🔒 Added by **Dunn, Michael**, last edited by **Ditzion, Robert** on Nov 12, 2014 (view change)

E-mail Retention Policies

- MassIT Email Retention Guide (PDF): Download Here
- ANF E-mail Retention Policy and Procedure (PDF): Download Here
- Statewide Records Retention Schedule: http://www.sec.state.ma.us/arc/arcidx.htm

---

Primary Differences Between MassVault and Old Archive

While MassVault is quite similar to the Symantec Enterprise Vault (the system that MassIT currently uses), there are a few differences. The main changes that you will experience are as follows:

- MassVault does not store information on what Outlook folder an e-mail is or was stored in. Folders will not change in Outlook, and any messages stored in those folders in Outlook will remain in those folders. However, if you delete a message from Outlook but keep a copy in the archive, you will no longer know which Outlook folder it was previously stored in.
- Messages will now be archived after 120 days rather than after 90 days.
- In addition to the main archive, a copy of every message to and from each user will now be separately saved temporarily in short-term storage for 120 days.
- The envelope icon next to your messages in Outlook will no longer change when e-mails are archived.
- Going forward, the full text of e-mails in Outlook will not be truncated (cut down to 200 characters) when messages are archived.
- There will no longer be any requirement to use "# Retention Folders" – although those folders will not be deleted if you currently use them. Please note that the Commonwealth's retention rules still apply. However, you can organize your e-mails as you see fit in order to comply with these rules.
- Instead of using the Symantec tools to search archived e-mails, you will now use the Web-based WebSearch tool. (As is currently the case, Outlook and Outlook Web Access Searches will not provide complete searching for all archived messages.) A link to WebSearch will be placed on your desktop, or you can click here to access this site once your e-mails have been migrated.
- Archived messages can now be forwarded directly without first opening the message (as is required in the current archive).
- Users will be able to delete archived messages using Outlook on their desktops. A pop-up window will appear giving you the option to delete the message in the archive. Please do not check off the box that appears in the window, or you will not have a choice in the future as to whether you want to delete from the archive. Please note that deleting using automatic rules, or deleting in Outlook Web Access will delete messages in Outlook/Exchange **but not** in MassVault. An easy rule of thumb: If you do not see a message asking if you want to delete the MassVault copy of an archived message, either the message was never archived (because it was less than 120 days old) or you are only deleting in Outlook/Exchange.

Frequently Asked Questions

Here are some questions and answers that we most often receive:

Does MassVault organize e-mails by folder?

No. MassVault does not store information on what Outlook folder an e-mail is or was stored in. Folders will not change in Outlook, and any messages stored in those folders in Outlook will remain in those folders. However, if you delete a message from Outlook but keep a copy in the archive, you will no longer know which Outlook folder it was previously stored in.

Why are many of my old calendar items and appointment reminders coming up and asking me to dismiss them?

During conversion of MassIT we are converting your old archive items and some of these are calendar/appointment items. Please simply dismiss all of these old calendar items. Unfortunately there is no way to suppress this pop up from appearing. We apologize for the inconvenience.

Why can't I delete during the migration?

If you delete during the conversion it will cause an error to occur for the deleted messages.

I am missing a small number of messages that were in my Enterprise Vault archive. What happened?

In some cases there will be a small number of conversion errors and the bad or corrupted data will need to be reviewed after the conversion process is otherwise completed. It may take time to review these items to see if the can be fixed. In some cases the messages may not be able to be converted. You will be notified if this is the case for any of your messages.

Can I delete after the conversion?

Yes you can, consistent with MassIT and COMA retention rules. You should use the delete key and make sure you do not check the box to "Perform this action without prompting for all future deletions."

Why do all of my old Symantec archive messages show up as closed yellow envelopes after my conversion?

The icon was changed from a vault icon to a closed yellow envelope during the conversion regardless of whether the Symantec archived message was read, unread, forwarded, or replied to. However, unread message titles remain bold and read message titles remain unbolded.

What if I can't see any of my newly archived items?

Please contact CommonHelp. There may be an issue with your Outlook Profile.

Who should I contact with questions?

Any questions, comments, or issues should be directed to CommonHelp at 1-866-888-2808 or CommonHelpServiceDesk@massmail.state.ma.us.