E-Mail-Archiving
Product Guide

IONOS by 1&1

Table of Contents

Users, users' access and groups

How to enable access for External users (Delegated User) whose email is not backed up?

You can now add users who can access your backups without the need to back them up.

This means that if needed an external auditor can be granted access to your backup.

- Only admins who have access to the user management page can give access to external users tab.
- They will create a user at our end and will invite them to login to the portal.
1. Please login to your business backup / archive dashboard
2. Go to user management
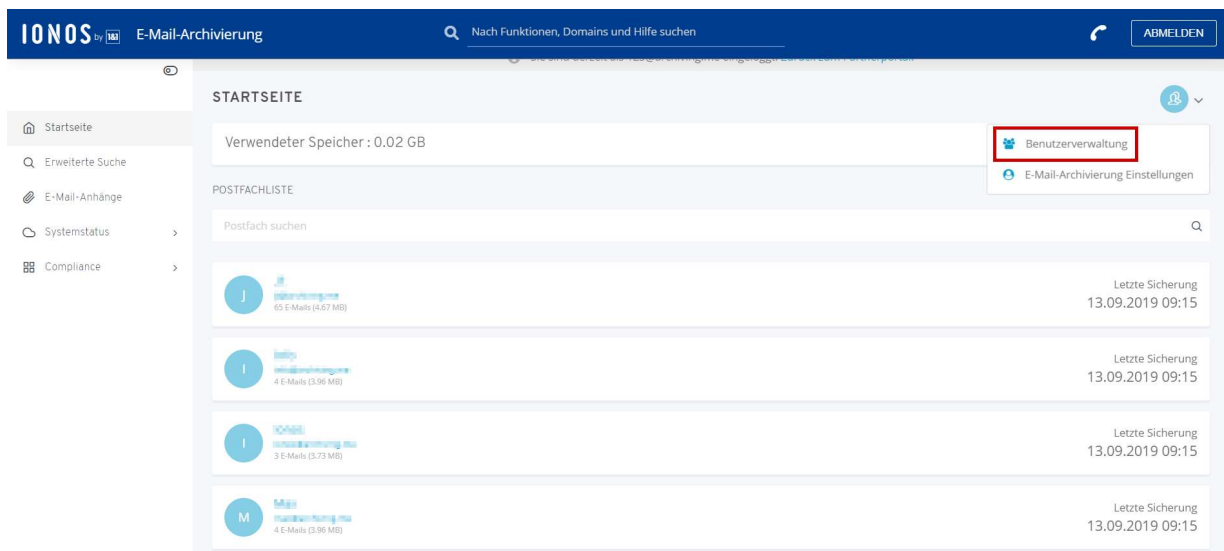
3. Click Add user
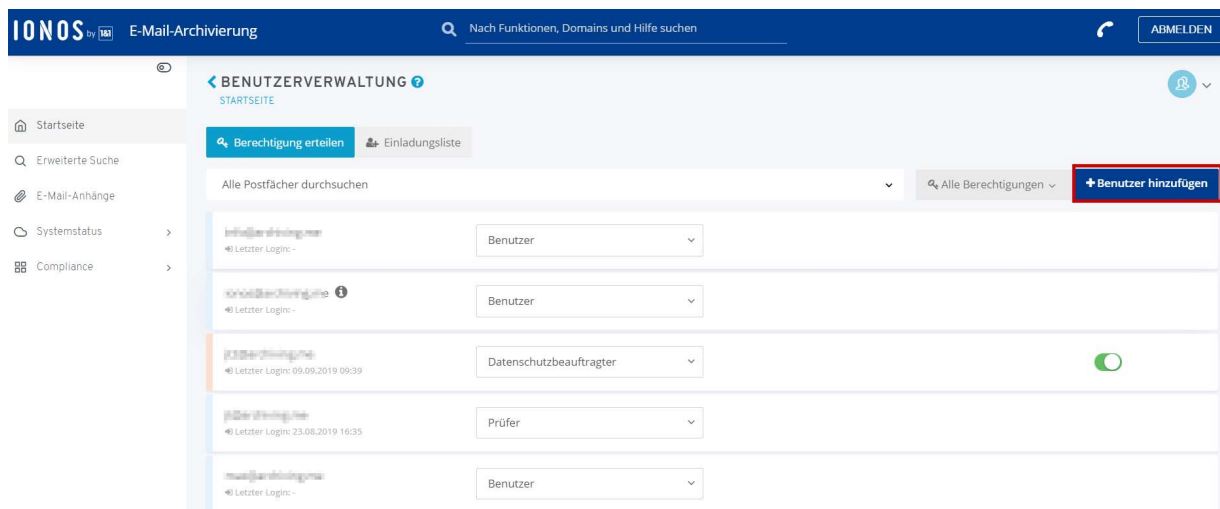
4. Enter the email of the user you want to invite
5. Select the role of the user

6. Check the box "I agree with this Term" and click Invite.
7. Please note that once you click "Invite", an email with the link to login and reset the password will be sent to the user. This link will expire in 24 hours.
8. You can check his access whether he has accepted it on the "Invitation List" tab
   a. If the user did not get the email or if the invitation expired, then you can resend the invitation by clicking reset.
   b. You can even cancel the invitation by clicking on cancel.

Disclaimer: You are granting an external user access to the portal. Depending on the selected role they might be able to see your data. Additionally, only the account owner, full admin and the IT admin can create and delete this access. creating this access does not mean we will be backing up the user's data. The user will only have access to the backups in the system. you can also add the same user in another subscription.

9. Once the user accepts the invitation and logs in, he /she will be added to the user list on the grant permissions tab.
10. You can send them the password reset link again if needed.

11. Delegated users will be marked with an "orange" band on the left of user card and backup users will be marked with "blue" band on the left of the card

Please note

- Every user's activity regarding delegated user will be recorded in audit log.
- Revoked permission to review process for "Limited Reviewer" handled by showing error notification
- To remove login permission of delegated user, can be done by deactivating the user login toggle
- **You CANNOT DELETE a delegated user. You CAN ONLY REVOKE THE ACCESS**

What are the different access levels?

We allow 4 access levels for IONOS Mail Archiving

- Owner Admin: They have all accesses and capabilities. They can view, download, restore, migrate, search emails from all email account. They can also set user permissions, compliance policies, view logs, set legal holds, and set up review processes.

- Reviewer: They only have access to Review Process tab where they can review emails. They won't be able to set up a review process. The account owner, super admin or Compliance Office will have to set these up for the reviewers.

- User: They can only view, download, restore, migrate, search their emails and no one else's email account. They cannot access compliance tab.

- Data Protection Office: These users can only View eDiscovery Search, View Audit Log and Delete emails via eDiscovery.

English Names	Owner Admin	Data protection officer (New Role - Not yet in production)	End User	Reviewer
Update Account Settings	Y	N	N	N
Assign Department	Y	N	N	N
Grant Permission	Y	N	N	N
Journal Information	Y	N	N	N
Add Email	N	N	N	N
View Email(S) based on permission	All emails	N	Only Own Email	Own emails and emails marked for review
Migrate	All emails	N	Only Own Email	N
Restore	All emails	N	Only Own Email	N
Download	All emails	N	Only Own Email	N
Advance Search	All emails	N	Only Own Email	N
Deactivate	All emails	N	N	N
Email Attchments	All emails	N	Only Own Email	N
Access Insights	All emails	N	N	N
perform eDiscovery Search	All emails	Y	N	N

View eDiscovery Search	All emails	Y	N	N
Set up Alert	Y	N	N	N
View Audit Log	Y	Y	N	Y
Set up retention policy	Y	N	N	N
Edit retention Policy	Y	N	N	N
Legal Hold	Y	N	N	N
Review Process	Y	N	N	Y
Delete emails via eDiscovery	N	Y	N	N
View retention policy	**Y**	N	N	**Y**

How do I Manage user accesses?

1. Please login to your archive account.
2. Click on **"User Management"**.
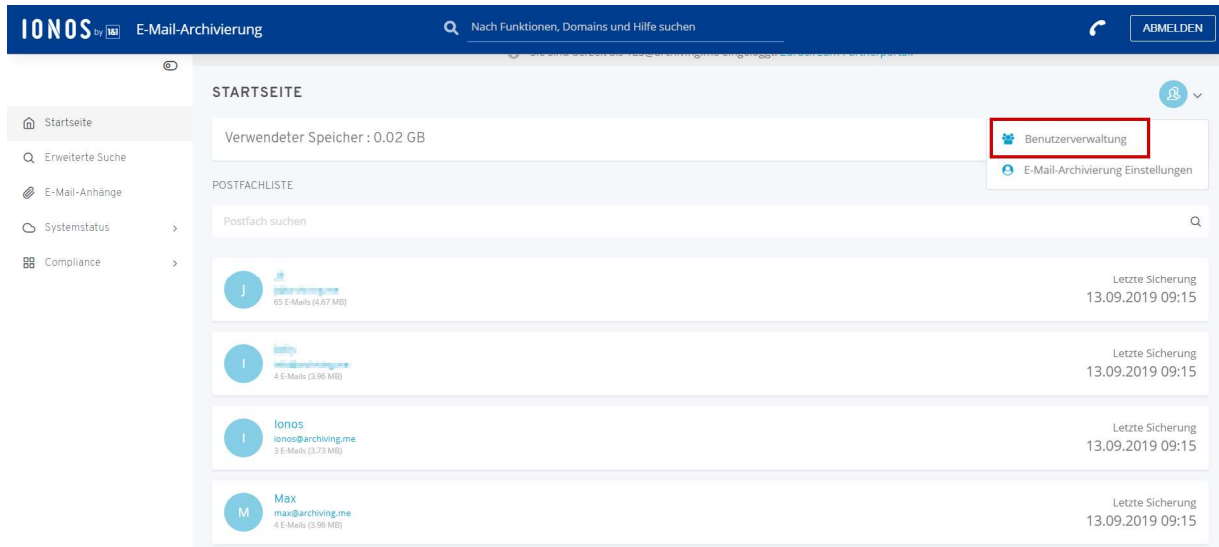
3. Assign the role to each user from the dropdown.
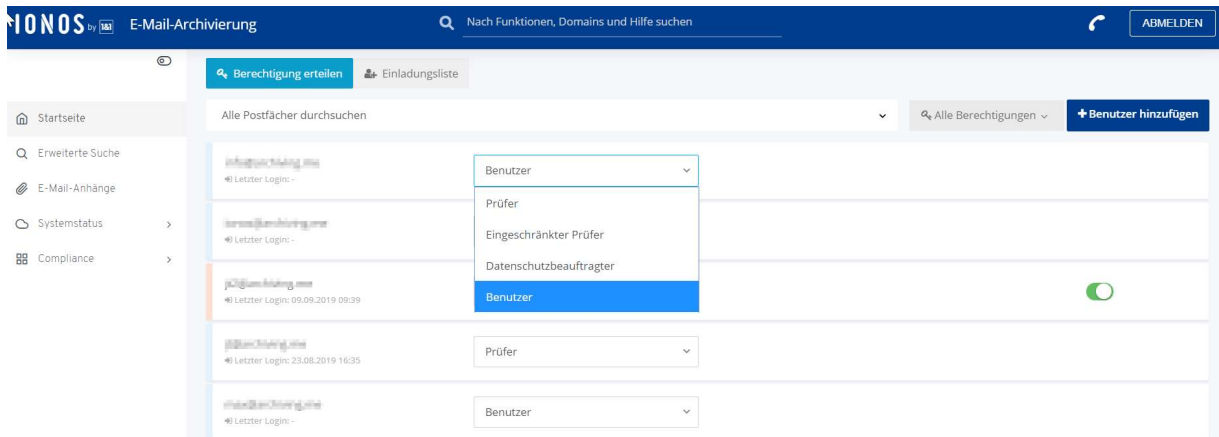
4. Click "Save Changes"

Status

Dashboard archive status

System Status -> Backups

Status Name	Condition
In Progress / Running	Archive is Running

Completed	Archive is completed

System Status -> Downloads

Status Name	Condition
In Progress / Running	Download is being generated
Retrying	Retrying after download error.
Failed	Unknown error. The status will change within a few hours. If this does not happen, please contact our support.
Cancelled	has reached limit, it is automatically cancelled. Please try again. If it is cancelled again, please contact our support.
On Queue	The download process is queued
Completed / Link	Download is completed and a link is available for download.
Expired	Download Link has expired

System Status -> Restores

Status Name	Condition
In Progress / Running	Restore is in progress
Retrying	Retrying after restore error
Failed	Unknown Error. The status will change within a few hours. If this does not happen, please contact our support.
Cancelled	When retry has reached limit, it is automatically cancelled. Please try again. If it is cancelled again, please contact our support.
Connection Error	Connection with email server is error.
On Queue	The restore process is queued.
Partially Complete	Restore is partially completed. This can be if the Mail Server storage is full.
Completed	Restore completed.

System Status -> Migrates

Status Name	Condition
In Progress / Running	Migrate is in progress
Retrying	Retrying after migrate error
Cancelled	When retry has reached limit, it is automatically cancelled. Please try again. If it is cancelled again, please contact our support.
Failed	Unknown Error. The status will change within a few hours. If this does not happen, please contact our support.
Connection Error	Connection with email server is errored. Please contact our support.
On Queue	The migrate process is queued.

Partially Complete	Migration is partially completed. This can be if the Mail Server storage is full.
Completed	Migration completed

Email Attachment Dashboard

You can search through your attachments using keywords.

