

# Conversation Actions

- Ignore
- Categorize



The screenshot displays the Outlook Web App interface. On the left, the navigation pane shows the 'Inbox (22)' folder expanded, with a list of folders including 'My Team', 'Shane! (1)', 'Tailspin Toys (1)', and 'Arno (4)'. The main pane shows a conversation titled 'Review Proposal for Tailsp... (6)'. The conversation list includes messages from Tomás Navarro (8/10/2009), Arlene Huff (7/24/2009), Bob Kelly, Jill Shrader (3/12/2009), Elisabetta Scotti (3/12/2009), and Evgeny Kulikov (3/12/2009). A red vertical rectangle highlights the action icons for the selected message. The right pane shows the selected message from Tomás Navarro with the subject 'Review Proposal for Tailsp...'. The context menu is open, showing various actions. The 'Ignore Conversation' option is highlighted with a red rectangle.

Microsoft Outlook Web App

sign out | Bob Kelly

Mail > Inbox 40 Items

Find Someone Options ?

New Delete Move Filter View

Search Entire Mailbox

Conversations by Date Newest on Top

Older

Review Proposal for Tailsp... (6)

- Tomás Navarro 2/20/2010
- Bob Kelly 2/20/2010
- Tomás Navarro 8/10/2009
- Arlene Huff 7/24/2009
- Bob Kelly Sent Items
- Jill Shrader 3/12/2009
- Jill Shrader 3/12/2009
- Elisabetta Scot... 3/12/2009
- Elisabetta Scotti Tailspin Toys
- Evgeny Kulikov 3/12/2009
- Evgeny Kulikov 3/12/2009
- Elisabetta Scotti Tailspin Toys

Voice Mail from Tomás Na... 2/20/2010

Update on Tailspin Project 8/24/2009

Company Football Team (3) 8/10/2009

Review Proposal for Tailsp...

Tomás Navarro Thank you.

Bob Kelly

Tomás Navarro

To: Arlene Huff; Bob Kelly; Jill Shrader; Todd Meadows; Tailspin Toys Project

Cc: Legal; Executives; Elisabetta Scotti; Evgeny K...

- You replied on 2/20/2010 3:14 PM.

Looks good to me as well.

Tomas

Arlene Huff The document looks fine t...

Bob Kelly The message you tried to...

Bob Kelly

I think we should meet to discuss this proposal.

View original message

Oldest on Top

Expand All

Collapse All

Reply

Reply All

Forward

Chat

Text Message (SMS)

Forward as Attachment

Mark as Read

Retention Policy

Archive Policy

Create Rule...

Junk E-Mail

Ignore Conversation

Move to Folder...

Copy to Folder...

Open Delivery Report

# Presence and Instant Messaging

- See and set presence
- Chat using instant messaging (IM)
- Start a chat from anywhere you see a user

- IM log in from multiple locations
- Presence throughout Outlook Web App

The screenshot displays the Outlook Web App interface. On the left, the navigation pane shows the 'Contact List' with 'Arlene Huff' highlighted. In the center, a chat window titled 'Arlene Huff - Windows Internet Explorer' is open, showing a conversation between Arlene Huff and Bob Kelly. On the right, the presence options menu for Bob Kelly is visible, listing status options such as Available, Busy, Do Not Disturb, Be Right Back, and Away.

**Outlook Web App Navigation Pane:**

- Mail > Inbox (40 Items)
- Inbox (22)
- My Team
- Shane! (1)
- Tailspin Toys (1)
- Arno (4)
- Drafts [1]
- Sent Items
- Deleted Items (1)
- Conversation History
- Junk E-Mail
- News Feed
- Notes
- Recreation
- RSS Feeds
- Search Folders
- Online Archive - Bob Kelly
- Northwind Traders
- Tailspin Toys
- Deleted Items
- Contact List
- Other Contacts
- Arlene Huff

**Chat Window:**

Participants: Arlene Huff

Arlene Huff 7:28 PM:  
Hi Bob

Bob Kelly 7:29 PM:  
Hi Arlene

Last message received on Friday 4/16/2010 at 7:28 PM.

Did you get the Woodgrove proposal I sent over?

