

Enterprise Vault Personal.cloud Help

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Getting started with Personal.cloud

This chapter includes the following topics:

- [About Enterprise Vault Personal.cloud](#)
- [Prerequisites for Personal.cloud](#)
- [Personal.cloud compatibility](#)
- [Logging in to Personal.cloud](#)
- [Configuring Microsoft Outlook web folders](#)
- [Monitoring other accounts](#)
- [Viewing delegate archives](#)
- [About Email Continuity](#)
- [About legacy data](#)
- [Configuring the Personal.cloud settings](#)
- [Changing your password](#)
- [Changing your message view](#)

About Enterprise Vault Personal.cloud

Enterprise Vault.cloud is a cloud-based archiving service that lets your organization store, manage, and discover email messages and other business-critical information. Once your organization enables the service, it journals a copy of all messages you

send and receive to Enterprise Vault.cloud. Using Enterprise Vault Personal.cloud, you can work with messages archived using Enterprise Vault.cloud.

Note: Enterprise Vault.cloud currently does not archive calendar items, contacts, or notes.

Personal.cloud lets you perform the following actions:

- Read archived messages.
- Search for archived messages.
- Reply to and forward archived messages.
- Restore archived messages to your inbox.
- Save archived messages to your computer.
- Download message attachments.
- Print archived messages.
- Tag archived messages.
- Send new messages.

Note: Your administrator may choose to make some of these actions unavailable in Personal.cloud.

By default, the message list in Personal.cloud displays only your own archived messages. If your organization subscribes to Discovery.cloud your administrator can assign you the reviewer role, which lets you monitor the messages of other archive accounts.

Recent updates to Personal.cloud

Recent updates to Personal.cloud include the following:

- Your administrator can now control whether the options to print and save messages are available in Personal.cloud.
- Delegate access now supports Office 365 archive accounts in addition to Exchange on-premises archive accounts.

A list of the updates that were included with previous releases of Personal.cloud is provided separately.

See [“About the Personal.cloud updates in previous releases”](#) on page 49.

For details of all the updates in each release of the Enterprise Vault.cloud service suite, see the [Enterprise Vault.cloud release notes](#) on the Veritas Support website.

Prerequisites for Personal.cloud

To use Personal.cloud, you need the following:

- Your Personal.cloud URL or a Personal.cloud web folder accessible from the Microsoft Outlook Folders pane.
- Your Enterprise Vault.cloud user name.
- Your Enterprise Vault.cloud password.
- Access permission to use Personal.cloud.

Note: Contact your administrator if you do not have this information or you need access permission for Personal.cloud.

Personal.cloud compatibility

Personal.cloud supports the Microsoft Outlook versions and web browsers that are listed in the Enterprise Vault.cloud Compatibility List.

[See the Enterprise Vault.cloud Compatibility List.](#)

Logging in to Personal.cloud

Before you can access your archived messages, you must log in to Personal.cloud using your Enterprise Vault.cloud credentials.

To log in to Personal.cloud

- 1 Access the **Login** page by doing one of the following:
 - In a supported browser, navigate to your Personal.cloud URL.
 - In the **Microsoft Outlook Folders** pane, select your Personal.cloud web folder.
See [“Configuring Microsoft Outlook web folders”](#) on page 10.

Note: Contact your administrator if you do not know your Personal.cloud URL or you need a web folder to be configured in Outlook.

- 2 On the **Login** page, select a Security option.

Refer to the following table for more information:

This is a public or shared computer	Personal.cloud prompts you for your credentials each time you access the Login page and automatically logs you out after 20 minutes of inactivity. This option is the default option selected.
This is a private computer	Personal.cloud caches your credentials for 10 hours and lets you bypass the Login page after you log in successfully. To clear your credentials from the cache, log out of Personal.cloud.

- 3 Enter your Enterprise Vault.cloud user name and password.
- 4 If you want to change the language selection for the **Login** page, select a new language from the **Language** drop-down menu.

Note: This language selection only applies to the **Login** page. If you want to update your language selection for Personal.cloud, update your localization settings on the **Settings** page.

- 5 Click **Log In**.

Configuring Microsoft Outlook web folders

You can manually configure a web folder in Microsoft Outlook that lets you access Personal.cloud directly from Outlook. Your administrator can deploy Personal.cloud web folders to users automatically. If you see a Personal.cloud web folder in your **Microsoft Outlook Folders** pane, you do not need to configure one manually.

To configure a web folder in Outlook

- 1 Do one of the following:
 - In Outlook 2003 or 2007, on the **File** menu, click **Folder** then click **New Folder**.

- In Outlook 2010 or 2013, in the ribbon, select the **Folders** tab then click **New Folder**.
- 2 In the **New Folder** window, enter a name for the web folder.
 - 3 Select a location for the web folder.
 - 4 Click **OK**.
 - 5 Right-click the web folder and click **Properties**.
 - 6 Select the **Home Page** tab.
 - 7 In the **Address** field, enter your Personal.cloud URL.

Note: Contact your administrator if you do not know your Personal.cloud URL.

- 8 Check **Show home page by default for this folder**.
- 9 Click **OK**.

Monitoring other accounts

By default, the message list in Personal.cloud displays only your own archived messages. If your organization subscribes to Discovery.cloud your administrator can assign you the reviewer role, which lets you monitor the messages of other archive accounts.

To monitor other accounts

- 1 In the left pane of Personal.cloud, select the **Archives** tab.
- 2 Select the check box for each archive whose content you want to view.
- 3 If you want to exclude the content of your own archive from the message list, uncheck the check box for your archive on the **Archives** tab.

Note: You cannot exclude your own archive unless the check box for at least one other archive is checked.

- 4 Click the **Refresh** icon.



The message list then shows the messages of the archives that are selected on the **Archives** tab.

Viewing delegate archives

Personal.cloud lets you view the archives for which you have the required synchronized delegate access permissions.

To view delegate archives

- 1 In the left pane of Personal.cloud, select the **Archives** tab.
- 2 Under **Delegate Archives**, select the check box for each delegate archive you want to view.

Note: The Delegate Archives list appears only if you have delegate access to one or more archives.

- 3 If you want to exclude the content of your own archive from the message list, uncheck the check box for your archive on the **Archives** tab.

Note: You cannot exclude your own archive unless the check box for at least one other archive is checked.

