

Information Services

ARCHIVE TO GO

A User Guide

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1. INTRODUCTION

Suitable for running on a Cardiff XP imaged PC workstations, Archive To Go creates a portable snapshot of your GroupWise mailbox, including attachments and archives. You do not require access to GroupWise since it comes with a viewer, so it can be saved on a CD, DVD or other external media. You can use the viewer to search, view and print messages.

In the current version of Archive To Go there is no personal choice about what GroupWise folders and other items can be archived, as it currently copies all of your GroupWise mailbox data. Note that it may take a few hours to create an archive for GroupWise mailboxes over 500 Mbytes in size.

Archive To Go does not export GroupWise Find Results Folders

Please ensure that you fully read the contents of this User Guide before proceeding.

2. WHO WILL BENEFIT FROM THIS?

Archive To Go is primarily useful to those GroupWise users who have completed their studies at Cardiff University and will be leaving, or those staff who leave the employment of Cardiff University. Such users are likely to want to take a copy of their GroupWise mailbox with them for future reference. If you fall into this category, please make sure that you read **section 3 and 4** before proceeding. **You are further advised to ensure that all things have been completed and tested thoroughly before leaving, as you will not have access to original data once you have left. Make sure that you have enough copies of your GroupWise data on external media in order to safeguard against future data corruption.**

Archive To Go can also be used by those users who receive such large volumes of email that they may require to make a copy of their mailbox before deleting existing items, and "starting again". However, before taking such an action, it is important to realise that mailbox management tools are available to cope with filling mailboxes, such as the easy tool *Check Mailbox Size* (see guide information below):-

You should always consider removing unwanted items from GroupWise before creating your archive

Note that if you are viewing this at Cardiff University, clicking on the link will open that Guide, as long as you have Adobe Reader installed (see section 3):-

GroupWise mailbox management

3 ESSENTIAL PRE-REQUISITES

(A) Adobe Reader has to be installed to read the online Viewer User's Guide. This can be installed on Cardiff University networked PC's via:-

Start > Networked Applications > General Software > Images & Presentation

For home use, install this application from the Adobe web site:-

<http://www.adobe.com/products/acrobat/readstep2.html>

(B) Microsoft .NET Framework is installed to Cardiff University PC's at the same time as installing Archive To Go. For home use, if the .NET framework is not already installed, then you will be informed

of its location to download and install from when you first try and use Archive To Go. If you do not have this installed, you can still view the contents of your Archive To Go archive with the viewer. However, you will not be able to use the Finder or Indexer.

(C) Your GroupWise password will be required in order to create the archive. If you do not know what it is, please Section 10 on page 6.

(D) An “office” Windows XP image on your PC so that you can save the archive to D: drive

(E) Applications – make sure you consider what other application software you will need installed on your home computer to allow you to work on attachments in their native format (e.g. Microsoft Office products)

4. ARCHIVE SIZE AND CHOICE OF MEDIA

It is expected that you will need to copy the archive to a suitable media for future access. Size limits of typical media are shown below. Remember that data can always be corrupted on such media, so make sure that you always have at least 2 fully tested copies of the archive made.

Media Type	Capacity
Flash Memory stick	Different sizes available, e.g. 128 Mb, 256 Mb, 512 Mb, 1Gb.
CD-ROM	700 Mb.
DVD	4.7 Gb.