**Presence Options (Bob Kelly):**

- Available
- Busy
- Do Not Disturb
- Be Right Back
- Away
- Sign Out of IM
- Open Other Mailbox

# Unified Messaging Card

Transcription is visible attached MP3 file

The screenshot displays the Microsoft Outlook Web App interface. The left sidebar shows the navigation pane with folders like 'Inbox (22)', 'My Team', 'Shane! (1)', 'Tailspin Toys (1)', and 'Arno (4)'. The main content area shows a list of messages. The selected message is 'Voice Mail from Todd Meadows (20 seconds)', which is highlighted in yellow. The right pane shows the details of this voice mail, including the sender 'Todd Meadows', the subject 'Tailspin Toys Project', and the attachment '2002 (20 seconds) Voice Mail.mp3 (41 KB)'. A red box highlights the attachment name. Below the attachment is a media player control with a play button and a progress bar, also highlighted with a red box. The transcription of the voice mail is displayed in a red-bordered box: 'Hi this is Todd Meadows I hope you're well rearrange your schedule on Wednesday meeting regarding the tailspin toys acquisition. Are lean hopefully the meeting data. If you have any questions call me at (425) 555-1212.' Below the transcription is a summary of the sender's contact information: 'You received a voice mail from Todd Meadows at', 'Job Title: General Counsel', 'Company: Contoso', 'Work: 2002', and 'Mobile: 4255551212'.

Microsoft Outlook Web App

sign out | Bob Kelly

Mail > Inbox 40 Items

Inbox (22)

My Team

Shane! (1)

Tailspin Toys (1)

Arno (4)

Drafts [1]

Sent Items

Deleted Items (1)

Conversation History

Junk E-Mail

News Feed

Notes

Recreation

RSS Feeds

Search Folders

Online Archive - Bob Kelly

Northwind Traders

Tailspin Toys

Deleted Items

Contact List

Other Contacts

Arlene Huff

New Delete Move Filter View

Search Entire Mailbox

Conversations by Date Newest on Top

Review Proposal for Tail...  
Arlene Huff; Tomás Navarro; ... 2/20/2010

Voice Mail from Tomás Na...  
Tomás Navarro 2/20/2010

Update on Tailspin Project  
Todd Meadows; Arno Bost 8/24/2009

Company Football Team (3)  
Elisabetta Scotti; Arlene Huff; ... 8/10/2009

Come One, Come All! (12)  
Tomás Navarro; Cat Francis; ... 8/10/2009

Hiring  
Jill Shrader 8/10/2009

University observer here t...  
Shane Kim 8/7/2009

Veillez rappeler moi imm...  
Fabrice Canel 8/7/2009

GOGII Bob Kelly : Shane ...  
60611003 7/24/2009

Voice Mail from Todd Me...  
Todd Meadows 4/29/2009

Voice Mail from Todd Meadows (20 seconds)

Todd Meadows

To: Tailspin Toys Project

Attachment: 2002 (20 seconds) Voice Mail.mp3 (41 KB)

Wednesday, April 29, 2009 3:42 PM

This preview was created entirely with software. It may not be totally accurate, determine what the voice message is about.

Hi this is Todd Meadows I hope you're well rearrange your schedule on Wednesday meeting regarding the tailspin toys acquisition. Are lean hopefully the meeting data. If you have any questions call me at (425) 555-1212.

