

## How to Prepare for Offline Synchronization

<https://campus.barracuda.com/doc/43222756/>

This article refers to the Barracuda ArchiveOne and Laptop Client users.

You can configure ArchiveOne so that a laptop (or any other type of PC) that is sometimes online and sometimes offline from the network that the ArchiveOne Service is on can maintain a copy of the mailbox archive which can be used when they are offline.

### Requirements

- Laptop must be running an OST copy of the server based mailbox.
- On a regular basis, the laptop must be connected to the network that the ArchiveOne Service is on in such a way that they have the same access permissions as a standard PC that is permanently connected; it is not sufficient to have a dial-up connection unless that gives the laptop fully authenticated access. Specifically, they must be able to see server shares on the network.
- Requires Microsoft Outlook 2003 or later on the laptop, and the [Laptop Client](#) component installed.
- Whereas most mailbox archive data can be stored either on a hard drive or a storage manager, archive data for mailboxes that are being synchronized must be located on a hard drive. This means it is the administrator's responsibility to ensure they are suitably backed up.

### Features

- When offline, laptop users can view messages by viewing the message links in their mailbox which will then view from the local copy of the archive. Users cannot search the archive in this state.
- When online, laptop users can search and archive like any other user.
- Archiving is only performed on the server. The laptop contains a copy of the server-based mailbox archive, but it is never updated on the laptop. If the laptop is lost or stolen, a new laptop can be configured and easily brought up-to-date with the latest copy of the archive, with no data loss with the exception of mail that was not archived and not on the server copy of the mailbox.
- If multiple users share the laptop or one user accesses multiple mailboxes, the Laptop Client keeps local copies of the archives of all appropriate mailboxes up-to-date whenever it is online.

### Architecture

The architecture is as follows:

- The administrator enables a mailbox for offline synchronization.
- They then archive the mailbox.
- During regular intervals (which can be scheduled), the ArchiveOne Service updates an offline repository that contains items just for this mailbox. This offline repository is temporary and is not required for backup.
- The ArchiveOne Service shares this offline repository as a network accessible share (viewable only to users who are allowed to search into the mailbox) if it is not already in a shared location.
- When the user logs into Outlook on the laptop, the Laptop Client software checks to see if the users mailbox has an offline repository on the server.
- If so, it copies the offline repository data onto the laptop.
- It intercepts attempts to view message links in the mailbox, and if the laptop is currently offline, it uses the local copy of the archive.
- It regularly checks to see if it is online or not, and if it finds it is online, it copies any updated repository data (due to new archive runs) onto the laptop.

## Prepare for Offline Synchronization

In order to allow a user to synchronize the archive of their mail onto their laptop, the administrator needs to prepare with the following steps:

1. Log in to ArchiveOne Admin, and click **Mailbox Manager**.
2. Click on the mailbox in the right pane you want to enable for offline synchronization.

If the mailbox is not in the list,

1. Right-click **Mailbox Manager**, and click **Add Mailbox**.
2. In the **Choose mailboxes** dialog, click on the mailbox name you want to add, and then click **Add**.
3. Click **OK** to close the dialog and add the selected mailbox.

3. Right-click the mailbox, and click **Properties**.
4. In the **Offline archive synchronization** section, turn on **Enable**.  
The default settings are taken from the [Offline Archive](#) page of the [Status Node](#) node.
5. If you want to change the default settings, click **Configure**, and in the **Offline archive synchronization settings** dialog box, make the desired changes, and then click **OK**.
6. Click **OK**.

## Offline Repository Updates

By default, the ArchiveOne Service updates the offline repositories for any enabled mailbox at 6:00am daily. To change this schedule,

1. Right-click **Status**, and click **Configure**.
2. In the **Status properties** dialog box, click the **Offline Archive** tab.
3. In the **Offline archive Synchronization schedule** section, click **Schedule** to change the processing time, or click **Synchronize now** to update the offline repositories immediately.
4. Click **OK** to save your changes.

## Laptop Client

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The [Laptop Client](#) component must be installed on the laptop. Additionally, it must recognize the Configuration server name of the server to which ArchiveOne is connecting. When a user runs Outlook on any PC where the Laptop Client is installed, it checks to see if that mailbox has an offline repository available on the server, and if so, configures synchronization.

You can change whether a given mailbox is enabled for synchronization at any time. If you disable a mailbox for offline synchronization, the ArchiveOne Service does not update that particular offline repository until you enable it.

You can change the default repository for a mailbox at any time; this does not affect the availability of messages when the laptop is working offline. The offline archive contains all messages from all the currently configured repositories, regardless of the default repository configured for this mailbox.

At any time you can force both the ArchiveOne Service and the Laptop Client to clear the currently stored offline cache and rebuild it from scratch. To do so, click **Mailbox Manager**, right-click the mailbox, and then click **Flush Offline Repository**.

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