

# Utility Agent Configuration and Management

The Utility Agent lets you perform various maintenance tasks on the Exchange message store, including folder management and mailbox reduction. The Utility Agent is also used to carry out some Netmail Archive specific functions, namely purging the attachment Single Instance store of orphaned attachments, allowing you to convert legacy GWArchive archive data into Netmail Archive format, and importing existing PST files.

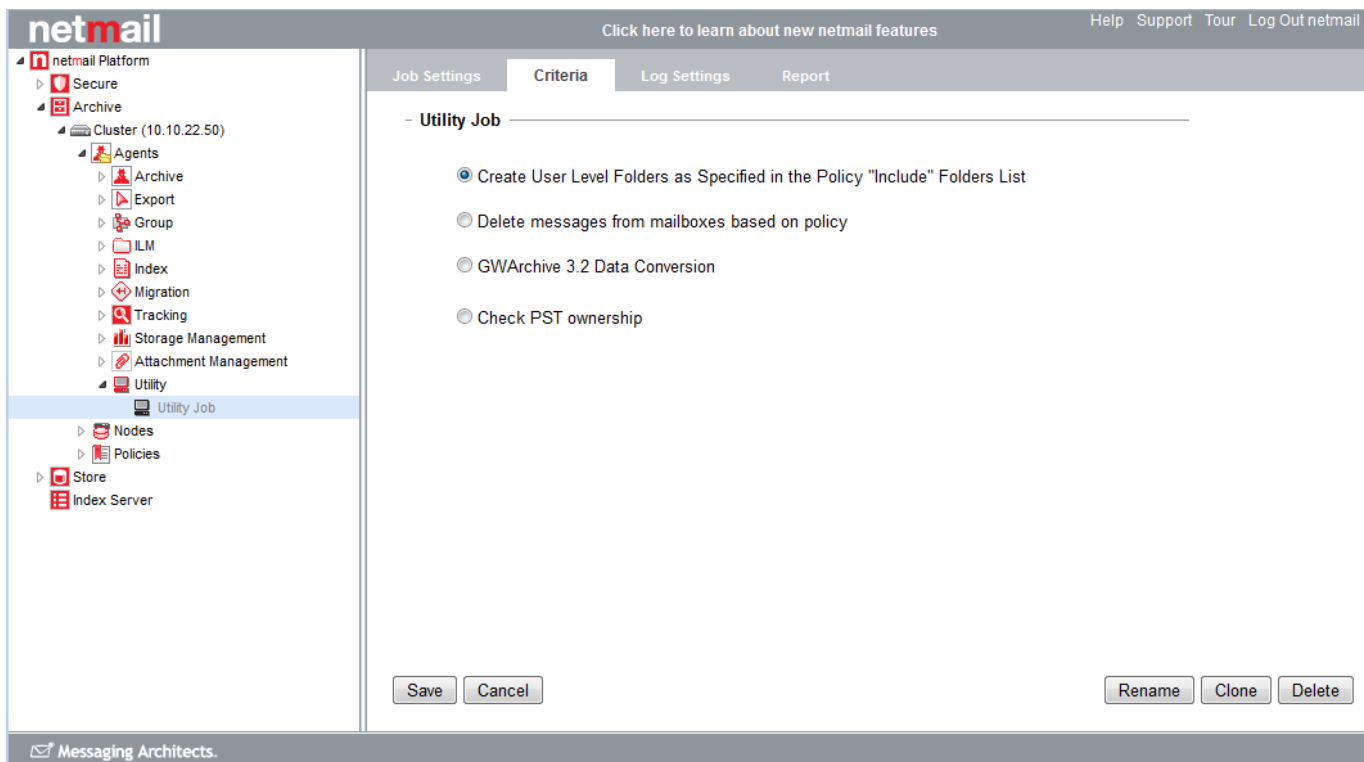
## On this page:

- [Selecting Utility Job Criteria](#)
- [Choosing a Utility Job Type](#)
  - [Create User Level Folders as Specified in the Policy "Include" Folders List](#)
  - [Delete Messages from Mailboxes Based on Policy](#)
  - [GWArchive 3.2 Data Conversion](#)
  - [Check PST Ownership](#)

## Selecting Utility Job Criteria

After creating your Utility Job and specifying appropriate Job Settings as described in [Job Creation and Distribution](#), you are ready to select advanced Utility 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. The **Job Settings** tab is available on each Job Agent and is displayed by default when you click on the name of the job you created.

Click the **Criteria** tab. The **Criteria** tab allows you to specify what kind of Utility Job you want to create. A Utility Job can be configured to create a company-wide folder structure on the corporate email system, reduce (i.e., purge) items in the live Exchange message store, or reduce items in existing PST files. It can also be used to clean up your archives by purging attachments that no longer need to be saved. The Utility Agent also features a tool that enables you to convert GWArchive legacy data into Netmail Archive format. Furthermore, the Utility Agent can also execute jobs to import PST files ready for archiving.



## Choosing a Utility Job Type

Under **Utility Job**, choose a Utility Job option from the four available options:

### Create User Level Folders as Specified in the Policy "Include" Folders List

This option is used to create folders in Exchange mailboxes. The folders to be created are specified in the policy assigned to the Utility Job, under **Include only the following user folders** on the **Folders** tab of the policy. For more information about the **Folders** tab, see [Folders](#).

