

# Advansys® Archive To Go™

Mailbox Exporter for GroupWise®

## Viewer Manual



August 8, 2016

Copyright © Advansys Pty Limited

[www.advansyscorp.com](http://www.advansyscorp.com)

Advansys and Archive To Go are trademarks of Advansys Pty Limited.  
GroupWise is a registered trademark of Novell Inc..

[www.archive2go.com](http://www.archive2go.com)

# Table of Contents

<b>OVERVIEW .....</b>	<b>4</b>
<i>Export GroupWise mailboxes with ease. ....</i>	<i>4</i>
<i>Find information within your archives. Fast. ....</i>	<i>4</i>
<b>DOCUMENTATION.....</b>	<b>5</b>
<i>Archive To Go Admin Wizard.....</i>	<i>5</i>
<i>Archive To Go Viewer.....</i>	<i>5</i>
<i>Archive To Go Creator .....</i>	<i>5</i>
<b>SYSTEM REQUIREMENTS .....</b>	<b>6</b>
<i>Archive To Go Viewer.....</i>	<i>6</i>
<i>Archive To Go Finder and Indexer.....</i>	<i>6</i>
<b>SUPPORT .....</b>	<b>6</b>
<b>INSTALLATION.....</b>	<b>6</b>
<b>VIEWING AN ARCHIVE .....</b>	<b>7</b>
<i>Automatic Startup .....</i>	<i>7</i>
<i>Manual Startup .....</i>	<i>7</i>
<i>Stand-alone Mode .....</i>	<i>7</i>
<i>Selecting an Archive .....</i>	<i>8</i>
<i>Archive Configuration File .....</i>	<i>8</i>
<i>Viewer Features.....</i>	<i>10</i>
<i>Viewing Contact Information.....</i>	<i>14</i>
<i>Message Viewer Download Link .....</i>	<i>16</i>
<b>VIEWER OPTIONS.....</b>	<b>17</b>
<b>TOOLS MENU.....</b>	<b>18</b>
<b>VIEWER COMMAND LINE .....</b>	<b>18</b>
<b>SEARCHING AN ARCHIVE.....</b>	<b>19</b>
<i>Advanced Search.....</i>	<i>20</i>
<i>Using Search Fields.....</i>	<i>21</i>
<i>Custom Search Fields .....</i>	<i>21</i>
<i>Advanced Search Limitations .....</i>	<i>21</i>

# Table of Contents

<b>COPYING AN ARCHIVE TO CD/DVD.....</b>	<b>22</b>
<i>Grouping Multiple Archive Volumes .....</i>	<i>23</i>
<i>Portable Archive Structure .....</i>	<i>24</i>
<b>CREATING A SEARCH INDEX.....</b>	<b>25</b>
<i>What information is indexed? .....</i>	<i>26</i>
<b>PERFORMANCE OPTIMIZATION .....</b>	<b>27</b>
<i>Optimizing Search.....</i>	<i>27</i>
<b>TROUBLESHOOTING .....</b>	<b>28</b>
<i>Problem Files in Archive To Go Data .....</i>	<i>28</i>
<b>APPENDIX.....</b>	<b>30</b>
<i>Advansys Portable Message (FML).....</i>	<i>30</i>
<i>Advansys Message Viewer .....</i>	<i>30</i>
<i>Advansys Message Saver Pack .....</i>	<i>30</i>
<b>TABLE OF FIGURES.....</b>	<b>31</b>

## Overview



When you need a portable snapshot of a GroupWise mailbox, whether it is for a user departing, archiving unused accounts, legal discovery or for additional backup, Advansys Archive To Go is the tool to use.

### Export GroupWise mailboxes with ease.

Archive To Go's simple Wizard process makes it easy to save all messages, including attachments, into a ready-to-go format complete with viewer. Secure enterprise access mode enables Administrators to export one or more GroupWise accounts without detection.

Exported messages are faithful representations of the GroupWise original, including:

- All file and embedded message attachments
- Additional GroupWise metadata - message properties, folder, categories, custom fields, ID, save log
- Plain text and HTML representations

Archive To Go also offers export options for inclusion of GroupWise **personal archives** and **shared folders**.

### Find information within your archives. *Fast.*

With the Archive To Go Viewer, accessing an Archive To Go mailbox is easy and familiar. Designed to operate similar to the GroupWise client, exported messages can be located quickly in their original folder structure, either manually or via high speed text search. Once the desired message is found, you can preview, open, reply, forward or print it.

[www.archive2go.com](http://www.archive2go.com)

## Documentation

There are three manuals which comprise the Archive To Go documentation, Archive To Go Creator, Archive To Go Admin Wizard and Archive To Go Viewer.

### Archive To Go Admin Wizard

This document is specifically for Archive To Go administrators tasked with the responsibility for specialized deployment and configuration using the Archive To Go **Admin Wizard**. Documentation for the Admin Wizard is installed by the Admin Wizard installation program and not by the main Archive To Go installer program.

### Archive To Go Viewer

This document is end-user oriented and describes how to use the Archive To Go Viewer and Archive To Go Finder to access Archive To Go portable archives, including the viewing, searching and printing of archived information.

### Archive To Go Creator

This document is designed for Archive To Go users who create and administer the distribution of Archive To Go portable archives. A more technically-oriented document, it covers the creation, indexing, distribution and management of the portable archives, including optimization and troubleshooting information.

## System Requirements

### Archive To Go Viewer

- XP, Vista™, Windows 7, Windows 8/8.1, Windows 10
- Microsoft Internet Explorer 5.5 or above.
- Adobe Acrobat Reader for documentation.

### Archive To Go Finder and Indexer

- Windows 7, Windows 8/8.1/ Windows 10
- Microsoft .NET Framework Redistributable, Version 4.0 or above.

## Support

To obtain support or report problems, please visit the Archive To Go online support forum at:

<http://advansys.atinfopop.com/4/OpenTopic?a=cfrm&s=7534089931&f=427104129>

## Installation

Apart from ensuring your system has the minimum requirements to run Archive To Go Viewer, Finder and Indexer (only if required), no general installation procedure is required. The Archive To Go Viewer, Finder and Indexer will have been copied automatically to the CD/DVD as part of the portable archive creation.

There are configuration options for optimizing performance, such as copying a CD/DVD archive to a local workstation drive, and these are outlined later in this manual.

## Viewing an Archive

The Advansys Archive To Go Viewer is used to view, print, search, forward and reply to messages within the portable archive. It offers easy and familiar access to your exported GroupWise mail, calendar items, documents and contacts. To find information in your archive fast, from the Viewer you can launch the Archive To Go Finder (see

[Searching](#) an Archive).

During the archive creation process, the Viewer software (a2goview.exe) is copied to a special folder (\_viewer) within each archive. You can start the archive's Viewer using the methods listed below.

### Automatic Startup

If the archive resides on one or more CD/DVDs, simply insert a CD/DVD volume and the viewer should start automatically. The CD/DVD drive needs to be enabled for Autorun for automatic Viewer startup.

### Manual Startup

You can start Viewer manually by either of the methods shown below.

- Run the **viewer** application manually (viewer.exe) from the parent folder of the media-nn folder, where nn is the media volume number. If running from a CD/DVD, depending on how the archive was copied, the parent folder is likely to be the root folder.
- Run the **a2goview** application (a2goview.exe) from the media-nn\\_viewer folder.
- If the archive was created on your workstation and the option **Create a shortcut to this Archive on the Desktop** was selected, double-click the Desktop Viewer icon associated with the archive.