1. Go to the Email Attachments tab page.
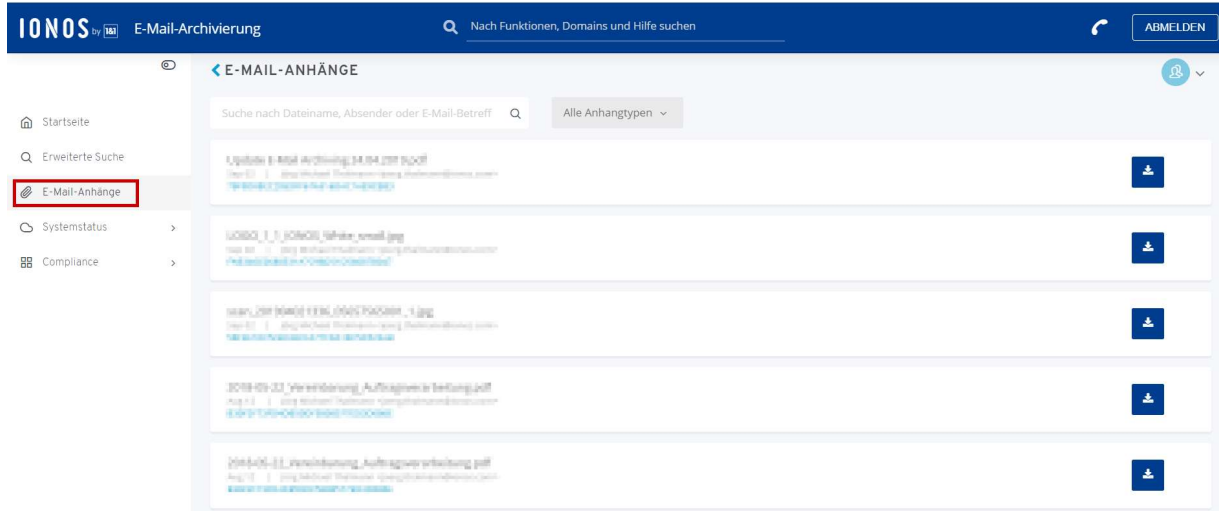
2. Click on the search box and type in the keyword.
3. You can also filter the attachments based on their file type. Just select the file type from the dropdown.
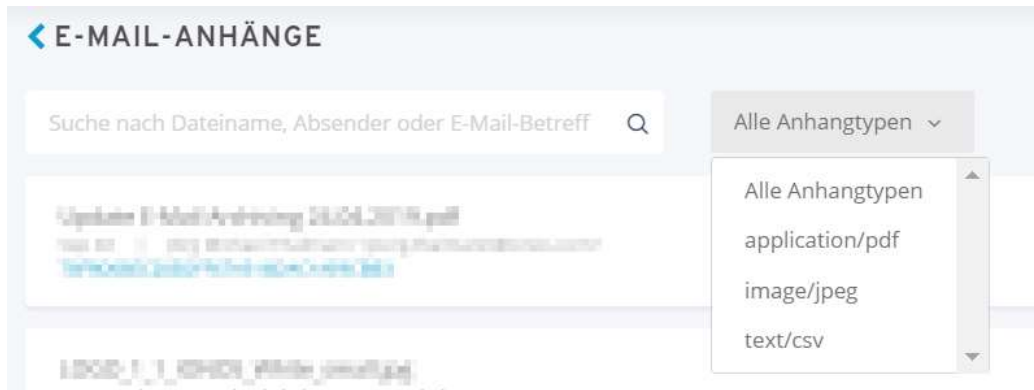
How can I view my email attachments?

You can either view your attachments from the Email View or the Email Attachments dashboard. Our solution lists all your email attachments under a single folder and makes it easier for you to browse and search.

Email View :

1. Click on **"View"** beside the email account where the attachment resides.
2. Browse through the emails or search for the email containing the attachment.
3. Scroll down the email and you can find the attachment at the bottom.

4. Click on it and it will be downloaded to your computer to the default download location of your browser.

Attachment View :

1. Go to the Email Attachments dashboard.
2. Search for the attachment(s) using the search bar or browse through the list of attachments.
3. You can download the attachment by using the download button.

Who has access to my attachments?

Just like your emails, your attachments are safe. No one has access to your attachments unless you have explicitly given someone rights to the attachment.

How can I delete attachments?

We do not allow users to delete attachments as emails are meant to be immutable, and the integrity of your archives should always be retained.

Migrate, Restore and download

How do I migrate an archive mailbox to a new email account?

1. Login to your account and go to your Dashboard.
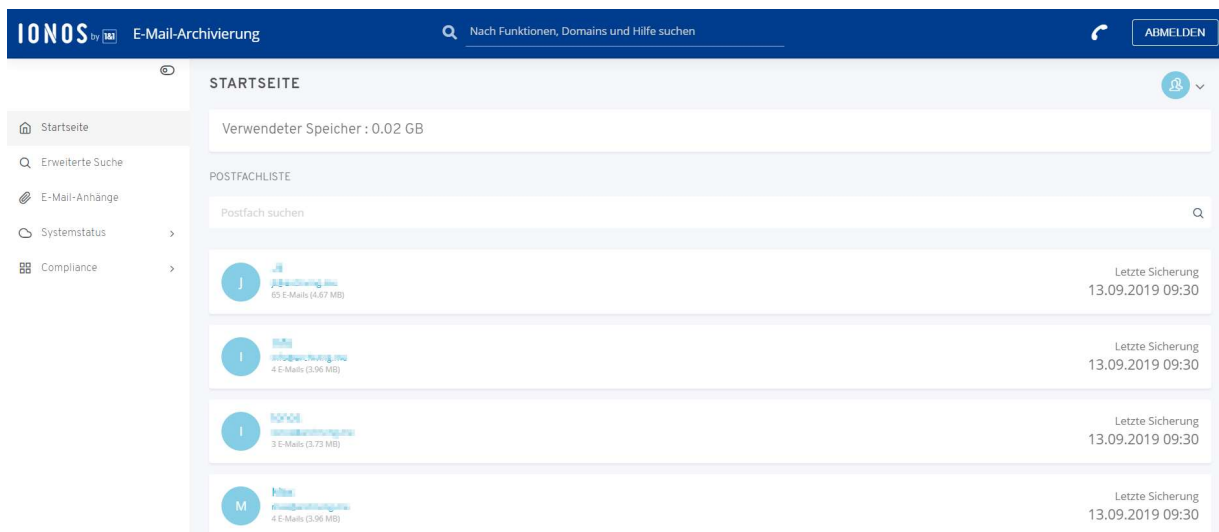
2. Hover on the mailbox you wish to Migrate **from**.

3. Click on the "Migrate" button.

4. Select Date Range
5. Enter the email address and password of the new account to which you want to migrate the emails to.
6. Enter the IMAP details in the advance settings.
   a. You will need to enter the advanced settings (preferably IMAP settings) for your destination mail server.
   b. In case you do not know these IMAP settings, please contact your service provider. In most of the cases your IMAP settings would have been sent to you by your email provider.
7. Click "Start Migrate".
8. Your email will then be scheduled for migration. You can check the status of migration from the Dashboard → System Status → Migrations page.

Can I migrate multiple email archives to a single email account?

Yes. You can migrate multiple email archives to a single email account.

Will the date and time of the emails be preserved while migrating emails?

Yes. The original date and time of the emails will be preserved in the target email account.

Will my emails in sub-folders such as trash, sent, etc. be restored and migrated?

The emails will be restored into the original folders if the protocol of your email account is IMAP.
For an email account with POP protocol, the emails will only be restored in INBOX.
As for migration, when the protocol of the original and destination email addresses is IMAP, the migrated emails will be sorted out into sub-folders.
Please note that all of the emails will be migrated into the Inbox folder when running a migration from IMAP email address to POP email address

How do I restore my email archive?

For IONOS Mail Archiving the folder structure is not maintained. You will only be able to see 2 folders namely Inbox and Sent Items. All your sent emails will be archived in Archived 'Sent items' folder. All others will be in your inbox.

You can restore the entire inbox / sent items or Perform the advanced search and restore / download emails.

You can download emails into your local machine using a filter criterion and import emails to your folder.

1. Login to your account and go to your Dashboard.
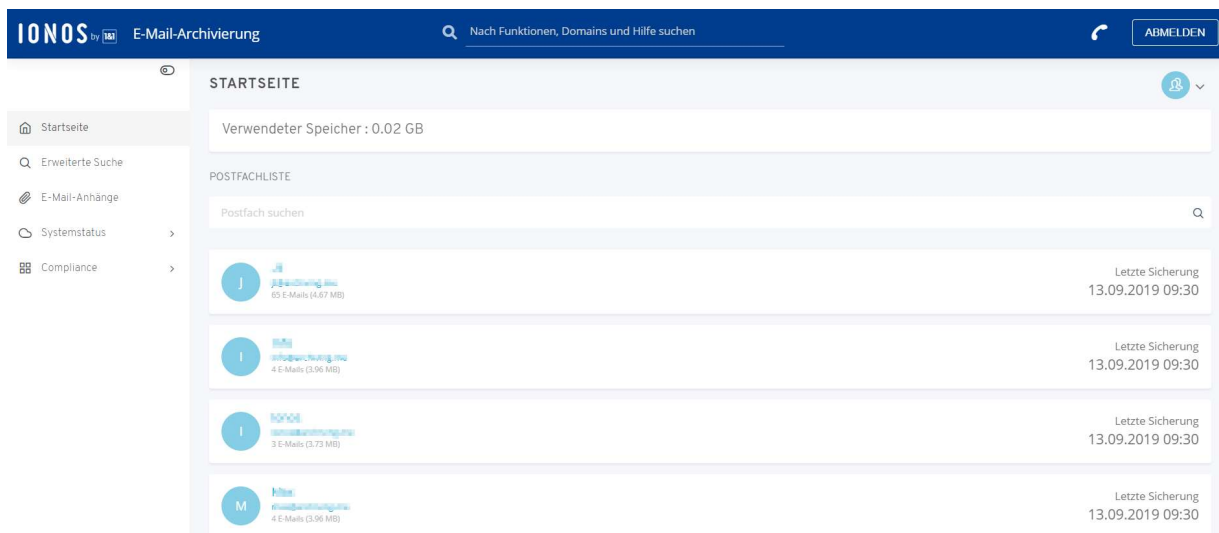
2. Hover on the mailbox you wish to Restore.
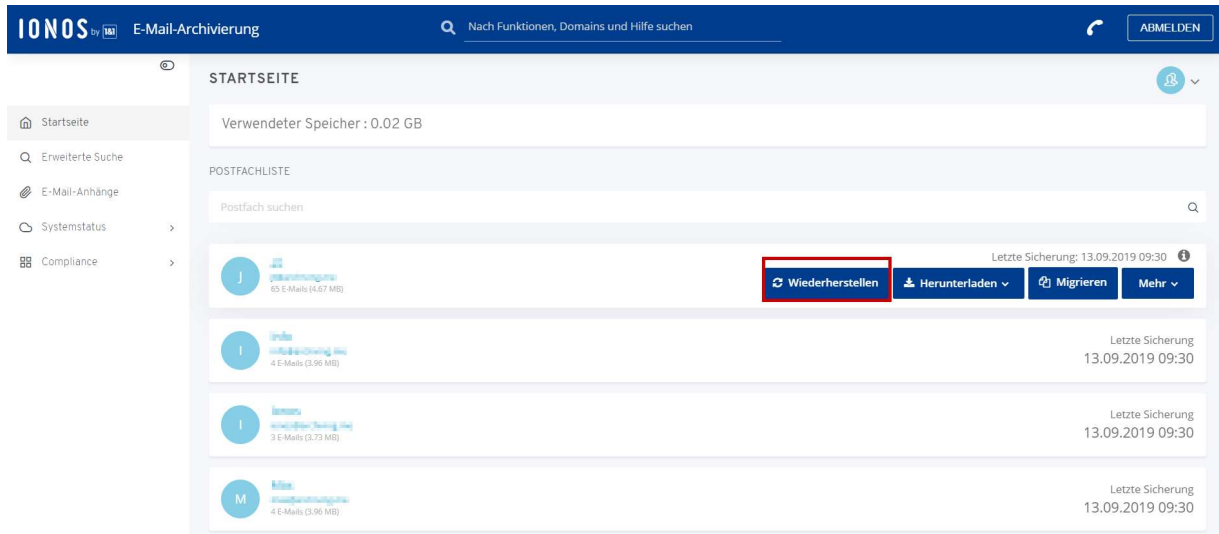
3. Click on "Restore". You will see the restore page.
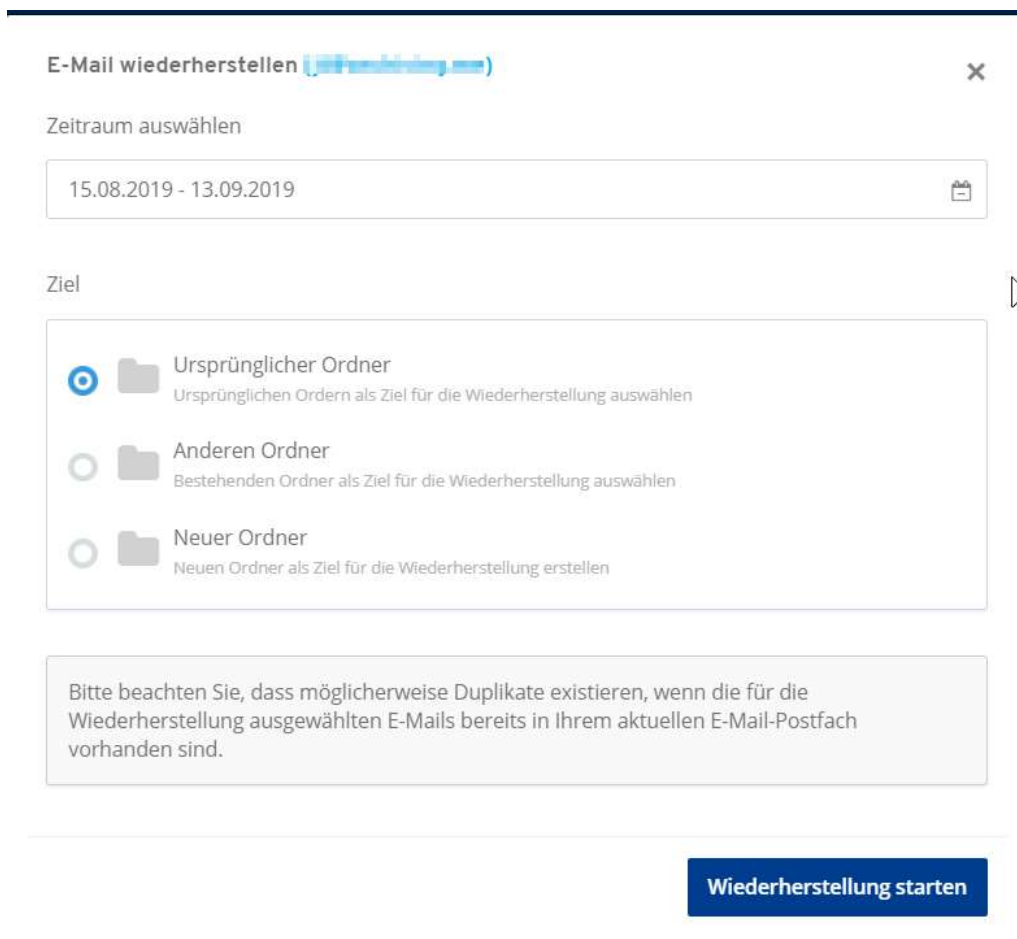
4. Users can select the folder that they want to restore to. There are 3 ways to do a restore:

Restore to default folder

E-Mail wiederherstellen (⬛⬛⬛⬛⬛⬛)   ✕

Zeitraum auswählen

| 15.08.2019 - 13.09.2019 | 🗓 |

Ziel

◉ 📁 Ursprünglicher Ordner
          Ursprünglichen Ordern als Ziel für die Wiederherstellung auswählen

○ 📁 Anderen Ordner
          Bestehenden Ordner als Ziel für die Wiederherstellung auswählen

○ 📁 Neuer Ordner
          Neuen Ordner als Ziel für die Wiederherstellung erstellen

Bitte beachten Sie, dass möglicherweise Duplikate existieren, wenn die für die
Wiederherstellung ausgewählten E-Mails bereits in Ihrem aktuellen E-Mail-Postfach
vorhanden sind.