You received a voice mail from Todd Meadows at

Job Title: General Counsel

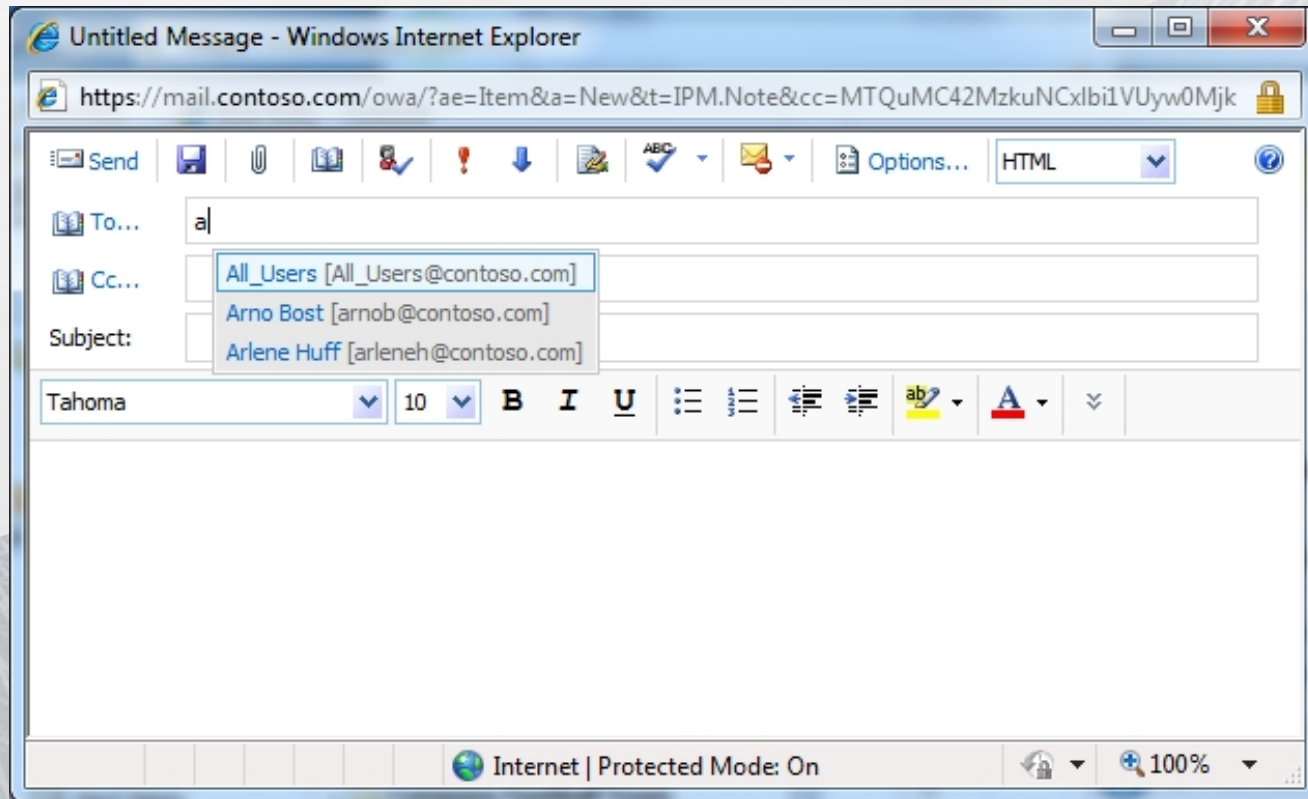
Company: Contoso

Work: 2002

Mobile: 4255551212

# Nickname Cache

Names shared across mobile and the Web



# Search and Filter

- Search
  - Current folder
  - Current and sub-folders
  - All folders
  - Advance search
- Filter
  - Default options
  - User-selected
  - Use with search

The screenshot displays the Microsoft Outlook Web App interface. The top navigation bar includes "sign out" and the user name "Bob Kelly". Below this, the "Mail" section shows "Inbox 40 Items". A search bar is visible, and a filter dropdown menu is open, showing options like "Results in: Subject and message body", "From", and "Category: Blue Category". A red box highlights the search and filter area. The main content area shows a list of emails, with the top one from "Tomás Navarro" dated 2/20/2010. The interface also includes a "Find Someone" button and an "Options" menu.

# Favorites Folders

Converts search folders to favorites searches

The screenshot displays the Microsoft Outlook Web App interface. On the left, the navigation pane shows the 'Favorites' section with 'Inbox (22)', 'Sent Items', and 'Arno (1)'. A context menu is open over the 'Search' folder, with 'Add to Favorites' highlighted. The main pane shows a search for 'lunch' with results including 'Review Proposal for Tailspin Toys', 'Time to Buy!', 'Lunch meeting to discuss T...', and 'Lunch tomorrow?'. The right pane shows the details of the 'Review Proposal for Tailspin Toys' email, including the sender 'Tomás Navarro', recipients 'Bob Kelly', 'Tomás Navarro', 'Arlene Huff', 'Jill Shrader', 'Todd Meadows', and 'Tailspin Toys Project', and the date '2/20/2010'. The email content includes a 'Do Not Forward' warning and a 'Remove Restrictions' link.

# Protected Email

View information protected Rights Management (IRM) email

The screenshot displays the Outlook Web App interface in Internet Explorer. The main window shows an email titled "Confidential: Q4 results" sent to Shane Kim. A red box highlights the "Options" dropdown menu, which is set to "Contoso Confidential". Another red box highlights the "Do Not Forward" warning message at the bottom of the email body. A third red box highlights the "Actions" menu in the right-hand pane, which includes a "Share" icon. The right-hand pane also shows the email content: "Shanke, Quick heads up that we will announce a 54% increase in revenue for Q4 tomorrow. Take care -Bob". The browser's address bar shows the URL: <https://mail.contoso.com/owa/?ae=Item&a=New&t=IPM.Note&cc=MTQuMS4xNTAuMCxlb1VUyww0Mjk0OTY3Mjk1LEhU>. The browser's status bar at the bottom indicates "Internet | Protected Mode: On".

