Thursday, March 18, 2010

EML to MSG Conversion Issue Discussion

Don’t you just hate it when people bring problems to the table and no potential solutions? We will not do that to you.

1. Issue: Trista’s group wants to be able to download email directly from the Exchange Server.
   1. Solution:
   2. ECM Library provides this capability through the client.
   3. ECM Library provides this capability through the Auto Archiver.
2. Issue: The group wants to be able to see the emails whether EML format or not as an MSG file in Outlook.
   1. Solution:
   2. The Client can convert EML to MSG.
   3. The Auto Archiver can convert EML to MSG.
3. Issue: When Outlook sends/receives emails in other than plain text, many times the formatted RTF, HTML, and attachments are converted into a WINMAIL.DAT file and enclosed as an attachment. This attachment is not indexable nor is it searchable.
   1. Solution:
   2. Emails should be sent in plain text format then this is a non-issue
   3. The Exchange Server may be able to convert emails in a certain box to plain text and then the issue would go away.
   4. Verify that an Exchange server can eliminate the issue.
4. The Exchange server that is providing the email journaling is now encapsulating all but the subject line of an email into an attachment that appears not to be indexable or searchable and is not a WINMAIL format.
   1. This could be caused by a fix put in place two weeks back to allow EML to be viewed by Outlook.
      1. Solution:
      2. Back out the hack
      3. Debug at the email receive level.
      4. Rebuild the server
      5. Fall back to a known good restore point
   2. Try sending and receiving emails as plain text
   3. Review the settings of exchange and determine if a setting could be modified
5. ***The Simple Solution: The group needs to search emails and attachments***
   1. Set up outlook in the server
   2. Set up the ECM Client on the server
   3. Have Outlook download the journaled folder every 15 minutes
   4. Have the client archive the outlook folder every 10 minutes
   5. Have the outlook delete the journaled folder’s content after download
   6. Have the client delete the outlook folder’s content after archive
   7. Everything works as needed to resolve the email search and preview requirement
   8. Long term:
      1. Install Office 2010 and all of these become non-issues as Microsoft is making Outlook EML compatible.
      2. We will provide the capability to convert the WINMAIL.DAT file into its native contents and load the attachments into the repository.