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## Synchronizing Folders

<https://campus.barracuda.com/doc/2490429/>

This article refers to the Barracuda Message Archiver firmware version 5.0 or higher.

In the Barracuda Message Archiver's folder view, data is shown in **Inbox** and **Sent Items** based upon the header information in the mail itself. An email displays in a user's **Inbox** if that user is on the recipient list, and is visible in their **Sent Items** if the user's SMTP address, or email aliases, appears in the **From** header of the email. If email is sent to the Barracuda Message Archiver via journaling, any emails in **Deleted Items** will have already been archived to the Barracuda Message Archiver from the **Inbox**.

### Synchronize Folders

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The nightly folder synchronization process scans the specified Microsoft Exchange Server user mailboxes, and imports the user's folder structure, including custom folders and sub-folders, into the Barracuda Message Archiver. Note that a **Folder Sync** job does not import emails to the Barracuda Message Archiver, it only imports the folder structure. Email messages are sent to the Barracuda Message Archiver via real-time journaling or other supported means of mail transfer.

You can specify folder structure synchronization for all or selected users on the **MAIL SOURCES > Exchange Integration** page based on the selected item source, and optionally specify a specific server from which to archive. The synchronization process can be scheduled to run as soon as possible, creating a one-time job that is not repeated, or configured to run nightly. When configured to run nightly, the process starts at 10PM when the additional system load on the Barracuda Message Archiver least impacts users.

### Moving Email Between Folders

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When the user moves an email between folders, the Barracuda Message Archiver updates the location of the email once the next nightly folder sync job runs and captures the new email location information. Additionally, the Barracuda Message Archiver keeps track of all folders in which an email has historically been located. Note that this does not cause any extra copies of the mail to be stored; the association is actually performed by associating the email message ID and the name of the folders in which the email should be shown.

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## Understanding Which Folders are Synchronized

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- **Inbox** is not synchronized, subfolders are processed
- **Sent Items** are not synchronized, subfolders are processed (firmware version 5.0 and higher)
- Other system folders (for example, **Drafts**, **Sync Issues**) and subfolders are not processed
- Custom folders and subfolders are processed

Note that all Personal Information Management (PIM) item folders are processed including user-created PIM folders such as secondary calendars.

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## Understanding Differences Between Exchange Mailbox Folders and Archive Store Folders

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An Archive Store is a historical record of all messages that have ever existed in an Exchange mailbox. This means that messages removed from a mailbox folder still exist in the corresponding Archive Store folder. The **Inbox** and **Sent Items Archive Store** folders are considered pseudo folders. The items in these folders are inferred by using information contained in their headers. If a user's email address is in the "To" field of the message header, it displays in the **Inbox**. If the address is in the "From" and not in the "To" field, it displays in the **Sent Items** folder. If the address is in both fields, it displays in both folders.

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