# Protected Voicemail



Privacy of the messages attachments (Internet Explorer® only)

The screenshot displays the Microsoft Outlook Web App interface. The left sidebar shows the navigation pane with folders like 'Inbox (23)', 'Drafts (2)', and 'Deleted Items (3)'. The main content area shows a list of messages, with the selected message being a 'Voice Mail from Arlene Huff (5 seconds)'. The message details are shown on the right, including the sender 'Arlene Huff' and the date 'Saturday, April 17, 2010 5:56 PM'. A red box highlights the 'Do Not Forward' warning, which states: 'Do Not Forward - Recipients can read this message, but they can't forward, print, or copy content. The conversation owner has full permission to their message and all replies. This message has been marked as Private.' Another red box highlights the audio player controls, including play, stop, and volume buttons. Below the audio player, the 'Voice Mail Preview' section shows the text of the voicemail: 'Hi Bob Arlene here. I have the numbers you asked for give me a call.' The contact information for Arlene Huff is also displayed at the bottom.



# Protected Attachments



Access IRM-protected attachments

The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL: <https://mail.contoso.com/owa/WebReadyView.aspx?t=att&id=RgAAAABHQgXa90vkTqIPd75ZCBH1BwCbHrSf1hZsSYa8vrf>. The page content includes a message: "You are currently viewing: [Woodgrove Proposal.docx](#) (79 KB)". Below this, a red-bordered box highlights the following text: "Restricted Access - Permission is currently restricted. Only specified users can access this content. Conversation owner: bobk@contoso.com". To the right, a partial view of an email interface shows a list of attachments, with "Woodgrove Proposal.docx (85 KB) [Open as Web]" highlighted in a red box. The main content area of the browser shows the following text:

**Proposal: Woodgrove Bank**

**Date:** Apr. 10<sup>th</sup>

**Executive Summary:**

Contoso Corporation Ltd. Proposes to handle the mailing and communications functions for Woodgrove Bank for a term of three years from the receipt of a signed agreement. Billing will be done on a cost plus model (25%) with a ceiling of \$1,500,000. Communications will include email and direct mail.

# Online Archive

- Archive in the folder list
- Treat like any other folder
- Access your PST from the Web

The screenshot displays the Microsoft Outlook Web App interface. The top navigation bar includes 'sign out' and the user's name 'Bob Kelly'. Below this, the 'Mail' section shows 'Tailspin Toys' with '1 Items'. The left-hand navigation pane lists various folders, with 'Online Archive - Bob Kelly' highlighted in a red box. Under this folder, 'Northwind Traders' and 'Tailspin Toys' are visible. The main content area shows a search bar for 'Search Entire Online Archive - Bob Kelly' and a list of emails. One email is selected and highlighted in yellow: 'Lunch meeting to discuss Tailspin project' by Bob Kelly, dated 7/1/2009. The right-hand pane displays the details of this email, including the subject 'Lunch meeting to discuss Tailspin project', the sender 'Bob Kelly', and the recipient 'Tailspin Toys Project'. The email body text reads: 'Noon, Thursday... in the common area.' The interface also features a 'Find Someone' search bar and 'Options' and 'Help' icons.

# Delegate Access

- Access delegated inbox
- Inbox shows up in folder list
- Access is controlled by inbox owner

The screenshot displays the Outlook Web App interface. In the left-hand navigation pane, under the 'Favorites' section, two folders are highlighted with red boxes: 'Elisabetta Scotti' and 'Bob Kelly'. Both folders show an 'Inbox (22)' sub-folder. The main content area shows a list of emails, with the selected email titled 'Tailspin Acquisition Discussion' from Arlene Huff. The right-hand pane displays the details of this email, including the sender's name, the subject, and the body text which discusses the Tailspin acquisition and a meeting time.

Microsoft Outlook Web App

sign out | Elisabetta Scotti

Mail > Inbox 53 Items

Find Someone Options ?

