Policy Planning, Configuration, and Management

In today's highly-regulated business environment, having an email policy is no longer optional. You must have an email policy to ensure that your organization is protected against litigation and is compliant with the statutes governing your industry. It is also a good idea to have an email policy to help protect the performance of your email platform and to reduce the storage cost associated with your live email data.

Netmail Archive enables organizations to implement corporate-wide email retention, storage, and compliance management rules by creating pre-defined archiving and storage tasks called policies. Policies created using the Netmail Archive Administration Console contain archiving and publishing settings which are then applied to selected user accounts in your email system. Netmail Archive supports an unlimited number of policies that enable administrators to set unique email retention criteria for specific groups of users.

These policies are scheduled to run as a server-side process that is transparent to end users. Policies may be scheduled to run once or multiple times. Policies can also be used to carry out run-once tasks. For example, policies can be created to archive the contents of an inactive account, thereby enabling administrators to eliminate that account from the messaging system.

As a starting point to create policies with Netmail Archive for implementing your organization's email retention policies, you should review your existing email and records management policies. Then you should decide what kind of policies you need to address the long-term records retention and records management needs of your organization.

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- Specifying Advanced Properties
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Policy Overview

There are many types of policies that you can create which may be applied to selected email accounts. The following list is a brief introduction to the types of policies you may want to consider implementing within your organization:

- **Email Usage Policy:** An email usage policy should include code of conduct, system usage guidelines, and an email confidentiality clause.

- **Email Retention Policy:** An email retention policy is an organizational policy that identifies the retention and deletion requirements for email within the organization. If end users are given the ability to delete messages, then the policy should provide a clear definition as to what constitutes a business record and what constitutes a transitory record that can be deleted.

- **Email Deletion Policy:** An email deletion policy is crucial to an organization unless you plan to keep information in perpetuity. So an email deletion policy takes into account that you will need to delete information when it is no longer valuable or when the regulatory requirements have been met. Your deletion policy should take into consideration all forms of email messages, including corporately-archived messages, privately-archived messages, and backups of messages.

- **Email Archiving Policy:** An email archiving policy is critical when defining the expectations and procedures for retaining and storing electronic messages within the organization. While it is an operational policy, it should take into consideration what data will be stored in your primary messaging systems, what data will be stored on online archive systems, and what data will be stored on near-online or off-line systems.

To start using Netmail Archive, first you must create, apply, and deploy policies. Netmail Archive includes several pre-defined sample policies to help system administrators get started as soon as possible. The sample policies are pre-created policies that are available in the Netmail Archive Administration Console and are provided to you as recommended best practices. You can use these sample policies right away or customize these sample policies to better suit the epolicy requirements of your organization. Sample policies are displayed on the left-hand side of the Netmail Archive Administration Console in the tree under the **Policies** object. To view detailed criteria assigned to each of these policies, click the name of the policy, such as Sample Archive Policy, to open it.

Creating a New Policy

This section describes how to create and manage pre-defined policies for automated or manual archiving of single or multiple accounts. From the

