



# Mail Archive Solution

Website  
[www.sharetech.com.tw/en-us](http://www.sharetech.com.tw/en-us)

Sales Info  
[sales@sharetech.com.tw](mailto:sales@sharetech.com.tw)

Tech Support  
[help@sharetech.com.tw](mailto:help@sharetech.com.tw)



## Personal Archiving Interface: A Permission-Controlled Mail Search and Traceability Platform

In enterprise mail environments, a mail archiving system must make messages easy to find, fast to search, and reliably retained. The ShareTech Mail Archiving Server (MA) provides a Personal Archiving Interface for users and authorized personnel: it supports archived-mail search and self-recovery, and also quarantine/deletion records, audit review queues, association graphs, and email resume—making security governance and compliance actionable, traceable, and provable.

### 1. Goals & Scenarios

#### Goals

- **Clear permissions:** access control following least-privilege principles.
- **Efficient search:** multi-criteria filters and MA plug-in for Outlook.
- **Self-service recovery:** users restore archived emails themselves without IT.
- **Complete traceability:** across quarantine, deletion, audits, and mail lifecycle.

#### Scenarios

- Recover an old business email from months ago without IT help.
- Department/compliance review email within authorized scope for audits or investigations.
- Visualize interactions between accounts and external domains to spot anomalies or data leakage.
- Produce immutable evidence during disputes or incidents
- An immutable “email resume” serves as evidence for dispute cases

## 2. Permissions: Four-Level Control (All / Domain / Department / User)

The personal archiving interface adopts four permission levels to ensure clear query scopes and responsibilities.

Permission Level	Query Scope	Applicable to
All	All emails on the server	System administrators Security executives
Domain	All users' emails within a specified domain	Branch domain administrators Senior executives
Department	Emails of members in a specific department	Department heads Project managers
User	Only your own emails	General employees

## 3. Core Feature I: Mail Search (including MA Plug-in) + Self-Recovery

### i. Multi-criteria search

**Search**

**Sender**

**Recipient**

**Subject**

**Mail Content**

**Attachment**

**attachment size**

**Date**

**Start Date**

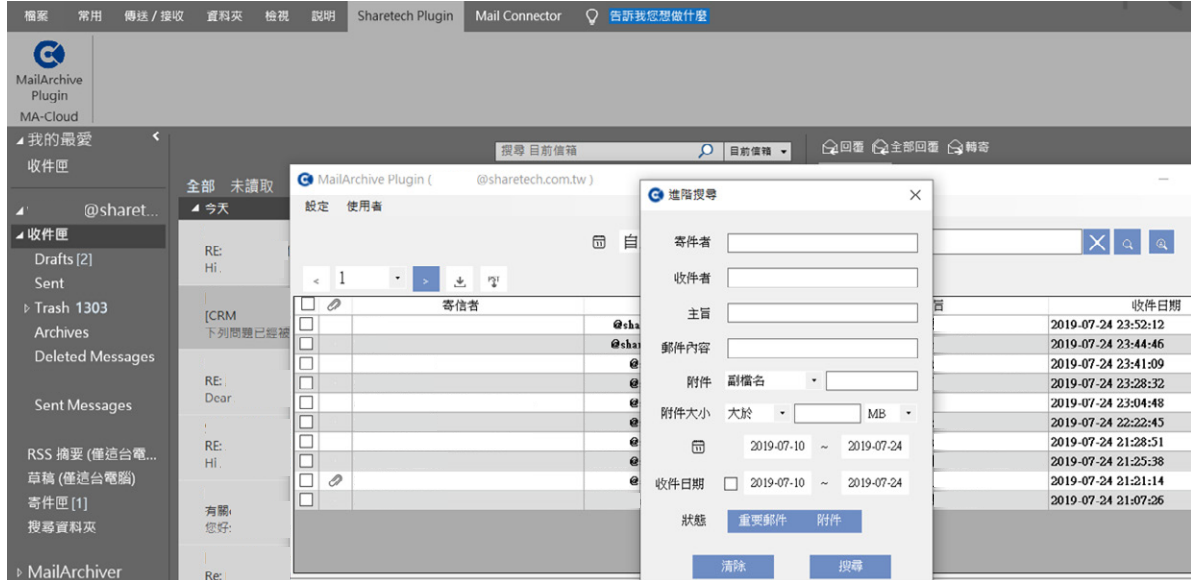
**End Date**

**Status**

## ii. MA Plug-in

For users accustomed to Outlook, an MA plug-in is provided.