Search Entire Mailbox

Conversations by Date Newest on Top

Older

Review Proposal for Tailspin Toys (3) 2/20/2010

Company Football Team 8/10/2009

Come One, Come All! 8/10/2009

GOGII Bob Kelly : Can you send me Brian fro... 60611002 7/24/2009

Tailspin Acquisition Discussion Arlene Huff 7/24/2009

Daily Status Meeting Bob Kelly 7/20/2009

Project Tailspin Arlene Huff 7/20/2009

Lunch meeting to discuss Tailspin project Bob Kelly 7/1/2009

Does anyone want to grab lunch today? Elisabetta Scotti 6/23/2009

Voice Mail from Todd Meadows (21 seconds)

Tailspin Acquisition Discussion

Arlene Huff

To: Tailspin Toys Project

Friday, July 24, 2009 10:44 AM

- Received for Bob Kelly.

Occurs every Thursday from 10:00 AM to 11:00 AM effective 7/23/2009.

Where: my office

When: Occurs every Thursday from 10:00 AM to 11:00 AM effective 7/23/2009. (GMT-08:00) Pacific Time (US & Canada)

Where: my office

\*\*\*\*\*

Hey... as we're getting closer to finalizing the Tailspin acquisition, we need to meet for discussion. I know this time doesn't work for everyone. Please try to make the time.

# Side-by-Side Calendars

View calendars side by side

The screenshot displays the Microsoft Outlook Web App interface. On the left, a calendar grid for April 2010 is visible, with the date 17 highlighted. Below the grid, the 'My Calendars' section shows a checked box for 'Calendar'. In the 'People's Calendars' section, the 'Add Calendar...' option is also checked and highlighted with a red box. A context menu is open over 'Add Calendar...', listing options such as 'Share This Calendar...', 'Change Sharing Permissions...', 'Publish This Calendar To Internet...', and 'Change Publishing Settings...'. The main area shows a side-by-side view of two calendars: 'Daily Conf' and 'Project Tailspin Conf Arlene'. A large 'Add Calendar' dialog box is overlaid in the center, featuring a red border. The dialog contains the text: 'You can add a calendar from your organization or from the Internet.' It has two radio buttons: 'Calendar from your organization' (selected) and 'Calendar from the Internet'. Under the first option, there is a 'Name...' field with the value 'Arlene Huff' and a note '(Example: Tony Smith)'. Under the second option, there is a 'Calendar URL:' field with a note '(Example: webcal://contoso/soccer.ics)'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

# Delivery Reports

- See whether a message was delivered
  - Happens at the transport role
  - Not the same as a read receipt
- Results: Pending, Rejected, Unknown, Transferred

The screenshot displays the Outlook Web App interface with a delivery report window open. The report is for a message titled "Woodgrove Bank proposal" sent by Bob Kelly to four recipients: Arlene Huff, Todd Meadows, Tomás Navarro, and Shane Kim. All recipients are listed as "Delivered" on 4/17/2010 at 6:24 PM. The report also shows a summary of 4 recipients and 4 delivered messages, and a section for "E-Mail This Report" with a "Close" button.

**Delivery Report**

**Woodgrove Bank proposal**  
**From:** Bob Kelly  
**To:** Arlene Huff; Todd Meadows; Tomás Navarro; Shane Kim  
**Sent:** 4/17/2010 6:24 PM

Summary to date: 4 Recipients | 4 Delivered

To	Status	Date
Arlene Huff	Delivered	4/17/2010 6:24 PM
Todd Meadows	Delivered	4/17/2010 6:24 PM
Tomás Navarro	Delivered	4/17/2010 6:24 PM
Shane Kim	Delivered	4/17/2010 6:24 PM

**E-Mail This Report**

Submitted  
4/17/2010 6:24 PM  
The message was submitted.

Delivered  
4/17/2010 6:24 PM  
The message was successfully delivered.