tree menu on the left-hand side of the Netmail Administration Console, click **Archive > Clusters > <Cluster Name> > Policies** to open the main Policies screen where you can create a new policy.
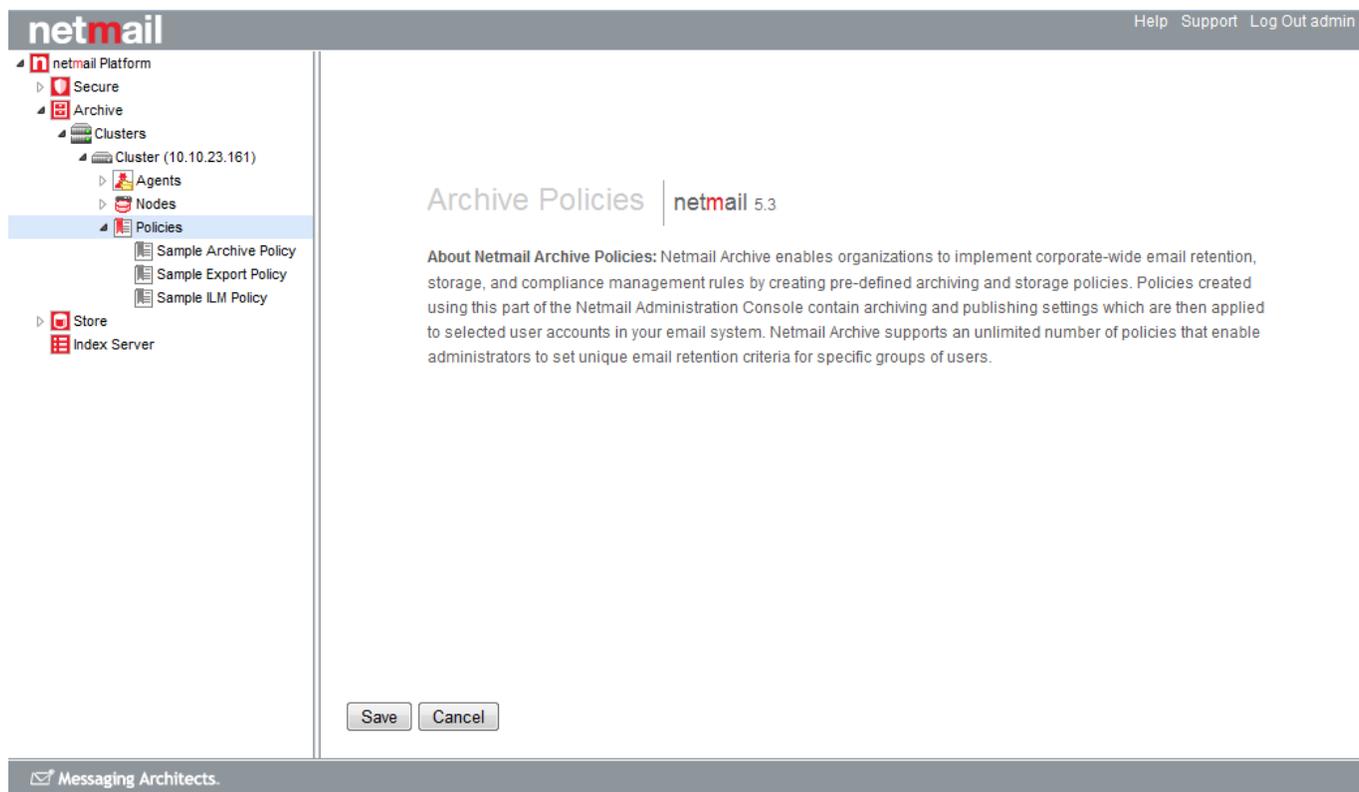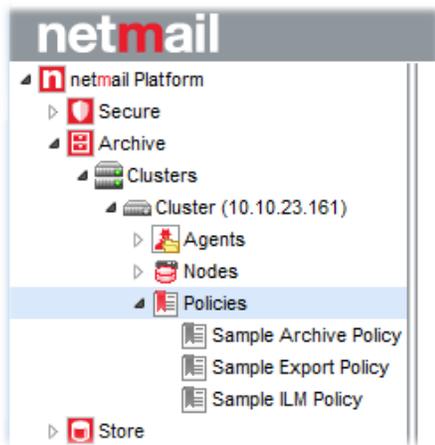

To create a new policy:

1. Click the **Create** button at the bottom of the screen to open a new dialog box.
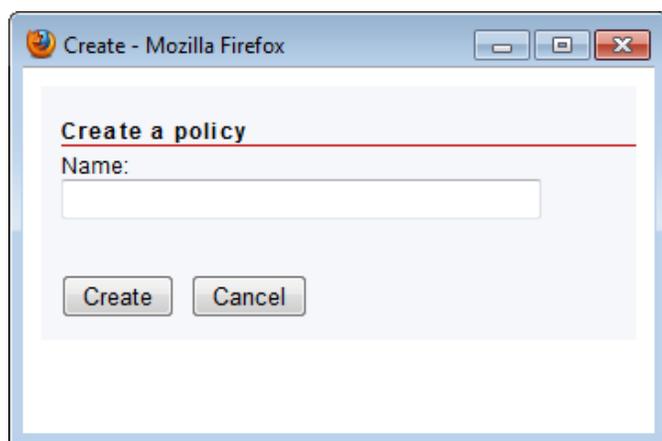
2. Under **Name**, specify a name for the policy you would like to create, and then click **Create**.

Your policy now appears in the tree under the **Policies** object.