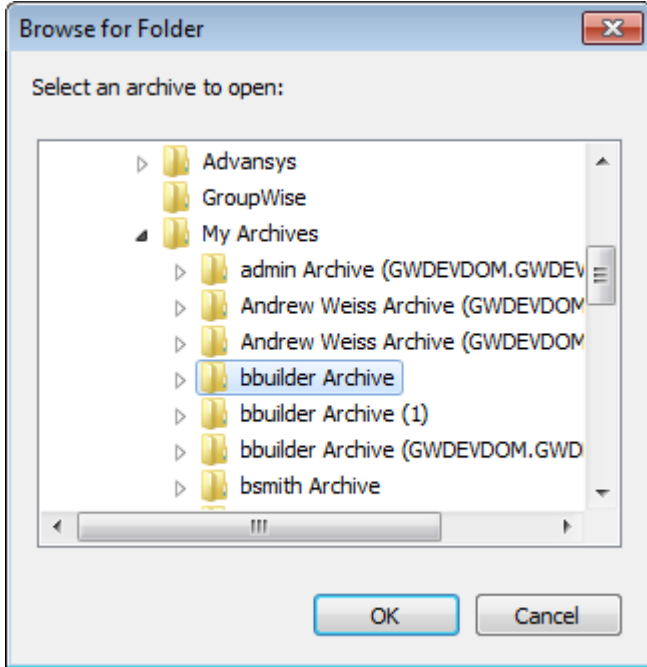
### Stand-alone Mode

You can run the Viewer application (**a2goview.exe**) from any convenient location, e.g. a network location, the Windows Desktop etc. Simply copy a2goview.exe from either location below to the desired location and create an appropriate access method, such as a Windows shortcut.

- The media-nn\\_viewer folder.
- The installation folder, e.g. C:\Program Files\Advansys\Archive To Go

## Selecting an Archive

If the Viewer is running in stand-alone mode, i.e. it is being run from a separate location and not associated with a specific archive, it will display the dialog below when it starts.



**Figure 1** Browse for Folder dialog

Use this dialog to browse for an archive folder. Select a folder and press **OK**. If the Viewer finds Advansys portable archive data, it will load the archive for viewing.

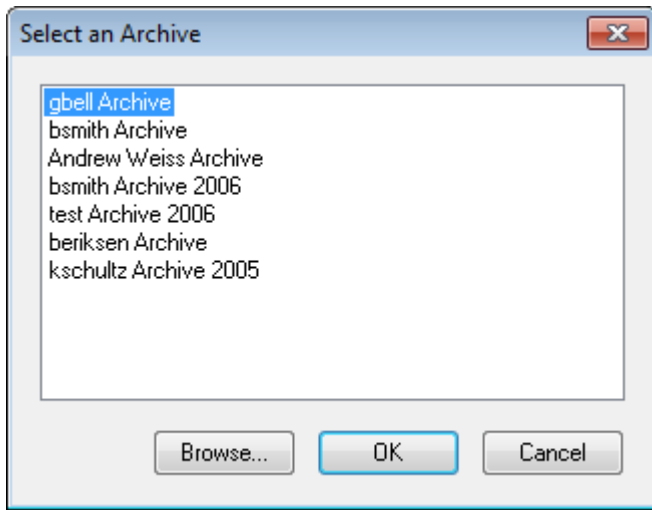
## Archive Configuration File

You can define a list of archives, which is useful when:

- There are archives that you or people in your organization need to view frequently.
- You need to limit the archives which can be viewed by users who have access to a network-based copy of the Viewer.

The list will be available to all users who have access to the Viewer operating in stand-alone mode. The dialog below shows a sample list.





Select an item from the list and press **OK**. Alternatively, press **Browse...** to open the **Browse for Folder** dialog (Figure 1).

**Figure 2** Select an Archive dialog

To define a list of archives, use a text editor to create a plain-text file. A sample of the file contents is shown below.

```
[Archives]
Count=7
Item0="gbell Archive","M:\Archives\gbell Archive\"
Item1="bsmith Archive","M:\Archives\bsmith Archive\"
Item2="Andrew Weiss Archive","M:\Archives\Andrew Weiss Archive\"
Item3="bsmith Archive 2006","M:\Archives\bsmith Archive 2006\"
Item4="test Archive 2006","M:\Archives\test Archive\"
Item5="beriksen Archive","M:\Archives\beriksen Archive\"
Item6="kschultz Archive 2005","M:\Archives\karl schultz Archive 2005\"
```

If you do not want to allow browsing for other archives, add the following line to the file:

```
AllowBrowse=0
```

This will hide the Browse button.

If you want to allow browsing, you may keep this line in the file, but change it as below.

```
AllowBrowse=1
```

Save the file to the same location as for **a2goview.exe**; the file must be named **archives.ini** (the name is not case-sensitive). If the list contains zero items (or the INI file is empty) an empty dialog is displayed.

## Viewer Features

When the Viewer starts, it will automatically load the Advansys portable archive data with which it is associated (see [Figure 3](#)). To enable independent operation if you have more than one media volume (e.g. CD/DVD) for your archive, the Viewer application is copied to every volume.

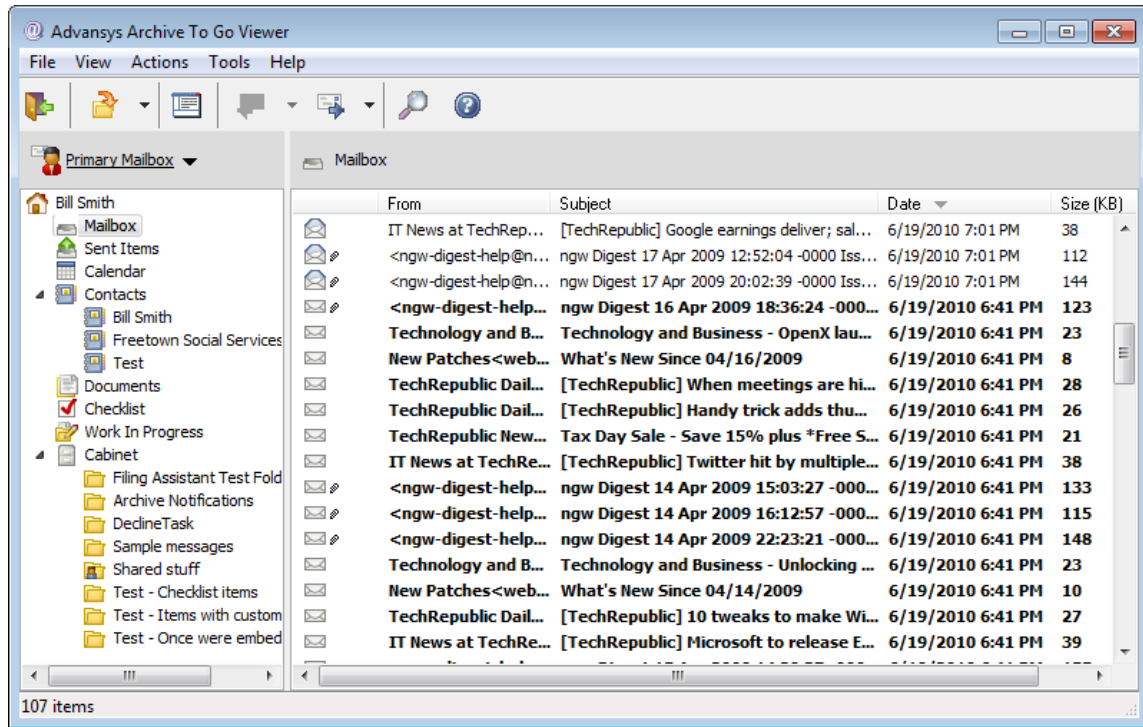


Figure 3 Advansys Archive To Go Viewer

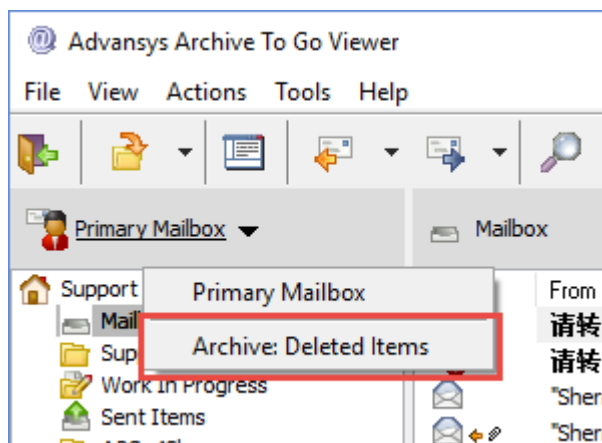



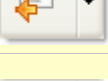



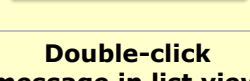


Figure 4 Deleted Items Archive

The **Deleted Items Archive** (see [Figure 4](#)) may or may not exist for your archive. It is a new, optional addition for Archive To Go 4.0 updatable archives and, during an update, it stores items which have been removed from your GroupWise main account or personal archives.