Close

# Collaborate Effectively

## Ease collaboration by federating calendar details with external business partners

The screenshot displays the Microsoft Outlook 'Scheduling Assistant' interface. At the top, there is a toolbar with icons for Send, Save, Undo, Redo, and other actions, along with a 'HTML' dropdown menu. Below the toolbar, the 'Appointment' and 'Scheduling Assistant' tabs are visible. The appointment details show a start time of 12:00 PM and an end time of 1:00 PM on Friday, 9/25/2009, with a checked option for 'Show only working hours'. The main area is a calendar grid for Friday, 2009, and Saturday, September 26, 2009. The grid shows time slots from 10:00 AM to 9:00 AM. Attendees listed include Bob Kelly, Brian.Johnson@fabrikam.com, Shane Kim, and Arlene Huff. Brian.Johnson@fabrikam.com has a blue busy block from 10:00 AM to 11:00 AM and another from 1:00 PM to 2:00 PM. Shane Kim has a hatched tentative block from 10:00 AM to 11:00 AM. Arlene Huff has a hatched tentative block from 10:00 AM to 11:00 AM. A callout box with a grey background and black text reads 'External Contact Free/Busy Information'. Two orange arrows point from this box to the calendar grid: one points to the 10:00 AM slot for Brian.Johnson@fabrikam.com, and the other points to the 1:00 PM slot for Brian.Johnson@fabrikam.com. Below the grid, there is a legend for status: Busy (blue), Tentative (hatched), Away (pink), and No Information (white). On the right side, there is a 'Suggested Times' section with a calendar for September 2009, a 'Duration' dropdown set to '1 hour', and a legend for quality: Good (white), Fair (light blue), and Poor (dark blue).

# Coming in Service Pack 1

Anywhere Access

## Improved Outlook Web App UI

- Simplified UI better optimizes for small screens – e.g., Netbooks
- Support for calendar printing
- Support for adding inline images while composing new email
- Themes and customization support

## Improved OWA Performance

- Long running operations do not block user experience
- Auto-save drafts while composing new email

## Better Mobile Experience

- Conversation view experience on par with Outlook Web App
- Photos supported in Global Address List contact card
- Exchange ActiveSync (EAS) throttling support
- Information Rights Management support in EAS
- Block/Quarantine notification to mobile device via EAS

# Protection and Compliance

*Simplify and automate the process of protecting your organization's communications and meeting regulatory requirements*

## Email Archiving

- Integrated archiving, retention, and discovery
- Granular retention and legal hold policies

## Protect Communications

- Array of Informational Protection and Control tools
- Automate Rights Management policies in Transport

## Advanced Security

- Multiple antivirus scanning engines with Forefront
- Choice of service or on-premises protection



# Email Archiving

**Preserve and discover email data without changing the user or IT pro experience**

## Preserve

### Personal Archive

- Secondary mailbox with separate quota
- Appears in Outlook and OWA
- Managed through EMC or PowerShell

### Move and Delete Policies

- Automated and time-based criteria
- Set policies at item or folder level
- Expiry date shown in email message

### Hold Policy

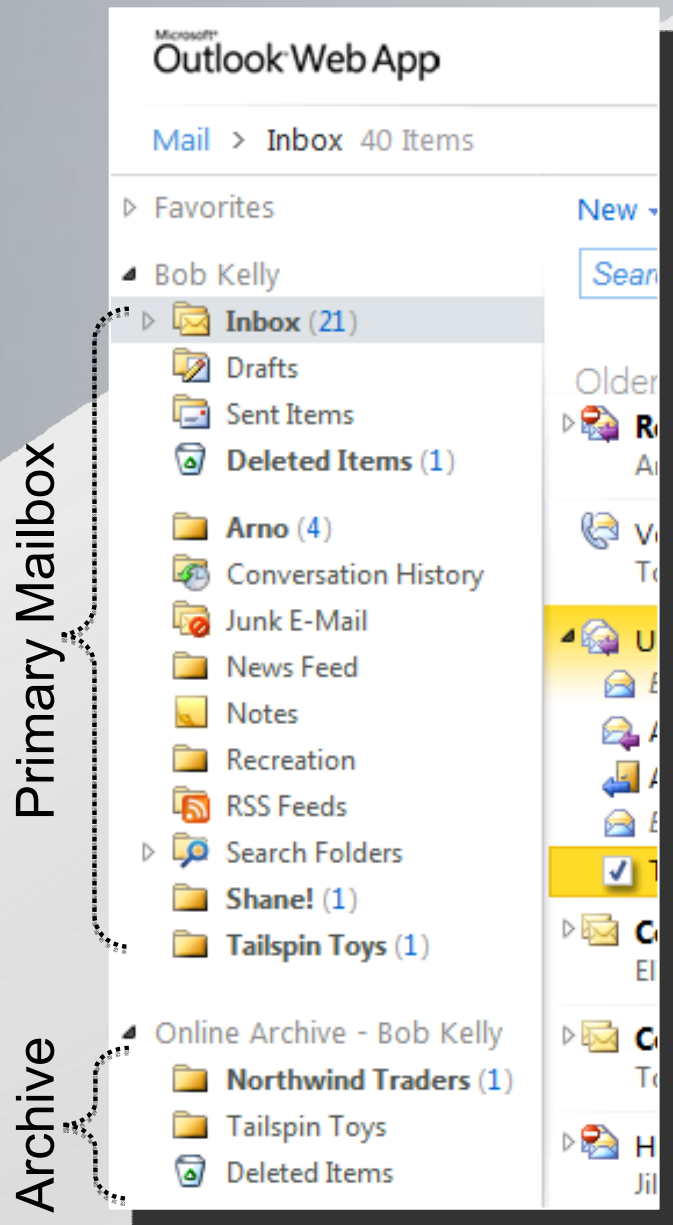
- Capture deleted and edited email messages
- Offers single item restore
- Notify user on hold