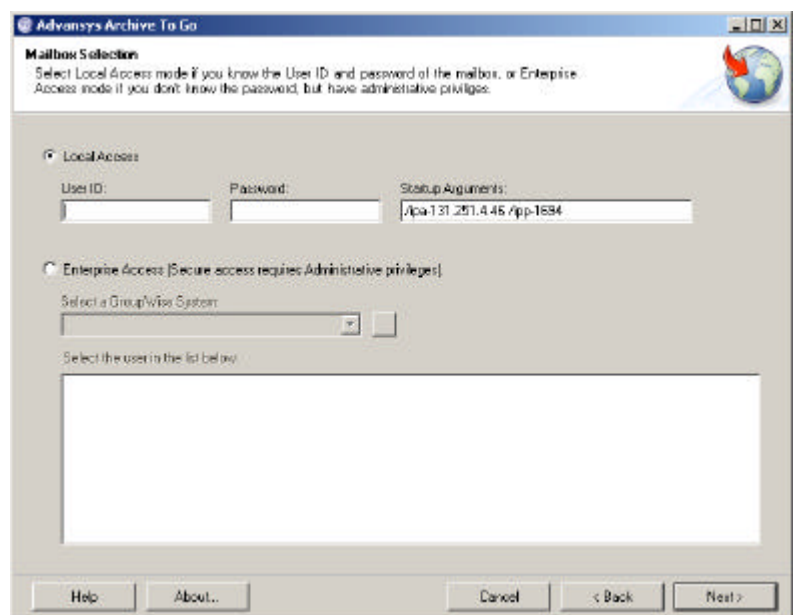
It is your responsibility to ensure that you have access to a suitable Cardiff PC that can record to the necessary media, as well as making sure that this can then be read on your home computer system if required. You may therefore have to use a different PC to create your archive than the one you normally use, e.g. a colleague’s PC or Departmental PC that may have a CD or DVD writer drive.

You should also ensure that you undertake an index of the archive before you copy it to external media (see section 6)

5. INSTALLATION INSTRUCTIONS

(A) If you wish to save the archive to a folder of your choice, create the folder now on your D: drive. This will be your base location (by default, it will create a folder called ***Username Archive.***)

(B) Exit GroupWise if it is running, before installing Archive To Go. It is recommended that you do not use GroupWise while the archive is being created. To install, select:-



Networked Applications > General Software > Internet, Web & Email > GroupWise Tools > Archive to Go

Once Archive To Go has installed you will see a new @ icon on your GroupWise toolbar. If it does not appear then you may need to clean your profile and then repeat the procedure.

(C) Click on the @ icon and the Archive creator wizard will appear. Alternatively you can access Archive to go via

Start > Programs > Advansys Archive To Go > Archive To Go creator.

Note that starting Archive To Go will open GroupWise – you are advised to minimise the GroupWise window before proceeding.

The initial screen asks you to run a check against the mailbox to be archived and to disable virus scanning software. It is not possible to check your mailbox as a standard user and it is not advisable to turn off virus scanning, so click Next.

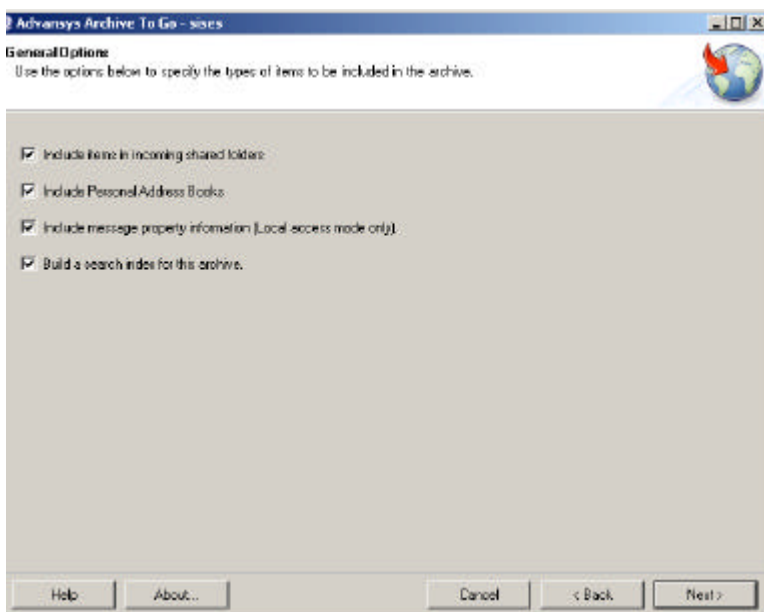
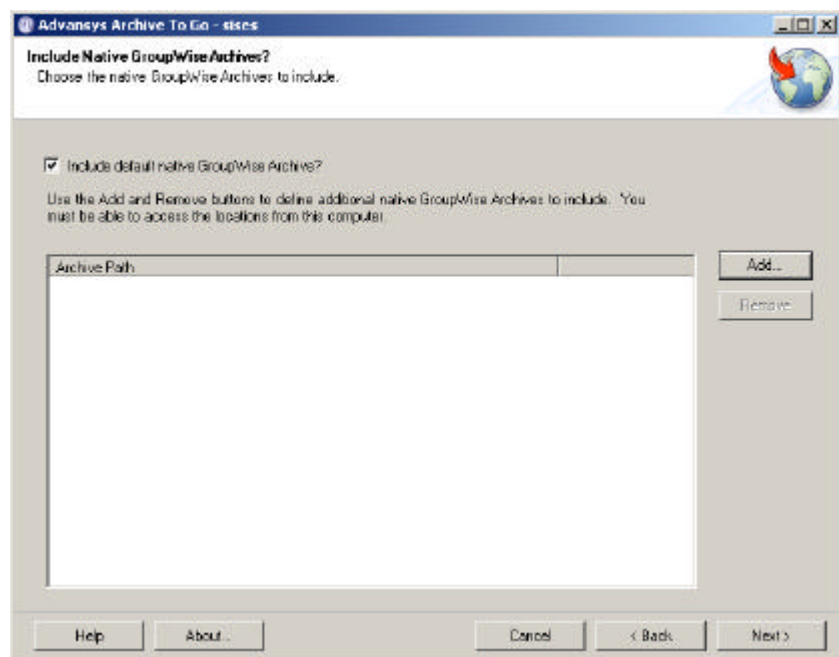
(D) Choose Local access.

