

# Tracking Agent Configuration and Management

The **Tracking Agent** is used to track archiving. It allows administrators to compare the items in a data source to those in a data destination (e.g., live mail system vs. the archive) and report on item counts and differences. Although Netmail Archive features logs and job reports, the Tracking Agent helps to present the data in a more organized and useful format for project managers, system administrators, and compliance officers.

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## Selecting Job Criteria

After creating your Tracking Job and specifying appropriate Job Settings as described in [Job Creation and Distribution](#), you are ready to select advanced Tracking Job criteria. To begin, click the name of the job you created earlier. By default, the **Job Settings** tab is displayed. The **Job Settings** tab allows you to configure basic settings for any of your jobs. Click the **Criteria** tab. The **Criteria** tab allows you to verify the whether the items in the source location match the XML files in the archive location. Be sure to first enter a **Report name** for the report that will be produced once your Tracking Job is complete.

The screenshot shows the netmail web interface. The top navigation bar includes 'netmail', a link to learn about new features, and 'Help Support Tour Log Out netmail'. The left sidebar shows a navigation tree with 'netmail Platform' expanded to 'Tracking Job'. The main content area has tabs for 'Job Settings', 'Criteria', 'Log Settings', and 'Report'. The 'Criteria' tab is active, showing a 'Report name' field with 'Archive Completeness'. Below this is a section for 'Archive completeness' with a dropdown for 'Choose Archive Location' set to 'Archives'. The 'Source' is set to 'Mailbox' with radio buttons for 'PST' and 'GroupWise Native Archive'. The 'Comparison option' has radio buttons for 'Items only', 'Items and their attachments', and 'Items, attachments, and embedded messages' (selected). There are also checkboxes for 'Compare only published items', 'Process all users of the system's user list as well as those of the location', and 'Compare address books also'. At the bottom are 'Save', 'Cancel', 'Rename', 'Clone', and 'Delete' buttons. The footer says 'Messaging Architects'.

## Archive Completeness

This option verifies if the items in the source location match the XML files in the archive location.

- **Archive completeness** \_\_\_\_\_

Choose Archive Location:

Source:  Mailbox  PST  GroupWise Native Archive

Path to folders containing PST files:

Comparison option:  *Items only*  
 *Items and their attachments*  
 *Items, attachments, and embedded messages*

Compare only published items

Process all users of the system's user list as well as those of the location

Compare address books also

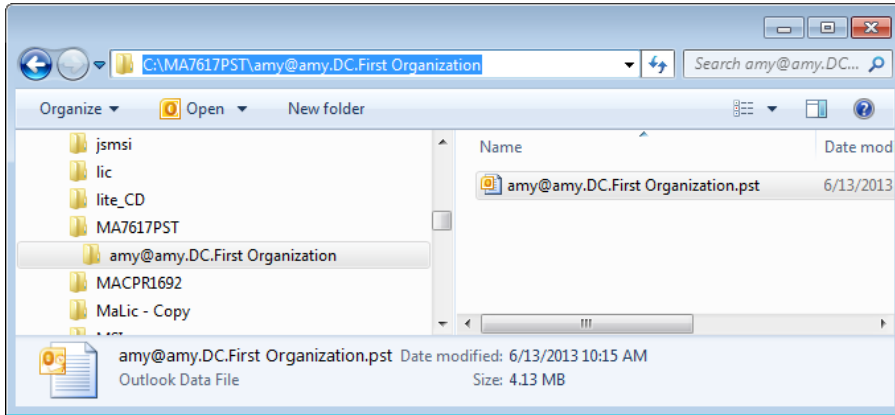
## Choose Archive Location

Use the drop-down box to choose the archive storage location containing the accounts that were archived.

## Source

Select **Mailbox**, **PST**, or **GroupWise Native Archive** as the data source.

If you selected **PST** or **GroupWise Native Archive**, enter the **Source path** in the available text box. In the case of **PST**, the source path should point to a folder, not a PST file name. That folder must contain one folder per account, and its name must match the full user ID, as shown in the sample screenshot below.



## Comparison option

Select which items you want to compare during the verification process:

- Items only
- Items and their attachments
- Items, attachments, and embedded messages

## Compare only published items

Select this option if you want to compare only those items that have a published flag associated with them.

## Process all users of the system's user list as well as those of the location

Select this option if you want the job to process both the users in the location you have specified as well as all users within the system.

## Compare address books also

Select this option if you want the source and destination address books to also be compared (option not available if you have selected **Native GroupWise Archive** as the source).

# Tracking Agent Reports

A detailed report is generated for each Tracking Job. The report includes precise item counts and time-based comparisons, which makes for accurate archiving tracking, as well as regular compliance verification. To access the Tracking reports, click the **Agents > Tracking > Reports** tab.

The **Reports** tab displays a list of all Tracking jobs you have run. The Name, Start Time, and End Time, and Archive columns are displayed.

The Archive column shows how many accounts were processed. Click the blue hyperlink to see more details about which accounts were processed.

The screenshot shows the netmail web interface. At the top, there is a navigation bar with the netmail logo, a link to learn about new features, and links for Help, Support, Tour, and Log Out. On the left is a sidebar menu with categories like Secure, Archive, Clusters, Agents, Tracking, Utility, Nodes, Policies, Store, and Index Server. The main content area is titled 'Reports' and contains a table of available reports. The table has columns for Name, Archive, Start Time, and End Time. One report is listed: 'Archive Completeness' with 4 accounts processed, a start time of 2013-11-11 10:45:38, and an end time of 0001-01-01 00:00:00. A 'Delete Selected Reports' button is at the bottom of the table area. The footer contains the text 'Messaging Architects.'

