

How to Archive Encrypted Email Messages

<https://campus.barracuda.com/doc/75694466/>

This article applies to the Barracuda Cloud Archiving Service and the Barracuda Email Security Service, and is available in US region only.

You can import and archive (plain text) messages encrypted by the Barracuda Email Security Service to the Barracuda Cloud Archiving Service as unencrypted messages using the Archive Encrypted Messages feature. When enabled, encrypted messages from the Barracuda Email Security Service Message Center sync to the Barracuda Cloud Archiving Service once daily; the initial import may take multiple days. When enabled, all messages for all verified encryption domains are archived. Note that this feature is disabled by default.

When **Archive Encrypted Messages** is enabled, the Barracuda Cloud Archiving Service synchronizes all messages in the Message Center, including replies.

Enable Archive Encrypted Messages

1. Log in to Barracuda Cloud Archiving Service, and go to **Mail Sources > Encrypted Messages**.
2. Set **Archive Encrypted Messages** to **Yes**, and click **Save**.

If the **Archive Encrypted Messages** option is grayed out, verify you have configured and verified at least one domain in the Barracuda Email Security Service and encrypted messages display in the Message Center. Also verify that you have entitlements to both the Barracuda Cloud Archiving Service and the Barracuda Email Security Service.

3. Once enabled, allow the sync to complete; note that the initial import may take multiple days.
4. When the sync is complete, run a search on the **Basic > Search** page to verify expected messages have synced.

Search Messages

When enabled, unencrypted copies of messages encrypted by the Barracuda Email Security Service are available for search on the **Basic > Search** page in the Barracuda Cloud Archiving Service. Users can search their unencrypted messages through the Barracuda Cloud Archiving Service web interface, as well as client options enabled in the **Client Access** section on the **Users > Client Downloads** page. For example, if you have enabled **Show Archive Search for Outlook**, users can search copies of their unencrypted messages via Archive Search for Outlook.

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