- 4 Click the **Refresh** icon.



The message list then shows the messages of the archives that are selected on the **Archives** tab.

About Email Continuity

Email Continuity is an add-on feature of Enterprise Vault.cloud that lets you access new archived messages in Personal.cloud if your mail server becomes unavailable. Since your administrator configures and manages Email Continuity, you do not need to enable the feature in Personal.cloud. In the event that your mail server becomes unavailable, Email Continuity starts up automatically so you can continue to work with your archived messages.

The Email Continuity icon in the toolbar at the top of the browser window shows the current status for Email Continuity. A green Email Continuity icon indicates the feature is active.



About legacy data

Your organization can import legacy data that includes the messages you sent and received before your Enterprise Vault.cloud account was created. Enterprise Vault.cloud supports the import of legacy data that includes the following email message formats:

- .PST
- .EML
- .MSG
- .NSF

If your legacy data includes .PST files, Personal.cloud can display the folder structure from those files. You can view the folder structure from imported .PST files in the **Folders** tab in the left pane of Personal.cloud.

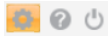
Configuring the Personal.cloud settings

From the **Settings** tab, you can configure the following options for Personal.cloud:

Internationalization	Change the language, data format, number format, and time zone settings that are used for Personal.cloud.
Page layout	Change the number of panes that are displayed in Personal.cloud.
Message notification options	Select the warning messages that are displayed in Personal.cloud.
Autosave options	Save the tabs you have opened automatically at a specific time interval.
Display icons mode	Configure if the menu items in the Personal.cloud toolbar are displayed with labels.

To configure settings

- 1 In the toolbar at the top of the browser window, click the **Gear** icon and select **Settings**.



- 2 On the **Settings** tab, update your settings for Personal.cloud.
- 3 At the upper right corner of the Settings tab, click **Save**.

Note: You can click **Default** to restore all your settings to their default values.

Changing your password

From the **Settings** tab, you can change the password that you use to access Personal.cloud.

Note: Changing your Personal.cloud password also changes your password for other Enterprise Vault.cloud products.

To change your password

- 1 In the toolbar at the top of the browser window, click the **Gear** icon and select **Settings**.



- 2 On the **Settings** tab, click **Change password**.
- 3 In the **Password Change** window, enter your current Personal.cloud password in the **Current Password** field.
- 4 Enter your new password in the **New Password** and **Confirm New Password** fields.

Note: Your new password must meet the requirements that are displayed in the **Password Change** window.

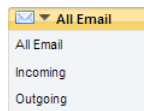
- 5 Click **Ok**.

Changing your message view

By default, the message list in Personal.cloud displays all your messages archived using Enterprise Vault.cloud. You can change your message view to display only incoming or outgoing archived messages.

To change your message view

- 1 Click the **All Email** tab that is located above the message list.



- 2 Select one of the following options:

- | | |
|------------------|--|
| All Email | Select to display all archived messages. |
| Incoming | Select to only display archived messages you received. |
| Outgoing | Select to only display archived messages you sent. |

Working with messages

This chapter includes the following topics:

- [Viewing archived messages](#)
- [Replying to archived messages](#)
- [Forwarding archived messages](#)
- [Restoring archived messages](#)
- [Saving archived messages to your computer](#)
- [Downloading message attachments](#)
- [Printing archived messages](#)
- [Composing new messages](#)

Viewing archived messages

You can view any message that is listed in your Personal.cloud message list.

To view archived messages

- ◆ Do any of the following:
 - If your Personal.cloud page layout has two horizontal panes, select a message in the message list to view the message in the lower pane. You can then click **Previous** or **Next** in the message toolbar to view the adjacent messages. You can change the Personal.cloud page layout from the **Settings** menu. See “[Configuring the Personal.cloud settings](#)” on page 13.
 - To display a message in a new tab, double-click the message in the message list, or right-click the message and click **Open**.

Replying to archived messages

You can reply to archived messages from Personal.cloud, unless your administrator makes the Reply action unavailable.

To reply to an archived message

- 1 In the message list, select an archived message.
- 2 Do one of the following:
 - In the message toolbar, click **Reply** or **Reply All**.
 - Right-click the message then click **Reply** or **Reply All**.

Note: These options are hidden if your administrator makes the Reply action unavailable.

- 3 In the new message tab, enter the email addresses of the message recipients in the **To**, **Cc**, or **Bcc** fields.
- 4 When you have entered your reply, click **Send**.

Forwarding archived messages

You can forward archived messages from Personal.cloud, unless your administrator makes the Forward action unavailable.

To forward an archived message

- 1 In the message list, select an archived message.
- 2 Do one of the following:
 - In the message toolbar, click **Forward**.
 - Right-click the message then click **Forward**.

Note: These options are hidden if your administrator makes the Forward action unavailable.

- 3 In the new message tab, enter the email addresses of the message recipients in the **To**, **Cc**, or **Bcc** fields.
- 4 Click **Send**.

Restoring archived messages

While working with your archived messages, you may find one you need that is no longer in your inbox. Using Personal.cloud, you can restore the archived message and send an exact copy of it back to your inbox. The restored message appears at the top of the message list in your inbox with the date and time you restored it. You can see the original timestamp of the message by opening it in your inbox.

To restore a single message

- 1 In the message list, select an archived message.
- 2 Do one of the following:
 - In the message toolbar, click **Restore this message**.
 - Right-click the message then click **Restore this message**.

Note: You can only restore one message at a time from the right-click menu. Even if you select multiple messages and click **Restore this message** in the right-click menu, Personal.cloud only restores the message you right-clicked.

To restore multiple messages

- 1 In the message list, select the archived messages that you want to restore.
- 2 In the toolbar at the top of the browser window toolbar, click **Restore**.

Saving archived messages to your computer

You can save a copy of an archived message to your computer, unless your administrator makes the Save action unavailable.

To save an archived message

- 1 In the message list, select an archived message.
- 2 Do one of the following:
 - In the message toolbar, click **Save this message**.
 - Right-click the message then click **Save this message**.

Note: These options are hidden if your administrator makes the Save action unavailable.

Note: You can only save one message at a time. Even if you select multiple messages and click **Save this message** in the right-click menu, Personal.cloud only saves the message you right-clicked.