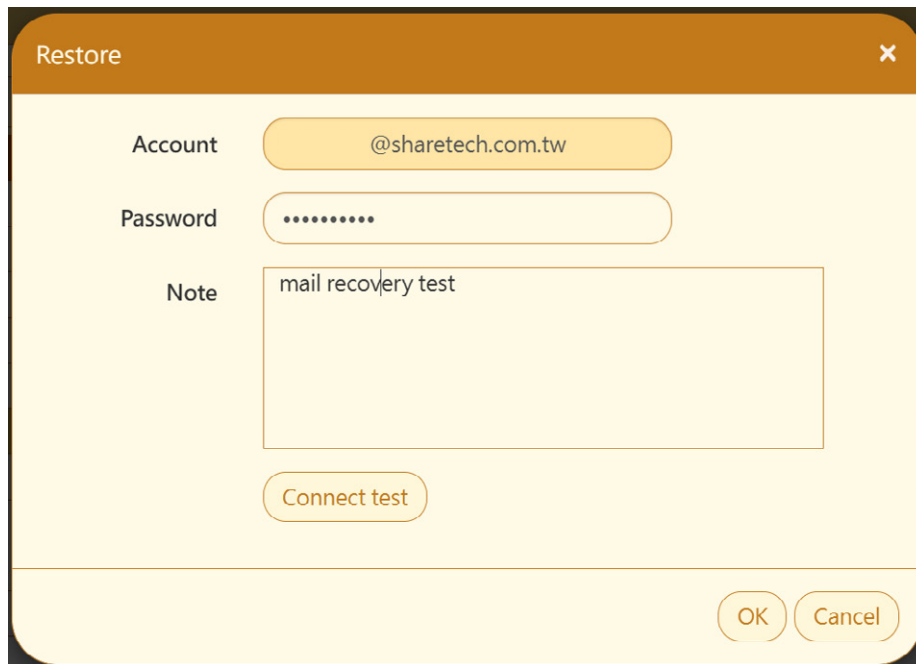
- Search archived mail directly in Outlook
- Reduce system switching and retraining on new workflows
- Increase search adoption and daily usage frequency



## iii. Mail Self-Recovery

The personal archiving interface supports users retrieving/restoring archived mail themselves.

- Reduce IT workload and waiting time
- Important emails can be recovered faster and returned to work
- Self-service improves overall efficiency
- Emails can be transferred to a designated mailbox during job handover.



Priority	operator	Restore email	Note	Status	total	End time
	@sharetech.com.tw	@sharetech.com.tw	mail recovery test	End	1 (1 / 0 / 0)	2026-01-02 11:29:05

#### 4. Core Feature II: Deletion/Quarantine Record Lookup and Retrieval

Enterprise mails are often quarantined or deleted for various security reasons. The personal archiving interface provides a "Deletion/Quarantine Records" area so users or authorized personnel can see the reasons and choose to recover messages when needed.responsibilities.

Deletion/quarantine reasons include

Virus	Filter	Personal blacklist	System blacklist
Spam	Abnormal delivery mail	Sandstorm	EDM

##### Value

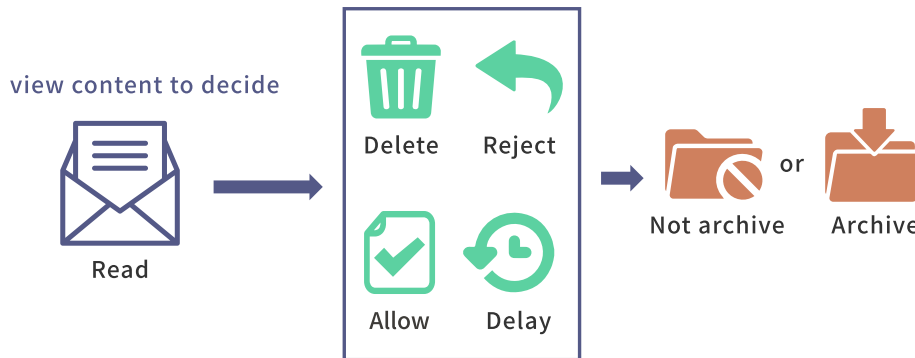
- Users can confirm why a message was not delivered/was quarantined
- Reduce business disruption from false positives
- Administrators can adjust rules/policies accordingly

#### 5. Core Feature III: Audit – Pending Review Queue

If the admin sets a user as an "auditor" in the management interface, the system forwards messages requiring review to that person and display them in the "Audit Pending" area.