Wiederherstellung starten

     i. All message selected will restore to default folder
   ii. Available for all pages with button "Restore"

Restore to existing folder
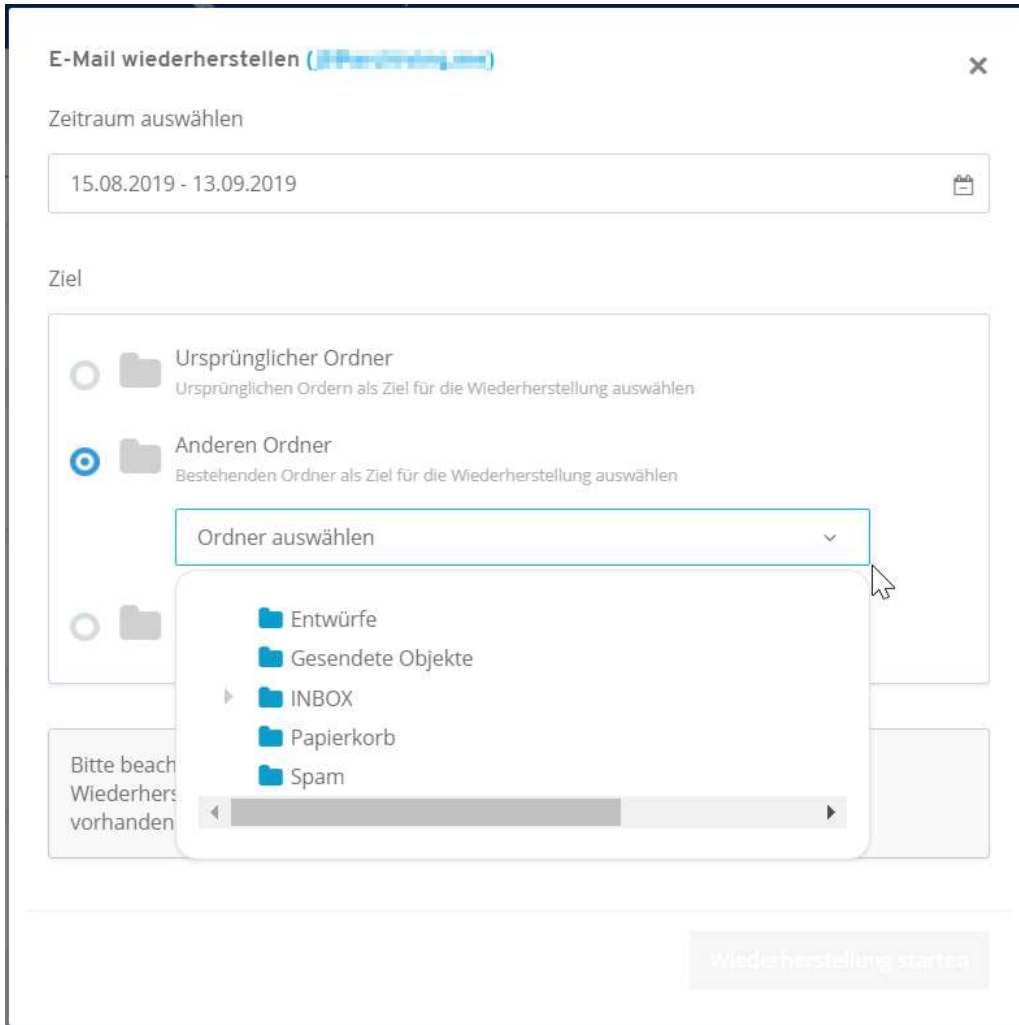
i. All messages selected will restore to existing folder
ii. Available only for restore from dashboard page, view list message email account page and preview message email account page
iii. The Restore can go to main folder or sub folder
iv. Folder sort by alphanumeric ascending

Restore to new folder

    i.   All message selected will restore to new folder created from our platform on your webmail.

    ii.   Available for all pages for email with button "Restore"

    iii.   Max length for folder name is 60

    iv.   To create sub folder use separator "/"

    v.   Special character is not allowed (!@#$%^&*()_+-=[]{};':\")

    vi.   Text encoding uses utf-8

    vii.   If folder already exists, restore process will not create a new folder but will restore directly to existing folder

    viii.   All whitespace before and after text will be trimmed

5.   Restore all emails: With just a click of a button you can restore all your emails in your email account. Just select All in the date range and click "Start Restore"

6. Selective restore: By opting for selective restore you can restore emails based on a date range. Select a date range and click "Start Restore"
7. Once selected click on Start Restore and the restore process begins.
8. You can check the status of your restore process by clicking on System Status → Restores n your dashboard.

How do I Download my email?

1. Login to your account and go to your Dashboard.

2. Hover on the mailbox you wish to Download.
3. Click on "Download ->Download as PST" or Download -> Download as EML".

4. In Download as EML you will get email emails as EML files in a zip folder.

5. Once you have selected any option in the next step simply select the folders you want to download and click "Generate Download"
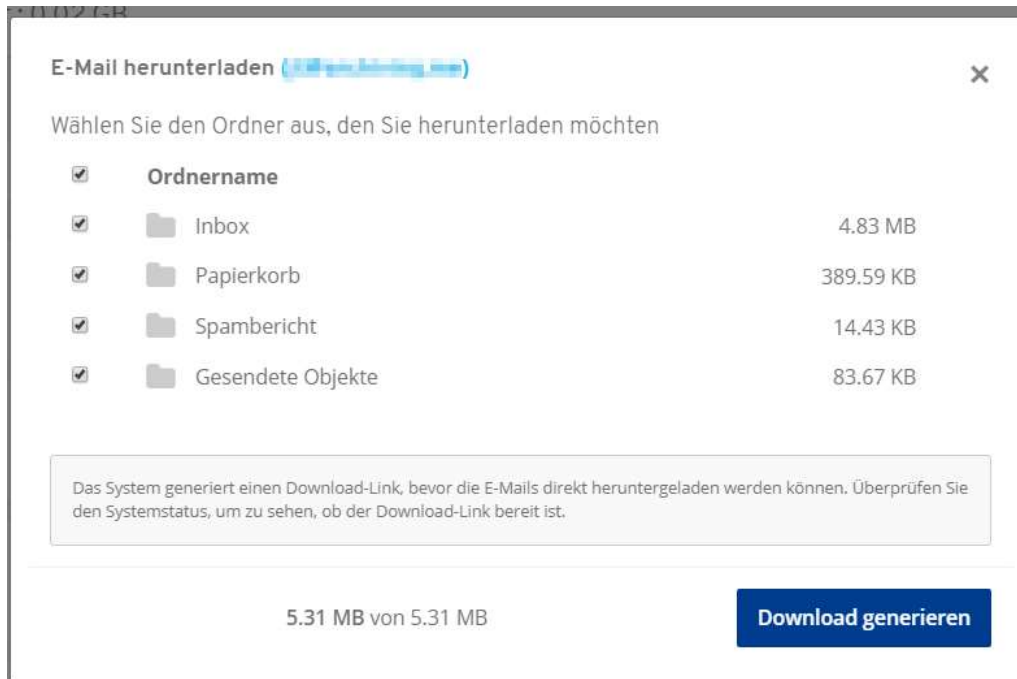
6. The download link generation process will start, and an email will be sent to the you once the download has been generated.
7. Once you receive this email, login back to the dashboard, and System Status → Download
8. You will see the download link there. Click on the link to download the file.

Advanced Search

What is Advanced Search?

Advanced search as the name suggests, lets you to search email content using multiple search criteria:

You can search by using any one or more of the below attributes for emails and email accounts or archived with us.

- Email Accounts – search within one or more email account(s)
- Department – search within a department
- Date Range – search within a date range
- To / CC / BCC – search in To / CC / BCC fields of an email
    - johndoe@yourdomain.com can be searched by keywords johndoe, john, joh, jo, j, do or johndoe@yourdomain.com. For faster search, please try to use a large search string.
    - If you want to search a group of emails, you can search with: "@yourdomain.com"
    - Do not use '@domain" as keyword only, as there can be emails with @yourdomain.com & @domain2.com
- TO – search in To field of an email
    - johndoe@yourdomain.com can be searched by keywords johndoe, john, joh, jo, j, do or johndoe@yourdomain.com. For faster search, please try to use a large search string.
    - If you want to search a group of emails, you can search with: "@yourdomain.com"
    - Do not use '@domain" as keyword only, as there can be emails with @yourdomain.com & @yourdomain2.com
- CC – search in CC field of an email
    - johndoe@yourdomain.com can be searched by keywords johndoe, john, joh, jo, j, do or johndoe@yourdomain.com. For faster search, please try to use a large search string.
    - If you want to search group of emails, you can search with: "@yourdomain.com"
    - Do not use '@domain" as keyword only, as there can be emails with @yourdomain.com & @yourdomain2.com
- BCC – search in BCC fields of an email
    - johndoe@yourdomain.com can be searched by keywords johndoe, john, joh, jo, j, do or johndoe@yourdomain.com.
    - For more efficient search, try to use a detailed search string.
    - If you want to search group of emails, you can search with: "@yourdomain.com"
    - Do not use '@yourdomain" as keyword only, as there can be emails with @yourdomain.com & @yourdomain2.com
- From- – search in from field of an email
    - johndoe@yourdomain.com can be searched by keywords johndoe, john, joh, jo, j, do or johndoe@yourdomain.com.
    - If you want to search group of emails, you can search with: "@yourdomain.com"
    - Do not use '@yourdomain" as keyword only, as there can be emails with @yourdomain.com & @yourdomain2.com
- Keyword (Includes Subject, Header, Body, Attachment) – Basic key word search.
    - Any keyword before comma is count as 1 keyword

- o Ex: If the keyword is: the hills, high, very high mountain then the keywords are "the hills", "high", and "very high mountain"
- Subject – Search in subject of the email
- Email Header – search in email header
- Body – search in email body
- Attachment – search within attachments – both content and file name.
- Size (KB) – Search for emails greater than or less than a specific size
- Tag – search for email tags
- Legal hold -search emails with legal hold
- Folder – search within a folder
- Archive Message ID: Search for any message whose message ID is known

How to search an email using Archive ID?

1. GO to Advance Search

2. Click on Add More Criteria(s)

3. Select Archive Message ID and click Add
4. Enter the Archive ID and click search

This will show all Results for that message.

What can we do with the results of advanced search?
You can download, migrate and restore emails from the search results of an advanced search.

How to do an advanced search?
1. Login to your dashboard.
2. Click on the Advanced Search.

3. You will see 5 most frequently used search criteria: Email Account, Date Range, From, TO / CC / BCC & Keywords.
4. Each criterion has different input with AND & OR operator logic.
5. If you do not want to use a criterion, leave it blank.
6. Additionally, we have other available criteria for search.
7. You can remove criteria by clicking the ✕ button and add criteria by clicking the "Add More Criteria(s)"Button.
8. You can select the criteria that you would like to add. Then click the Add button. All criteria that you select will be appended under the latest criteria.
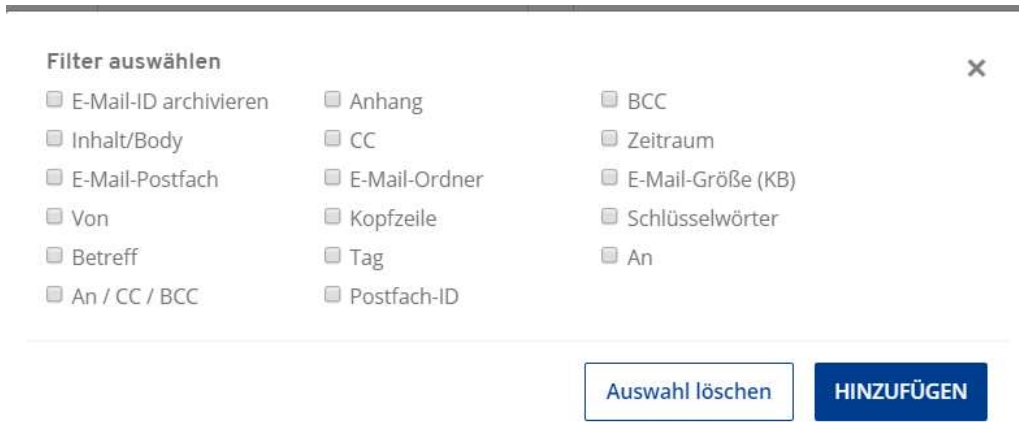
9. You must have at least 1 criterion.
10. After setting the criteria, you can click on the Search button.
11. You can see email result on the bottom.

How to do Download, Restore and Migrate from Advanced Search Result?

1. Generating email search results based on the chosen criteria.
2. Please select the emails you would like to Download, Restore on Migrate. You can select one message, all messages on Page or all emails from the result.
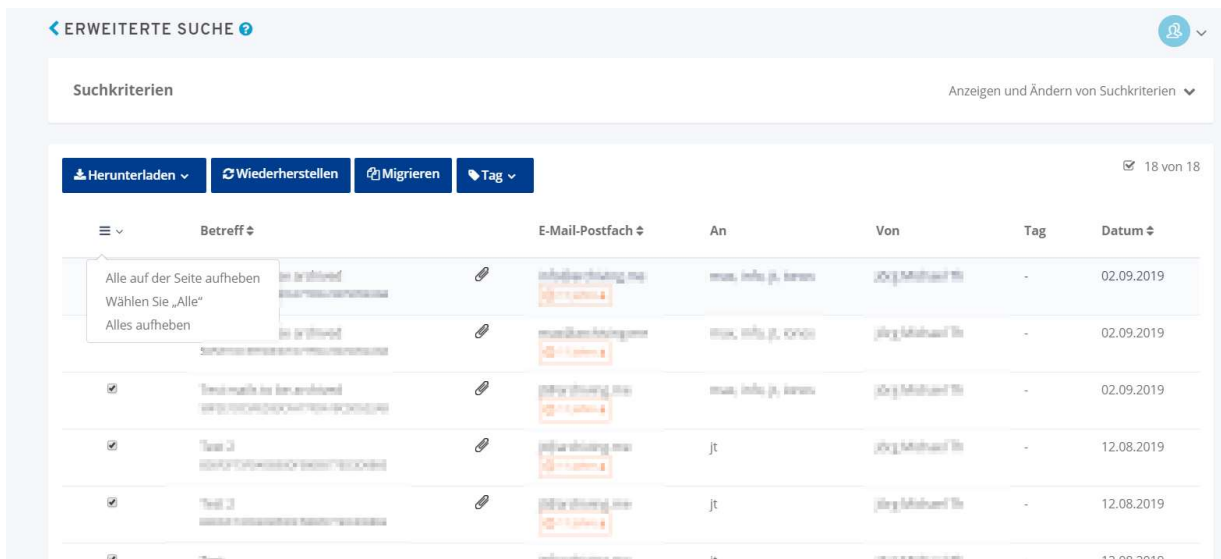
3. After selecting email(s), click Download, Restore or Migrate button. Please refer the sections titled 'How to do Download, Migrate & Restore' for more details.