Icon	Menu & Shortcut	Description
	File   Exit	Exit viewer.
	File   Open Archive... Ctrl + O	Display the <b>Select an Archive dialog</b> if an archives.ini file is available, otherwise display the <b>Browse for Folder dialog</b> . Click the arrowhead to open a dropdown menu of recently opened archives.
	View   QuickViewer Ctrl + Q	Toggle QuickViewer message preview window on and off.
	Actions   Reply...	Display the Reply dialog. Click the arrowhead to open a dropdown menu of the Reply options.
	Actions   Forward	Forward the selected message using the installed email program. Click the arrowhead to open a dropdown menu of the Forward options.
	Tools   Find Ctrl + F	Search the archive using Archive To Go Finder. If a search Index does not exist, a prompt to create one will be shown.
	Help	Open the Archive To Go Viewer manual (requires Adobe Acrobat Reader).
(no icon)	Help   About	Display About Box and product version detail.
		View the Primary Mailbox (the default if exported), an exported GroupWise personal archives or the Deleted Items Archive introduced in Archive To Go 4.0.
<b>Double-click message in list view</b>		Open the selected message.
(no icon)	File   <archive name>	Open an archive viewed previously. The File menu lists the archives viewed most recently.

You can sort the message list display in descending or ascending order by clicking on a column title bar, such as Name, Subject, Date and Size (KB).

Name	Subject	Date	Size (KB)
CNN.com	L.A. passes Arizona business boycott	17/05/2010 12:32 PM	4
CNN.com	COP moderates back Kagan	17/05/2010 12:32 PM	4

Figure 5 Viewer message list columns

When you toggle the QuickViewer on, the message preview window is shown. The main functions on the QuickViewer toolbar are listed below.

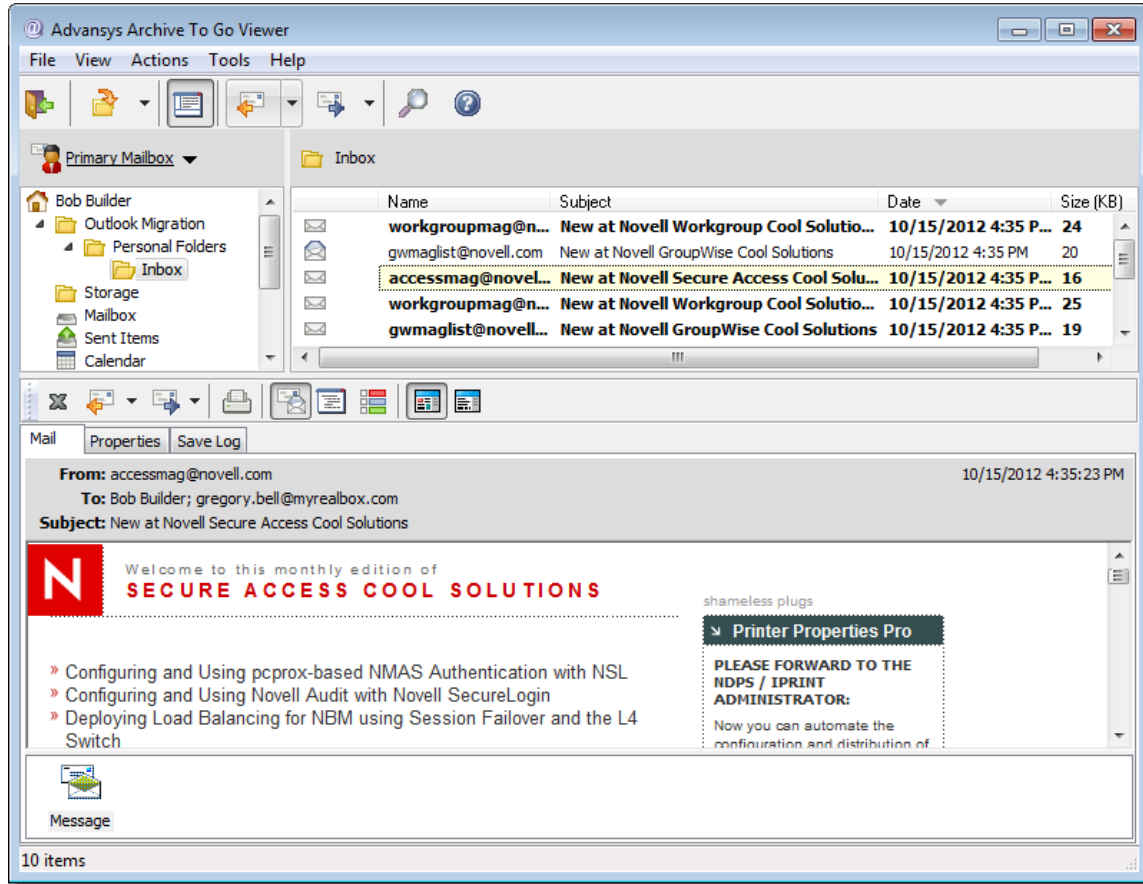










Figure 6 Archive To Go Viewer with QuickViewer preview window active

Icon	Menu	Description
	Actions   Reply...	Display the Reply dialog. Click the arrowhead to open a dropdown menu of the Reply options.
	Actions   Forward	Forward the selected message using the installed email program. Click the arrowhead to open a dropdown menu of the Forward options.
	File   Print	Print the selected message.
	View   Message	Display the message contents tab.
	View   Properties	Display the message Properties tab. The original GroupWise Message properties information, if accessible at time of archive creation, will be displayed.
	View   Save Log	Display the Save Log for the selected message. This log contains the status information of the message export process.

	View   HTML	Display the HTML view of an HTML message.
	View   Plain Text	Display the plain text view of a message.

You can preview a message attachment directly inside the QuickViewer, simply by selecting it, as shown below.

