Message Actions

Easily collect messages for exporting or forwarding and add tags to messages for future re-identification. You can control whether any or all of these actions are available to users on the **Basic > Administration** page, in the **Search Page Settings** section.

> The **Basic > Virus Checking** option enables or disables virus scanning. When enabled, messages that are opened from the Barracuda Outlook Add-In and individual messages downloaded from the user interface are scanned for viruses.

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.

> If an option is not visible in the web interface, the administrator must enable the option on the **Basic > Administration** page in the **Search Page Settings** section.

Search as User

Execute a search across only those messages that are accessible by a specific user. From the **Tools** menu, select **Search as User** to execute a search across only those messages that are accessible by the selected user. When this option is selected, a pop-up appears prompting you for the username or email address whose access should be emulated for the search.

Select Messages

The standard selection controls apply when selecting messages in the list view:

- To select *one* message – Single-click on the desired message.
- To select *multiple consecutive* messages – Single-click on a message, and **Shift**-click on another message to select both messages along with all messages listed between those two in

the Message List.
- To select *multiple individual* messages – Single-click on one message, and **Ctrl**-click on every other message you want to select.

Resend to Me

To redeliver selected messages to your mailbox, select one or more messages, and then click **Resend to Me** located at the top of the message list,

Export 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 as 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 the **Tools** menu 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.

> Note the following:
>
> - If **you have *not* been migrated to Public Cloud** – Exports exceeding 1,000,000 items are not supported.
> - **If you have been migrated to Public Cloud** – Exports exceeding 100,000 items are not supported.
>
> For more information on whether you have been migrated to Public Cloud, see Platform Migration Status.

- **Export Name** – A label used to identify this export task.
- **Export Type** – The format used to export messages:
  - A single **PST** file suitable for loading into Microsoft Outlook
  - A single **ZIP** file containing individual **.eml** files for each message, with files named under one of the following conventions:
    - **Numerical** – Serial counter, beginning with 0.
    - **Date** – A string of numbers representing the date and time of the message.
    - **Date/From/To** – A (long) string containing the date, time, sender and recipient of the message.
- **Content** – Specify whether to export the **Current Search Results** or **Selected Messages**.

- **Chunk Size** – Select the chunk size for the PST or ZIP export.
  Note the following:
    - If **you have *not* been migrated to Public Cloud** – Chunk size for the PST or ZIP export is 800MB, 4.7GB, or a specified custom chunk size in gigabytes.
    - **If you have been migrated to Public Cloud** – Chunk size for the PST or ZIP export is 500MB.
  For more information on whether you have been migrated to Public Cloud, see [Platform Migration Status](#).
- **Folder Data** – Select **Export if present** to include folder data. Note that this option is only available when logged in as an LDAP user; this option is not available when logged in as the admin.

Forward Messages

Once you execute a search and the results display 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:

- **Forward Selected** – Each message selected in the Message List is individually forwarded (re-delivered) to the specified email address. When this option is selected, a pop-up prompts you for the desired forwarding email address. Use commas to separate multiple delivery destinations.
- **Forward All** – All messages currently in the Message List are individually forwarded (re-delivered) to the specified email address. When this option is selected, a pop-up prompts you for the desired forwarding email address. Use commas to separate multiple delivery destinations.

Tag 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 **PSTs & 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:

- **Tag Selected** – Only the messages that have been selected in the Message List are tagged. When this option is selected, a pop-up prompts you for the text with which to tag the messages.