

How to Retrieve Archived Messages

<https://campus.barracuda.com/doc/45712631/>

There are four methods an end user can use to access an archived message.

Authentication

All four methods may result in none, one, or two user authentication requests if the workstation being used to retrieve the message does not "trust" the server where the ArchiveOne Search and Retrieval Website component is installed. This trust is required so that the workstation can automatically forward the currently logged in user's domain credentials so that the user can be properly authenticated before the message is retrieved from the archive. If trust is not implicit, you can add it explicitly through the security settings in Internet Explorer and add the Search URL to the list of Local Intranet sites. Determine the appropriate URL to add by viewing the archive stub, for example, **<https://archiveone.barracuda.com/AOneSearch>**.

Options 2 and 4 makes use of the Outlook Web Access (OWA) service so there may be additional authentication required unless OWA is using Windows integrated authentication and the workstation performing the retrieval trusts the OWA server. If there is no trust in place or if OWA uses Forms-based authentication, OWA requires that the user enter their credentials to log in. Once a user is authenticated, they are not required to re-authenticate for the duration of OWA session.

Option 1. Double-Click Message Stub in Microsoft Outlook

You must have [Quick Link Client](#) or the [Laptop Client](#) installed on the computer running Outlook to use this method.

Double-click on the archive stub in the message list window in Outlook to display the message natively in Outlook. The message displays just as a non-archived message displays.

Option 2. Click the Message Stub URL

Click the URL inside the message stub in the preview pane in Outlook, or after an archive stub has been double-clicked AND the Quick Link Client is not installed or enabled. The message displays in OWA if configured to use OWA, or the user is prompted to view the message in their Retrieved

Message folder in Outlook.

Option 3. Click a Message Found Using ArchiveOne Search Website

Click on a message after it has been found using the [ArchiveOne Search website](#) via the Search Archive folder in Outlook. Click on any item in the results window to open the message in an Outlook window.

Option 4. Click a Message Found Using ArchiveOne Search through a Web Browser

Click on a message after it has been found using the ArchiveOne Search website via a web browser. The message displays in Outlook Web Access (OWA) if configured to use OWA, or the user is prompted to view the message in their Retrieved Message folder in Outlook.

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