Name	Archive	Start Time	End Time
Archive Completeness	4 <a href="#">account(s)</a>	2013-11-11 10:45:38	0001-01-01 00:00:00

The list of accounts that were processed is displayed, along with the success and failure statistics for the different types of items that were processed. If any items are missing data, the number of items missing data is shown in red. You can check the **Show only items with missing data** box to see only those accounts that ran into processing issues. Click the red hyperlink to see full details about the missing data.

netmail Click here to learn about new netmail features Help Support Tour Log Out netmail

- netmail Platform
  - Secure
  - Archive
    - Clusters
      - Cluster (10.10.23.129)
        - Agents
          - Archive
          - Discovery
          - Export
          - Group
          - ILM
          - Index
          - Tracking
            - Tracking Job
            - Utility
          - Nodes
          - Policies
        - Store
          - Index Server

License Reports

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**Archive Completeness : Archive**

Location	Account	Report State	Messages	Calendar It...	Tasks	Phone Calls	Contacts	Notes	Total
▷	▷	Failure	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0
▷	▷ amys@dev.n...	Success	357 / 357	120 / 122 <span style="color: red;">2 missing</span>	0 / 0	0 / 0	0 / 0	0 / 0	477 / 479 <span style="color: red;">2 missing</span>
▷	▷ CristinaO@d...	Success	505 / 505 <span style="color: red;">22 missing</span>	390 / 406 <span style="color: red;">16 missing</span>	0 / 0	0 / 0	0 / 0	0 / 0	895 / 911 <span style="color: red;">38 missing</span>
▷	▷ sachav@dev...	Success	612 / 612 <span style="color: red;">1 missing</span>	450 / 466 <span style="color: red;">16 missing</span>	0 / 0	0 / 0	0 / 0	0 / 0	1062 / 1078 <span style="color: red;">17 missing</span>

Show only items with missing data.
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Messaging Architects.

A new window opens, showing the full list of items that could not be processed. Click **Download CSV** to open or save the statistics in a spreadsheet application.

- netmail Platform
  - Secure
  - Archive
    - Clusters
      - Cluster (10.10.23.129)
        - Agents
          - Archive
          - Discovery
          - Export
          - Group
          - ILM
          - Index
          - Tree
        - Utilities
        - Nodes
        - Policies
        - Store
        - Index Server

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Archive Completeness : Archive

Location	Account	Report State	Messages	Calendar It...	Tasks	Phone Calls	Contacts	Notes	Total
		Failure	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0
	amys@dev.n...	Success	357 / 357	120 / 122 <span style="color: red;">2 missing</span>	0 / 0	0 / 0	0 / 0	0 / 0	477 / 479 <span style="color: red;">2 missing</span>
	CristinaO@d...	Success	505 / 505 <span style="color: red;">22 missing</span>	390 / 406 <span style="color: red;">16 missing</span>	0 / 0	0 / 0	0 / 0	0 / 0	895 / 911 <span style="color: red;">38 missing</span>
	sachav@dev...	Success	612 / 612 <span style="color: red;">1 missing</span>	450 / 466 <span style="color: red;">16 missing</span>	0 / 0	0 / 0	0 / 0	0 / 0	1062 / 1078 <span style="color: red;">17 missing</span>

Missing Calendar Items from "Archives/CristinaO@dev.netmail.com"

Description	Subject	Creation Date	Calendar Item ID
Item not found in the destination data source.	Monthly Company Review	2013-11-09 17:54:11	5162D345.GWMTL.MAPO.100.16F3676.1.24E26.1
Item not found in the destination data source.	Monthly Company Review	2013-11-09 17:54:02	5162D345.GWMTL.MAPO.100.16F3676.1.24E27.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 17:53:37	515EAD3C.GWMTL.MAPO.100.16F3676.1.24D66.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 19:19:36	5142EC1D.GWMTL.MAPO.100.16F3676.1.2475A.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 19:19:07	5142EC1D.GWMTL.MAPO.100.16F3676.1.24757.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 19:18:04	5142EC1D.GWMTL.MAPO.100.16F3676.1.24759.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 19:17:47	5142EC1D.GWMTL.MAPO.100.16F3676.1.24758.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 17:54:12	5142EC1D.GWMTL.MAPO.100.16F3676.1.24755.1
Item not found in the destination data source.	Weekly Eng. Pulse meeting	2013-11-09 17:54:12	5142EC1D.GWMTL.MAPO.100.16F3676.1.24756.1
Item not found in the destination data source.	NMS Standup	2013-11-09 17:53:46	513DE3CA.GWMTL.MAPO.100.16F3676.1.244A5.1
Item not found in the destination data source.	NMS Standup	2013-11-09 17:53:41	513DE3CA.GWMTL.MAPO.100.16F3676.1.244A4.1
Item not found in the destination data source.	NMS Standup	2013-11-09 17:53:32	513DE3CA.GWMTL.MAPO.100.16F3676.1.244A7.1
Item not found in the destination data source.	NMS Standup	2013-11-09 17:53:27	513DE3CA.GWMTL.MAPO.100.16F3676.1.244A6.1
Item not found in the destination data source.	NMS Standup	2013-11-09 17:52:52	513DE3CA.GWMTL.MAPO.100.16F3676.1.244A1.1
Item not found in the destination data source.	NMS Standup	2013-11-09 17:52:38	513DE3CA.GWMTL.MAPO.100.16F3676.1.244A3.1

Download CSV

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