##### Actions

Auditors can perform on messages:



In the workflow, after choosing " Allow, Delay, Delete, Reject," the auditor can then decide whether to "Archive or Not archive."

##### Clear post-processing status

Once an email has been handled, it disappears from the pending list, preventing duplicate handling and backlog, and allowing auditors to focus on unprocessed items.

##### Value

- Provides a "human checkpoint" for sensitive outbound or condition-specific emails
- Combined with logs, forms a traceable chain of evidence
- Clarifies decision responsibility: who did what and when

Time	Sender	Recipient	Subject	Size	Action
Today 17:55:56	@sharetech.tw	@sharetech.com.tw	第一	1696	
Today 17:56:02	@sharetech.tw	@sharetech.com.tw	第二	1696	
Today 17:56:08	@sharetech.tw	@sharetech.com.tw	第三	1699	

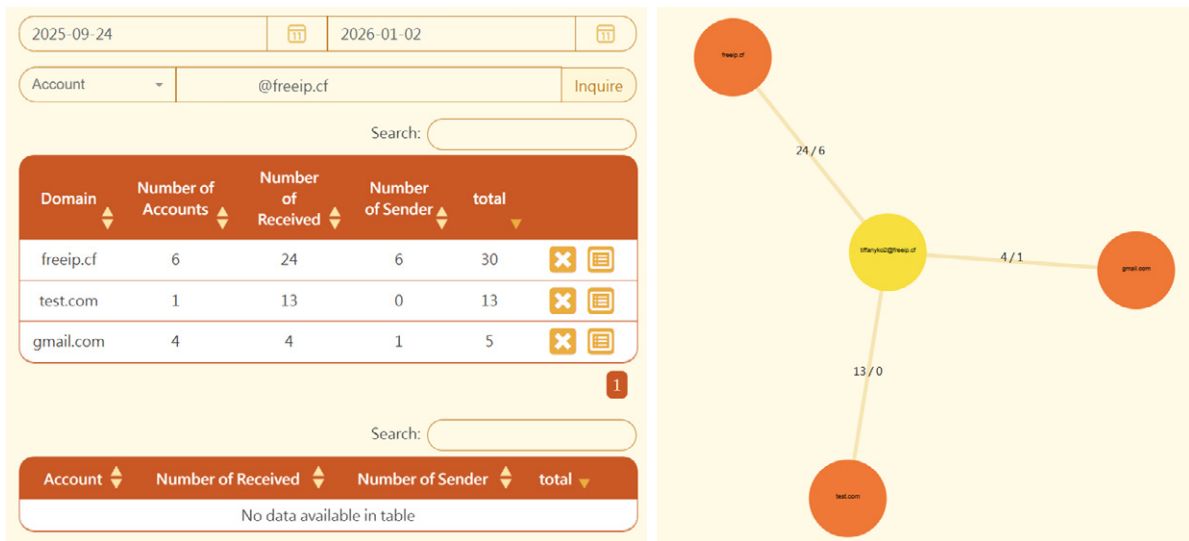
## 6. Core Feature IV: Association Graph (Mail Relation Topology)

Topological view of inbound/outbound interactions for a domain/account to quickly identify frequent contacts and suspicious relationship changes.

- Which external domains a user communicates with most frequently
- Whether account/domain interactions are abnormal
- Whether suspicious relationship expansion is occurring

### Value

- Shortens analysis time through visualization
- Assists security incident investigation and abnormal behavior interpretation
- Serves as a dashboard for managers to understand mail interaction



## 7. Core Feature V: Email Resume

To eliminate post-incident evidence gaps, the personal archiving interface has an immutable “email resume” for each message, preserving its full timeline and conversation context.

### Three key capabilities

- **Complete timeline:** from the first message to the final reply, conversation context is clear at a glance.
- **Clear relationships:** sender, recipients, time, and subject can be quickly tracked.
- **Content continuity:** quickly view historical conversations to avoid fragmented information and misunderstandings.

### Value

- Supports compliance, audits, internal control, and dispute resolution
- Reconstructs leakage incidents (who received what content)
- Strengthens the credibility and provability of mail governance