What is the AND / OR Operator Logic

- When selecting more than one search criteria,
  - o Select the operator AND / OR for each criterion
  - o We will resolve the search criteria from top to bottom

  For example, if you create a search using the following criteria
- ✓ Criteria C1 AND

- ✓ Criteria C2 OR
- ✓ Criteria C3 AND
- ✓ Criteria C4
  The system will process it as
  (((C1 AND C2) OR C3) AND C4)

Tips to Optimize Free Text Search

- Use comma to separate values: Use comma (,) to separate email or keywords, e.g.: john@example.com, emma@example.com, Robert, Steven
- Special Characters are not allowed, except the currency symbols (e.g.: $) and '_"
- Any phrase before comma is counted as one keyword.
- E.g.: Someone types phrases as follows: the hills, high, very high mountain.
- Then, the keywords will be "the hills", "high", and "very high mountain".
- johndoe@yourdomain.com can be searched through these keywords: johndoe, john, joh, jo, j, do, or johndoe@yourdomain.com. For faster search, please try to use a large search string.
- If you want to search a group of emails, you can look for keyword "@yourdomain.com".
- Do not use '@domain' only as a keyword, considering that there can be emails with '@yourdomain.com' & '@yourdomain2.com'.

Search Internal Emails

'Internal Emails' refer to emails that are distributed within internals of the company only. E.g.: an email sent by CEO to the sales team.

To / CC / BCC	Only IN	@yourdomain.com	AND
From	Only IN	@yourdomain.com	

Search External Emails

'External Emails' refer to emails that are distributed outside the company. E.g.: Quotation emails from your sales representative to the customers.

To / CC / BCC	Not IN	@yourdomain.com	OR
From	Not IN	@yourdomain.com	

Inbound Emails

'Inbound Emails' refer to emails that are received by the company.

Folder	Not IN	Sent Items

Outbound emails

'Outbound Emails' refer to emails that are sent by the company employees.

Folder	IN	Sent Items

Archives

Can I see all the folders?

You will only be able to see 2 folders namely Inbox and Sent Items. All your sent emails will be archived in Archived 'Sent items' folder and the remaining ones in your inbox.

Is it possible to delete individual emails from the archives?

Sorry but this feature is not available. Once the email is archived you cannot delete it.

How do I view my archives?

1. Select the mailbox that you wish to view and click on email name.
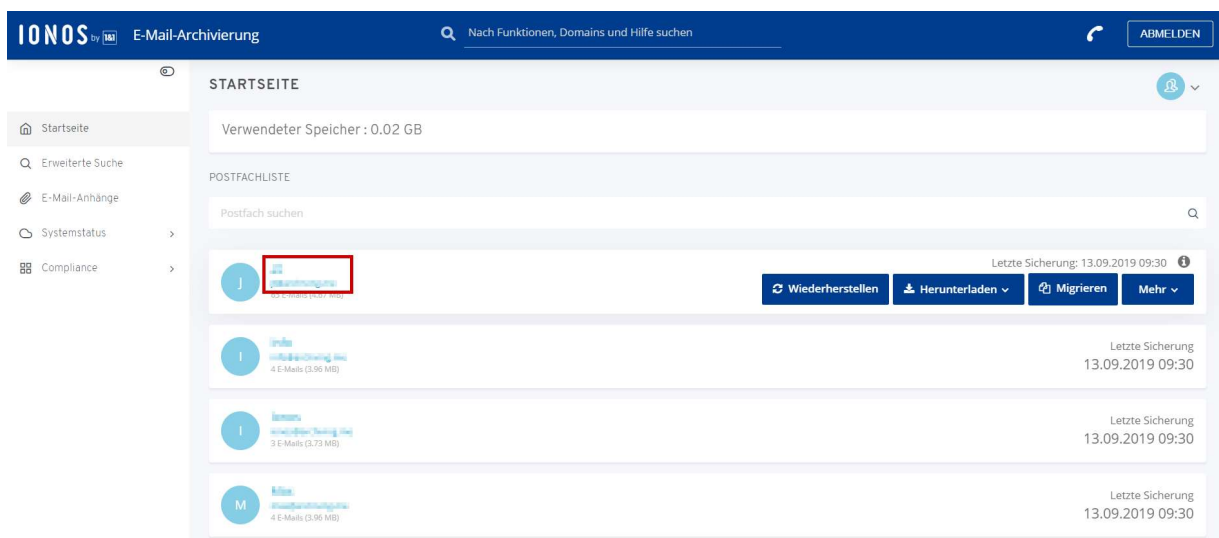
2. You can then view and search the emails that have been archived.
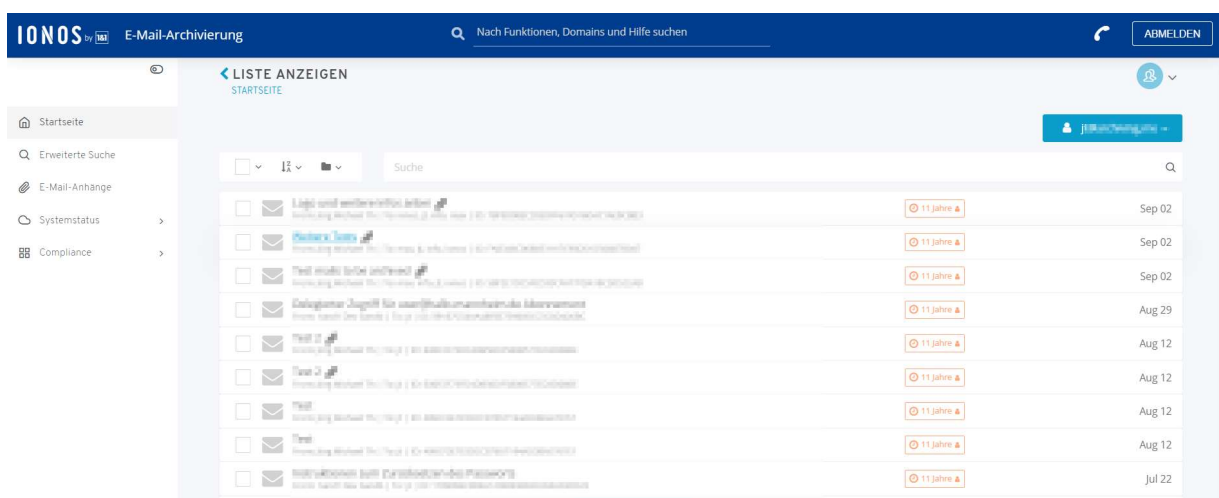
Can I view or download attachments from my archived emails?

Yes. You can also download the attachments to your computer and view them.

Open the email and simply click on the attachment on the email.
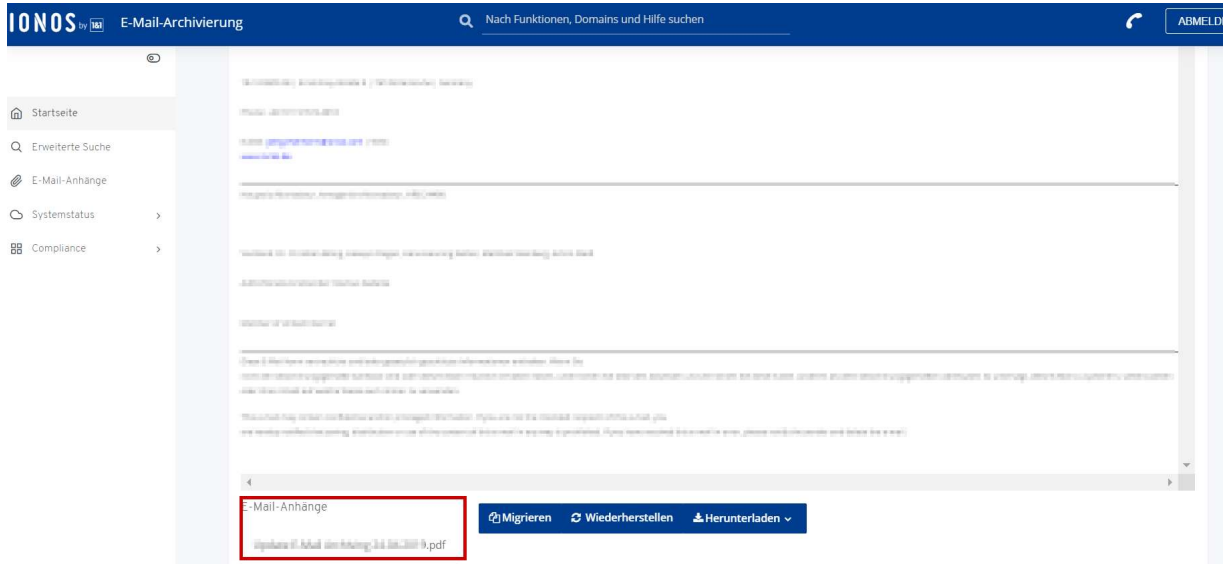
You can also search through and browse your attachments via our Email Attachments Dashboard available at the left navigation pane.
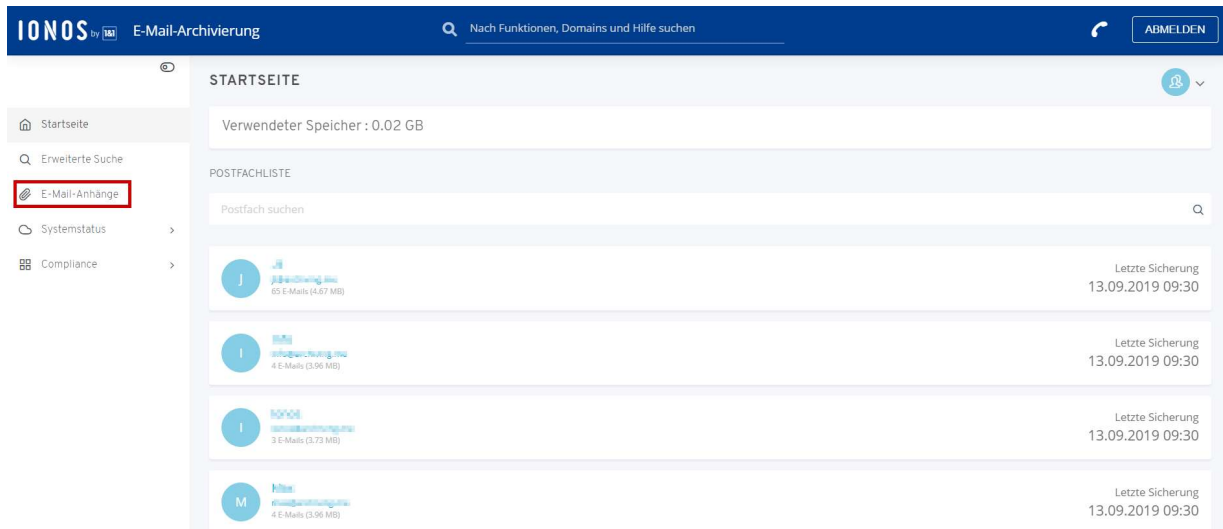
eDiscovery Search

What is the difference between eDiscovery Search and Advanced Search?

eDiscovery Search has additional menus for saving the search criteria, previewing email search results, and modifying the search criteria. You can set up alerts, TAGs, review process on the results of eDiscovery search whereas you cannot perform these functions with advanced search.

Use advanced search only when you just want to download, restore, migrate the search results.

How to do an eDiscovery Search?

1. Login to your dashboard.
2. Click on the "**Compliance -> eDiscovery"**.

3. You will see 5 most frequently used search criteria: Email Account, Date Range, From, TO / CC / BCC & Keywords.
4. Each criterion has different input with AND & OR operator logic.
5. If you do not want to use a criterion, leave it blank.
6. Additionally, we have other available criteria for search.
7. You can remove criteria by clicking the × button and add criteria by clicking the "Add More Criteria(s)"Button.
8. You can select the criteria that you would like to add. Then click the Add button. All criteria that you select will be appended under the latest criteria.
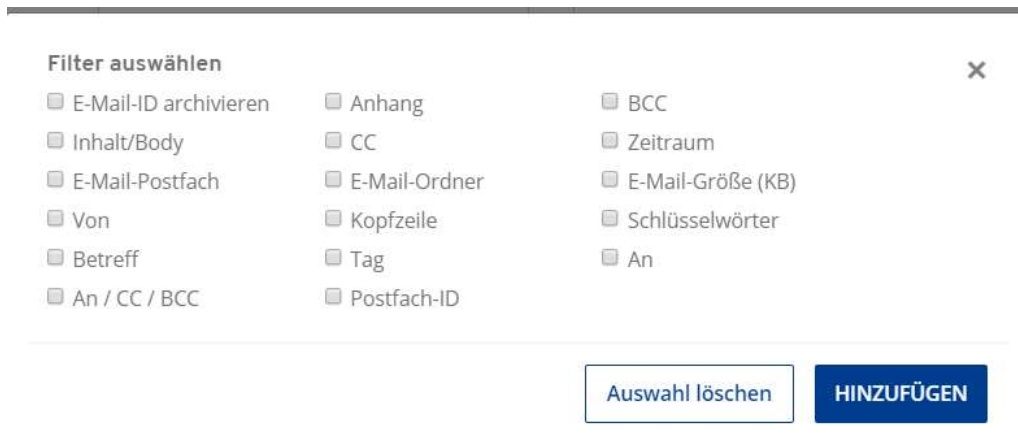
9. You must have at least 1 criterion.
10. After setting the criteria, input the name of search. Please note that you are unable to input a name that has been existed. The number of maximum characters allowed is 35, which shall contain only alphabets (a-z or A-Z) and/or numbers (0-9). Any special character is not allowed, except the currency symbols.
11. When you have finished setting the criteria and input name, then click the 'Save' button. Any criteria and email result will be saved within the 'Saved Search'.

