

# Archiving Emails from Google Apps

This tutorial only covers the specifics of archiving Google Mail mailboxes based on Google Apps. 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 [Manual](#) or the [Quick Start Guide](#) for more information.

MailStore Server offers several ways to archive emails from Google Apps, 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](#).

## Contents

- [1 Synchronizing Users](#)
- [2 Archiving Individual Mailboxes](#)
- [3 Archiving Multiple Mailboxes Centrally](#)
- [4 Archiving Incoming and Outgoing Emails Directly](#)
  - [4.1 Basic Functionality](#)
  - [4.2 Step 1: Configuring email forwarding for a Google Apps email domain](#)
  - [4.3 Step 2: Setting up the Archiving Process](#)
- [5 Weblinks](#)

## Synchronizing Users

It is required to first set up a synchronization with Google Apps as described in chapter [Google Apps Integration](#) of the MailStore Server manual as the API credentials needed to configure archiving must first be created in the [Google Apps Integration](#) configuration process.

Note that while Google Apps uses its own internal user database, this itself can be synchronized with external LDAP or Active Directory environments. Even if the Google Apps directory is not the primary source of user account information, it is highly recommended to synchronize MailStore Server directly with Google Apps to fetch all relevant information such as email addresses.

## Archiving Individual Mailboxes

The following steps describe the setup of a single mailbox archiving profile by an administrator using a special service account. Alternatively a single Google Apps mailbox can also be archived using the GMail

archiving profile in MailStore that make use of the username and password of the mailbox owner. Please be aware that this will lead to a different result in displaying labels/folders in the archive and that Google considers accessing mailboxes via username and password as "insecure mailbox access".

By following the procedure described here you can archive a single Google Apps mailbox for a specific MailStore user. The archiving process can be executed manually or automatically. You can find further information about executing archiving profiles in chapter [Email Archiving with MailStore Basics](#).

Please proceed as follows for each individual mailbox:

- Make sure that you configured the service account as described in the [Google Apps Integration](#) chapter of the MailStore Server manual.
- Log on to MailStore Client as MailStore administrator. Only an administrator can archive emails via a Google Apps Service Account.
- Click on *Archive Email*.
- From the *Email Servers* list in the *Create Profile* area of the window, select *Google Apps* to create a new archiving profile.
- A wizard opens to assist in specifying the archiving settings.



- Select *Single Mailbox* and click on *OK*.
- The *Service Account* and *Certificate* from the [Google Apps Integration](#) configuration are also used for archiving.

MailStore Server

## Archive Google Apps

**Settings**  
Please configure access to Google Apps.

E-mail Address: john.doe@mailstore.com

Service Account: 2m14eftpv4oo@developer.gserviceaccount.com

Certificate: E99F863D79C3D7DF001B9028FF8D8F6D89A07

Target Folders

Received: User / (p-email)/Inbox

Sent: User / (p-email)/Sent Items

Options

Archive Spam

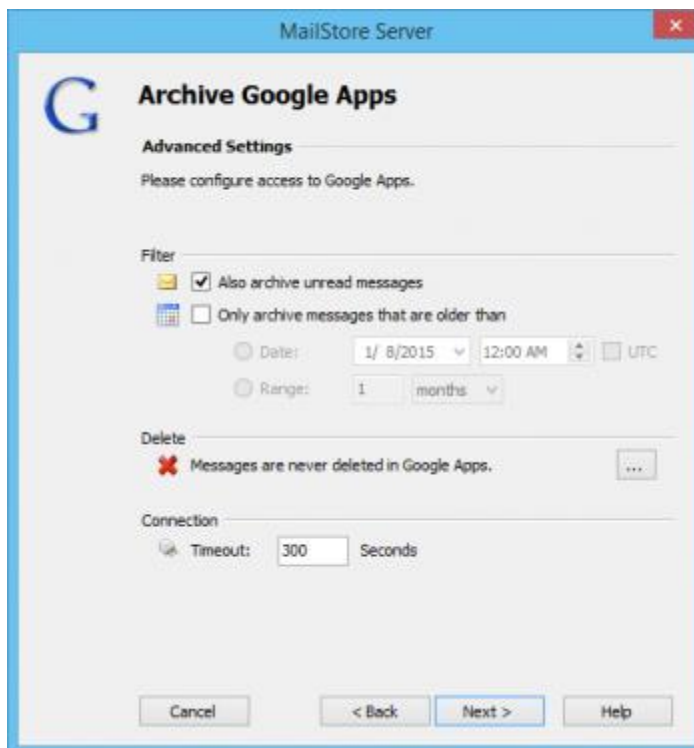
Cancel < Back Next > Help

Fill out the following fields:

