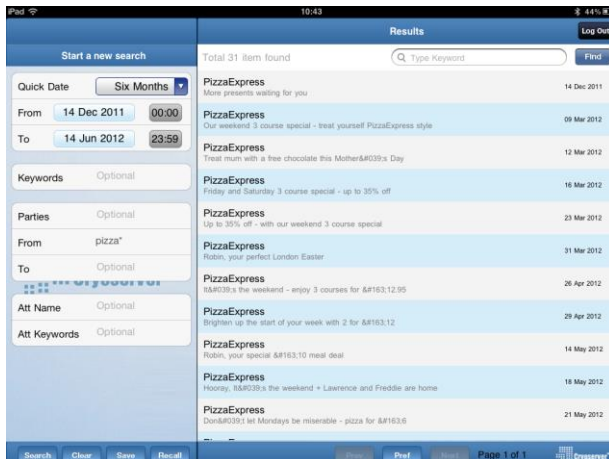
Default Date Range:

Apply home page redirection from outlook: Yes No Default

Apply redirection for saved search outlook folders? Yes No Default

- Search Results Page Size – how many results to be shown per page (20/50/100/300/500) messages. Please note: The larger the number the slower the results take to display on screen.
- Default Date Range pre-defined date range each time you access the User Interface. (Today/One Week/Two Weeks/One Month/6 Months/1 Year/2 Years/Any Date)
- Apply home page redirection from Outlook – *applicable for non-English interfaces*
- Apply redirection for saved search outlook folders

iPhone / iPad access



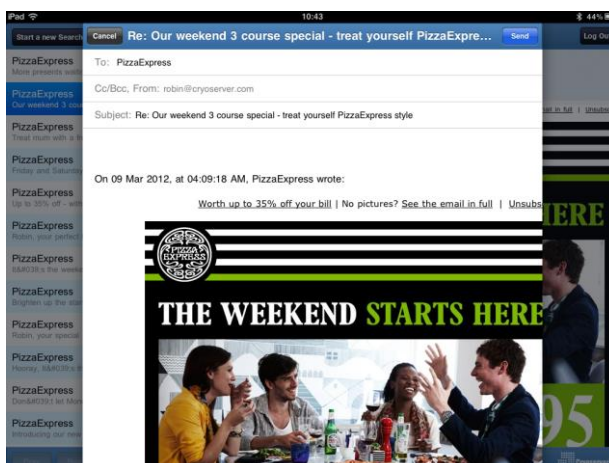
With the Mobile Access Module installed on the Cryoserver system. *Licensed separately.*

Users can download from the App store an App to access the Cryoserver system.

The App enables for users (LDAP & Privileged) to be able to search the Cryoserver repository.



To view the emails from the results.



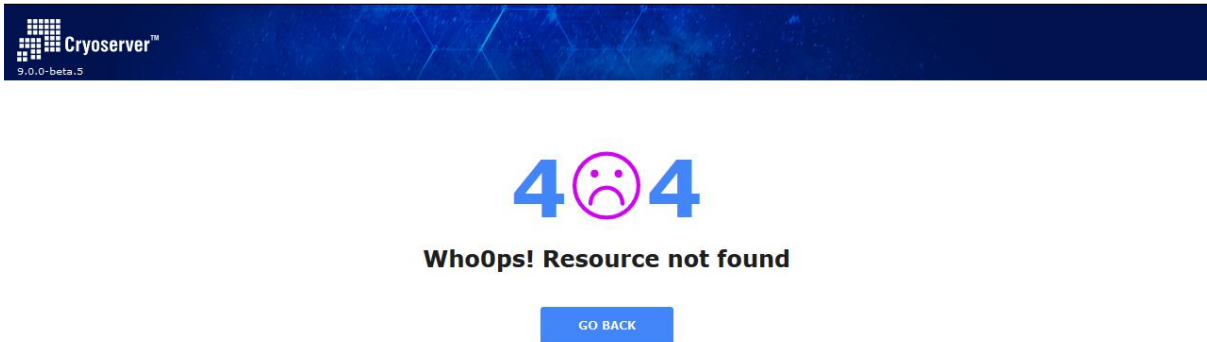
To reply to results from the App.