### Delete Messages from Mailboxes Based on Policy

This option allows you to delete items, as specified by the policy assigned to the job, from the Exchange mailboxes of the accounts assigned to the job. If you select this option, you can choose to delete messages from the live Primary Mailbox, the Archive Mailbox, or both (you must select at least one mailbox). You can also, as a safeguard, opt to reduce only those items that match the policy and that also have already been archived by Netmail Archive. Archived items are determined by the presence of the published flag on the items in Exchange.

#### Delete messages from mailboxes based on policy

**Mailbox:**  *from Primary Mailbox*  
 *from Archive Mailbox*

**Item type:**  *items that have been archived*

**Note:** *Items in the Recoverable Items Folder (RIF) are not processed.*

### GWARchive 3.2 Data Conversion

This option is a migration tool that you should use if you are migrating from GWArchive 3.x to the latest version of Netmail Archive. Since the legacy version has a different folder structure and file format than the current version, existing archived data must be migrated to the new format in order to remain accessible by Netmail Archive. If choosing to execute this Utility Job, complete the following fields:

- **Source:** This drop-down list allows you to designate the location where the Utility Job will access the data. This must be set up in advance using the Storage options. See [Specifying Locations](#) or the details on specifying a source location below.
- **Destination:** This drop-down list allows you to designate the location where the Utility Job will store the converted data.
- **Date range:** This field allows you to specify the date range from which you would like to migrate data.
- **Apply Retention Flag [x] days:** Select this option to apply a retention flag to your XML data. Stipulate a quantity of days.

**Note:** If you chose to apply a Retention Flag to your data when it was archived using GWArchive, the flag will be retained when the data is migrated to the latest version of Netmail Archive.

- **Enable Non-Erasable Format:** If your destination is a NetApp device, select this option to enable WORM technology on the NetApp device using the Snaplock feature.
- **Enable Real-Time Indexing:** Select this option if you would like the data you are converting to be indexed at the time of conversion.
- **Enable Indexing of Attachments' Content:** Select this option if you would like the content within attachments you are converting to be indexed at the time of conversion. This option is available only when **Enable Real-Time Indexing** is selected.

#### ● GWArchive 3.2 Data Conversion

Source:

Destination:

Date range: From:  To:

Options:

- Apply Retention Flag 900 days
- Enable Non-Erasable Format
- Enable Real-Time Indexing
- Enable indexing of attachments' content

Migration mode: Full

### To create the location of your conversion source:

1. On the **Storage** tab of the **Clusters > <Cluster Name>** object, click **Add** next to **Storage Devices**.
2. In the **Choose Storage Device Type** dialog box, select the **Legacy Data** checkbox to choose from the following options:
  - 3.x (NetApp)
  - 3.x (File System)
3. Click **Next** to open the **Storage Device** dialog box. Complete the following fields:
  - **Name:** Enter the name you have chosen for your storage device.
  - **Path:** Enter the path to the device on which your 3.x legacy data is stored.
  - **Login:** Enter the login ID you use to access the device.
  - **Password:** Enter the password you use to access the device on which your legacy data is stored.
4. Click **Save** to save your changes.
5. On the **Storage** tab of the **Clusters > <Cluster Name>** object, click **Add** next to **Storage Locations**.
6. In the **Choose data format** dialog box, select **3.2.x (For conversion only)**.
7. Click **Next** to open the **Object Details** dialog box. Complete the following fields:
  - **Name:** Enter a name for your location.
  - **Archive data store:** Select the name of the storage location or device that you created under **Storage Devices**.
  - **Attachment data store:** Select the name of the storage location or device that you created under **Storage Devices**.
  - **Audit path:** Enter the path to the location of the data store where your legacy data is stored. Click **Test** to validate your audit path.
8. Click **Save** to save your changes.

### To perform the conversion:

1. Navigate to the **Criteria** tab of your **Utility Job**.
2. Select the **GWArchive 3.2 Data Conversion** option.
3. Under **Source**, select the location of the Netmail Archive 3.x data store that you just created.
4. Under **Destination**, select the location of the data store on which you have chosen to store your archived information.
5. Under **Date range**, specify the date range from which you would like to migrate data. If you do not specify a date range, all of your legacy data will be migrated.
6. To apply a retention flag to your XML data, select **Apply Retention Flag** and stipulate a quantity of days.

**Note:** If you chose to apply a Retention Flag to your data when it was archived using GWArchive, the flag will be retained when the data is migrated to the latest version of Netmail Archive.

7. Select **Enable Non-Erasable Format** to enable WORM technology on your NetApp (Snaplock) data store destination.
8. Click **Save** to save your settings.
9. Navigate to the **Job Settings** tab of your Utility Job.
10. Under **Users**, select the users whose legacy data you would like to convert.
11. Click **Save** to save your settings.

Your Netmail Archive 3.x legacy data is now located on the data store that you specified as your conversion destination. The legacy data is therefore accessible by the latest version of Netmail Archive.

## Check PST Ownership

With this option, Netmail compares the PST owner information from the Utility Job to the PST owner account folder name in the archiving system. More specifically, it maps PST accounts to user accounts populated by SyncAB in the Netmail Archive eDirectory. From the available dropdowns, select a storage location and a default mailbox.

### Check PST ownership

Choose device:

Default Mailbox:

**Note:** PST operation requires Outlook installed on the node on which the job will run. Sub-folders will be created for each account under the PST file path, and the PST files will be moved into their account folders.

**Important:** After specifying your Utility Job Criteria options, click **Save** to save your settings. If you do not click **Save**, your settings will not be saved.