- 3 In the **File Download** window, click **Save** to save the message to your **Downloads** folder.

Note: You can click **Open** in the **File Download** window if you want to open the message before you save it to your computer.

Downloading message attachments

While working with archived messages, you may find an attachment you want to download. Using Personal.cloud, you can download message attachments to your computer.

To download a message attachment

- 1 In the message list, select an archived message with an attachment.

Note: A **Paperclip** icon next to a message in the message list denotes a message with an attachment.



- 2 In the message window, click the **Paperclip** icon next to the message subject line to show attachments.

Note: Attachments are shown under the message recipient list.

- 3 Click on an attachment to download it to your computer.
- 4 In the **File Download** window, click **Save** to save the attachment to your **Downloads** folder.

Note: You can click **Open** in the **File Download** window if you want to open the attachment before you save it to your computer.

Printing archived messages

You can print a copy of an archived message from Personal.cloud, unless your administrator makes the Print action unavailable.

To print an archived message

- 1 In the message list, select an archived message.
- 2 Do one of the following:
 - In the message toolbar, click **Print this message**.
 - Right-click the message then click **Print this message**.

Note: These options are hidden if your administrator makes the Print action unavailable.

Note: You can only print one message at a time. Even if you select multiple message and click **Print this message** in the right-click menu, Personal.cloud only prints the message you right-clicked.

Composing new messages

You can compose and send new messages from Personal.cloud, unless your administrator makes the Send action unavailable.

Note: If your recipient does not receive your message, ask them to check their junk mail folder.

To compose a new message

- 1 In the toolbar at the top of the browser window, click **New**.

Note: This option is hidden if your administrator makes the Send action unavailable.

- 2 In the new message tab, enter the email addresses of the message recipients in the **To**, **Cc**, or **Bcc** fields.
- 3 If you want to attach a file to your message, click **Attach a file** and select the file.
- 4 Compose your message.
- 5 Click **Send**.

Using Search

This chapter includes the following topics:

- [About Personal.cloud Search](#)
- [Using Quick Search](#)
- [Using Advanced Search](#)
- [Search syntax](#)
- [About stop words and special characters in searches](#)
- [Phrase searches](#)
- [Boolean operator searches](#)
- [Wildcard searches](#)
- [Proximity searches](#)
- [Double-byte character set searches](#)
- [About enhanced searches in Japanese](#)
- [Using Search Filters](#)
- [Creating Saved Searches](#)
- [Updating Saved Searches](#)
- [Deleting Saved Searches](#)
- [Searchable attachment types](#)
- [Personal.cloud Search FAQs](#)

About Personal.cloud Search

Personal.cloud provides a range of search options and features:

- Quick Search provides a simple search for message content.
See [“Using Quick Search”](#) on page 23.
- Advanced Search provides multiple search options to let you target a search on specific message components such as sender, recipient, or subject. You can also search on message attributes such as the sent date or attachment type.
See [“Using Advanced Search”](#) on page 24.
- Both Quick Search and Advanced Search support phrase searches, Boolean searches, wildcard searches, and proximity searches.
See [“Search syntax”](#) on page 26.
- Personal.cloud drops some common words from searches. These words are known as stop words. Personal.cloud also omits many special characters from searches.
See [“About stop words and special characters in searches”](#) on page 27.
- You can use search result filters to narrow down the results.
See [“Using Search Filters”](#) on page 33.
- You can save your favorite searches, to let you re-run them easily.
See [“Creating Saved Searches”](#) on page 34.
- Personal.cloud provides the ability to search those languages that contain double-byte characters, such as Japanese and Chinese.
See [“Double-byte character set searches”](#) on page 32.
- You can perform enhanced searches in Japanese, if your company subscribes to this add-on feature.
See [“About enhanced searches in Japanese”](#) on page 33.

Using Quick Search

Quick Search provides a quick way to create a search for archived messages using criteria such as a user name, an email address, or a word or phrase.

Quick Search supports phrase searches, Boolean searches, wildcard searches, and proximity searches. Search terms are not case-sensitive.

To use Quick Search

- 1 In the toolbar at the top of the browser window, in the **Content** field, enter a user name, email address, or search term.
- 2 Click the **Magnifying Glass** icon to perform your search.



Using Advanced Search

Advanced Search provides additional search options that let you focus a search within specific message components such as sender, recipient, or subject. You can also search on message attributes such as the sent date, mail direction, or attachment type.

Advanced Search supports phrase searches, Boolean searches, wildcard searches, and proximity searches. Search terms are not case-sensitive.

To use Advanced Search

- 1 In the toolbar at the top of the browser window, click the **Expansion** icon to show the Advanced Search options.



- 2 Specify your search criteria in the following fields:

Content	Enter a user name, email address, or search term.
Subject	Enter the subject of the message, or part of the subject.
From	Enter the name or the email address of the message sender. Note: You can click From to select names or email addresses from the global address list.
To	Enter the name or the email address of the message recipient. This option produces search results from the To , CC , and BCC fields. Note: You can click To to select names or email addresses from the global address list.
Mail Direction	Select an option to search for all messages, only incoming messages, or only outgoing messages.
Has Attachment	Select to find only those messages that have attachments. Note: Password protected and encrypted attachments are not included in searches.
Attachment Type	If you selected the Has Attachment check box, specify an attachment type. Personal.cloud search supports a wide range of attachment types. See “Searchable attachment types” on page 35.
Sent Date	Select a predefined date range option or select Custom Date to enter a specific date range.

- 3 Click the **Magnifying Glass** icon to perform your search.



Search syntax

[Table 3-1](#) describes the search methods that are available in both Quick Search and Advanced Search.

Table 3-1 Personal.cloud search methods and their syntax

Search method	Syntax	Example and more details
Phrase search	Use double quotation marks around one or more words to search for the exact phrase.	"cloud computing" finds archived messages with this exact phrase. See "Phrase searches" on page 28.
AND operator search	Use the AND operator between two search terms to find items that contain both search terms.	cloud AND computing finds archived messages with both of the search terms <i>cloud</i> and <i>computing</i> . See "Boolean operator searches" on page 29.
OR operator search	Use the OR operator between two search terms to find items that contain at least one of the search terms.	cloud OR computing finds archived messages with the search term <i>cloud</i> , or the search term <i>computing</i> , or both terms. See "Boolean operator searches" on page 29.
NOT operator search	Use the NOT operator between search terms to exclude specific search terms.	cloud NOT computing finds archived messages with the search term <i>cloud</i> but not the search term <i>computing</i> . See "Boolean operator searches" on page 29.
Single character wildcard search	Use a question mark at the end of a search term to represent a single unspecified character. Note: You must enter a search term with at least three characters before the wildcard character.	appl? finds archived messages with search terms such as <i>apple</i> or <i>apply</i> . See "Wildcard searches" on page 31.