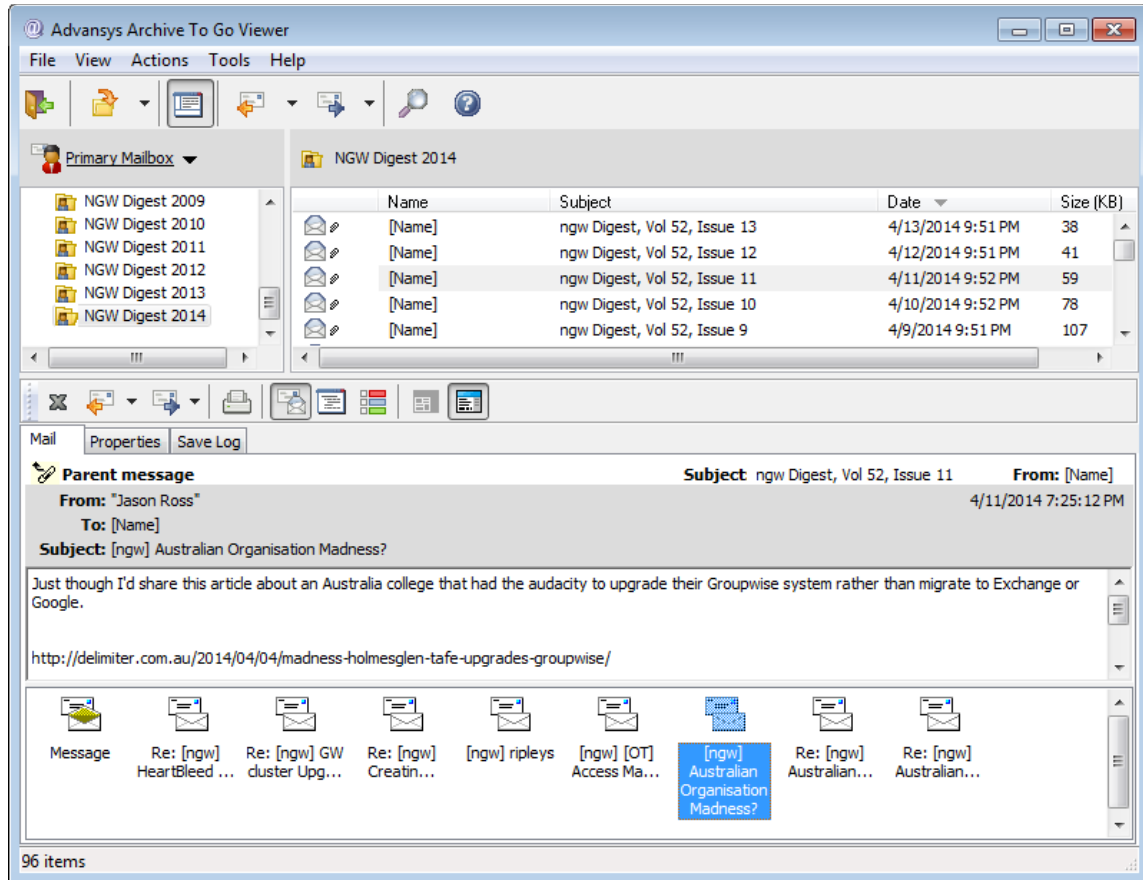


Figure 7 Archive To Go Viewer with QuickViewer previewing a message attachment

To return to previewing the parent message, press **Parent message** (at the top of the QuickViewer). You can also select the special **Message** icon at the head of the attachments list.

## Viewing Contact Information

To view a contact entry's details, highlight the contact and turn the QuickViewer on (see [Figure 8](#) below). The main contact information will be shown within the QuickViewer window.

Double-clicking on a contact entry will turn the QuickViewer on if it is not already on.

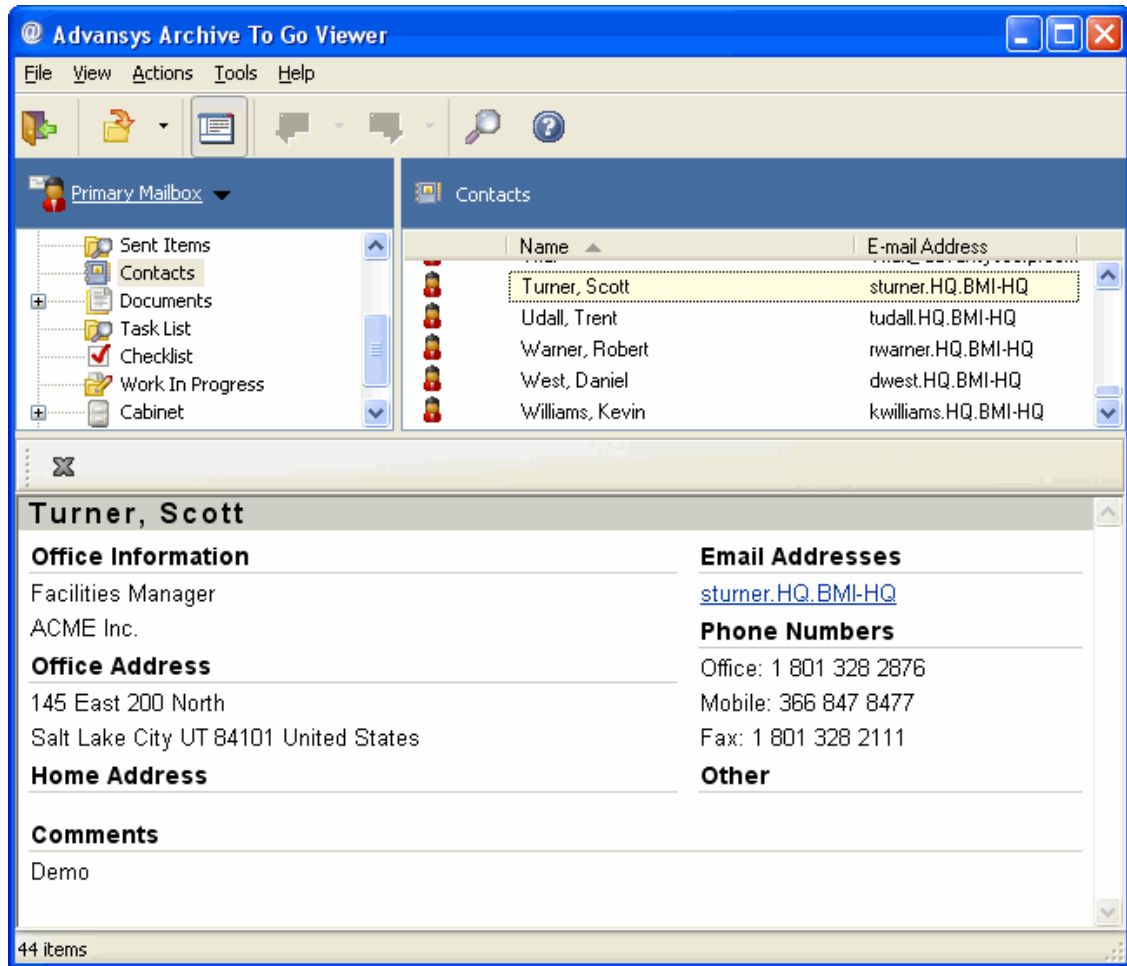
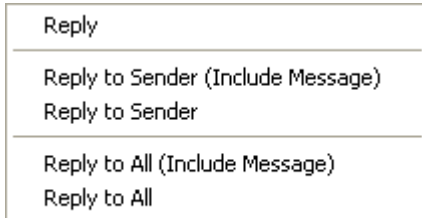


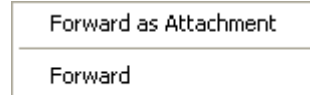
Figure 8 Contact information display in QuickViewer

## Forward and Reply

Message Viewer provides the capability to forward or reply to a saved message. To reply or forward, simply highlight the saved message and use the appropriate right mouse context menus, the main, QuickViewer or message view toolbar buttons or the Actions drop-down menu options.

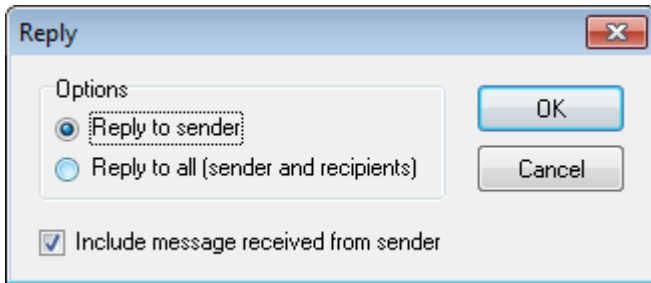


**Figure 9 Reply button drop down options**



**Figure 10 Forward button drop down options**

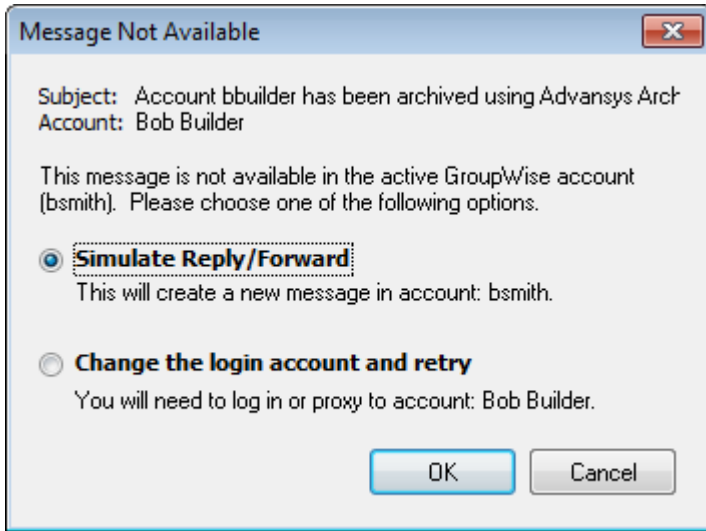
Message Saver modifies the way it handles the Forward and Reply operations according to the circumstances below.