3. Click the name of the policy you just created to open the policy and begin specifying policy criteria.

Specifying Policy Criteria

There are three different tabs that allow you to configure various policy settings. The settings you apply depend on the type and purpose of the job to which you will assign this policy. Each of these tabs will be described in the same order as the layout of the Netmail Administration Console. By default, when selecting a policy, the **Policy Criteria** tab is displayed. The **Policy Criteria** tab allows you to configure the basic message selection criteria for a policy.
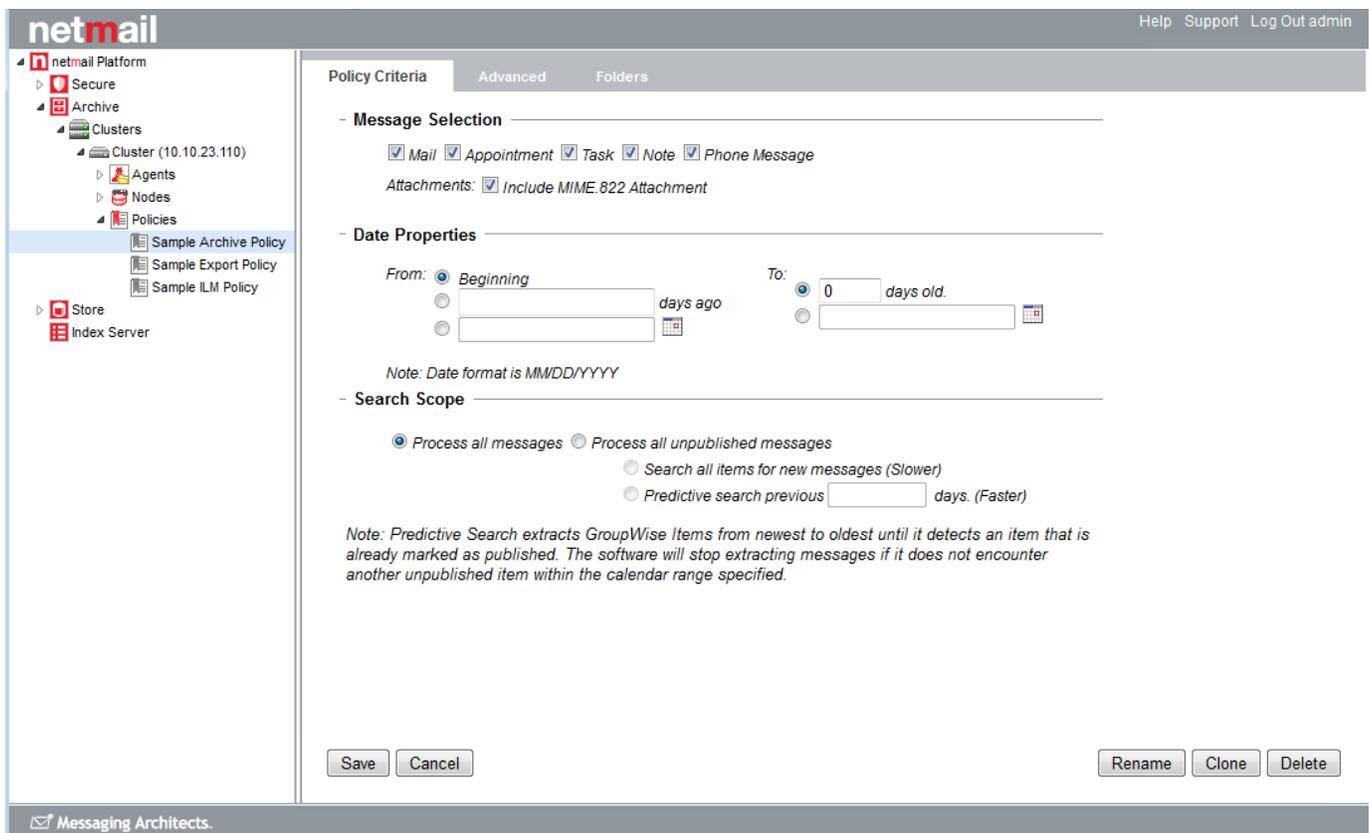
Message Selection

Under **Message Selection**, specify what type of messages to be selected by this policy, and therefore processed by the job to which the policy is assigned.

