

Archiving Emails from Google Apps for Business

Please note: This tutorial only covers the specifics of archiving Google Mail mailboxes based on Google Apps for Business. It is assumed that you already have a MailStore Server installation or test installation and are familiar with the fundamentals of MailStore Server. Please refer to the [Quick Start Guide](#) for more information.

MailStore Server offers several ways to archive emails from Google Mail mailboxes, which are described below. If you are not sure which archiving method best suits your company, please refer to chapter [Choosing the Right Archiving Strategy](#).

Synchronizing Users

Google Apps for Business may use LDAP directory services such as Active Directory to create and manage users. As MailStore Server also supports Active Directory and other LDAP directory services, it is recommended to set up synchronization in MailStore as well. Additional information on synchronizing users can be found in the corresponding chapters in [Active Directory Integration](#) or [Generic LDAP Integration](#) of the MailStore Server manual.

Archiving Individual Mailboxes

Setting Up the Archiving Process

For each mailbox, please proceed as follows:

- Unless the mailbox of the current user is to be archived into his or her own user archive, log on to MailStore Client as MailStore administrator. Only an administrator can archive emails for other users.
- Click on *Archive Email*.
- From the *Email Servers* list in the *Create Profile* area of the window, select *Google Mail* to create a new archiving profile.
- A wizard opens to assist in specifying the archiving settings.
- Fill out the fields *Email Address* and *Password*. Click on *Test* to verify the data entered.
- Click on *Next*.
- If needed, adjust the list of folders to be archived, the deletion rules, the filter and the timeout value in seconds. The timeout value only has to be adjusted in specific cases (e.g. with very slow servers).
- Click on *Next*.
- If logged on to MailStore Server as administrator, the target archive can be specified at the next step. Select the archive of the user for whom the mailbox is to be archived.
- At the last step, a name for the new archiving profile can be specified. After clicking on *Finish*, the archiving profile will be listed under *Saved Profiles* and can be run immediately, if desired.

More information on how to execute archiving profiles can be found under the topic [Email Archiving with MailStore Basics](#)

Archiving Multiple Mailboxes Centrally

As MailStore Server currently does not support the OAuth 2.0 authentication method of Google Apps for Business, archiving of multiple mailboxes is only possible based on a CSV file via IMAP. Please refer to the corresponding chapter [Batch-archiving IMAP Mailboxes / Multiple IMAP Mailboxes \(CSV File\)](#) in the MailStore Server manual.

Archiving Incoming and

Outgoing Emails Directly

MailStore Server can archive all incoming and outgoing emails of all users within a Google Apps for Business email domain. Using this scenario it is possible to ensure a complete and compliant archive.

Basic Functionality

In Google Apps for Business, Google Mail can be configured to forward a copy of all incoming, outgoing or internal email traffic to an external multidrop mailbox.

MailStore Server can be configured to archive this multidrop mailbox at regular intervals. During this process, the emails from the multidrop mailbox will be assigned to their respective MailStore users (i.e. their user archives) automatically. This means that each user is able to view only their own emails.

Before the archiving process can be set up in MailStore Server, email forwarding has to be set up for the Google Apps for Business email domain.

Configuring email forwarding for your Google Apps for Business email domain

Please proceed as follows:

- Log on to your Google Apps for Business domain as an administrator.
 - On the *Settings* tab, select *Gmail* in the *Services* section.
 - Configure *Receiving routing*.
1. Under *Also deliver to*, activate the *Add more recipients* option.
 2. Select *Advanced* and activate the *Change envelope recipient* option.
 3. Enter the email address of the multidrop mailbox into the *Replace recipient* field.
 4. Activate the *Add X-Gm-Original-To* header option.
 5. Click on *Save* further down the window and then on *Add setting*.
- Repeat steps 1 to 5 for *Sending routing*.
 - Click on *Save changes*.

Important

The multidrop mailbox needs to be an external IMAP mailbox, that must not belong to the Google Apps for Business email domain because the Gmail duplicate detection would drop identical emails that have been addressed to several recipients. By using an internal Gmail mailbox completeness of the archive cannot be achieved.

Setting up the Archiving Process

The above settings will ensure that a copy of all emails will be forwarded to a single external multidrop mailbox. MailStore extracts the sender and recipient information from the email headers to assign them to the appropriate users. By using this type of mailboxes it is possible to archive all incoming and outgoing emails.

Setting up archiving processes for multidrop mailboxes is done using archiving profiles. General information about archiving profiles is available in chapter [Working with Archiving Profiles](#).

Please proceed as follows:

- Log on as MailStore administrator using MailStore Client.
- In MailStore, click on *Archive Email*.
- To create a new archiving profile, select *Other Server via IMAP/POP3* from the *Email Server* list in the *Create Profile* area of the application window.
- A wizard opens guiding you through the setup process.
- Select *Multidrop Mailbox* and click *OK*.
- Fill out the fields *Access via*, *Host*, *Username* and *Password*. Click on *Test* to verify the data entered.

For the TLS and SSL protocols only: You have the option to *ignore SSL warnings*. Generally, these warnings appear if an unofficial certificate is used on the server.

- Adjust any further settings such as how to handle emails with unknown addresses or asking MailStore to

delete emails after they have been archived. The latter option is especially sensible when dealing with mailboxes that are exclusively used for archiving.

- Click on *Next*.
- The timeout value only has to be adjusted on a case-by-case basis (e.g. with very slow servers).
- Click on *Next*.
- At the last step, select a name for the new archiving profile. After clicking on *Finish*, the archiving profile will be listed under *Saved Profiles* and can be run immediately, if desired.

Further information about archiving profiles is available in chapter [Working with Archiving Profiles](#).

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