(E) Enter your username in the User ID and your **GroupWise password**. Do not change the Startup Arguments field, this is automatically populated from the GroupWise Windows Registry entry.

Click Next.

(F) You can include any native GroupWise archives you have stored on your PC. If you want to include these native archives then you need to tick the **Include default native GroupWise Archive** box and click the Add button. Browse to the location of your archive. You can check this archive location by going to

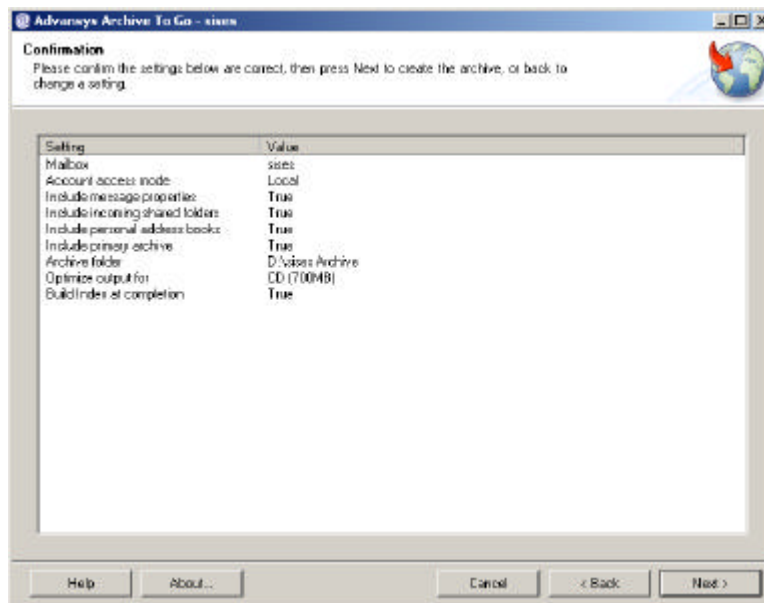
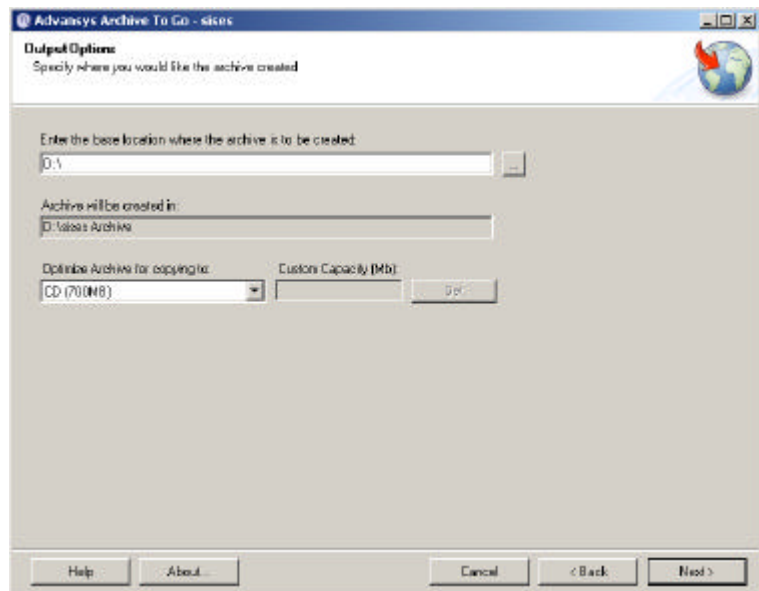
GroupWise and choosing **Tools, Options, Environment, File location, Archive directory**.