Message Selection

☑ Mail ☑ Appointment ☑ Task ☑ Note ☑ Phone Message

Attachments: ☑ Include MIME.822 Attachment

To configure a policy with Netmail Archive, select the types of messages to be included in the policy. The available message types are:

- Mail
- Appointments
- Tasks
- Notes
- Phone Messages

When applying this policy to an Archive Job, you can also specify if you want to archive the GroupWise **MIME.822 Attachment** for any items matching the rest of the policy criteria. This setting will be ignored if the policy is assigned to any job type other than an Archive Agent Job.

> **Note:** When GroupWise receives an external email (normally from the Internet), it creates an attachment named MIME.822 which contains the SMTP header and MIME encoded copy of the email and any attachments. This MIME.822 attachment is in addition to any decoded attachments. In GroupWise, this attachment is normally hidden from the user but is read and displayed if the message source option is used in the GroupWise client. In most scenarios the extra information included in this attachment (i.e., the SMTP routing information) is not required to be archived. Some organizations, however, may deem this information necessary for retention. This policy option can be used in such scenarios to include this attachment when archiving items. Note that this has significant storage implications, since the MIME.822 includes MIME encoded copies of any other attachments, and, in effect, doubles the amount of data archived for external email, if included.

Date Properties

Under **Date Properties**, specify a particular time period to apply to your policy criteria. Only items which have a Created Date value within the specified period will be selected by the policy, and therefore processed by the job to which the policy is assigned.

Date Properties

From: ◉ Beginning   To: ◉ [0] days old.
○ [_____] days ago   ○ [_____] 📅
○ [_____] 📅

Note: Date format is MM/DD/YYYY

> **Note:** For calendar based GroupWise items, such as appointments, the comparison is made to the Scheduled Date attribute rather than to Created Date.

You can specify the **From** date as the **Beginning**, which corresponds to January 1, 1970, as a number of days prior to today's date (**x days ago**), or as a chosen calendar date. The **To** date can be a chosen calendar date or a number of days prior to the current date. For policy use with Archive Jobs, the latter option effectively lets you designate the number of days a message is allowed to remain in the email account before it is archived.

Search Scope

The **Search Scope** settings are used *only* when the policy is assigned to an Archive Agent Job. They are designed to help optimize the archiving process when it is carried out regularly. Under **Search Scope**, use the available options to select which messages you want the Archive Job to inspect against the other policy criteria.

Search Scope

Process all messages ● Process all unpublished messages ○

○ Search all items for new messages (Slower)

○ Predictive search previous [   ] days. (Faster)

Note: Predictive Search extracts GroupWise Items from newest to oldest until it detects an item that is already marked as published. The software will stop extracting messages if it does not encounter another unpublished item within the calendar range specified.

The settings are used as follows when processing each account assigned to the Archive Job's user list:

- **Process all messages:** This option, applied to the policy assigned to an archive job, results in every single item in the mail system account, regardless of the published flag (see below), being inspected to see if it matches the policy criteria, and therefore archived.

- **Process all unpublished messages:** This option saves time by making use of the published flag which previous executions of the archive job can set on items which they archive. This flag provides a means for the current archive job to determine which items have been archived previously.

When the **Process all unpublished messages** option is selected for the policy assigned to an Archive Job, the job first examines only the published flag on items in the mail system account to see if they have previously been archived. Only items which do not have the published flag set (i.e., have not been previously archived) will then need to be compared with the rest of the policy criteria to determine if they should be archived. Items which have the published flag set can skip the comparison with the other policy criteria.

When using the **Process all unpublished messages** option to inspect the published flag, there are two modes of operation:

- **Search all items for new messages:** This option inspects the published flag on all items in the mail account, and further processes only those items which are unpublished.

- **Predictive Search previous x days:** This option saves yet more time when archiving GroupWise accounts in environments where archive jobs are running regularly. The Archive Job processes the account folder by folder and processes items in reverse chronological order (i.e., newest first). When the job encounters the first item in a folder which has the published flag set, then typically, all remaining items in that folder (i.e., older items) will also have been archived by previous job executions and will also have the published flag set. Rather than continue to inspect the published flag for all remaining items in the folder, which may contain a very large number of items, this option instructs the Archive Job to check items only up until the specified number of days before the creation date of the first published item found. Once a published item older than that threshold is encountered, no other items in that folder will be inspected at all, so saving time. Should an unpublished item be encountered within the specified date range then the threshold is reset until an older published item is found again. The entire process is then reset to process the next folder of items.