**Figure 11 Reply dialog when original GroupWise message is accessible**

- If GroupWise is installed as the default email client and the message is accessible via the active GroupWise account, the action is applied to the original GroupWise message (rather than the saved message equivalent). [Figure 11](#) shows the Reply dialog when the GroupWise message is accessible.
- If GroupWise is not installed or is not the default email client, the action is delegated to the default email client using Simple MAPI. With Forward, attachments (including embedded message attachments) are extracted from the saved message and included automatically.

- If GroupWise is installed as the default email client but the message cannot be accessed via the active GroupWise account, the action is simulated by the creation of a new GroupWise message with Subject, Body and attachments (including embedded message attachments), extracted from the saved message as appropriate. See [Figure 12](#).



**Figure 12 Forward/Reply dialog when original GroupWise message is inaccessible**

The **Message Not Available** dialog, which is shown when Message Viewer cannot access the original GroupWise message (and GroupWise is the user's email client), are tabled below.

<b>Simulate Reply/Forward</b>	Do not try to access the original GroupWise message again. Instead, simulate a reply/forward action by creating a new GroupWise message in the active account.
<b>Change the login account and retry</b>	With this option selected and while this dialog is displayed, you can login or proxy to the appropriate GroupWise account and again try to access the original message.

## Message Viewer Download Link

When forwarding a message which includes an Advansys Portable Message file (FML), such as an embedded message attachment, text identifying where the recipient may download the free Message Viewer can be inserted into the new message automatically. See the section [Viewer Options](#) below.



## Viewer Options

The **Options** dialog displays Message Viewer settings that you can change.

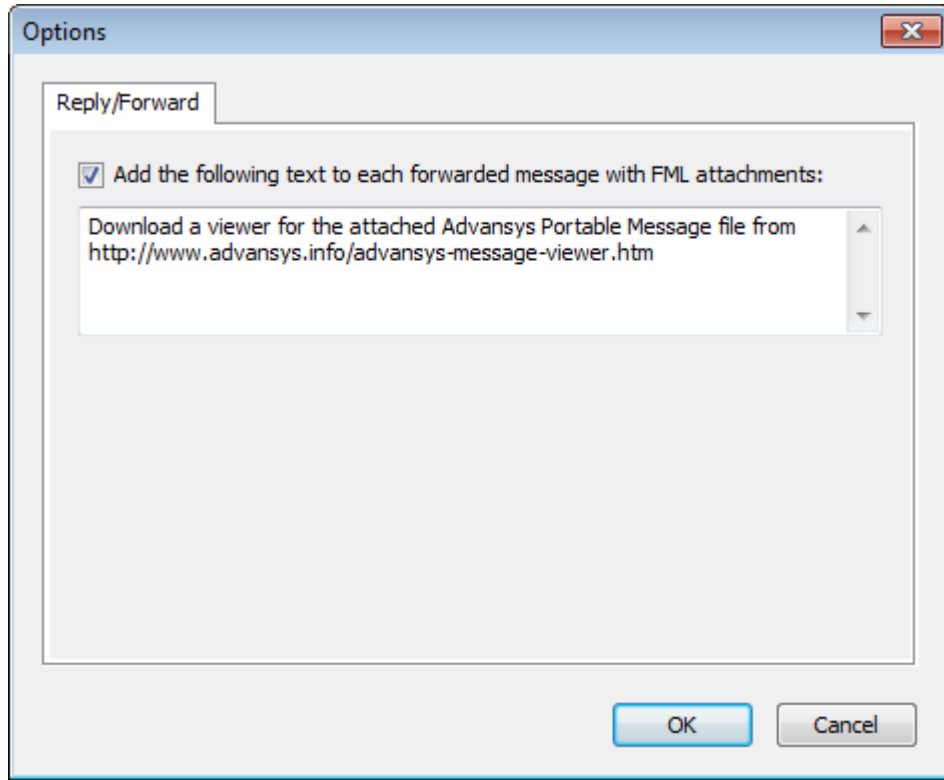


Figure 13 Options dialog – Reply/Forward tab

**Add the following text to each forwarded message with saved message (FML) attachments**

Check this option if you want the boxed text added automatically to the body of a new message, when you Forward an Advansys Portable Message (FML) *as a file attachment*. You can edit the boxed text to suit your preference.

When you are done, press **OK** to close the dialog and save your changes or **Cancel** to close the dialog.

## Tools Menu

The Tools menu provides quick access to a range of features and options.

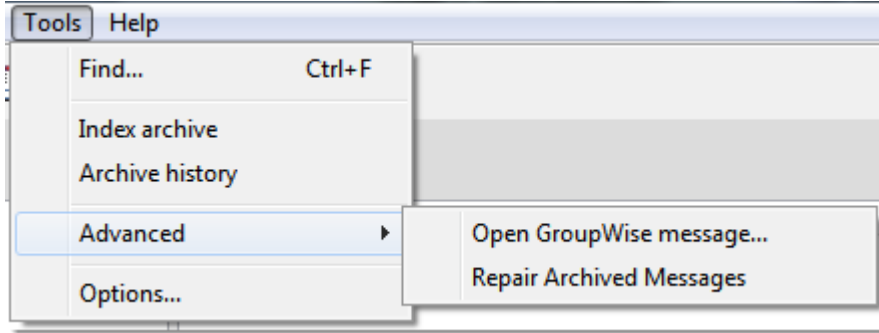


Figure 14 Tools Menu

<b>Find...</b>	Open Finder to perform a search of the archive.
<b>Index archive</b>	Create or update a Finder search index.
<b>Archive history</b>	Open the History Viewer to review the archive's update history.
<b>Advanced   Open GroupWise message...</b>	For advanced troubleshooting. Allows you to take a GroupWise Message ID and open the original GroupWise message with that ID in the GroupWise client. The FML file name is the GroupWise message ID with a ".fml" file extension.
<b>Advanced   Repair Archived Messages</b>	For advanced repair of messages which contain invalid characters for the XML format.
<b>Options...</b>	Opens the <b>Viewer Options</b> dialog.

## Viewer Command Line

The command line syntax for Viewer is:

```
a2goview [ /pa <path> ] [ /pb <path> ] [ /?|/H]
```

<b>/pa &lt;path&gt;</b>	Specifies that Viewer should open the archive at the location represented by <path>.
<b>/pb &lt;path&gt;</b>	Specifies that Viewer should display the Browse for Folder dialog ( <a href="#">Figure 1</a> ) at the location represented by <path>.
<b>/? or /H</b>	Shows the command line syntax.

## Searching an Archive

Archive To Go Finder offers powerful high speed text search capabilities across the full archive, inclusive of the primary mailbox and any native GroupWise archives included in the original export. To operate, Finder requires access to a full text index of the portable archive. If the index was not supplied with your archive, you can create one using Archive To Go Indexer (see [Creating a Search Index](#)).

Once the Archive To Go Finder dialog is displayed, searching your archive is easy. Simply type a word or phrase in the **Find** field and press Enter. Within seconds the list of results (hits) will display in relevance order and a text representation of the selected item will display in the right hand side preview window, including keywords shown in **bold** text.