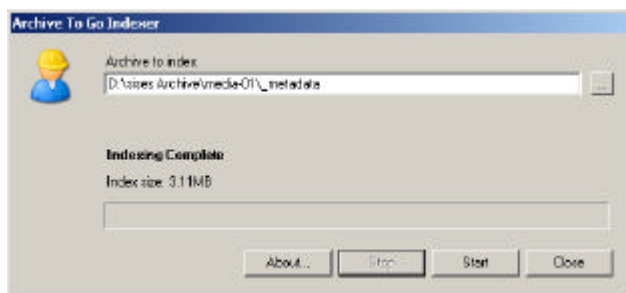
Click Next.

(G) Choose whether you want to export Shared folder messages, Personal Address Books (as VCard files), Property information and create a full text index for the archive. The creation of a full text index can add around 30% to the size of the exported archive. Click Next.

(H) For the base location, you should choose a location on your local hard drive (typically D:\). The archive will then be created in a folder called D:**username archive**, unless you created a specific folder beforehand. Select the output size so that the archive can be created in multiple volumes, if necessary, which can be saved to your external media of choice.



Confirm the settings are correct or go back to change the required settings. Click Next to create the archive.



(I) Once the index is complete you will see the screen shown above. Click Close.

You can choose to View the archive immediately, create a short cut on your desktop to the archive or create another archive (screen shot on next page).

(J) Click Finish.

(K) Restart your PC when the archive has been completed.

(L) To View your archive browse to the location you stated as your base location. You will see a folder called username archive, e.g. **sismaj archive**. Within this folder you will see a folder with the @ icon. This is the viewer. Simply double click on this to open the viewer.

6. INDEXING

Before you copy your archive to external media, make sure you have undertaken a SEARCH, as this will create an index. Do this by running the 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. An index will be approximately 30% the size of the archive's size. Indexing will take a short while to complete – for example, a 380 Mb GroupWise mailbox containing 6560 messages will take 10 minutes to index.

You can also create an index from an archive that is stored on CD/DVD. See page 17 of the on-line Help (which is covered in section 8 below).

7. COPYING THE ARCHIVE TO EXTERNAL MEDIA

As a final example, consider the case of copying an archive that is spread over 2 volumes, and the requirement is for independent viewer operation across the 2 CD's. In this case, the files and folders should be copied as follows:-