> *Important: After specifying your options, click* **Save** *to save your settings. If you do not click* **Save***, your settings will not be saved when you click the* **Advanced** *tab.*

Specifying Advanced Properties

The **Advanced** tab of a policy allows you to specify advanced message selection properties for the types of messages to be selected by the policy.

Search Properties

Using the available settings under **Search Properties**, you can inspect many of the other properties of items to decide whether they should be selected by the policy. These properties include some GroupWise-specific properties, such as *categories*.

> **Note:** When Netmail Archive archives an item from GroupWise, it saves the GroupWise properties of the item on the archived item. As such, these advanced policy criteria can be used on policies assigned to jobs acting on archive items, such as ILM Agent Jobs and Export Agent Jobs, as well as policies assigned to Archive Jobs. In actual fact, most organizations find that they rarely use advanced policy criteria on Archive Jobs, since they want to archive most or all items, but the do use them on ILM and Export Jobs, where narrower selection criteria are typically required.

The available item properties are:

- **Accepted:** True or False
- **Attachment name:** Contains or does not contain a specified string
- **Attachment size:** Compared to a specified size
- **Box Type:** Incoming, Outgoing, Draft, or Personal

- **Busy Type:** Free, Tentative, Busy, or Out of Office (for appointments only)
- **Categories:** Matches a specified string
- **From Text:** Contains or does not contain a specified string
- **Message body:** Contains or does not contain a specified string
- **Opened:** True or False
- **Personal Subject:** Contains or does not contain a specified string
- **Personal:** True or False
- **Private:** True or False
- **Read:** True or False
- **Sender:** Contains or does not contain a specified string
- **To:** Contains or does not contain a specified string
- **Subject:** Contains or does not contain a specified string

> **Note:** Netmail Archive supports the use of Regular Expression Searching (Regex). Regular expression searching provides a way to search for advanced combinations of characters.

Date-based Filtering

For some date-based properties of items, you can specify a specific **Date Range** to be matched against.

- **Due Date:** This option allows you to match against a date range during which a task in the calendar was scheduled for completion. Select **Appointment Due Date**, and then click the calendar icons to choose a range of dates (MM/DD/YYYY).

- **Task Completed Date:** This option allows you to match against a date range during which a task in the calendar was actually completed. Select **Task Completed Date**, and then click the calendar icons to choose a range of dates (MM/DD/YYYY).

- **Mail Modified Date:** This option allows you to match against a date range for the Modified Date property of the item. Select **Mail Modified Date**, and then click the calendar icons to choose a range of dates (MM/DD/YYYY).

```
- Date-based Filtering

    ☑ Appointment Due Date: 11/14/2008    🔳   to  11/14/2010   🔳
    ☐ Task Completed Date:                 🔳   to              🔳
    ☐ Mail Modified Date:                  🔳   to              🔳

    Note: Date format is MM/DD/YYYY
```

> **Important:** After specifying your settings, click **Save** to save your settings. If you do not click **Save**, your settings will not be saved when you click the **Folders** tab.

