



Archive Search

Help Documentation

Message Archive Search

Message archiving is a method of storing all email and live chat traffic for a domain -- either inbound messages, outbound messages or both -- in a separate location on the mail server. Typically, this feature is used for companies that need mail servers in compliance with the Sarbanes-Oxley Act of 2002 or other regulatory compliance.

It is important to note that message archive search is available to Domain Administrators only when rules are set up individually for their specific domains. If archiving is set up for "all domains" on a server, then only the System Administrators will be able to search the message archive. Therefore, if a Domain Administrator needs access to the email archive for the domain "example.com", then a Message Archiving rule specifically for example.com needs to be set by the system admin.

System Administrators can perform a message archive search by clicking on the Settings icon, selecting Message Archive in the navigation pane, and clicking the Archive Search tab. System Administrators can search for a message by domain, date range, the sender's address, the recipient's address, or the subject.

When message archiving is set up for a specific domain, that domain's Administrator(s) can find a Message Archive Search option by clicking on the Domain Settings icon then clicking on Message Archive Search in the navigation pane. Domain administrators can search for a message by date range, the sender's address, the recipient's address, or the subject.

For more information on archiving, see [Message Archiving](#) .