

# Archiving Server Mailboxes

This chapter describes how a single mailbox located on any email server can be archived using the IMAP or POP3 protocols. To archive multiple mailboxes in one step, [Batch-archiving IMAP Mailboxes](#) can be used. If the mailbox is a multidrop mailboxes, also called catchall mailboxes, that contains emails for more than one person please read the chapter [Archiving IMAP and POP3 Multidrop Mailboxes](#)

## Information

This article describes the general procedure independent from the e-mail server used. Please find e-mail server specific information in our [Implementation Guides](#).

## Required Information

In order to archive a server mailbox, MailStore requires the following data:

- The server name (e.g. imap.myserver.com).
- The protocol used (e.g. IMAP-TLS).
- The user name. Often times, the full email address or the local part (left of the @ character) is used.
- The password.

## IMAP or POP3?

When choosing between IMAP and POP3, we strongly recommend using IMAP. With IMAP, all or specific folders of the mailbox can be archived. POP3 does not "recognize" any folders; because of this it is likely that, with most service providers, only the inbox will be archived.

## Setting Up the Archiving Process

Setting up archiving processes for IMAP or POP3 mailboxes is done using archiving profiles. General information about archiving profiles is available in chapter [Working with Archiving Profiles](#).

For each mailbox, please proceed as follows:

- Users can only archive their own mailboxes to their personal user archive. To archive the emails of other users, you have to be logged on to MailStore Client as MailStore administrator. Only MailStore administrators can archive the emails of other users.
- In MailStore, click on *Archive Email*.
- To create a new archiving profile, select *Other Server via IMAP/POP3* from the *Email Servers* list in the *Create Profile* area of the application window.
- A wizard opens guiding you through the setup process.

**Hint:** Click on an entry in the *Online Help* area to open the corresponding [Implementation Guide](#).

- Select *Single Mailbox* and click on *OK*.
- Fill out the fields *Email Address*, *Host*, *Access via*, *User Name* and *Password*. Click on *Test* to verify the data entered.

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

- Click on *Next*.
- If needed, adjust the list of folders to be archived (only available with IMAP), the deletion rules (only available with IMAP), the filter (also only available with IMAP) and the timeout value in seconds. The timeout value only has to be adjusted in specific cases (e.g. with very slow servers).

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- 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.

# Starting the Archiving Process

## Starting the Archiving Process Manually

On the start page of MailStore Client, click on *Archive Email* and from the list under *Saved Profiles*, select the appropriate archiving profile. Click on *Run*. After the archiving process has been executed, a protocol appears. It contains information about the volume of emails that have been archived as well as any errors that may have occurred.

This process can be repeated by the user any number of times. MailStore only archives those emails that are not yet stored in the corresponding user archive. In addition, MailStore detects if emails within the source application (e.g. Microsoft Outlook) were moved to a different folder and repeats such moves in MailStore accordingly.

## Automating the Archiving Process

In addition to being executed manually, archiving tasks can also be executed automatically according to a schedule. Simply right-click on an existing profile and select *Schedule....* Additional information about this topic is available in chapter [Automating the Archiving Process](#).

As long as no deletion rules were specified upon creating the archiving profile, MailStore Server will never delete or otherwise modify emails in the source application (e.g. Microsoft Outlook).

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