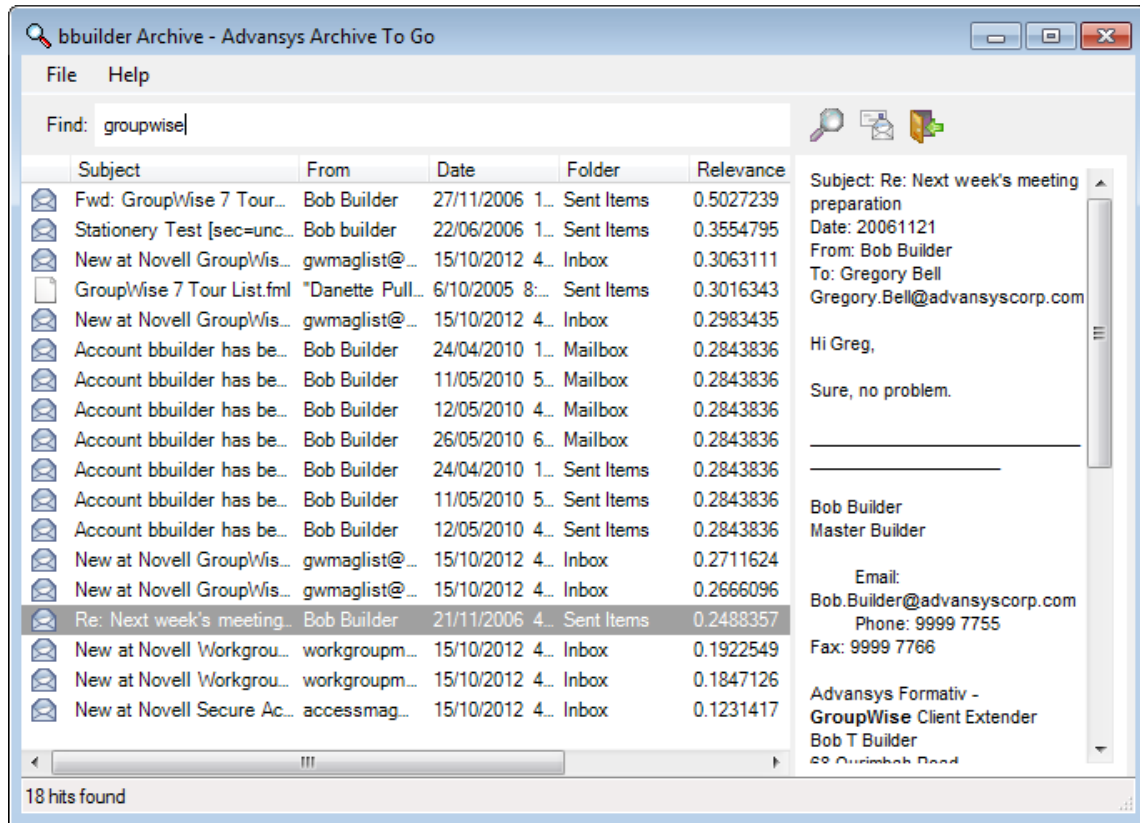


Figure 15 Archive To Go Finder

## Advanced Search

The advanced query features listed below offer a powerful range of search options.

Find	Example	Notes
<b>Single Word</b>	meeting	Searches for items which contain "meeting" in the default field.
<b>Phrase</b>	"important meeting"	Searches for items which contain the phrase "important meeting" in the default field.
<b>Searching Fields</b>	subject:meeting	Searches for items which contain "meeting" in the "subject" field.
<b>Wildcard Search</b>	me?ting	Single-character wildcard search. It will match "meeting" and "melting" but not "meisting".
	Meeting*	Multi-character wildcard search. It will match "meeting" and "meetings".
<b>Fuzzy Search</b>	meeting~	Search based on similar spelling.
	Meeting~0.9	Search based on similar spelling. 0.9 is the required similarity (the default is 0.5).
<b>Simple Date Search</b>	20051031 or "Date 20051031"	Item date is included in the <b>all</b> field. Finds items with the date October 31, 2005 encoded as 20051031, <b>yyyymmdd</b> .
<b>Proximity Search</b>	"important meeting"~6	Find words of a phrase that are not next to each other. Maximum distance in this example is six (6) words.
<b>Range Search</b>	from:{bell TO johnson}	Searches for items with "from" field value between the specified values.
<b>Relevance</b>	important^4 meeting	Set boost factor of the word "important" to 4. The default boost factor is 1.
	"important meeting"^4	Set the boost factor for a phrase.
<b>AND Operator</b>	important meeting	Find items which contain both "important" and "meeting" in the default field. <b>AND is the default operator.</b>
	Important AND meeting	Find items which contain both "important" and "meeting" in the default field.
<b>OR Operator</b>	important OR meeting	Find items which contain either "important" or "meeting" in the default field.
<b>NOT/- Operator</b>	-important meeting	The default field must contain "meeting" but not "important".
<b>Grouping</b>	(important OR office) AND meeting	Parentheses are used for expression grouping.
	from:(bell OR johnson)	Parentheses can be used with fields.

## Using Search Fields

Archive To Go Finder supports searching of structured field data. Fields, such as ‘**subject**’, ‘**from**’ or ‘**folder**’, can be used to restrict the search to a specific section of a GroupWise message. If you do not specify a field, for example by typing a word or phrase into the Find control, the **default field** – a concatenation of text content and primary fields, is used for the search. You can search any field by typing the field name followed by a colon “:” and a word or phrase. **Field names are case-sensitive.**

Field Name	Example	Notes
<b>all</b>	meeting	Find all items which include ‘meeting’. The all field is searched when you do not specify a field name. It includes information such as: date, subject, from, to, body text and attachments.
<b>doctype</b>	doctype:Note	Find items of a specific type: Mail, Appt, Task, Note, Phone, DocRef, Contact, Msg, MsgAtt, FileAtt.
<b>extension</b>	extension:doc	Find attachments which have a specific file extension. Do not include the ‘.’ character which precedes the extension.
<b>from</b>	from:Bill	Find items from ‘Bill’.
<b>folder</b>	folder:Building	Find all items in folder ‘Building’.
<b>recipient</b>	recipient:joe@acme.com	Find items to ‘joe@acme.com’.
<b>subject</b>	subject:"important meeting"	Find items with a subject including ‘important meeting’.

## Custom Search Fields

Some messages contain custom fields in addition to the standard fields listed in the table above. Custom fields are listed in the file **fields.xml** in the archive sub-folder **media-nn\\_index\inf**. Open the file using a Web browser or plain-text editor like Notepad.

Let’s say ‘contactname’ is a custom field in your archive. To find all messages that contain this field, type ‘contactname:\*’ at **Find**.

## Advanced Search Limitations

There are some limitations on how you can construct your search query.

Find	Example	Notes
<b>special characters: + - &amp;&amp;   ! ( ) { } [ ] ^ " ~ * ? : \</b>	\+, \;	To search for special characters, you must <b>precede each special character with a backslash</b> .

## Copying an Archive to CD/DVD

When you export a GroupWise mailbox with Archive To Go Creator, it creates an account-specific folder structure under the base output folder. Under the **Account ID Archive** folder, sub-folders are created to reflect the number of media volumes required to store the completed archive. **Updatable archives** support a **single media volume only**.

**Note!** Updatable archives created by **Archive To Go 4.0's Full** and **Partial Sync** modes, support a **single media volume only**. Snapshot mode (Archive To Go 3.1 and earlier) supports multiple volumes. Hidden automatically when the product is licensed, Snapshot mode can be enabled via the Advanced Options dialog.

The media volumes have folder names in the form media-nn, where nn is a number between 01 and 99. The number of media volumes created depends on the total archive size and the output media size for which the archive was optimized during creation, such as CD or DVD. As long as the correct archive folder structure is maintained, you can copy the archive to any storage medium, such as a CD, DVD, Flash Drive, local or network hard disk drive.