Please note: The App uses the local iPad/iPhone Mail Client to send emails from. So if you use the Mail client for personal and work purposes please choose the from address as appropriate.

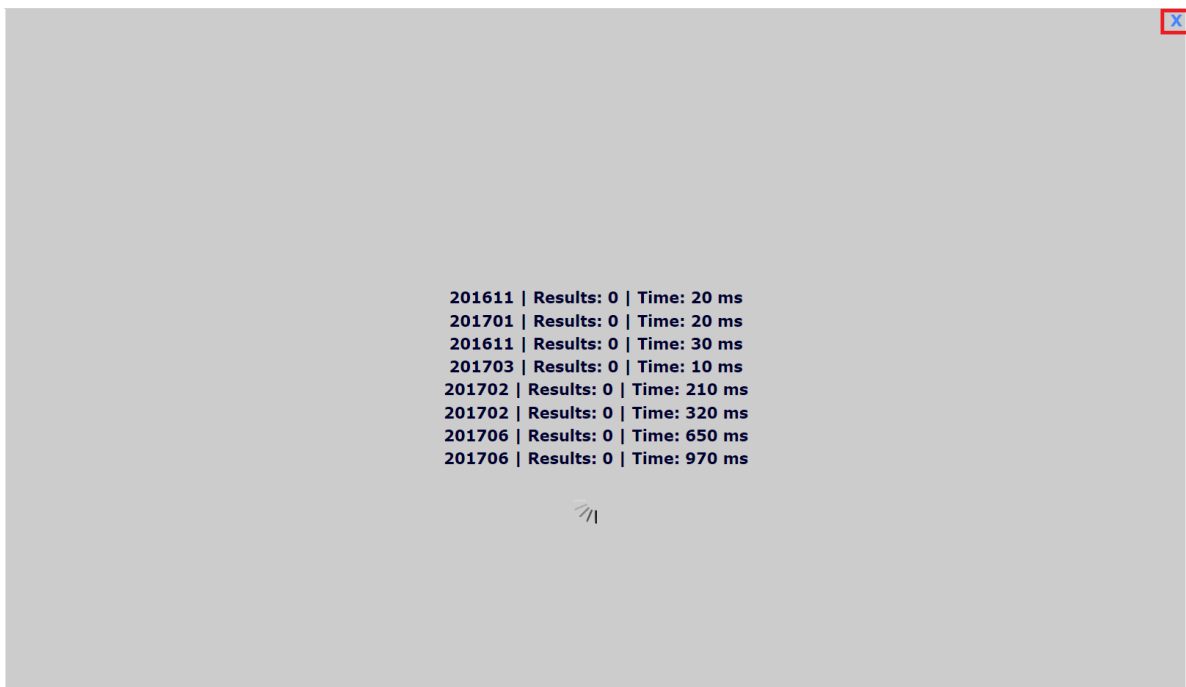
We also provide Apps for Android, Windows and Blackberry v10+

Troubleshooting

On rare occasions you may receive an error page. The system automatically tracks errors. To return back to the previous screen press Go Back button which will return you back to the previous screen. Here is an example.



In the cases where searches are taking a prolonged period of time i.e. 60 seconds or more, this would suggest the results being collated are many thousands/millions. We would recommend terminating the search by pressing x in the top right hand corner of the screen. This will force a cancellation to the search. We would recommend refining the search to produce a modest amount of results.



Conclusion

We would like to thank you for reading this guide and using Cryoserver.

Cryoserver is constantly evolving around customer requests. To submit your own enhancement requests please email support@cryoserver.com and we will be happy to review requests and plan ideas into roadmap developments.

For support requests please speak with your administrator and as a second point of contact FCS (UK) at www.cryoserver.com.

Copyright FCS (UK) Ltd, All rights reserved. ©2006 - 2019

Robin Bingeman – Last Edited 30th October 2019, robin@cryoserver.com