How to view emails from eDiscovery Search?

1. Once you have saved an eDiscovery Search, on eDiscovery menu, click Saved Search tab.
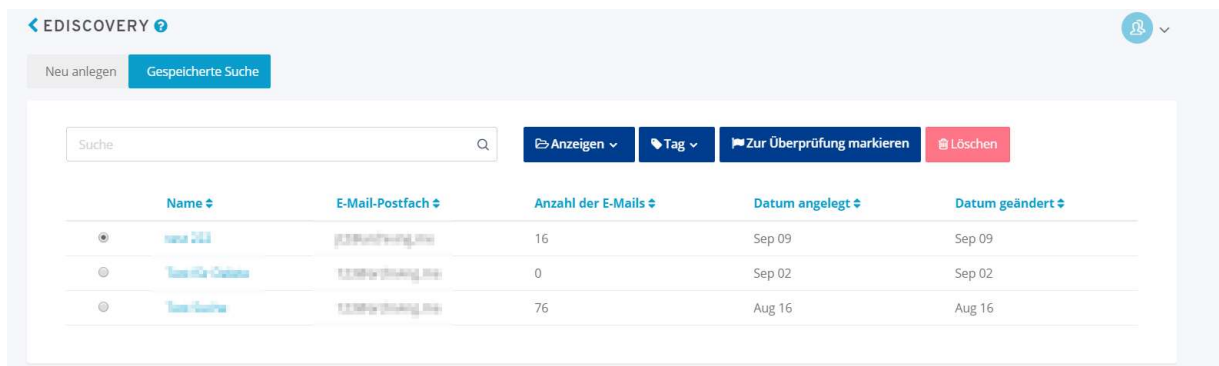
2. You will see the Saved Search lists. The most recent search that you created on eDiscovery search will be added on the top of list.
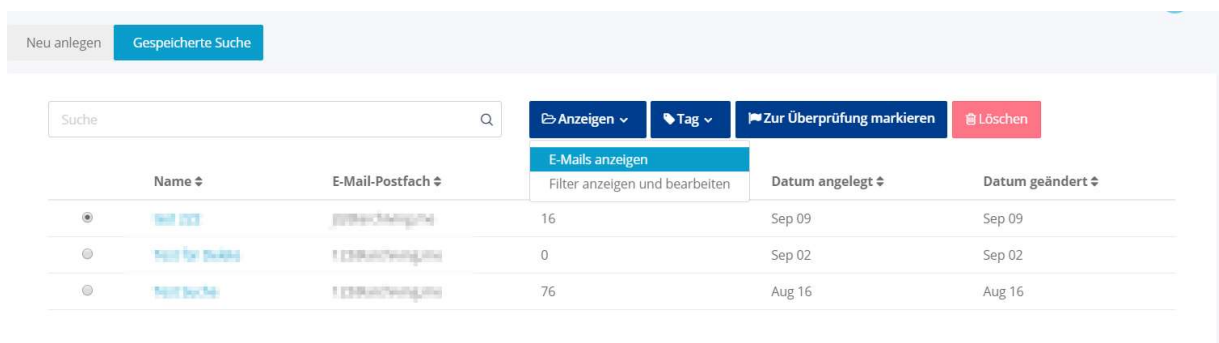
3. Select the Search and click 'View -> View Emails' button.

4. You will be directed to the 'View Emails' tab, which allows you to preview emails one by one

5. You can also Download, Restore and Migrate search results from this page.

How to View or Edit Criteria from Saved Search?
1. Click on 'Compliance -> eDiscovery' on the left navigation pane.
2. On the eDiscovery menu, click the 'Saved Search' tab.
3. Select the Search and click 'View -> View & Edit Criteria' button.
4. You will then be directed to the 'Edit Saved Search' tab, which allows you to view or edit the search criteria.
5. Once edited click the 'update' button.
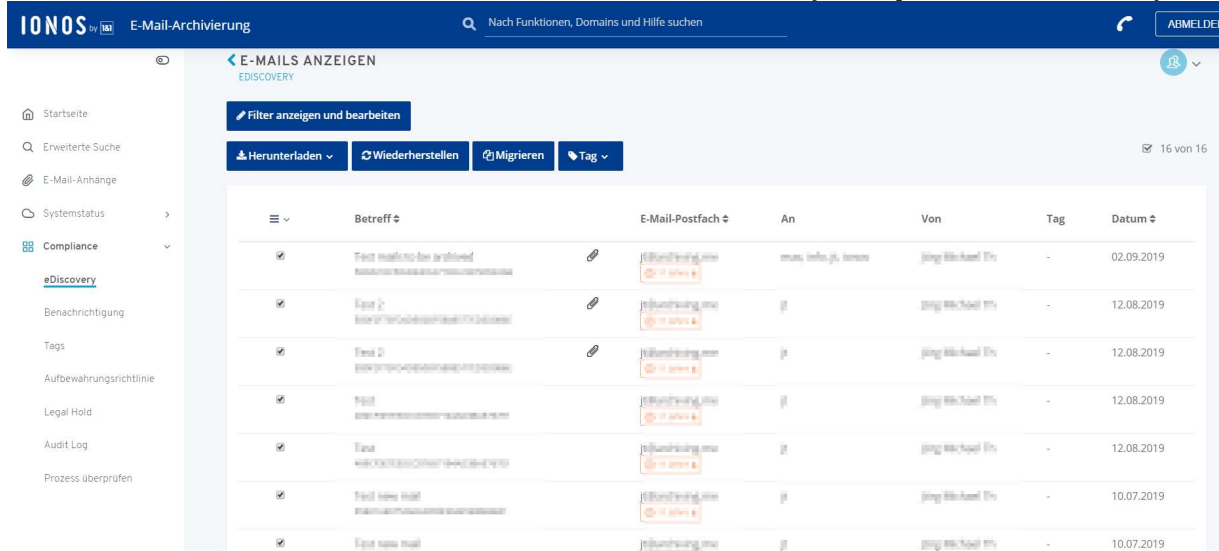
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- ✓ Criteria C1 AND
- ✓ Criteria C2 OR
- ✓ Criteria C3 AND
- ✓ Criteria C4

  The system will process it as

  (((C1 AND C2) OR C3) AND C4)

Tips to Optimize Free Text Search
- Use comma to separate values: Use comma (,) to separate email or keywords, e.g.: john@example.com, emma@example.com, Robert, Steven
- Special Characters are not allowed, except the currency symbols (e.g.: $) and '_"

- Any phrase before comma is counted as one keyword.
- E.g.: Someone types phrases as follows: the hills, high, very high mountain.
- Then, the keywords will be "the hills", "high", and "very high mountain".
- johndoe@yourdomain.com can be searched through these keywords: johndoe, john, joh, jo, j, do, or johndoe@yourdomain.com. For faster search, please try to use a large search string.
- If you want to search a group of emails, you can look for keyword "@yourdomain.com".
- Do not use '@domain' only as a keyword, considering that there can be emails with '@yourdomain.com' & '@yourdomain2.com'.

Search Internal Emails

Internal email is any email(s) that is sent or received by the company. For ex. Email sent by the CEO to the company employees.

To / CC / BCC	Only IN	@yourdomain.com	AND
From	Only IN	@yourdomain.com	

Search External Emails

External email is an email(s) that is sent to users outside the company ex. Your sales rep sending a emails to customers

To / CC / BCC	Not IN	@yourdomain.com	OR
From	Not IN	@yourdomain.com	

Inbound Emails

Inbound email is email(s) that is received by the company

Folder	Not IN	Sent Items

Outbound emails

Outbound emails is any email(s) that is sent by company employees

Folder	IN	Sent Items

Alert

How does the Alert system work?

You can set an alert on any of your Saved Searches. You will then be notified by email once a new archived email(s) matches the search criteria set in your Saved Search

How to enable/disable Alert?

1. Create a search on Compliance -> eDiscovery
2. Once it is done, click on "Compliance -> Alert"
3. You will see lists of Saved Search and ON/OFF switch toggle on each list.
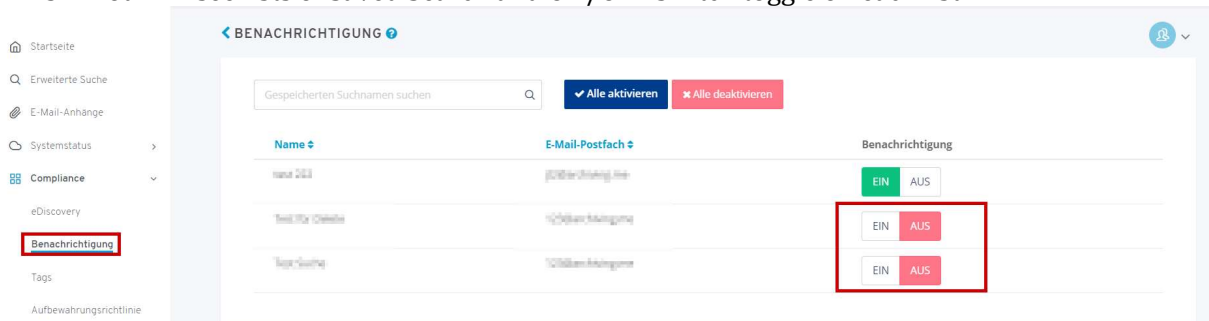
4. You can directly enable/disable alert by switching ON/OFF toggle to enable/disable Alert one by one, or just simply click Enable/Disable All button to enable/disable alert for all.

Who will receive notification email(s)?

The creator of the alert, which is Admins. Group Admins will receive notification email(s) for specified saved search alerts.

How frequent will a notification email be received?

An alert notification email will be sent once a day.

Retention policy

What is retention policy?

An email **retention policy** is an company's established policy for whose email records are kept and for how long. Data – including email - retention policies vary by business and can be subject to industry specific regulation.

How do I create Retention Policy

1. Click on the "Compliance -> Retention Policy"
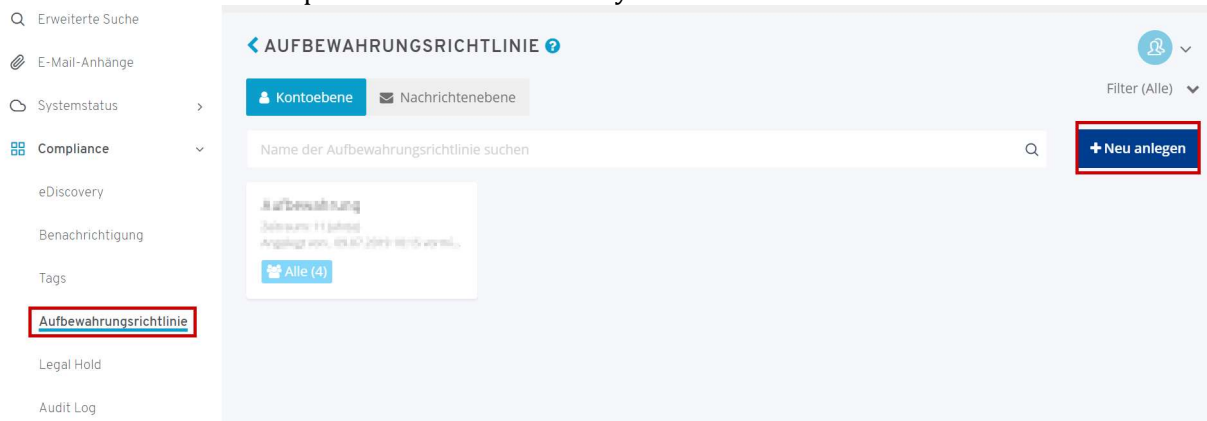
2. You will see a page with 2 tabs, 'Create New' and 'Retention Policy List'.
3. There are 3 input boxes within the 'Create New' tab.

4. You must input the 'Policy Name'. Please note that you cannot input a name already exists. The maximum number of characters allowed is 35, which shall contain only letter (a-z or A-Z) and/or numbers (0-9). Any special character is not allowed, except the currency symbols and underscore ("_").

5. Next, choose what you want to apply the Policy for. There are 3 options: Email Account & All.

6. If you select 'Email Account', you can input one or multiple Email Accounts. The 'All' selection means you can choose ALL email accounts.

7. Select 'Retention Period' for the retention policy. 'Retention Period' is how long you would like to keep the selected emails from the email received date. Any email that exceeds the retention period (expired email) will be deleted. There are 11 retention period options: '1'

until '10' years and 'Never Delete'. 'Never Delete' will prevent email(s) from automatic deletion.
8. Click save.
9. The policy will be saved on the 'Retention Policy' List.

Can I delete a Retention Policy?

Go to **'Compliance -> Retention Policy'** and then click the '**Retention Policy List'** tab. Select the policy you would like to delete from the list, then click the '**delete**' button.

Can I modify a Retention Policy?

Go to **'Compliance -> Retention Policy'** and then click the **Retention Policy List** tab.
Select the policy you would like to edit from list, then click the '**edit**' button. Please note that editing an existing Retention Policy will only affect emails that have not been deleted yet.

Can I add more than 1 policy to an Email Account?

Yes, you can. If you have more than one policy on an Email Account, the system will automatically choose the longest one.

Can I get back any email that has been deleted by Retention Policy?

No. The email deletion is permanent unless this email is still in the user's mailbox and it would be archived again in our archive system.

Where can I apply the retention policy?

Retention policy can be set on email account(s), department(s) or ALL (all email accounts). If it is set on a department, it will be applied to all email accounts within the department.

What is the Default Policy?

By default, all emails will be retained forever. Hence the default policy is "never delete".

Retention periods

Retention periods are allowed from 1 year up to 10 years of email receiving date.

How is retention period calculated?

Retention period is calculated from the email received date to your mailbox and not from when the email was copied to our archive. It is applied to all existing emails and to all future emails.
- The policy is applied as soon as it is created.
- Emails would be deleted within 24 hours after their retention period is expired.
- Emails cannot be recovered once it is deleted by a retention policy

Example:
1 year retention policy is created **today (3 June 2017)**

Email receive date	Retention policy period	Retention policy creation date	Policy expiration date
13 MAY 2012	1 YEAR	TODAY	TODAY
1 JUNE 2014	1 YEAR	TODAY	TODAY
4 JUNE 2017	1 YEAR	TODAY	4 JUNE 2018
10 JUNE 2017	1 YEAR	TODAY	10 JUNE 2018

Legal Hold

What is Legal Hold

Legal Hold is a risk mitigation process that a company adopts to preserve all relevant data (including emails) when litigation or investigation is reasonably anticipated

Where can I apply legal hold

Legal Hold can be applied to email account(s), department(s) & ALL (all email accounts). If it is set on a department, it will be applied to all email accounts in that department.