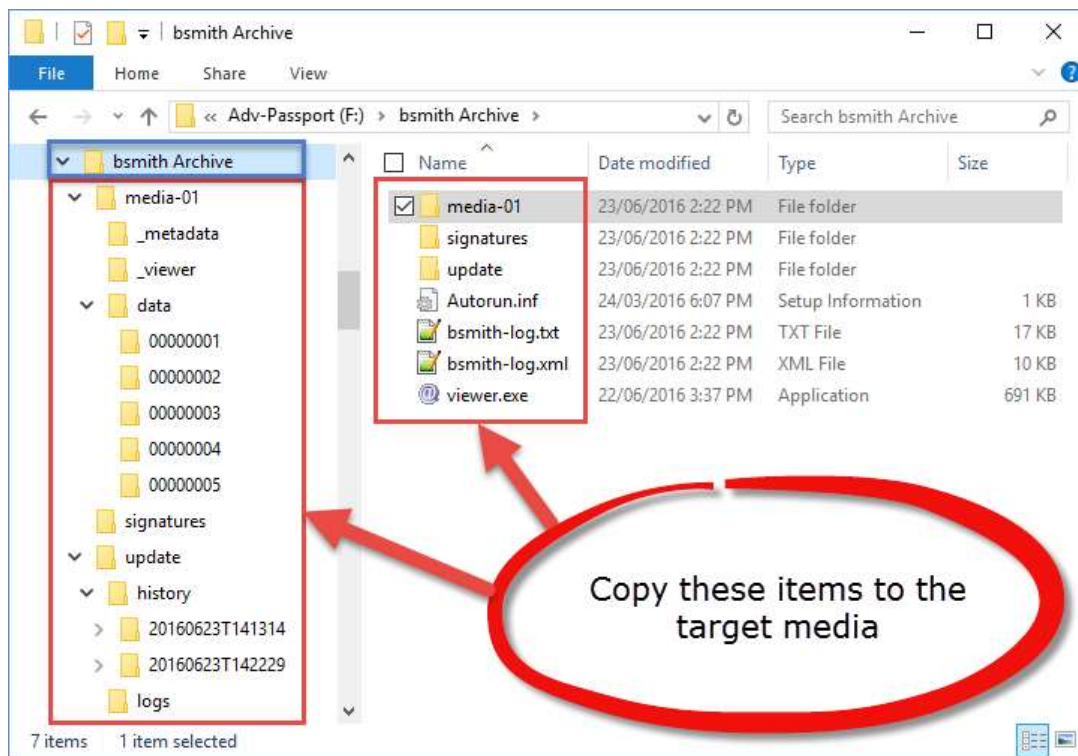


Figure 16 Example of items to be copied to the target media

Each media volume requires the folders and files listed in the following table.

Name	Type	Description
<b>media-nn</b>	Folder	Media-nn is the parent archive folder containing all archive subfolders, data and program files. When an archive needs to span more than one volume there will be multiple folders named media- <b>nn</b> , where <b>nn</b> can be from 01 to 99. <b>Updatable archives support one volume only, media-01.</b>
<b>Autorun.inf</b>	Autorun file	When your CD/DVD drive is enabled for autorun, the Archive To Go Viewer will start automatically when the media is inserted into the drive. This file must be located in the target media's root folder.
<b>bsmith-log.txt</b>	Log file	This is the archive creation log file and is not required for operation.
<b>bsmith-log.xml</b>	Log file	This is the archive creation XML log file and is not required for operation.
<b>viewer.exe</b>	Program file	This program launches the Archive To Go Viewer

## Grouping Multiple Archive Volumes

If a Snapshot mode archive was optimized for CD media when first created and the final archive spans a number of volumes, it is valid to copy the multiple volumes to a single media volume with larger storage capacity, such as single or dual sided DVD. The Archive To Go Viewer will operate transparently, regardless of the number of volumes on the same media. **Updatable archives support one volume only, media-01.**

For example, if *bsmith* had an archive spanning four CD volumes, you could copy it to a single DVD by copying the folders and files shown below.

Name	Type	Description
<b>Autorun.inf</b>	Autorun file	When your CD/DVD drive is enabled for autorun, the Archive To Go Viewer will start automatically when the media is inserted into the drive. This file must be located in the target media's root folder.
<b>bsmith.log</b>	Log file	This is the archive creation log file.
<b>viewer.exe</b>	Program file	This program launches the Archive To Go Viewer.
<b>media-01</b>	Folder	Volume one of the archive. Include all sub-folders under media-01.
<b>media-02</b>	Folder	Volume two of the archive. Include all sub-folders under media-02.
<b>media-03</b>	Folder	Volume three of the archive. Include all sub-folders under media-03.
<b>media-04</b>	Folder	Volume four of the archive. Include all sub-folders under media-04.

## Portable Archive Structure

The table below illustrates the key folders in the *bsmith* archive, as shown in [Figure 16 Example of items to be copied to the target media](#). When the archive is created, it is stored under the designated base output folder, in this case “C:\Archives”. The specific GroupWise Account ID exported is denoted by a subfolder named <Account ID> Archive, in this case “**bsmith Archive**”. The files and folders located under the “bsmith Archive” folder represent the full *bsmith* archive.

From version 4.0, archives created with **Full Sync** and **Partial Sync** (not **SnapShot** mode) **have one media volume only** and include the **update** folder and its subfolders, although these are not essential for Archive To Go Viewer and Archive To Go Indexer operation. Archive To Go Creator can continue to export to an updatable archive if these folders are removed. Removal of the **history** folder will prevent the History Viewer from displaying the update history.

In the *bsmith* example, only one volume, **media-01**, was used to store the exported *bsmith* GroupWise account. In **SnapShot** mode, if the total archive is larger than the output media capacity selected during creation, the archive will automatically span the required number of volumes. Each volume can be accessed independently. If an attempt is made to open a message which is not located on the current volume, the Viewer will indicate on which volume the message resides.

Name	Type	Description
<b>media-nn</b>	Folder	Archive media volume. When an archive needs to span more than one volume there will be multiple folders named media- <b>nn</b> , where <b>nn</b> can be from 01 to 99. The bsmith Archive example only required one volume, media-01. <b>Updatable archives support one volume only, media-01.</b>
<b>Autorun.inf</b>	Autorun file	When your CD/DVD drive is enabled for autorun, the Archive To Go Viewer will start automatically. This file must be located in the target media's root folder.
<b>bsmith.log</b>	Log file	This is the archive creation log file.
<b>viewer.exe</b>	Program file	This program launches the Archive To Go Viewer.
<b>_index</b>	Folder	If a full text index was created, it is located in this folder.
<b>_metadata</b>	Folder	Archive To Go system files.
<b>_viewer</b>	Folder	Archive To Go program files.
<b>data</b>	Folder	Archive data folder.
<b>00000nnn</b>	Folder	Archive items folder.
<b>signatures</b>	Folder	User signatures (if exported).
<b>update</b>	Folder	Parent folder for storing archive update information. This folder and its subfolders below were introduced in version 4.0.
<b>history</b>	Folder	Update session history files.
<b>logs</b>	Folder	Update session log files.



## Creating a Search Index

An archive search index is normally created for use with the Archive To Go Finder as an automatic option directly following archive creation. However, depending on the archive creator's choice, the index can be created manually at a later time.

If a search index does not yet exist, the easiest way to create a new index is to run Archive To Go Viewer from the portable archive you need to index and then press the Find button. When Finder starts, it will look for an existing search index for the associated portable archive and, if not found, it will prompt you to create a new search index.

While a search index can be created on local hard disk from a portable archive located on a CD/DVD, should you have the space available on your local drive, for performance reasons it is recommended that you copy the archive to hard disk before creating the index. An index will be approximately 30% the size of the archive's size.

**Note:** To create a new Search Index for a multi-volume Archive To Go portable archive stored on CD/DVD, you must first copy the full archive to a local hard disk and run Indexer from there, not from CD/DVD.

The program which creates the index is the Archive To Go Indexer, which is **a2goindexer.exe** located in the archive's **\_viewer** subfolder.

Indexer requires the Microsoft .NET Framework (version 4.0 or above) to be installed on your workstation (see [System Requirements](#)).