Table 3-1 Personal.cloud search methods and their syntax (*continued*)

Search method	Syntax	Example and more details
Multiple character wildcard search	Use an asterisk at the end of a search term to represent one or more unspecified characters. Note: You must enter a search term with at least three characters before the wildcard character.	comp* finds archived messages with search terms such as <i>computing</i> , <i>computer</i> , or <i>company</i> . See “Wildcard searches” on page 31.
Proximity search	Place quotation marks around two search terms, followed by a tilde and a numerical value to indicate the maximum word count between them. Note: Personal.cloud limits the word count between the two search terms to under 50 words.	"cloud computing"~5 finds archived messages with the search terms <i>cloud</i> and <i>computing</i> within five words of each other. See “Proximity searches” on page 32.

Note: Search terms are not case-sensitive. Capitalizing a search term has no effect on the search results.

About stop words and special characters in searches

Stop words

Stop words are a set of commonly used words that Personal.cloud ignores when it performs a search. Personal.cloud treats the following words as stop words:

- a, an, and, are, as, at
- be, but, by
- for
- if, in, into, is, it
- no, not
- of, on, or
- such

- **that, the, their, then, there, these, they, this, to**
- **was, will, with**

Note: The stop words are supported in English only, unless your company subscribes to the option to perform enhanced searches in Japanese.

Note the following special cases:

- In phrase searches a stop word acts as a placeholder for any stop word, or nothing.
See [“Phrase searches”](#) on page 28.
- The words AND, OR, and NOT act as operators in a Boolean operator search.
See [“Boolean operator searches”](#) on page 29.

Special characters

Personal.cloud omits the following special characters from searches:

* @ # \$ % ^ & - + = _ { } [] , < > ; : / \ ?

Note the following special cases:

- In phrase searches a special character acts as a placeholder for any special character, or nothing.
See [“Phrase searches”](#) on page 28.
- Question marks and asterisks act as wildcard characters in a wildcard search.
See [“Wildcard searches”](#) on page 31.

Phrase searches

To search for a phrase, enclose the phrase within double quotation marks. For example:

"cloud computing"

The search returns those items that contain the exact phrase *cloud computing*.

Note: A search produces unexpected results if it contains nothing or only white space between the quotes.

About stop words and special characters in phrase searches

A phrase search that includes stop words or special characters can return any of the following:

- The exact phrase, including the stop word or special character.
- The phrase with the supplied stop word or special character replaced by other stop words or special characters.
- The phrase without the stop word or special character.

For example:

- The phrase **"test and verification"** returns items that include the exact phrase, and also phrases such as *test not verification*, and *test verification*.
- The phrase with two stop words **"cat in the hat"** returns items that include the exact phrase, and also phrases such as *The cat has no hat*, and *cat hat*.

If the exact phrase occurs in the search results, it is highlighted. Otherwise it is not highlighted.

Note: In phrase searches, the * and ? characters are treated as special characters, not wildcards.

Boolean operator searches

You can use the Boolean operators AND, OR, and NOT to include or exclude search terms in Quick Search and Advanced Search.

Note: The Boolean operators are supported in English only, unless your company subscribes to the option to perform enhanced searches in Japanese.

- See ["AND operator search"](#) on page 29.
- See ["OR operator search"](#) on page 30.
- See ["NOT operator search"](#) on page 30.
- See ["About using multiple Boolean operators"](#) on page 30.
- See ["About using Boolean operators with phrase searches"](#) on page 31.
- See ["About Boolean operators and special characters"](#) on page 31.

AND operator search

The AND operator is inserted in between two search terms, for example:

cloud AND computing

The returned results contain both terms.

Note: Personal.cloud treats a space between two search terms as an AND operator.

The following searches are treated identically:

cloud computing

cloud AND computing

OR operator search

The OR operator is inserted in between two search terms, for example:

cloud OR computing

The returned results contain either or both of the terms.

NOT operator search

The NOT operator can be inserted in between two search terms to specify that the first term must be present, and the second term must be absent. For example:

cloud NOT computing

Enterprise Vault.cloud also lets you begin a search with a NOT operator. For example:

NOT "cloud computing"

This search attempts to return every item that does not include the phrase *cloud computing*.

Note: Searches that begin with a NOT operator may fail to complete due to the large number of matching results, especially if you have a large message archive.

About using multiple Boolean operators

You can use multiple Boolean operators in a search to create more complex searches. For example:

cloud AND computing OR public

In this example **cloud AND computing** represents one term.

The following items are returned:

- Items with *cloud* and *computing*
- Items with *cloud*, *computing*, and *public*
- Items with *public*

You can also use brackets to group multiple terms for Boolean processing. For example:

(cloud (computing OR public)) NOT software

In this example, the space between **cloud** and **(computing OR public)** is treated as an AND operator.

The following items are returned:

- Items with both *cloud* and *computing*, with no reference to *software*.
- Items with both *cloud* and *public*, with no reference to *software*.

The maximum number of Boolean operators that is allowed in a search is 249.

About using Boolean operators with phrase searches

Boolean operators can be used with phrase searches. For example:

"cloud computing " OR "public cloud" NOT software

This search returns the following:

- Items with *cloud computing*, with no reference to *software*.
- Items with *public cloud*, with no reference to *software*.
- Items with *cloud computing* and *public cloud*, with no reference to *software*.

About Boolean operators and special characters

Boolean searches with special character search terms result in invalid searches. For example, if you enter the following:

cloud OR +

The special character + is dropped. The effect is a Boolean search with no second term, which is an invalid search.

Here is another example:

cloud AND – AND computing

The special character "–" is dropped. The effect is a Boolean search with two adjacent AND operators, which is an invalid search.

Wildcard searches

A wildcard search uses a wildcard character at the end of a search term to represent one or more unspecified characters. The question mark ? represents a single character, and the asterisk * represents one or more characters.