What happens to the emails under legal

Email(s) is retained indefinitely once placed on legal hold, superseding any previously set retention policies. **Emails in that account/department cannot be deleted by any retention policy until the legal hold is switched off.**

How to create Legal Hold

1. Click on the "Compliance -> Legal Hold"
2. You will see a page with 2 tabs, which are 'Create New' & 'Legal Hold List'.
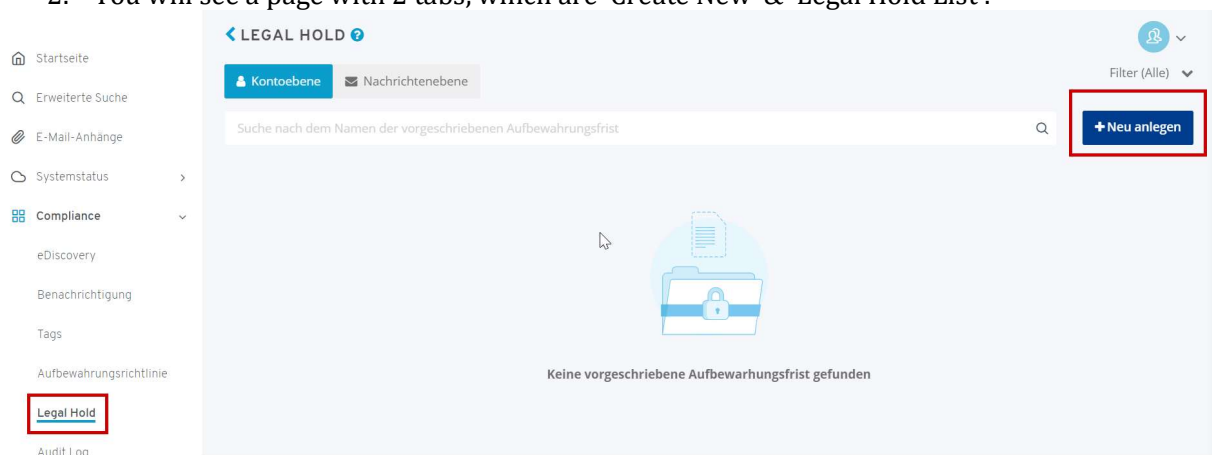
3. There are 2 input boxes within the 'Create New' tab.

Neu anlegen

Legal Hold Name

Eingabe Name (A-Z, a-z, 0-9)

Für

E-Mail-Postfach

Eingabe E-Mail-Postfach oder -fächer

Haftungsausschluss

E-Mail Konten werden als Legal Hold markiert. Sie können nicht von einer Aufbewahrungsrichtlinie gelöscht werden.

☐ Ich stimme diesen Allgemeinen Geschäftsbedingungen zu   **Hold aktivieren**

4. Input the 'Legal Hold Name'. Please note that you are unable to input a name that already exists. The maximum number of characters allowed is 35, which shall contain only letter (a-z or A-Z) and/or numbers (0-9). Any special character is not allowed, except the currency symbols and underscore ("_").
5. Choose what you want to apply Policy for. There are 3 options: Email Account & All.

Für

E-Mail-Postfach

E-Mail-Postfach

Alle

6. If you select 'Email Account', you can input one or multiple Email Accounts. The 'All' selection means you can choose ALL email accounts.
7. Click save. The Legal Hold will be saved on the 'Legal Hold' List.

Audit Log

What is the Audit Log?

An audit trail (also called audit log) is a security-relevant chronological set of records that provide documentary evidence of the sequence of activities or of specific operation, procedure, or event that have affected at any time.

For IONOS Mail Archiving, the Audit Log shows
1. Messages & File Audit Log: This shows all logs related to messages or files – example: Download, restore, migrate etc.
2. User Activity Log: This shows all activities performed by users such as Add email account, create retention policy, etc.
3. System Activity Log: This shows all system notifications sent

How to use Messages & File Audit Log
1. Click on Compliance -> Audit Log
2. Select "Messages & File Audit Log"

3. Select a Date Range – if you do not want to specify a date range leave it blank.
4. Select a specific user for whose logs you want to see - if you do not want to specify a user range leave it blank.
5. Enter the Archive Message ID of the email if you want to just see the logs for a message else leave it blank.
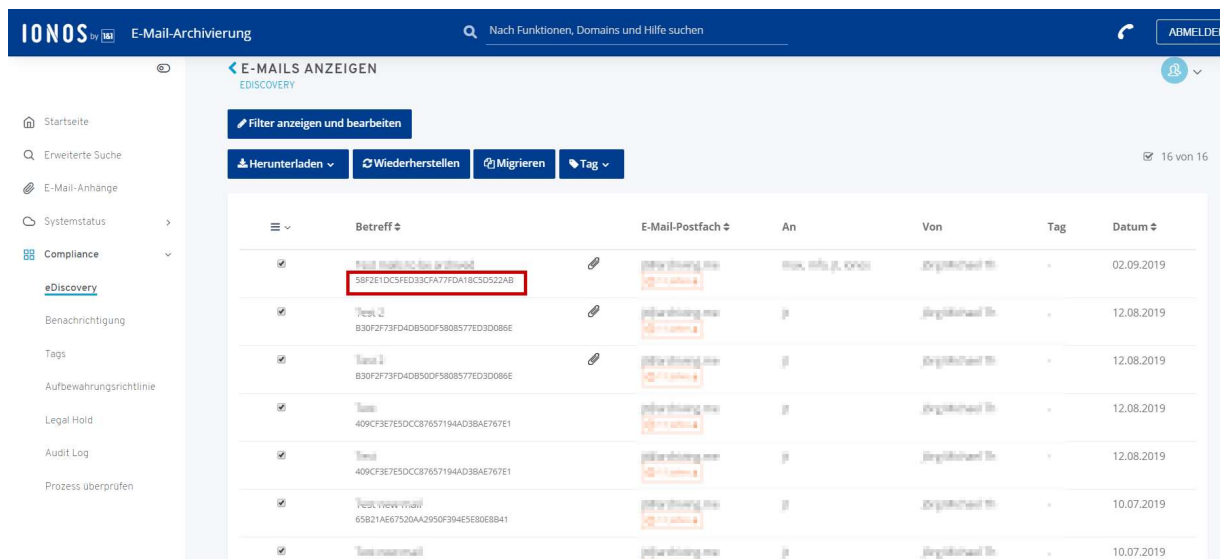6. Click Search.
7. The Audit log will be shown below.

What is an Archive ID
Archive ID is a unique identified for every email to identify that message at our end. It can be found
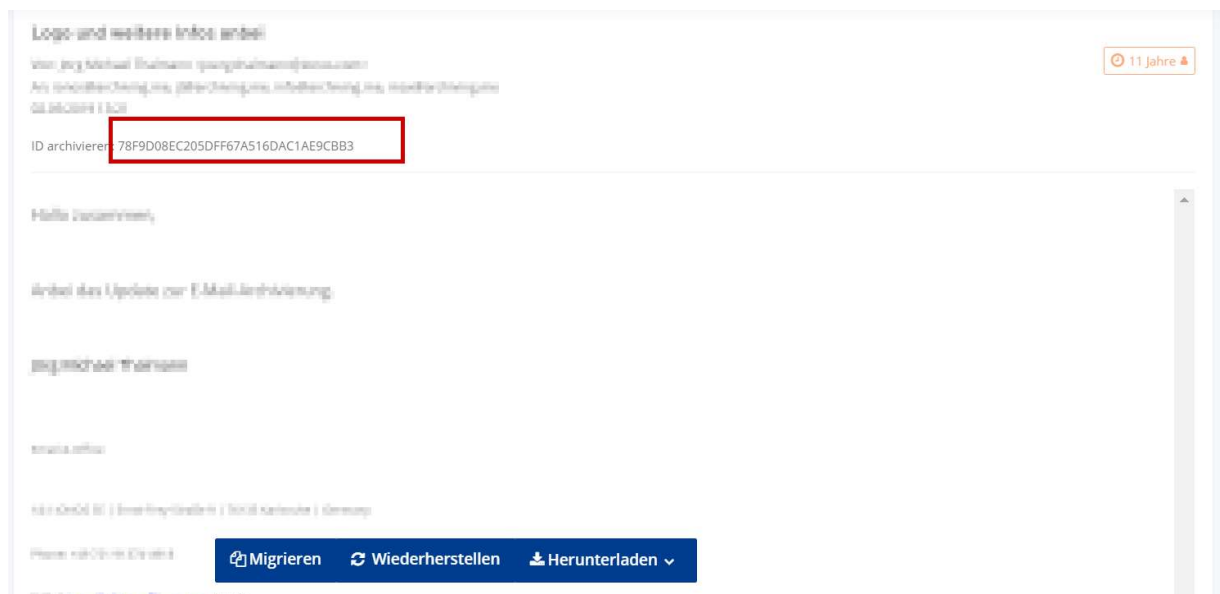
- In the view email page
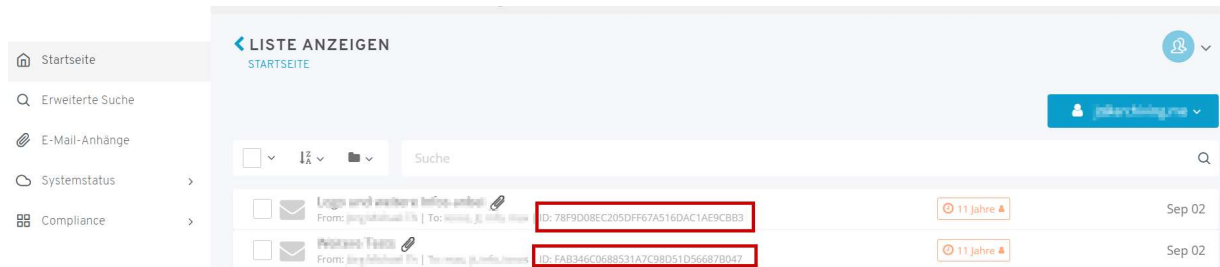
- Under subject in search result for advance search / eDiscovery search results

- In the view message page

- Audit log results under "Object Name"

How to use User Activity Log

1. Click on Compliance
2. Click on Audit Log
3. Select "User Activity Log"
4. Select a Date Range – if you do not want to specify a date range leave it blank.
5. Select a specific user for whose logs you want to see - if you do not want to specify a user range leave it blank
6. Enter the Object Name (email account) if you want to just see the logs for that object else leave it blank.
7. Click Search

How to use System Activity Log

1. Click on Compliance
2. Click on Audit Log
3. Select "System Activity Log"
4. Select a Date Range – if you do not want to specify a date range leave it blank.
5. Select a specific user for whose logs you want to see - if you do not want to specify a user range leave it blank
6. Click Search

Who gets the access to Audit Log

Full Admin, Group Admin, and all Reviewers.

How to download the Audit Log

1. Once you have searched the logs, click on Download to download the logs
2. You can download the Audit log file in .CSV or .PDF

3. By clicking the download button, the selected file will be generated and added into your Download list Menu.
4. You will be then provided the download link once the file has been ready. Please note that the link will be expired within 24 (twenty four) hours.

Review Process

What is Review Process

The review process provides an advanced browser-based interface for compliance officers and reviewers to review the company emails and ensure that they follow the company policies.

This Module gives you the ability to review email content against a specific email search and filter criteria.

Please note: Before you start the review process,
- you must create an eDiscovery search
- do use the date ranges to filter emails in the eDiscovery Search that you will use in the review process. This allows compliance officers to spend less time reviewing individual mails and more time reviewing and improving policies.

How it works

We use two special TAGs namely "Marked for Review" and "Reviewed" for review process.

Once a user selects and email and marks it for review, we add the "Marked for Review" tag to that email.

Once a user has reviewed the email, he can mark it as "Reviewed". In this case we will remove the "Marked for Review" tag and replace it with 'Reviewed' tag

Who gets access to Review Process?

The account owners, admins, compliance and review officer and reviewer roles have access to review process.

How to create Review Process?

Creating a review process simply means tagging emails with the "Marked for Review".
Only the account Owner, Full Admin & Compliance Reviewer roles can create review process.
Review Process can be created in eDiscovery Saved Search menu using determined criteria.

Before you create the review process, you must create an eDiscovery search and saved the search by giving it a name.
Please note: Make sure that the number of selected emails does not exceed 100000 as this will significantly slow down the creation process. Use filters such as date range to reduce the number of emails in the saved search.

1. Click "Compliance -> eDiscovery -> Saved Search Tab"
2. Select the desired saved search for Review Process, then click on the "Mark for Review" button.

3. Select Mark for Review again

Prüfprozess erstellen (test 222)   ×

Diese gespeicherte Suche wird zur Überprüfung markiert. Besuchen Sie die Seite Überprüfungsprozess, um die markierten Nachrichten zu überprüfen.

Prüfungsoption

⦿ 📑 **Zur Überprüfung markieren**
         Markieren Sie Alle E-Mails in der gespeicherten Suche, damit sie von der Prüferrolle überprüft werden.

◯ 🗑 **Zum Überprüfen und Löschen markieren (DSB)**
         Markieren Sie alle E-Mails in der gespeicherten Suche, die von der Rolle Datenschutzbeauftragter (DSB) gelöscht werden sollen.