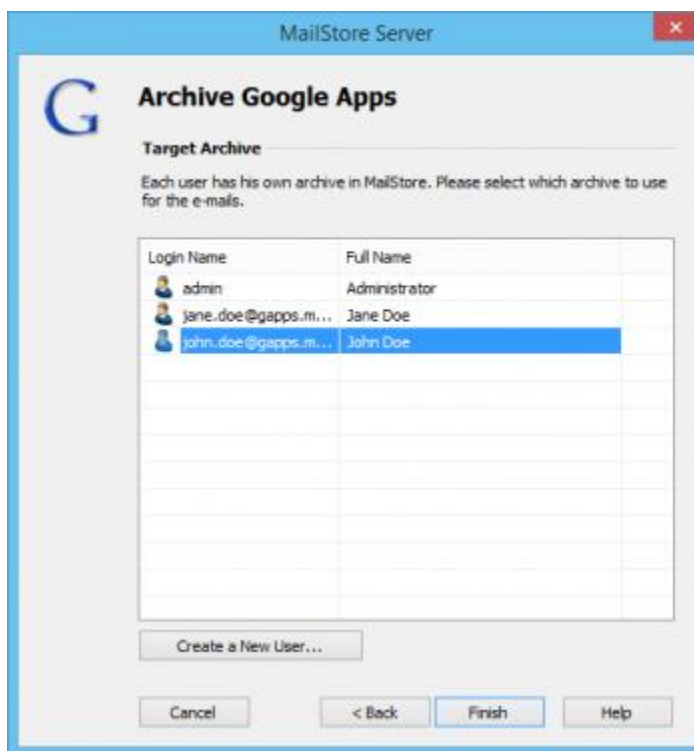
- **Email Address**  
The email address of the user to be archived.
- **Service Account**  
The service account's *email address* provided by the Google Apps Project (e.g. *1047453716425-4l533u425bp2m3lfp0c23ntf8mghlbmb@developer.gserviceaccount.com*).
- **Certificate**  
The P12 file that was provided by Google.
- **Received and Sent**  
The target folder in which MailStore will store received and send email.
- **Archive Spam**  
Google Apps spam folders are excluded by default, but can be archived by selecting this option.

**Important notice:** MailStore will archive all mail contained within the selected mailbox, excluding Spam and Deleted messages. Due to the nature of how Google represents user defined labels in IMAP, they are not supported by MailStore; as a consequence, the entire mailbox will be archived.

- Click on *Next*.
- If needed, adjust the [filter](#) and the deletion rule. By default, no emails will be deleted from the mailbox. The *Timeout* value only has to be adjusted in specific cases. Please keep in mind that these settings apply to all mailboxes to be archived.



- Click on *Next*.
- The *Target Archive* must be specified. Select the archive of the user for whom the selected mailbox is to be archived. If the user does not exist yet, click on *Create a New User*.



- Click on *Next*.
- In the last step, a name for the archiving profile can be specified. After clicking *Finish*, the archiving profile will be listed under *Saved Profiles* and can be run immediately or automatically, if desired.

## Archiving Multiple Mailboxes Centrally

By following the procedure described here, multiple Google Apps mailboxes can be archived without specific configuration for each MailStore user. The archiving process can be executed manually or automatically.

- Make sure that you configured the service account as described in the [Google Apps Integration](#) chapter of the MailStore Server manual.
- Log on to MailStore Client as MailStore administrator. Only an administrator can archive emails via a Google Apps Service Account.
- Click on *Archive Email*.
- From the *Email Servers* list in the *Create Profile* area of the window, select *Google Apps* to create a new archiving profile.
- A wizard opens to assist in specifying the archiving settings.



- Select *Multiple Mailboxes* and click on *OK*.
- Specify some basic settings. The service account and certificate from the [Google Apps Integration](#) configuration are also used for accessing mailboxes.

MailStore Server

## Archive Google Apps Mailboxes

**Settings**  
Please configure access to Google Apps Mailboxes.

Service Account: 434007236344-170bae194d1srrs63a0q2m14efg

Certificate: E99F863D79C3D7DF001B9028FF8D8F6D89A07

**Target Folders**

Received: User / {u-email}/Inbox

Sent: User / {u-email}/Sent Items

**Options**

Archive Spam

Cancel < Back Next > Help

Fill out the following fields:

- **Service Account**  
The service account's *email address* provided by the Google Apps Project (e.g. *1047453716425-41533u425bp2m3lfp0c23ntf8mghlbmb@developer.gserviceaccount.com*).
- **Certificate**  
P12 file which was provided by Google.
- **Received and Sent**  
The target folder in which MailStore will store received and send email.
- **Archive Spam**  
Google Apps spam folders are excluded by default, but can be archived by selecting this option.