For example:

- **appl?** finds archived messages with search terms such as *apple* or *apply*.
- **comp*** finds archived messages with search terms such as *computing*, *computer*, or *company*.

Note: The wildcard character must be placed at the end of the search term. The search term must contain at least three characters before the wildcard character.

In phrase searches, the * and ? characters are treated as special characters, not wildcards.

Proximity searches

Use a proximity search to find two words within a specified distance of each other. To create a proximity search, enclose the two words within quotation marks, and follow them with a tilde character (~) and a numerical value. For example:

"cloud computing"~5

The numerical value specifies the maximum number of words that can exist between the words in quotes.

Note the following when using proximity searches:

- The returned results are not highlighted.
- Personal.cloud limits the proximity word count to a maximum of 49 words.
- Wildcard characters cannot be used in a proximity search.
- The results from a proximity search can contain stop words, but the stop words are excluded from the proximity word count.

Double-byte character set searches

Enterprise Vault.cloud provides some ability to search those languages that contain double-byte characters.

Phrase searches can be used to search for exact phrases with double-byte characters. For example:

"敏捷的棕色狐狸" AND 3515431

An enhanced search is available for Japanese terms, if you subscribe to the option for enhanced searches in Japanese.

See ["About enhanced searches in Japanese"](#) on page 33.

About enhanced searches in Japanese

An option is available to enable the ability to perform enhanced searches in Japanese. This option employs a Japanese language analyzer to provide better search results for different Japanese scripts.

To find out if your company's Enterprise Vault.cloud supports enhanced searches in Japanese, ask your Enterprise Vault.cloud administrator.

Note: Administrators can contact [Veritas Services & Support](#) for more information on the configuration of this option.

If your company's Enterprise Vault.cloud supports enhanced searches in Japanese, note the following about the enhanced search capabilities:

- Searches are supported in any combination of hiragana, kanji, katakana, and romaji scripts.
- Searches are valid for text in the message subject, the message body, attachment extensions, and attachment content.
- Personal.cloud's Quick Search supports a minimum of two English or Japanese characters.
- The wildcard character limit for any search is one English or Japanese character.

Using Search Filters

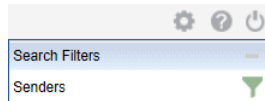
After you perform a Personal.cloud Quick Search or Advanced Search, you can enable Search Filters to refine your search results. The Search Filter categories let you filter search results by message sender, year sent, associated tag, or attachment type.

To use Search Filters

- 1 Perform a Quick Search or an Advanced Search.
- 2 In the toolbar at the top of the browser window, click the **Filter** icon to open the **Search Filters** pane.



- 3 In the **Search Filters** pane, select the values in a category that you want included in your final search results.
- 4 Click the **Filter** icon next to the category name to apply the filter.



Note: You can apply more than one Search Filter to your search results. As you apply additional filters, the number of messages that are displayed in the message list continues to decrease.

Creating Saved Searches

After you perform a Personal.cloud Quick Search or Advanced Search, you can save the search criteria as a Saved Search. Saved Searches let you find the new archived messages that meet your search criteria as they are archived using Enterprise Vault.cloud.

To create a Saved Search

- 1 Perform a Quick Search or an Advanced Search.
- 2 In the toolbar at the top of the browser window, click **Searches** then click **Save/Update Search**.
- 3 In the **Save/Update Search** window, enter a name in the **Name of Saved Search** field.
- 4 Click **Save**.

Updating Saved Searches

After you created a Personal.cloud Saved Search, you can update the search criteria that was associated with the Saved Search. You can also update the name of the Saved Search.

To update a Saved Search

- 1 In the toolbar at the top of the browser window, click **Searches** and select the Saved Search you want to update.
- 2 Update the search criteria.
- 3 Click **Searches** then click **Save/Update Search**.

- 4 In the **Save/Update Search** window, enter a new name in the **Name of Saved Search** field if you want to change the Saved Search name.
- 5 Click **Save**.

Deleting Saved Searches

You can delete a Personal.cloud Saved Search if you no longer need it.

To delete a Saved Search

- 1 In the toolbar at the top of the browser window, click **Searches** and select the Saved Search you want to delete.
- 2 Click **Searches** then click **Delete this Search**.
- 3 In the **Delete Search** window, click **Ok**.

Searchable attachment types

Advanced Search lets you search the content of message attachments.

Note: Password-protected attachments and encrypted attachments are not included in searches.

[Table 3-2](#) lists the attachment types that Enterprise Vault.cloud can search.

Table 3-2 Searchable attachments

File extension	Searchable attachment types
.accdb	Microsoft Access (text only) 1.0, 2.0, 95 – 2010
.ai	Adobe Illustrator
.asf	Windows Media ASF (metadata only)
.avi	AVI (metadata only)
.csv	Microsoft Excel for Windows
.dbf	Dbase III, IV, V Enable Spreadsheet

Table 3-2 Searchable attachments (*continued*)

File extension	Searchable attachment types
.doc	Microsoft Word for Windows 1.0 – 2013 Microsoft Word 2003 XML (text only) Microsoft Word 98 (J)
.docx	Microsoft Word for Windows Microsoft WordPad
.docm	Microsoft WordPad
.dwg	AutoCAD Drawing 9.0 – 14.0
.emf	Enhanced Metafile (EMF) Visio (Page Preview mode WMF/EMF)
.eml	Microsoft Outlook Express (EML)
.htm	HTML (CSS rendering not supported) 1.0 – 4.0
.html	HTML (CSS rendering not supported)
.hwp	Hangul 97 – 2010
.ics	vCalendar 2.1
.keynote	Apple iWork Keynote (MacOS, text, and PDF preview) 9
.mht	Encoded mail messages
.mp3	MP3 (ID3 metadata only)
.mp4	MPEG-4 (metadata only)
.mpp	Microsoft Project (table view only) 98 – 2003, 2007, 2010
.msg	Microsoft Outlook (msg) 97 – 2013
.numbers	Apple iWork Numbers (MacOS, text, and PDF preview) 9
.odg	OpenOffice Draw
.odp	IBM Lotus Symphony Presentations 1.x
.ods	Oracle Open Office Calc 3.x StarOffice Calc

Table 3-2 Searchable attachments (*continued*)