## Discover

### Multi-Mailbox Search

- Web-based UI
- Search primary, archive, and recoverable items
- Delegate through roles-based admin

# A Familiar Personal Archive



- A specialized Exchange mailbox configured and associated with the user's primary mailbox
- Delivers your users a familiar experience by seamlessly surfacing in both Outlook and Outlook Web App
- Your users can use the same skills and methods they already use today to interact with archive email:
  - “Drag and Drop” email to folders
  - Create folders and categorize
  - Conduct searches and filter results
  - Reply to messages and set flags
- Separate quotas may be set for archive and primary mailboxes

# Email Archiving

**Users primary and archive mailboxes can be located on the same or separate databases\***

**Bob Kelly Properties**

Member Of	E-Mail Addresses	Mailbox Settings
Mail Flow Settings	Mailbox Features	Calendar Settings
General	User Information	Address and Phone
Organization	Account	

Bob Kelly

Organizational unit: contoso.com/Accounts/Mailboxes  
Last logged on by: CONTOSO\bobk  
Total items: 179  
Size (KB): 3155

Mailbox database: **MDB01**  
Archive database: **MDBARC**

Modified: Sunday, March 21, 2010 4:53:10 PM

Alias: bobk

Hide from Exchange address lists

View and modify custom attributes: [Custom Attributes...](#)

OK Cancel Apply Help

**New Local Move Request**

Introduction

This wizard moves selected mailboxes to a different database.

A new move request will be placed for the following mailboxes:

Display Name	Database	Archive Database
Bob Kelly	MDB01	MDB01

Target mailbox database:  Browse...

For mailboxes which are linked to archives:

- Move only the user mailbox
- Move only the archive mailbox
- Move both the user and the archive

Help < Back Next > Cancel

- Mailboxes can be moved together or separately
- Allows for different storage hardware, DAGs, RPOs, RTOs, etc.
- Exchange 2010 SP1 supports:
  - Primary and Archive On-Premises (Same DB)
  - Primary and Archive On-Premises (Different DBs)
  - Primary and Archive in the Cloud
  - Primary On-Premises and Archive in the Cloud

# A Seamless User Experience

Read, reply, and navigate archived email same as live email

The screenshot displays the Outlook Web App interface. On the left, a navigation pane shows the mailbox folder hierarchy, including 'Inbox (21)', 'Drafts', 'Sent Items', and 'Deleted Items (1)'. The 'Online Archive - Bob Kelly' folder is expanded, showing sub-folders like 'Arno (4)', 'Conversation History', 'Junk E-Mail', 'News Feed', 'Outbox', 'Recreation', 'RSS Feeds', 'Search Folders', 'Shane! (1)', and 'Tailspin Toys (1)'. The 'Tailspin Toys' folder is selected, and a conversation view is displayed. The conversation includes an email from Bob Kelly dated 7/1/2009 and a reply from Elisabetta Scotti dated 3/12/2009. The email content shows a discussion about reviewing a proposal for Tailspin Toys. The interface includes a search bar, navigation buttons (New, Delete, Move, Filter, View), and a 'sign out' button. A yellow banner at the top right of the email content area reads 'Conversation view scoped to archived email'. A yellow banner at the bottom left of the navigation pane reads 'Primary mailbox folder hierarchy maintained'. Arrows point from these banners to the corresponding elements in the interface.

Conversation view scoped to archived email

Primary mailbox folder hierarchy maintained

# One User Search Experience

Microsoft Outlook desktop interface showing search results for "tailspin" in the "Online Archive - Bob Kelly" mailbox. The search results list an email titled "Lunch meeting to discuss Tailspin project" from Bob Kelly, dated 7/1/2009. A search box is open over the results, and a callout box explains the search scope options.