Hinweis (optional)

- Das Markieren zur Überprüfung kann für die gespeicherte Suche mit mehr als 1000 Nachrichten einige Zeit in Anspruch nehmen.
- E-Mails werden nicht sofort gelöscht. Der Löschvorgang muss vom Datenschutzbeauftragten manuell auf der Seite Überprüfungsvorgang ausgeführt werden.
- Zur Überprüfung markieren wird nur auf die E-Mails der gespeicherten Suche angewendet, die zum

4. If the number of emails is more than 100000, you will get a warning pop-up as below. You may want to edit criteria before proceeding ahead.
5. Once you have created the review process, you will be directed to the "review process" page. The most recent Review Process will be added to the top of the list, with a same name as that of the eDiscovery Saved Search.

a. Please note that review process preparation takes time during which you should see a spinning icon. This spinning icon which will disappear after the review process creation is completed.
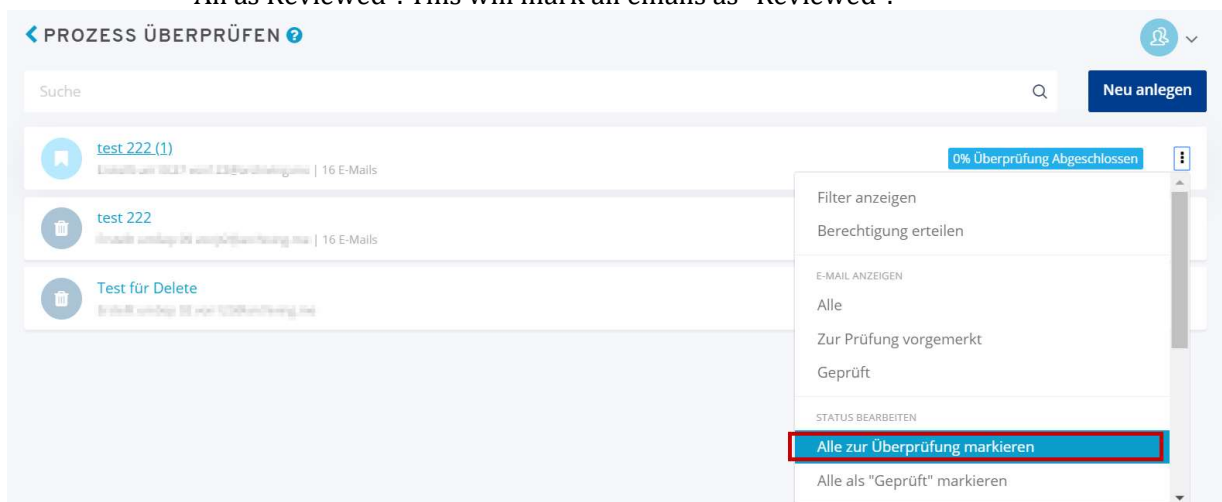
How to mark emails as "Reviewed"?

1. Click on "Compliance -> Review Process"
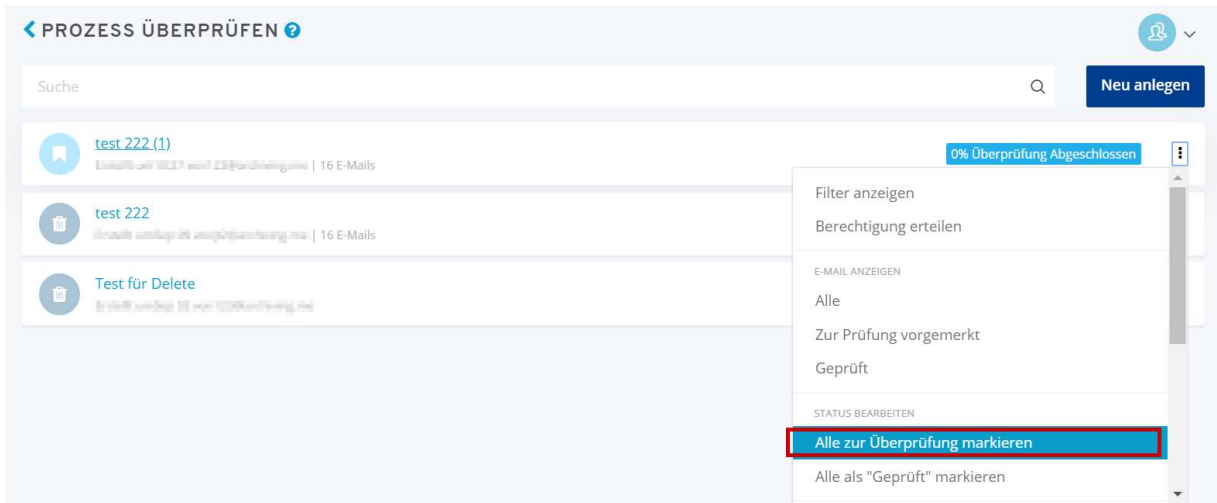   a. You will see all the review processes
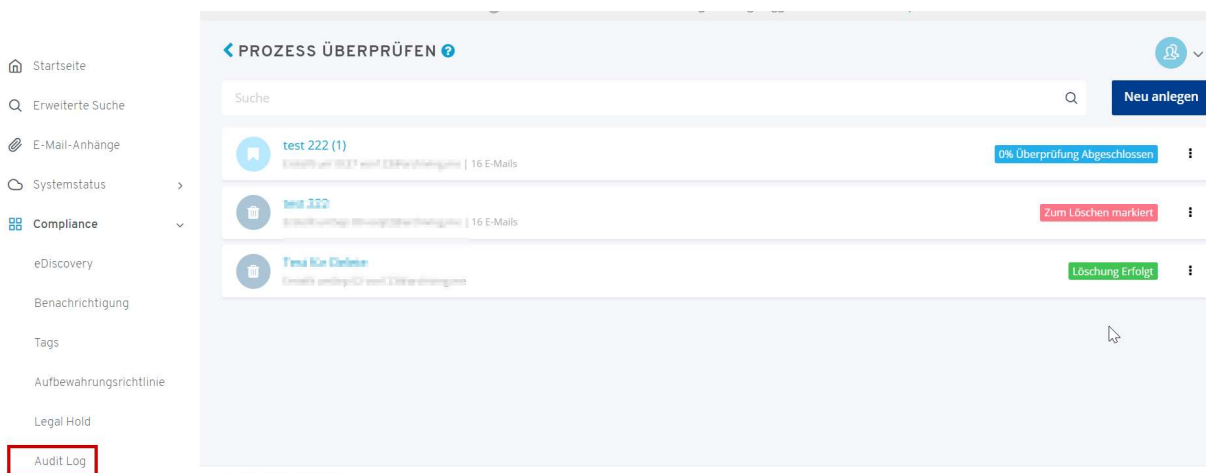

2. There are many ways emails can be reviewed

   a. Select the desired Review Process from the list. Click on dropdown and select "Mark All as Reviewed". This will mark all emails as "Reviewed".


   b. Select the desired Review Process from the list. Click on View Emails, -> "Marked for Review".

c. You will be then directed to the view email page. There is a review status column, which shows the status of an email. If an email needs to be reviewed, it will have a "Marked for Review" status.
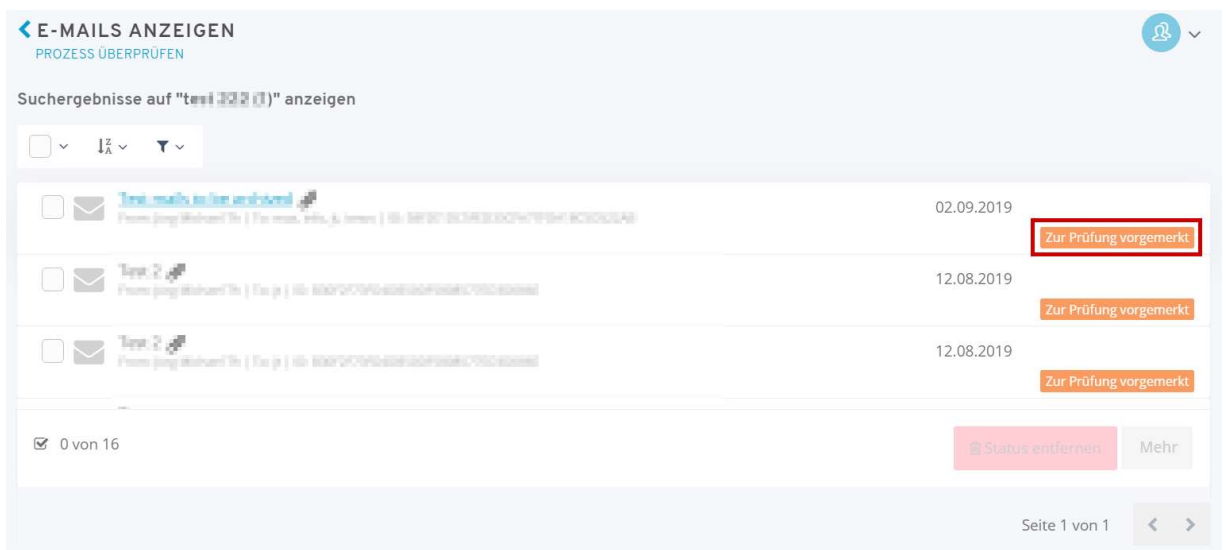

d. Open the email that you want to review and click on "Mark as Reviewed" at the bottom right corner of the page.
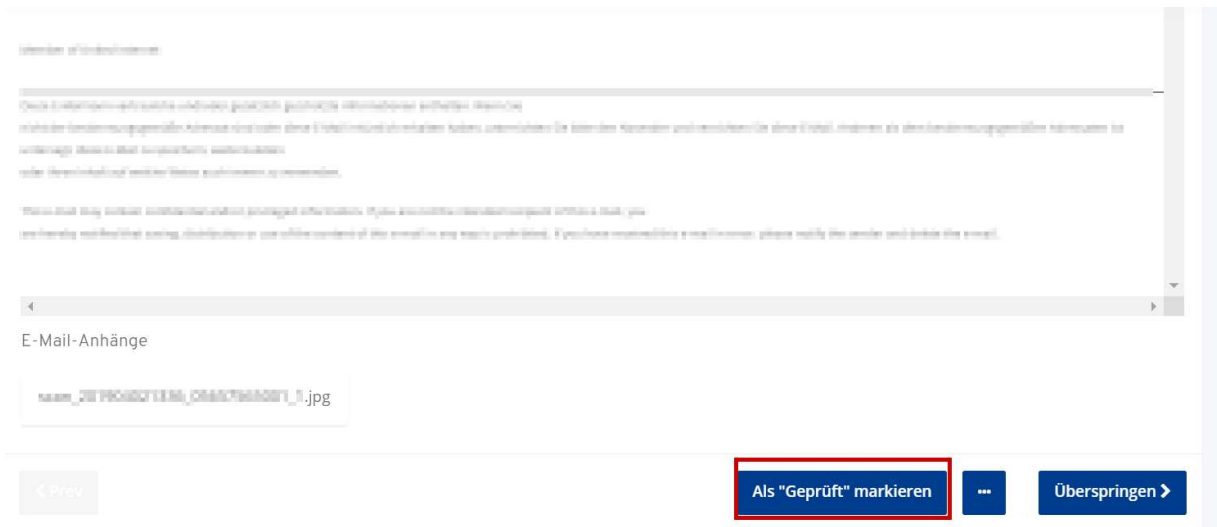
Only Compliance and Review Officer can do a review process for all emails on the main menu of review process list

## How to View Criteria in the Review Process
1. Click on "Compliance -> Review Process"
2. Select desired email(s) on the list.
3. Click on the View Criteria button.
4. A pop-up, which shows the criteria, will then occur.
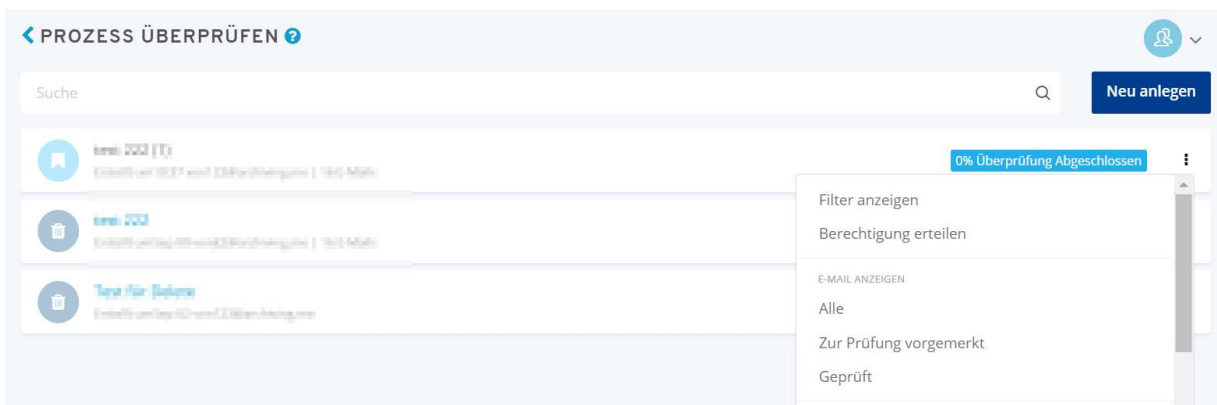
Please note that edit criteria access is only granted to "Compliance and Review Officer" and the admins.

How does the "View Emails" button in Review Process work
1. Click on "Compliance -> Review Process"
2. Select desired email(s) on the list.
3. Click on the View Email button.
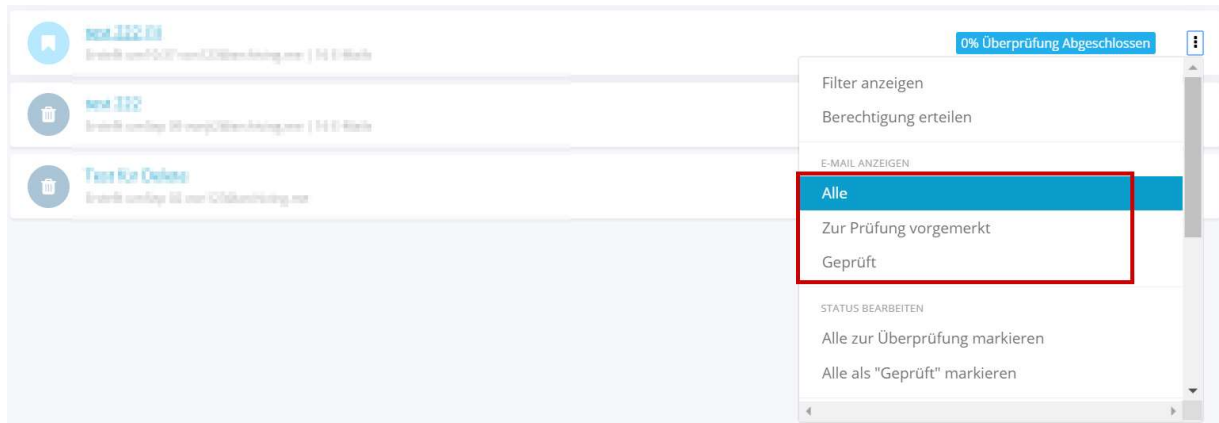
Multiple Review Process

Some emails might be in more than one saved search result. In this case, we will add the review tags "Marked for Review" and "Reviewed" only once.

This tag status will change if the status is changed or deleted by any user who has access to review process.

Please note that adding and deleting review tags takes significant processing time. The greater the number of emails that you want to add or delete tag, the longer it will take to perform the activity. Hence, kindly review your search criteria, before adding or deleting tags. You might want to limit the search results by adding a date range to the criteria filter.

Email Deletion by Data Protection Offer

A **data protection officer** (**DPO**) is an enterprise security leadership role required by the General **Data Protection** Regulation (GDPR) or other similar regulations.

Data protection officers are responsible for overseeing a company's **data protection** strategy and its implementation to ensure compliance with GDPR requirements. Only DPO can delete emails from our archiving solution.