File extension	Searchable attachment types
.odt	OpenOffice Writer 1.1 – 3.0 Oracle Open Office Writer 3.x StarOffice Writer
.oft	Microsoft Outlook Forms Template (OFT) 97 – 2013
.one	Microsoft OneNote (text only) 2007, 2010
.ots	Oracle Open Office Calc StarOffice Calc
.ott	OpenOffice Writer Oracle Open Office Writer
.pages	Apple iWork Pages (MacOS, text, and PDF preview) 9
.pdf	Adobe PDF 1.0 – 1.7 (Acrobat 1 - 10) Adobe PDF Package 1.7 (Acrobat 8 - 10) Adobe PDF Portfolio 1.7 (Acrobat 8 - 10) Graphic embeddings in PDF
.pot	Microsoft PowerPoint for Windows Template 2007 – 2013
.potx	Microsoft PowerPoint for Windows Template
.pps	Microsoft PowerPoint for Windows slide show 2007 – 2013
.ppsx	Microsoft PowerPoint for Windows slide show
.ppt	Microsoft PowerPoint for Windows 3.0 – 2013
.pptx	Microsoft PowerPoint for Windows
.rtf	IBM DCA/RFT Microsoft WordPad Rich Text Format (RTF)
.stc	Oracle Open Office Calc
.stw	Oracle Open Office Writer
.swf	Flash (text extraction only) 6.x, 7.x, Lite

Table 3-2 Searchable attachments (*continued*)

File extension	Searchable attachment types
.sxw	Oracle Open Office Writer StarOffice Writer 5.2 – 9.0
.txt	ANSI Text 7 & 8 bit Unicode Text 3.0, 4.0
.vcf	vCard 2.1
.vcs	vCalendar
.vsd	Visio 5.0 – 2007
.wav	WAV (metadata only)
.wk1	Lotus 1-2-3
.wk3	Lotus 1-2-3
.wma	Windows Media Audio (metadata only)
.wmf	Visio (Page Preview mode WMF/EMF) 4 Windows Metafile
.wml	Wireless Markup Language
.wmv	Windows Media Video WMV (metadata only)
.xhtml	XHTML (file ID only)
.xls	Microsoft Excel for Windows 3.0 – 2013
.xlsb	Microsoft Excel for Windows 2007 – 2013 (Binary)
.xlsm	Microsoft Excel for Windows
.xlsx	Microsoft Excel for Windows
.xlt	Microsoft Excel for Windows
.xltn	Microsoft Excel for Windows
.xml	Extensible Markup Language files Microsoft Excel for Windows 2003 XML (text only) XML (text only)
.xmp	Adobe Illustrator XMP CS1 – 6

Table 3-2 Searchable attachments (*continued*)

File extension	Searchable attachment types
.xps	Microsoft XPS (text only)
.zip	Compressed file

Personal.cloud Search FAQs

The following frequently asked questions relate to Personal.cloud search.

- Which messages can I search for in Personal.cloud?
You can search for any messages in your Personal.cloud archive, including messages you deleted from Microsoft Outlook.
If you are a reviewer, you can search for email messages in the archives of accounts that you manage.
See [“Monitoring other accounts”](#) on page 11.
If you have delegate access to any archives, you can also search for email messages in those archives.
See [“Viewing delegate archives”](#) on page 12.
- Can I search for contacts, tasks, or calendar items?
No, contacts, tasks, and calendar items are not archived using Enterprise Vault.cloud, so these items are not searchable in Personal.cloud.
- Does capitalizing a search term affect search results?
No, search terms are not case-sensitive.
- Does Personal.cloud drop any commonly used words or special characters from searches?
Yes, Personal.cloud drops stop words and special characters from searches.
See [“About stop words and special characters in searches”](#) on page 27.
- How can I search for an exact phrase?
To search for an exact phrase, place your search term inside quotation marks.
See [“Phrase searches”](#) on page 28.
- How can I search for an attachment?
To search for a specific attachment, enter the name of the attachment in the Quick Search text field. You can also search for messages with a particular attachment type using Advanced Search.
See [“Using Advanced Search”](#) on page 24.
- How can I search for two terms at once?

Use the AND operator between the two search terms to search for both terms. You can also use the OR operator between two search terms to find items with at least one of the search terms.

See [“Boolean operator searches”](#) on page 29.

- How can I exclude terms from my search results?
Use the NOT operator between two search terms to exclude the second term from your search results.
See [“Boolean operator searches”](#) on page 29.
- Can I perform a wildcard search?
You can use ? or * at the end of a search term to represent one character or multiple characters, respectively. The search term must contain at least three characters before the wildcard character.
See [“Wildcard searches”](#) on page 31.
- How can I perform a proximity search?
To perform a proximity search, place two search terms inside quotation marks, followed with a tilde and a numerical value. The numerical value you enter indicates the maximum number of words that can separate the two search terms.
See [“Proximity searches”](#) on page 32.
- How can I search within specific email domains?
One way to search for items within a specific domain is to enter the domain name into the **To** field of Advanced Search.
You can use wildcards to search for a results from a group of similar domains. For example **mycloud*** returns emails for the domains that begin with *mycloud*.

Using Personal.cloud tags

This chapter includes the following topics:

- [About Personal.cloud tags](#)
- [Applying tags](#)
- [Removing tags](#)
- [Updating tags](#)
- [Deleting tags](#)

About Personal.cloud tags

The following tags can be applied to archived messages in Personal.cloud:

Personal tag	Personal tags let you identify archived messages or group several related archived messages together by applying a single tag to them. You can create, edit, or delete personal tags in Personal.cloud.
Legal hold tag	Legal hold tags let reviewers or administrators place archived messages on legal hold. The option to create legal hold tags in Personal.cloud is only available to reviewers and administrators with the required permissions.
Retention tag	Retention tags are the tags that your administrator creates and let you or your administrator keep archived messages from being deleted from Enterprise Vault.cloud. Since your administrator manages retention tags, you cannot create, edit, or delete retention tags in Personal.cloud. Note: You can only use the retention tags that your administrator granted you permission to use.

Applying tags

You can apply tags to one or more archived messages in Personal.cloud directly from the message list. You can either apply existing tags or create new personal tags.