Folders

The **Folders** tab allows you to select which folders in the mail system accounts or archived accounts you wish to include or exclude from item selection.
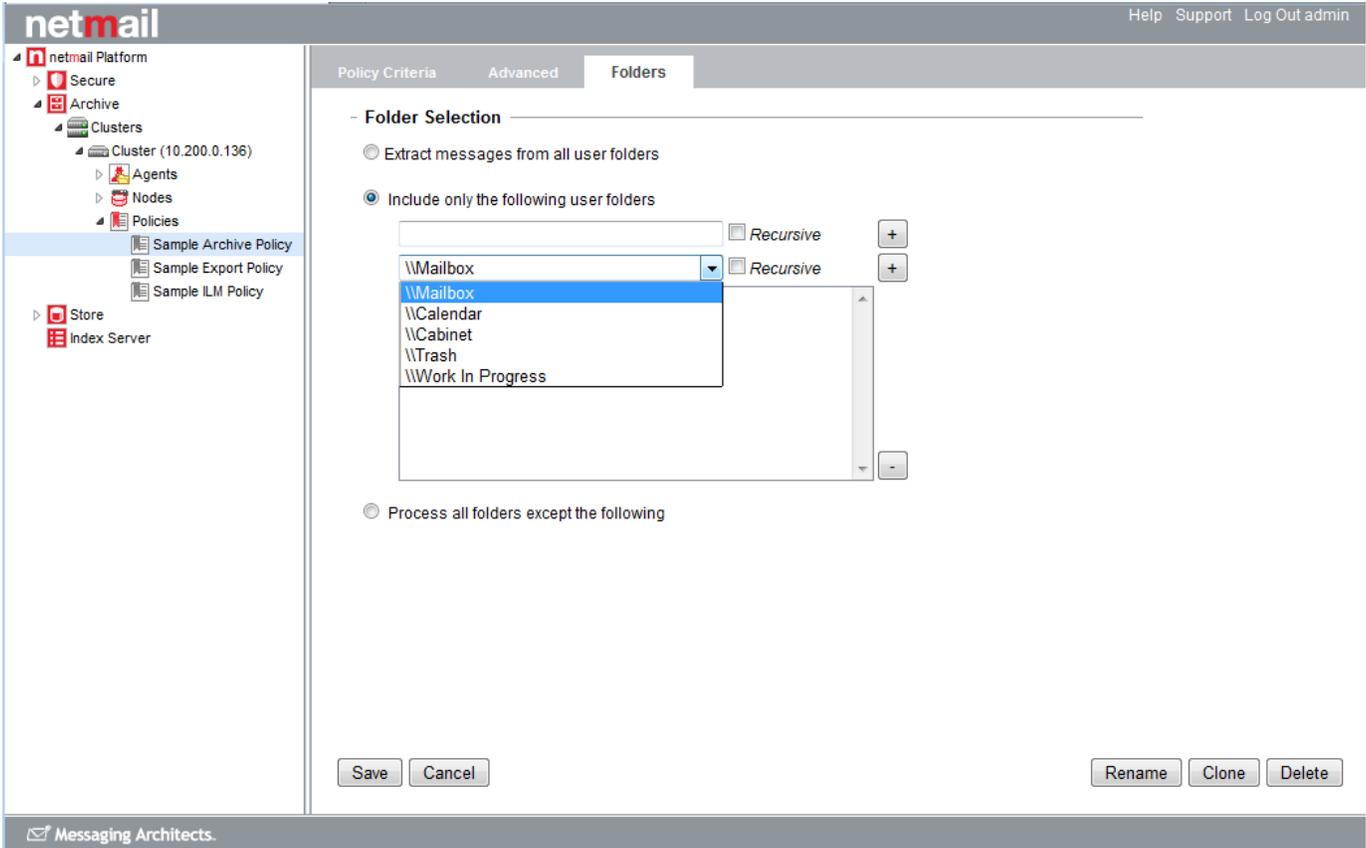
Folder Selection

Folder Selection allows you to specify which folders in the mail system accounts or archived mailboxes, depending on the job type to which this policy is assigned, will be processed by the job. You can choose to process items in all folders, or specify which folders to include or exclude in your policy. In this way, you can choose to process items from specific folders only, or to process all folders except for those that have been excluded.

You can choose from a set of pre-defined GroupWise system folders:

- Mailbox
- Calendar
- Cabinet
- Trash
- Work in Progress

You can also create filter entries for non-system folders. Simply enter the name of the folder you wish to create in the text field, and then click the **+** button to add your folder to the list. Folder paths can be specified with a leading "\\" or without (e.g., \\Cabinet\Folder1 is the same as Cabinet\Folder1.

> *Note: If you specify a non-system folder for inclusion or exclusion, you can alter whether the inclusion/exclusion applies only to the contents of that folder itself, or the folder and its subfolders. Using a trailing slash in the folder path, indicates that only this folder is included/excluded. Not using a trailing slash, implies that this folder and all of its subfolders are included/excluded. For example, \\Cabinet\Personal will include/exclude the Personal folder within the cabinet plus any subfolders of that folder, whereas \\Cabinet\Personal\ will only apply to the contents of the Personal folder, not any subfolders.*

After making your folder selection, click **Save** to save your settings.

> *Important: If you do not click **Save**, your folder settings will not be saved when you start applying policies to jobs in the next section.*