Deletion rules and key points to remember for deleting emails.

1. Only Admins can enable a DPO role for a user. The DPO role can be internal or external to an organization.
2. DPO can only delete emails assigned to them via eDiscovery Search review process.
3. Any admin or compliance and review office can perform eDiscovery Search and mark emails for deletion.
4. Once DPO gets a request to delete emails, they can review those emails. If they decide that some emails should not be deleted, they can remove it from deletion process.

5. Before deleting emails, a DPO must enter the deletion reason which will be added to the audit logs for compliance reasons.
6. Once emails are deleted, they cannot be recovered / added back.

Please note that ANY EMAIL ON LEGAL HOLD cannot be deleted by DPO.

How to mark emails for deletion by DPO?

Any admin or compliance and review office can perform eDiscovery Search and mark emails for deletion.

To mark emails for deletion please follow the below process

1. Login as admin or compliance and review officer to the dashboard.
2. Click "Compliance -> eDiscovery -> Saved Search Tab"
3. Select the desired saved search for Review Process, then click on the "Mark for Review" button.

4. A pop-up will appear. Select Mark for Review & Deletion (DPO).

Prüfungsoption

Zur Überprüfung markieren
Markieren Sie Alle E-Mails in der gespeicherten Suche, damit sie von der Prüferrolle überprüft werden.

Zum Überprüfen und Löschen markieren (DSB)
Markieren Sie alle E-Mails in der gespeicherten Suche, die von der Rolle Datenschutzbeauftragter (DSB) gelöscht werden sollen.

Hinweis (optional)

- Das Markieren zur Überprüfung kann für die gespeicherte Suche mit mehr als 1000 Nachrichten einige Zeit in Anspruch nehmen.
- E-Mails werden nicht sofort gelöscht. Der Löschvorgang muss vom Datenschutzbeauftragten manuell auf der Seite Überprüfungsvorgang ausgeführt werden.
- Zur Überprüfung markieren wird nur auf die E-Mails der gespeicherten Suche angewendet, die zum Zeitpunkt der Markierung vorhanden sind.

Erstellen

5. You will see it on the saved search page as marked for Deletion.
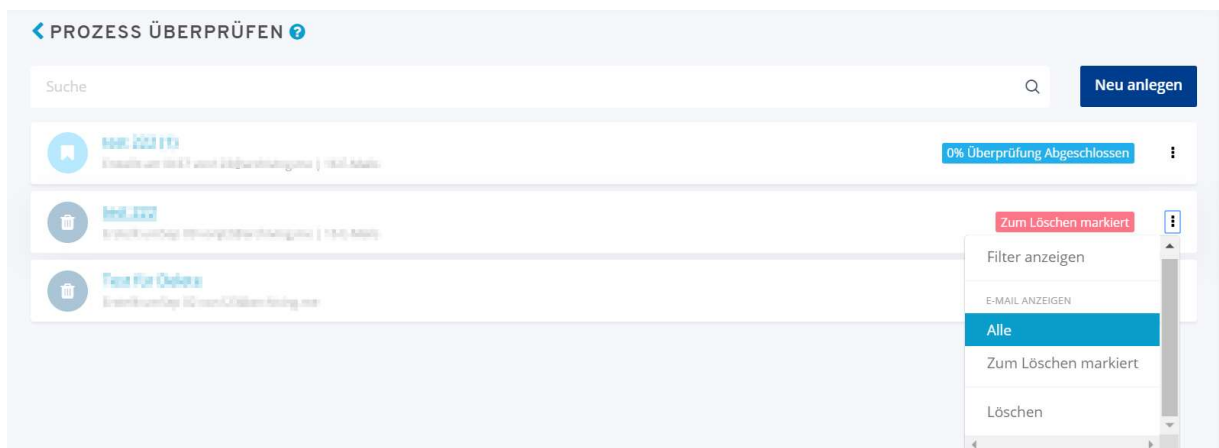
![IONOS by 1&1 logo]

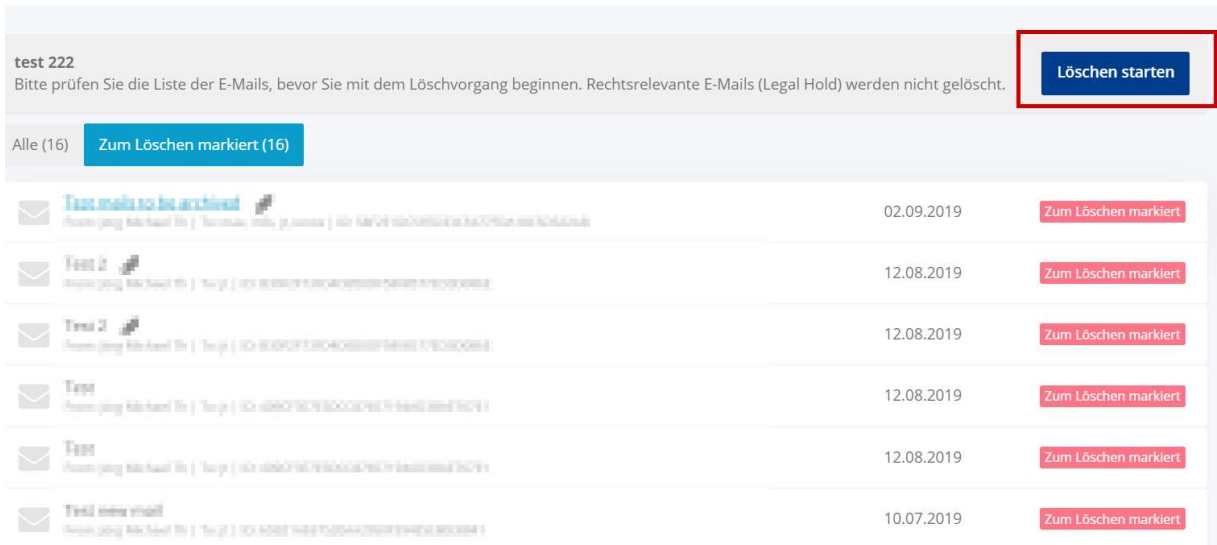## How to delete emails as a DPO?

1. Login to the archive dashboard as the data protection office (DPO).
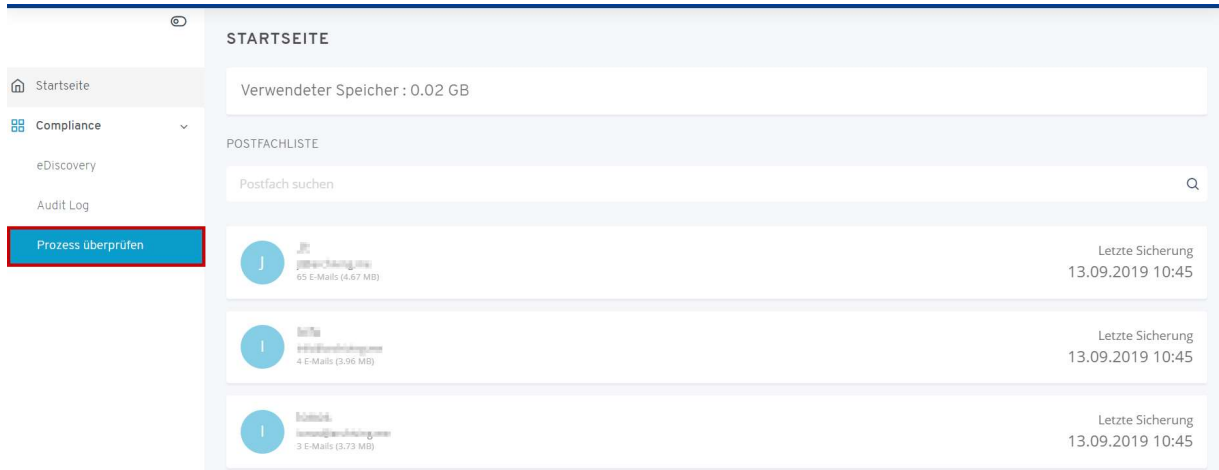
2. Go to Compliance -> Review Process
3. Select the Deletion process and click View Emails ->All or Marked for Deletion

4. You will see the "Start Deletion" button there.

5. Click "Start Deletion" button to start the deletion process.
6. A pop-up will appear when you click that button. Enter the deletion reason - The deletion reason which will be added to the audit logs for compliance reasons.
7. Click "Agree"

This will add the email deletion to the queue. If you want to be notified once the emails have been deleted, please select the checkbox "Notify me by email after deletion is completed".
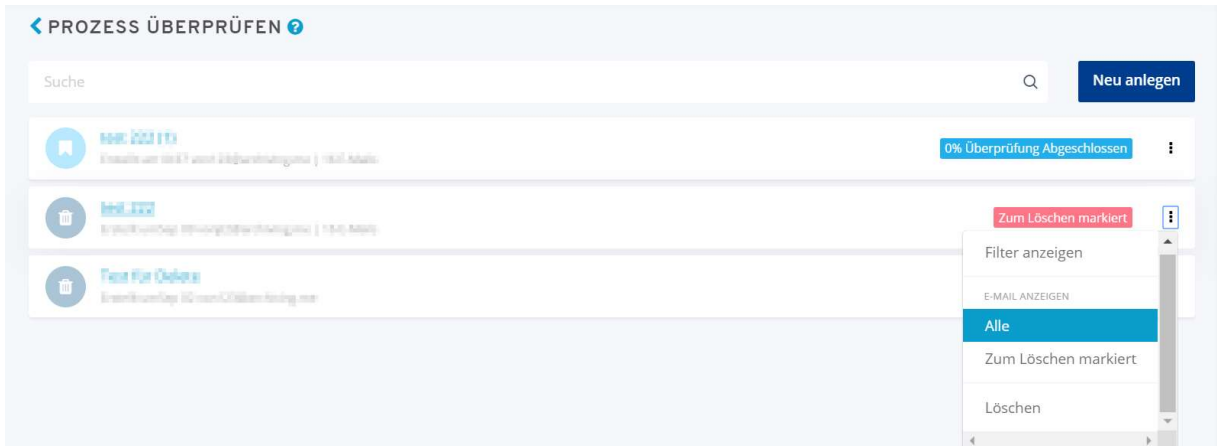
How to review and unmark messages that have been marked for deletion?

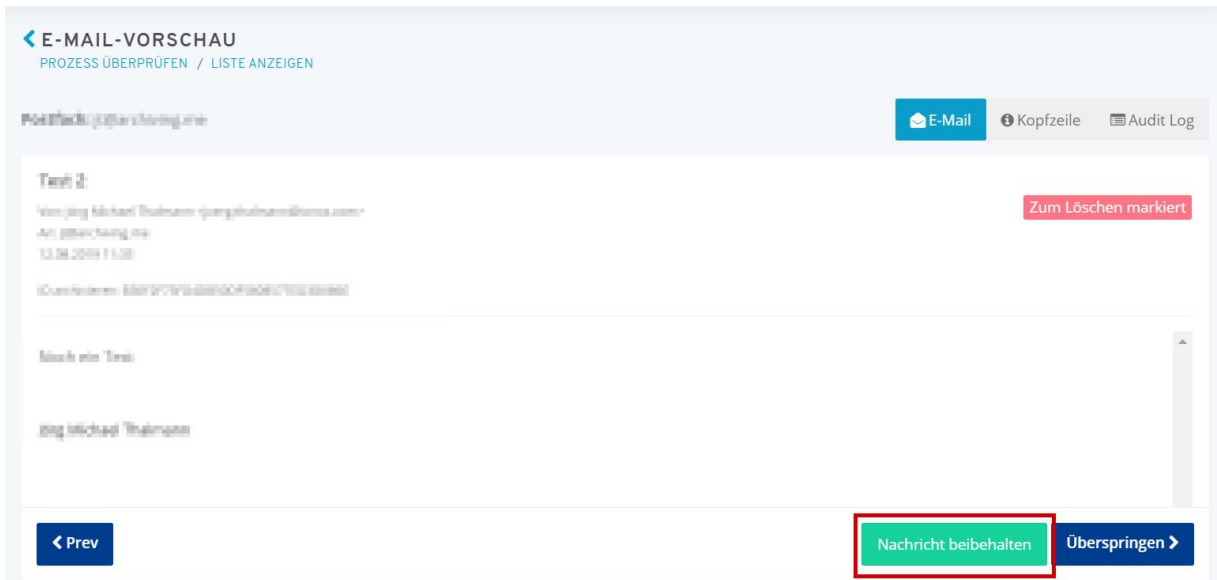DPO can review messages and unmark them from deletion.

1. Login to the archive dashboard as the data protection office (DPO).
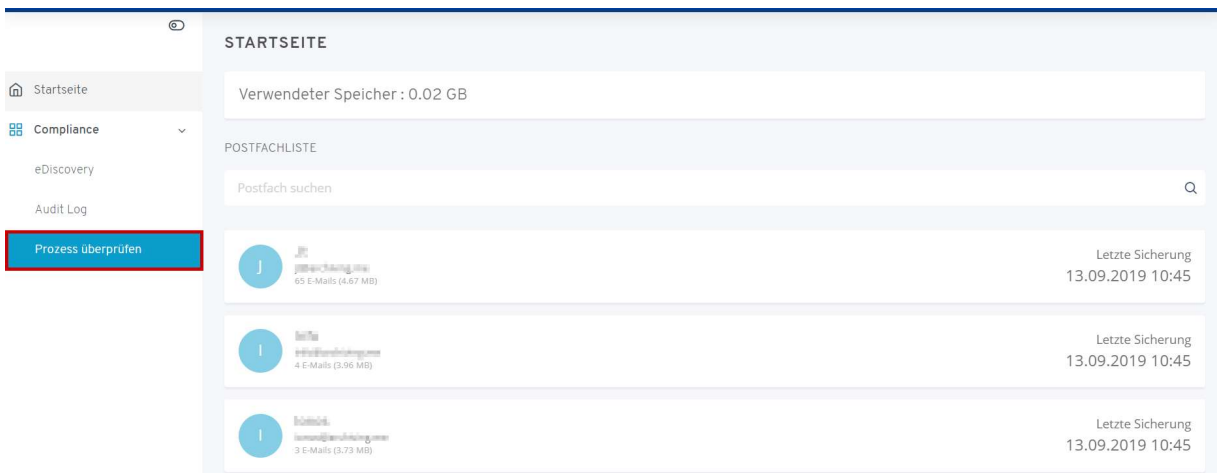
2. Go to Compliance -> Review Process
3. Select the Deletion process and click View Emails ->All or Marked for Deletion

4. Open a message which is marked for deletion.

5. Click "Keep Message" this will unmark the message and when you click start deletion next it will not delete these messages.