To apply tags to a single message

- 1 In the message list, select an archived message.
- 2 In the toolbar at the top of the browser window, click **Tags** then click **Tag Selected Emails**.
- 3 In the **Add Tag** window, do one of the following:
 - Select an existing personal, legal hold, or retention tag to apply.
 - Enter a tag name in the **New Tag** field to create a new tag.

Note: You can enter up to 50 characters for the tag name.

- 4 If you created a new tag, you can enter a comment in the **Comment** field.
- 5 If you created a new tag, you can check **Legal Hold Tag** to make the new tag a legal hold tag.

Note: You can only create legal hold tags if you are a reviewer or administrator with the required permissions.

- 6 Click **Ok**.

To apply tags to multiple messages

- 1 Do one of the following:
 - In the message list, select the archived messages you want to tag, click **Tag** then click **Tag selected Emails**.
 - In the toolbar at the top of the browser window, click **Tag** then click **Tag current page** to tag the current page of messages.
 - In the toolbar at the top of the browser window, click **Tag** then click **Tag all emails** to tag all your messages.
- 2 In the **Add Tag** window, do one of the following:
 - Select an existing personal, legal hold, or retention tag to apply.
 - Enter a tag name in the **New Tag** field to create a new tag.

Note: You can enter up to 50 characters for the tag name.

- 3 If you created a new tag, you can enter a comment in the **Comment** field.
- 4 If you created a new tag, you can check **Legal Hold Tag** to make the new tag a legal hold tag.

Note: You can only create legal hold tags if you are a reviewer or administrator with the required permissions.

- 5 Click **Ok**.




Removing tags

You can remove tags from one or more archived messages in Personal.cloud.

To remove tags from a single message

- 1 In the message list, select an archived message with a tag applied.

Note: A tag icon in the **Tag** column of the message list indicates a message has a tag applied. The number next to the tag icon denotes the number of tags applied.

Size	Tags
3 KB	 (2)
3 KB	 (3)
67 KB	

- 2 Right-click the message and click **Remove Tag**.
- 3 In the **Remove Tag** window, select the tags you want to remove.

Note: The **Remove Tag** window does not display if the message only has one tag applied.

- 4 Click **Remove**.

To remove tags from multiple messages

- 1 In the toolbar at the top of the browser window, click **Tag** and select the tag you want to remove.
- 2 In the new tab that lists all the messages with the selected tag applied, select the messages you want to remove the tag from.
- 3 In the toolbar at the top of the browser window, click **Tag** then click **Remove tag from selected message**.
- 4 In the **Remove this Tag from the selected emails** window, click **Yes**.

Updating tags

You can update tags in Personal.cloud by changing the tag name or tag comment.

To update a tag

- 1 In the toolbar at the top of the browser window, click **Tags** then click **Update Tag**.
- 2 In the **Update Tag** window, select the tag you want to update.
- 3 Enter a new tag name in the **New Tag name** field.
- 4 Enter a new comment in the **Comments** field.
- 5 Click **Update**.

Deleting tags

You can delete the tags that you no longer need in Personal.cloud.

To delete a tag

- 1 In the toolbar at the top of the browser window, click **Tags** then click **Delete Tag**.
- 2 In the **Delete Tag** window, select the tag you want to delete.
- 3 Click **Delete**.
- 4 In the **Delete Tag** confirmation window, click **Yes**.

Using Folder Sync

This chapter includes the following topics:

- [About Folder Sync](#)
- [Viewing Synchronized Folders in Personal.cloud](#)
- [Folder Sync FAQ](#)

About Folder Sync

Folder Sync is an add-on feature of Enterprise Vault.cloud that lets you view your existing Microsoft Outlook folder structure in Personal.cloud. Once your administrator enables Folder Sync for your account, an initial synchronization event replicates your Outlook folder structure in Personal.cloud. As you make changes to folders in Outlook, Folder Sync replicates these changes in Personal.cloud during subsequent synchronization events. Since your administrator configures the frequency of synchronization events, it may take some time before changes you make appear in Personal.cloud.

Note: Folder Sync is only intended for viewing your Outlook folder structure. You cannot make changes to your folder structure or move archived message between folders in Personal.cloud.

Viewing Synchronized Folders in Personal.cloud

After an initial synchronization event, you can view your Microsoft Outlook folder structure in Personal.cloud. During subsequent synchronization events, Folder Sync replicates any changes you make to your Outlook folder structure in Personal.cloud.

Note: Folder Sync does not synchronize the contacts, tasks, or calendar items from Microsoft Outlook to Personal.cloud.

To view your synchronized folders

- 1 Log in to Personal.cloud.
- 2 In the left pane, select the **Active Folders** tab to open it.

Note: If you have over 4,000 synchronized folders, the loading time in the **Active Folders** tab may take up to five minutes.

- 3 In the **Active Folders** tab, select a synchronized folder to view the archived messages inside that folder in the message list.

Folder Sync FAQ

The following frequently asked questions provide more information about using Folder Sync in Personal.cloud.

- How often do synchronization events occur?
Your administrator configures the frequency of synchronization events. Contact your administrator for more information about the frequency of synchronization events.
- How many folders can Folder Sync synchronize to Personal.cloud?
Folder Sync can synchronize up to 6,000 folders to Personal.cloud. However, the loading time for synchronized folders in Personal.cloud may be up to five minutes if you have over 4,000 folders synchronized.
- Why is my **Active Folders** tab in Personal.cloud blank?
If your **Active Folders** tab is blank, your account may not be set up for Folder Sync. Contact your administrator for more information about setting up Folder Sync for your account.
- Why are the folders I create in Microsoft Outlook not appearing in Personal.cloud?
Since your administrator configures the frequency of synchronization events, it may take some time before changes you make appear in Personal.cloud. Contact your administrator for more information about the frequency of synchronization events.
- Where can I find my contacts, tasks, and calendar items from Microsoft Outlook in Personal.cloud?

Folder Sync does not synchronize the contacts, tasks, and calendar items from Microsoft Outlook to Personal.cloud.