**Important notice:** MailStore will archive all mail contained within the selected mailbox, excluding Spam and Deleted messages. Due to the nature of how Google represents user defined labels in IMAP, they are not supported by MailStore, as a consequence, the entire mailbox will be archived.

- Click on *Next*.
- If needed, adjust the [filter](#) and the deletion rules. By default, no emails will be deleted from the mailbox. The *Timeout* value only has to be adjusted in specific cases. Please keep in mind that these settings apply to all mailboxes to be archived.



- Click on *Next*.
- Select the users whose mailboxes are to be archived.



The following options are available:

- **All users with configured email address**  
Choose this option to archive the mailboxes of all users who are set up, along with their email addresses, in MailStore's user management.
- **All users except the following**  
Choose this option to exclude individual users (and thereby their Google Apps mailboxes) from the archiving process, using the list of users below.
- **Only the following users**  
Choose this option to include individual users (and thereby their Google Apps mailboxes) in the archiving process, using the list of users below. Only the mailboxes of those users explicitly specified will be archived.
- **Synchronize with Directory Services before archiving**  
If selected, the MailStore user list will be synchronized with the configured directory service before any archiving process is executed. This has the advantage that, for example, new employees will be created as MailStore users before archiving, so once the archiving process is executed, their Google Apps mailbox is archived automatically as well. This option is especially recommended when the archiving process is to be executed automatically.
- Click on *Next*.
- In the last step, a *name for the archiving profile* can be specified. After clicking *Finish*, the archiving profile will be listed under *Saved Profiles* and can be run immediately or automatically, if desired.

## Archiving Incoming and Outgoing Emails Directly

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

### Basic Functionality

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

MailStore Server can be configured to archive this so called 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.

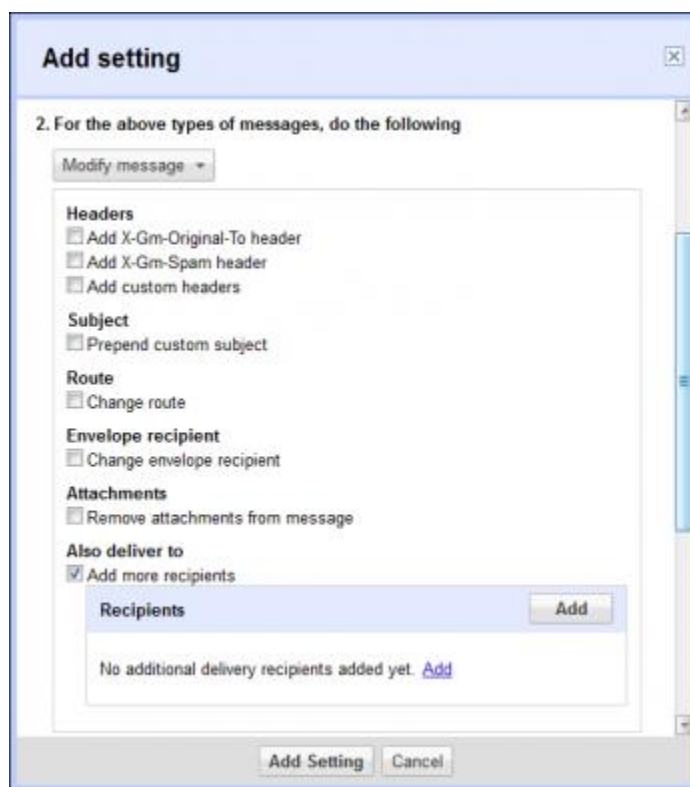
Before the archiving process can be set up in MailStore Server, email forwarding has to be set up for the Google Apps email domain.

### Step 1: Configuring email forwarding for a Google Apps email domain

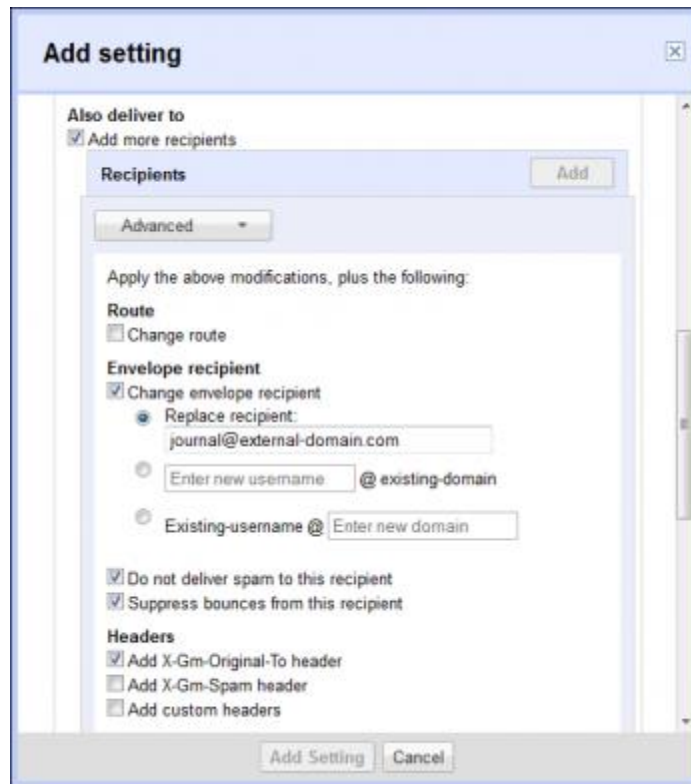
Please proceed as follows:

- Log on to your Google Apps domain as an administrator.
- Navigate to *Apps > Google Apps > Settings for Gmail > Advanced settings*.

- 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 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.

## Step 2: 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 *Google Apps* from the *Email Server* list in the *Create Profile* area of the application window.
- A wizard opens guiding you through the setup process.

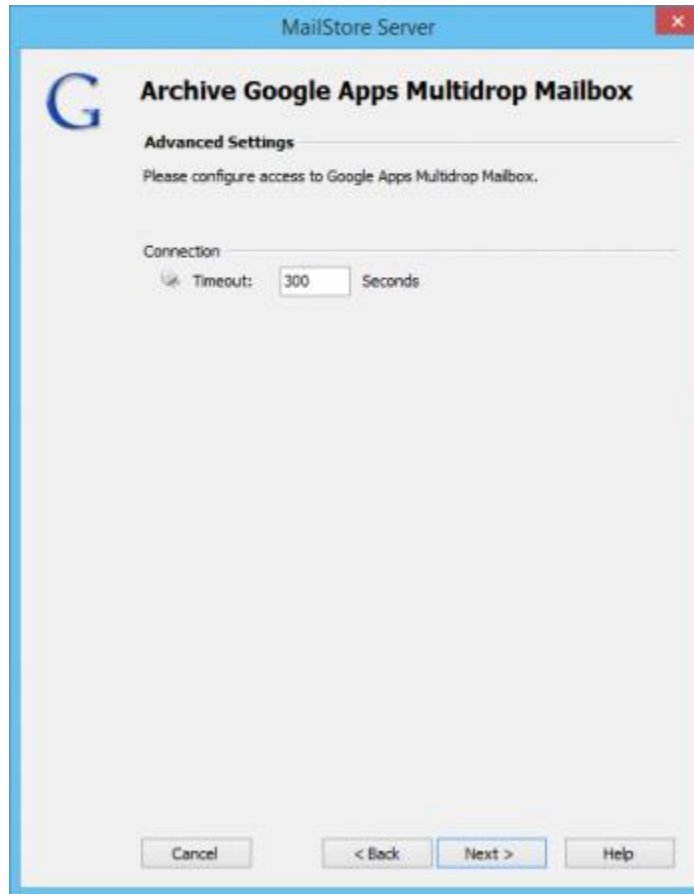


- Select *Multidrop Mailbox* and click *OK*.
- Fill out the fields *Access via*, *Host*, *Username* and *Password*. Click on *Test* to verify the data entered.

**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.

The screenshot shows the 'MailStore Server' window with the title 'Archive Google Apps Multidrop Mailbox'. It features a 'Settings' section with a large 'G' icon. Below the icon is a paragraph explaining that many email servers can deliver a copy of all sent and received messages to a multidrop mailbox, which MailStore can process. The settings include: 'Access via:' set to 'IMAP'; 'Host:' 'imap.example.com'; 'User Name:' 'journal@example.com'; and 'Password:' masked with dots, with a 'Test' button. The 'Target Folders' section has 'Received:' set to 'User / {u-email}/Inbox' and 'Sent:' set to 'User / {u-email}/Sent Items'. The 'Messages with unknown e-mail addresses' section has a radio button selected for 'Archive messages here:' with the path '@catchall/Unknown e-mail addresses' and a '...' button, and another radio button for 'Don't archive message with unknown e-mail addresses'. Below this is a section 'When e-mails are successfully archived' with a checkbox for 'Delete them in origin mailbox'. The 'Directory Services' section has a checkbox for 'Synchronize with Directory Services before archiving' and a 'Configure...' button. At the bottom are buttons for 'Cancel', '< Back', 'Next >', and 'Help'.

- 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 or automatically, if desired.

## Weblinks

- [MailStore Support](#)
- [Google Apps](#)