

How to Retrieve Stubbed Content

<https://campus.barracuda.com/doc/42048528/>

To retrieve an archived message, click the retrieval URL in the message stub. If you have configured the ArchiveOne system to do so, this automatically redirects the user to Microsoft Outlook Web Access (OWA) and displays the retrieved message. The user can then easily reply or forward the message from OWA. ArchiveOne determines the OWA address for this redirection by calling the Exchange Autodiscover service and using the returned OWA internal URL value.

If the address you have configured in Exchange for the internal URL for OWA is unsuitable, you can choose instead to force ArchiveOne to use the OWA external URL returned by Exchange Autodiscover. You may choose to do this if the OWA internal URL is not publicly accessible and you do not want to make configuration changes to your Exchange environment. For more information, refer to [How to Configure URL Retrievals to Redirect to the External OWA Address](#).

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