

HowTo: MCC 7.0/7.1 - Archiving old emails to save space

INFORMATION

You may want to permanently archive some of the emails located in C:\Program Files (x86)\prairieFyre Software Inc\CCM\DataDirectory\SearchStorage (or wherever you may have selected to store your files).

Currently this is a manual process that simply involves moving files from the Search storage archive folder to another folder of your choice. This can be done using the Windows desktop search functionality to find the files that fit your desired criteria. For example, you may want to select only files that are older than 6 months or only emails marked as Junk that are older than 3 months.

PROCESS

1. It is very important to search from the Archive subfolder only. For example, if your storage location is *C:\Program Files (x86)\prairieFyre Software Inc\CCM\DataDirectory\SearchStorage*, you should navigate to *C:\Program Files (x86)\prairieFyre Software Inc\CCM\DataDirectory\SearchStorage\Archive*

2. You should have a Windows file explorer window open. Notice the Search box located at the top of every Windows file explorer window. It filters the current view based on text that you type. The Search box finds files based on text in the file name, text within the file, tags, and other common file properties that are attached to the file. In addition, it searches the current folder as well as all subfolders.

We will leverage Windows search and the Search box to find the exact files we want to archive. We tag all of our files with important metadata in various file property tags. For this exercise we will make use of the following tags:

- Categories (used for storing the folder related to the state the contact is currently in, i.e., Handled, Junk, NoReply, InQueue etc.)
- DateReceived (date the file was received into the system)

OR

- DateModified (date the file was last modified)

Here are some examples of how we can use these to capture the files we want to archive:

Example Query	Use this to...
categories:Junk datereceived:>5/12/2014	Find all items that were junked and were received by the system after May 12, 2014
categories:Junk received:>4/1/2014 received:<5/14/2014	Find all items that were junked and were received by the system between April 1, 2014 and May 14, 2014
categories:Junk received:12/1/2013 .. 5/26/2014	Find all items that were junked and were received

	by the system between December 1, 2013 and May 26, 2014
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3. After filtering the results, you now move the files from their location to a separate permanent location of your choice. Moving the files can be done by selecting individual or multiple files. In this case you will likely want to move all of the files returned by the search. To do so, simply select all the files using Ctrl-A or left Shift clicking the first and last file. Once all the files are selected, you can either cut and paste or drag and drop the files to the new archive location.

4. You have successfully performed an archive of some or all of your search storage files.

NOTE:

•The files you archived will no longer be searchable from Ignite, however you can use the search capability of Windows and the search box in the Windows file explorer. You can also add this archive folder to Windows search to speed up the search. See this article for more details:

<http://windows.microsoft.com/en-ca/windows/improve-windows-searches-using-index-faq>

•If you want to move the files back into the Search storage folder, simply cut and paste the files back into the main search storage folder (i.e., C:\Program Files (x86)\prairieFyre Software Inc\CCM\DataDirectory\SearchStorage). Nightly maintenance moves these files into the Archive subfolder automatically. They are stored and distributed by the first character of the file name of each .msg file.

APPLIES TO

MCC 7.0 and 7.1

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