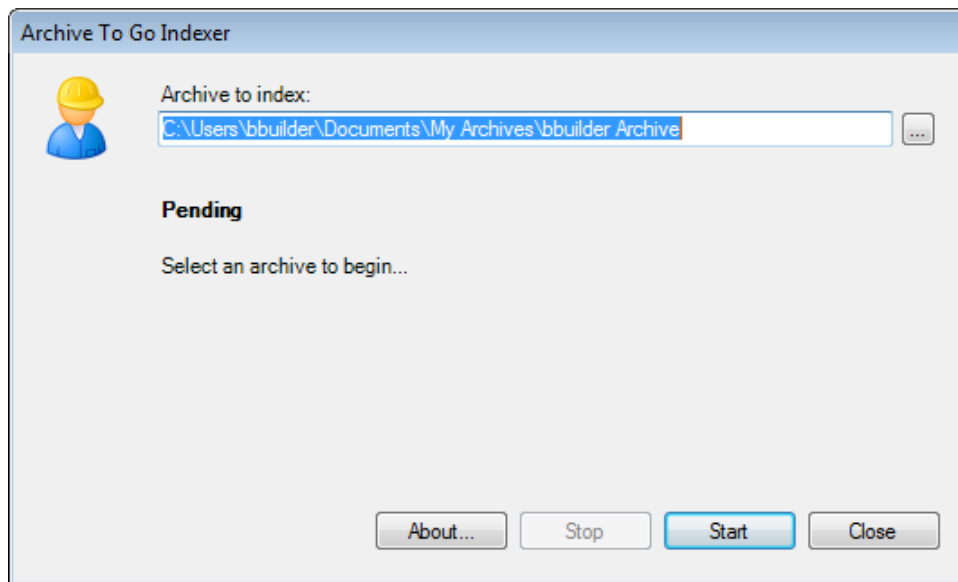


Figure 17 Archive To Go Indexer.

## What information is indexed?

The Archive To Go Indexer is based on widely used full text indexer engine technology. All key message content is indexed. However, to optimize index size and workstation resource requirements, not all message file attachments are indexed for searching.

The Archive To Go Indexer recognizes attachments it needs to index by referencing their document file extension, such as .doc, .txt, .xml and .pdf.

The following table illustrates which attachments are indexed for high speed search using Archive To Go Finder. The attachment type is recognized by the attachment's file extension. Any other file types, such as .zip, are not indexed in this version and cannot be searched using Finder.

File Extn	Type	Comments
<b>.txt</b>	plain text	
<b>.pdf</b>	Adobe® PDF	Adobe portable document format.
<b>.doc</b>	Microsoft® Word	Requires Microsoft Indexing Service
<b>.xls</b>	Microsoft® Excel	Requires Microsoft Indexing Service
<b>.ppt</b>	Microsoft® PowerPoint	Requires Microsoft Indexing Service
<b>.htm</b>	Hypertext Markup Language	
<b>.html</b>	Hypertext Markup Language	
<b>.xml</b>	XML	
<b>.csv</b>	Comma Separated Values (text)	
<b>.vcf</b>	VCard	Supports VCard 2.1
<b>.vbf</b>	Formativ Applet	
<b>.fml</b>	Advansys Portable Message	

By default, the indexer is configured to limit indexing to 50,000 words of a large document. If you know that the archive contains file attachments greater than 50,000 words and which need to be indexed, you can change the limit to a higher number (see the **Archive To Go Creator** Indexer section in **Performance Optimization**).

## **Performance Optimization**

Viewing and searching performance will depend on environmental factors such as the workstation specifications and configuration, network and GroupWise system speed. The following information identifies key areas which can maximize the best results from Archive To Go.

### **Optimizing Search**

While the Archive To Go search facility is based on high speed indexed search technology, the workstation environment and archive storage medium on which it is run will impact performance. If the archive resides on CD/DVD, running a search directly from the CD/DVD will be slower than running the same search from the workstation hard disk. If regular searches are performed on the archive and speed is a critical factor, for optimal performance it is recommended that you copy the full archive to local workstation hard disk.

## Troubleshooting

**Note:** The latest **Usage Hints and Tips** can be found in our online Support forum here:  
<http://advansys.atinfopop.com/4/OpenTopic?a=frm&s=7534089931&f=9331044002>

### Problem Files in Archive To Go Data

When you try to start the Archive To Go Viewer, or when viewing a message or folder, you may see one of the following errors.

<b>Error 1</b>	Viewer cannot open this file:  C:\Documents and Settings\...\4633B7C0.CBSD02.CBSPO3.100.1643164.1.81EB.1.fml Error at line 110, position 11. Invalid Unicode character.
<b>Error 2</b>	The folder metadata file could not be loaded.

### Cause

This means there are invalid or unprintable characters in the file (.xml/.fml), which should not normally happen.

### Resolution

To help address this type of problem we have a utility available under the Tools | Advanced menu, the **Repair Archived Messages**, to clean up problem characters from .fml or .xml files.

The utility lets you select the problem file, and it can create a backup of the file prior to cleaning it.

To use the utility, please read the steps below.

1. Start **Repair Archived Messages** and if Error 1 was shown, select the problem file.
2. To fix Error 2, follow these steps:
  - 2.1. Write down the name of the folder that Viewer is unable to display. If the error appears when you start Viewer, the folder is Mailbox.

2.2. Use a text editor to open mailbox.xml, located in the archive folder:

```
...\media-01\_metadata\mailbox.xml
```

2.3. Search for the folder name (eg. 'Development' in the example below) to find text that looks like:

```
<folder name="Development" id="45AF2D6E.GGGG.HBCCR-PO.100.XXXX.1.1B64.1"  
type="egwPersonalFolder" shared="egwNotShared" index="0000000c.xml" />
```

Notice the value of **index**, ie. "0000000c.xml". This is the name of a file which is located in the archive folder (... \media-01\\_metadata).

2.4. Use the utility to select the XML file identified above.

## Notes

- Make sure that problem files or their containing folder are not read-only. To see whether a file/folder is read-only, open a context menu (usually right-click) on the file/folder and select Properties from the context menu.
- If the archive data is on a read-only storage medium (e.g. CD, DVD) then you will need to copy it to a read/write storage medium (e.g. local or network hard disk drive, Flash Drive, etc) prior to using the utility.

## Appendix

### Advansys Portable Message (FML)

The Advansys Portable Message format (FML) provides a specially designed XML text file which stores a single GroupWise message and all its related GroupWise metadata, message and file attachments.

Example content within an FML file is shown below.

- GroupWise Client Information
- Time Zone
- Message ID
- GroupWise Account
- Detailed message metadata
- Message content
  - Plain Text
  - HTML
- Attachments
  - Embedded messages
  - File attachments
  - System attachments
  - Mime.822
- GroupWise Folder
- To maintain XML compatibility, binary data such as attachments are compressed and encoded using open, industry standard techniques.

### Advansys Message Viewer

While the Archive To Go Viewer is specifically designed to view complete Advansys portable archives, Archive To Go FML files can also be opened, viewed, forwarded and replied to using the free Advansys Message Viewer, which is available in the Message Saver Pack installer and separately from <http://www.advansys.info/advansys-message-viewer.htm>.

### Advansys Message Saver Pack

If you need to save individual or selected messages from the GroupWise client on a regular basis, perhaps for project related file storage, please review the features of the [Advansys Message Saver Pack](#).

## Table of Figures

Figure 1 Browse for Folder dialog.....	8
Figure 2 Select an Archive dialog.....	9
Figure 3 Advansys Archive To Go Viewer .....	10
Figure 4 Deleted Items Archive .....	10
Figure 5 Viewer message list columns .....	11
Figure 6 Archive To Go Viewer with QuickViewer preview window active .....	12
Figure 7 Archive To Go Viewer with QuickViewer previewing a message attachment.	13
Figure 8 Contact information display in QuickViewer.....	14
Figure 9 Reply button drop down options .....	15
Figure 10 Forward button drop down options .....	15
Figure 11 Reply dialog when original GroupWise message is accessible.....	15
Figure 12 Forward/Reply dialog when original GroupWise message is inaccessible.....	16
Figure 13 Options dialog – Reply/Forward tab .....	17
Figure 14 Tools Menu.....	18
Figure 15 Archive To Go Finder .....	19
Figure 16 Example of items to be copied to the target media .....	22
Figure 17 Archive To Go Indexer.....	25