

Message Actions - Auditor

<https://campus.barracuda.com/doc/2490459/>

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

Punctuation is treated as white space in search strings with the following exceptions:

- **Email addresses** and **Internet hostnames** - Treated as single searchable tokens.
Example: user1@mycompany.com is treated as a single searchable token.
- **Period (.)** - When not followed by whitespace, a period is treated as part of a word.
Example: 1.2 is treated as a single searchable token.
- **Hyphen (-)** - When a token containing a hyphen also contains a number, the complete item is treated as a part of the number.
Examples:
MD-1800 is considered a searchable word, including the hyphen.
hyphen-madness is treated as two words ("hyphen" "madness") with the hyphen treated as whitespace.

The Barracuda Message Archiver allows you to easily collect messages for exporting or forwarding, and to add tags to messages for future re-identification if desired. The system administrator can control whether any or all of these actions are available to auditors and users on the **BASIC > Administration** page, in the **Search Page Settings** section.

Messages journaled directly from Microsoft Exchange have additional hidden information, such as bcc recipients and other SMTP data. End-users do not have access to this information; however, for compliance reasons you may want to include this hidden information when messages are exported or forwarded by the administrator or auditor. The **Preserve Journal Wrappers** setting, also in the **Search Page Settings** section, causes the body of an exported or forwarded message to consist of the complete envelope information, with the actual contents of the email turned into an attachment to the message.

Exporting Messages

Once a search is executed and the results are listed in the **BASIC > Search** page, you can choose to export one or more of these messages to a .pst or .zip file.

To export one or more messages, select the desired item(s) from the message list using Shift- or Ctrl-click to select multiple messages. Click on **Tools** located at the top of the message list, and click **Export Messages**. In the window select the desired action and export method. The desired messages are gathered into a single .pst or .zip file, and are available for download by any

administrator from the **Tasks** tab in the **BASIC > Search** page.

Forwarding Messages

Once a search is executed and the results listed in the **BASIC > Search** page, you can specify one or more of these messages to be forwarded to a desired list of recipients.

To forward one or more messages, select the desired item(s) from the message list using shift- or ctrl-click to select multiple messages. Click on **Tools** located at the top of the message list, and select the desired action. A pop-up dialog prompts you for the email addresses of those users that are to receive the selected messages; use semi-colons to separate multiple email addresses.

Tagging Messages

Tag messages to easily identify any messages for future use. Tags can be any text, and can be accessed only by the account that created them.

To tag one or more messages, execute a search in the **BASIC > Search** page, and select the desired item(s) from the message list using Shift- or Ctrl-click to select multiple messages. Click **Folders & Tags**, click on **Tools** located at the top of the message list, and select the desired Tag action. A pop-up dialog prompts you for the tag text. Tags can then be used as search criteria, allowing you to easily retrieve these messages at a later time.

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