- Can I search for archived messages within a synchronized folder in Personal.cloud?
No, you cannot search for messages within a folder because Folder Sync is only intended for viewing your Outlook folder structure.
- Can I find the synchronized folder location of archived messages in search results?
No, search results do not include the synchronized folder location of archived messages. The only way to view the messages in a synchronized folder is to click on the folder in the **Active Folders** tab.
- Why are my messages in different folders in Outlook and Personal.cloud?
Since your administrator configures the frequency of synchronization events, it may take some time before changes you make appear in Personal.cloud. Contact your administrator for more information about the frequency of synchronization events.
- Do I receive a notification each time a synchronization event occurs?
No, Personal.cloud does not notify users each time a synchronization event occurs. However, you can see the last time that a synchronization event occurred at the top of the **Active Folders** tab.

Personal.cloud known issues

This chapter includes the following topics:

- [Personal.cloud Known Issues](#)

Personal.cloud Known Issues

This section provides information about the known issues with Personal.cloud.

- You may see duplicate archived messages in Personal.cloud if the messages were journaled and imported as legacy data to Enterprise Vault.cloud.
- The Personal.cloud splash screen may display indefinitely.
Workaround - You can enable native XMLHttpRequest support for your web browser if this issue occurs. For Microsoft Internet Explorer, you can find this option on the Advanced tab in the Internet Options menu.
- Some Personal.cloud functionality may not be available from the Safari browser on iOS devices. We recommend that you contact your administrator about Enterprise Vault.cloud Mobile Web Access if you want to access your archived messages from a mobile device.

Personal.cloud updates in previous releases

This chapter includes the following topics:

- [About the Personal.cloud updates in previous releases](#)
- [November 2015 updates](#)
- [November 2014 updates](#)
- [May 2014 updates](#)
- [November 2013 updates](#)
- [July 2013 updates](#)
- [May 2013 updates](#)
- [November 2012 updates](#)
- [May 2012 updates](#)
- [March 2012 updates](#)
- [January 2012 updates](#)

About the Personal.cloud updates in previous releases

The following pages describe the main updates that were made available in previous releases of Personal.cloud:

- See [“November 2015 updates”](#) on page 50.

- See [“November 2014 updates”](#) on page 50.
- See [“May 2014 updates”](#) on page 51.
- See [“November 2013 updates”](#) on page 51.
- See [“July 2013 updates”](#) on page 51.
- See [“May 2013 updates”](#) on page 51.
- See [“November 2012 updates”](#) on page 51.
- See [“May 2012 updates”](#) on page 52.
- See [“March 2012 updates”](#) on page 52.
- See [“January 2012 updates”](#) on page 53.

The following page describes the most recent updates for Personal.cloud:

See [“About Enterprise Vault Personal.cloud”](#) on page 7.

For details of all the updates in each release of the Enterprise Vault.cloud service suite, see the [Enterprise Vault.cloud release notes](#) on the Veritas Support website.

November 2015 updates

The following product enhancements were made available as part of the November 2015 release of Personal.cloud:

- Support for delegate archive access — Personal.cloud now enables you to view the archives of on-premises Exchange accounts for which you have delegate access. Your account or a mail-enabled security group to which you belong must be a delegate with Full Access permission on the mailbox, set by the Exchange administrator.

Note: This feature requires the synchronization of the Exchange mailbox delegate permissions with CloudLink version 4.0.

- The Personal.cloud user interface is now rebranded for Veritas.

November 2014 updates

The following product enhancement was made available as part of the November 2014 release of Personal.cloud:

- Safari 7.1 Compatibility — Enterprise Vault Personal.cloud now supports Safari 7.1 for Macintosh.

May 2014 updates

The following product enhancement was made available as part of the May 2014 release of Personal.cloud.

- Internet Explorer 11 compatibility — Personal.cloud now supports Microsoft Internet Explorer 11.

November 2013 updates

The following product enhancement was made available as part of the November 2013 release of Personal.cloud.

- Internet Explorer 10 compatibility — Personal.cloud now supports Microsoft Internet Explorer 10.

July 2013 updates

The following product enhancement was made available as part of the July 2013 release of Personal.cloud.

- Tags functionality updated — the maximum number of tags that can be displayed in the Personal.cloud user interface was increased from 20 to 100.

May 2013 updates

The following fix was implemented as part of the May 2013 release of Personal.cloud.

- Message display issue fixed — an issue where error messages were displayed for messages with empty message bodies has been addressed.

November 2012 updates

The following product enhancements were made available as part of the November 2012 release of Personal.cloud.

- Assistive technologies support — Personal.cloud was updated to improve support for screen readers and other assistive technologies.
- Extended ASCII character support — extended ASCII characters are now supported for user names. User names that contain extended ASCII characters are now searchable and displayed correctly.

- PST folders loading time improved — the loading time for PST folders in the **Folders** tab was improved. Items that are listed in the **Folders** tab now load only after a user selects them.

May 2012 updates

The following product updates were made available as part of the May 2012 release of Personal.cloud.

Enhancements:

- New Add Tag window added — a new Add Tag window was added to let users apply multiple tags to an archived message simultaneously. Before the May release, users were only able to apply one tag to a message at a time. After the May release, users can apply a saved tag, a new tag, and a retention tag simultaneously using the new Add Tag window.
- Tag functionality updated — longer tag names and search names are now displayed properly in the user interface. The longer names are displayed when a user hovers over the name in the tag or the search menu drop downs and pop-up windows.

Fix:

- Localization issues fixed — several issues with elements on the print preview page not being translated were addressed.

March 2012 updates

The following product updates were made available as part of the March 2012 release of Personal.cloud.

Enhancements:

- Print functionality updated — the print functionality was enhanced to improve the user experience when a user prints from an Outlook web folder.

Fix:

- Message attachment display issue fixed — an issue with certain types of embedded message attachments not being displayed was addressed.
- Application access issue fixed — an issue with users of Email Continuity only customers not being able to log in was addressed.
- Shared sessions issue fixed — an issue with sessions being shared when users log in to Personal.cloud using Outlook and Outlook Web Access (OWA) has been addressed. After the March release, the Outlook and OWA sessions are authenticated independently.

January 2012 updates

The following product updates were made available as part of the January 2012 release of Personal.cloud.

Enhancements

- Print functionality updated — users can now print their archived messages from Personal.cloud.
- Help links updated — the URLs for accessing the Arabic and the Hebrew help pages were updated.

Fix:

- Access permission issue fixed — an issue that allowed administrators and reviewers to access a user's account after the monitoring period expires was addressed.
- Localization issues fixed — several translation issues in the Personal.cloud user interface were addressed.