Media-01 ➔ CD 1

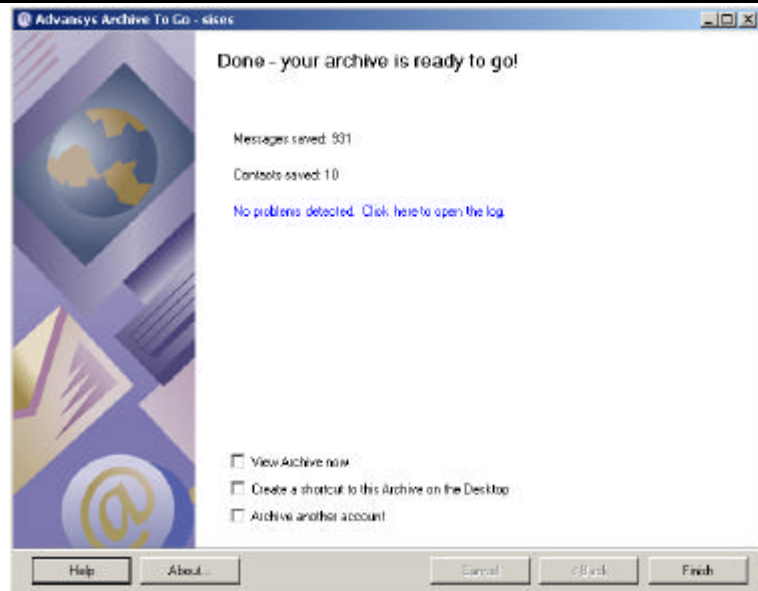
Media-02 ➔ CD 2

Autoinf.inf ➔ CD 1 & CD 2

Username.log ➔ CD 1

Viewer.exe ➔ CD 1 & CD 2

Under this scheme, clicking on the CD drive (with CD 1 loaded in it) via My Computer will automatically start the viewer. If you then select an item to view in the archive that is contained on the other volume, it will inform you that the information is contained on "Media-02", in other words CD 2. At this point simply swap CD's, wait a few seconds, then select the OK button to view the item. After viewing you may wish to swap to the original CD again, otherwise further items may be shown as empty. Alternatively, exit the viewer and double click on the CD drive to start viewing afresh.



8. ON-LINE HELP

Archive To Go has it's own on-line Help available via Help, Viewer's User Guide. This help file is also copied when you transfer the archive to external media.

9. KNOWN PROBLEMS

(A) If you want to use your own folder to store the archive, make sure you create the folder *before* starting Archive To Go.

(B) Indexing – an error message may be generated if you do not reboot your PC before opening the archive for the first time after installing the Archive To Go application. Note that the indexer has default limit of 50,000 words for a large document.

(C) vCAL – If a program exists locally on a PC that recognises the vCal format for contacts information (e.g. Palm Desktop), when an entry in the archive is double-clicked, it may attempt to import the data. You should have the choice to accept or decline this as required.

(D) Contact information error – this will occur if you try and open contact information from a search list in the viewer. This information should only be accessed from the *contacts folder* within the viewer.

(E) Calendar items in list format – this is the default view of calendar items in the viewer, which is not the default view for Cardiff GroupWise users. This is a feature, not a fault.

(F) File space – make sure you have enough file space on your D: drive to hold the archive.

(G) Archive To Go on-line Help will not open – make sure that Adobe Reader has been installed (see section 3 above).

(H) Indexer/Finder – the .NET framework (see section 3 above) has to be installed if you wish to use the indexer or finder features within the viewer. The viewer itself does not require .NET framework.

(I) Error message “The folder metadata could not be loaded” – is caused when viewing a folder in the archive that contains illegal characters, and is expected to be fixed in a future release of the software. A workaround fix for this follows:-

- (1) Make a note of the folder name that gives the error message
- (2) Using a browser (Internet Explorer or firefox) open the file called "mailbox.xml". This will be located in the folder hierarchy:-
username Archive\media-n\metadata
- (3) Search this file for the folder that produced the error. As an example, suppose the Sent items folder caused a problem. A search revealed that the file called 00000007.xml is related to the Sent Items folder, as shown:-
<folder name="Sent Items" id="19.Cardiff_University.Stuon.100.0.1.0.1" type="egwSentItems" shared="egwNotShared" index="00000007.xml"/>
- (4) Open this file in browser (Internet Explorer or firefox) and it will display an error similar to this:-

XML Parsing Error: reference to invalid character number
Location: Line Number 6083, Column 65: <item info="6901" subject="Fwd: {SPAM}? important notification��" [irrelevant text removed

- (5) Search for all occurrences of the text "��" and delete them. Save the file and close the editor.
- (6) Start the viewer and try looking again at data in the problem folder.

10. FURTHER ASSISTANCE

If problems persist after checking the known problems section above, contact INSRV as follows:-

Telephone: 029 2087 4487, Monday to Friday 8.00 to 22.00 hrs.

Email: insrvConnect@cardiff.ac.uk

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of going to press.**