Same search steps with option to search across archived email

Microsoft Outlook Web App interface showing search results for "tailspin" in the "Online Archive - Bob Kelly" mailbox. The search results list an email titled "Lunch meeting to discuss Tailspin project" from Bob Kelly, dated Wednesday, July 01, 2009 8:48 PM. A search box is open over the results, and a callout box explains the search scope options.

Microsoft Outlook Web App interface showing search results for "tailspin" in the "Online Archive - Bob Kelly" mailbox. The search results list an email titled "Lunch meeting to discuss Tailspin project" from Bob Kelly, dated Wednesday, July 01, 2009 8:48 PM. A search box is open over the results, and a callout box explains the search scope options.

# Streamlined Administration

Use your existing Exchange admin skills and tools to manage and deploy the personal archive

The image shows a screenshot of the Exchange Management Console (EMC) with several dialog boxes overlaid to illustrate the process of enabling and configuring a mailbox archive.

- Exchange Management Console:** The main interface shows a tree view on the left with 'Mailbox' selected. The main pane displays a list of mailboxes. A context menu is open for 'Bob Kelly', with 'Enable Archive' highlighted.
- Bob Kelly Properties:** A dialog box showing the 'Mailbox Settings' tab, which includes 'Properties...', 'Messaging Records Management', 'Federated Sharing', and 'Storage Quotas'.
- Archive Quota:** A dialog box for setting the archive quota. It includes a text box for 'Archive Quota' and a checked checkbox for 'Issue warning at (MB):' with a value of '10000'.
- New Mailbox:** A dialog box for creating a new mailbox. Under 'Archive Settings', the 'Create a local archive' radio button is selected, and the 'Choose a specific mailbox database' checkbox is also checked, with 'MDBARC' entered in the text box.

Annotations with arrows point to the 'Enable Archive' menu item, the 'Archive Quota' dialog, and the 'Create a local archive' option in the 'New Mailbox' dialog.

Set separate quota for archive mailbox

Enable the archive on an existing mailbox

Add an archive when creating a new mailbox

# Email Archiving

**Set granular per item retention policies and capture all edits and deletions with legal hold**

The image displays two overlapping Outlook windows. The background window shows an email thread with a retention policy applied. The foreground window is the 'Inbox Properties' dialog box, showing the 'Policy' tab. The 'Retention Policy' section is highlighted with a callout box. The 'Folder Policy' is set to 'Inbox Default (6 months)'. The 'Policy' section shows 'Inbox Default (6 months)' with a sub-note: 'Items are deleted from the mailbox after 6 months'. The 'Online Archive' section is also visible, with a callout box pointing to it. The background email window shows an email from Todd Meadows to Bob Kelly, dated 8/24/2009. The email has a retention policy of 'Acquisitions (5 years)' and expires on 8/23/2014. A callout box points to these details. The 'Actions' menu is open, showing 'Move to Archive (30 days)' and 'Use Folder Policy' options.

**Apply Move and Delete Policies to Individual Messages**

**Policies Applied to All Email Within a Folder**

**Retention Policy and Expiry Details**

**Retention Policy**  
Items in this folder use the policy that is defined here unless the item is assigned to a different policy.

Folder Policy: **Inbox Default (6 months)**

Policy: **Inbox Default (6 months)**  
Items are deleted from the mailbox after 6 months

Move Items to the Archive when older than: **30 days**

**Update on Tailspin Project**  
Todd Meadows  
You replied to this message on 8/24/2009 11:12 AM.  
Sent: Mon 8/24/2009 11:11 AM  
To: Bob Kelly  
Retention Policy: **Acquisitions (5 years)** Expires: **8/23/2014**

Bob, can you send me an update on the timeline for closing the Tailspin Toys acquisition?

Thanks,  
Todd

# Email Archiving

## Empower compliance officers to conduct multi-mailbox searches with ease

The screenshot displays the Microsoft Exchange Server interface. At the top left, the Microsoft Exchange Server logo is visible. The main content area is divided into several sections:

- Reporting**: A sidebar on the left with options like "Users & Groups" and "Reporting".
- Mailbox Search - Windows Internet Explorer**: A search window titled "tailspin search" with a "Keywords" field containing "tailspin".
- Mailboxes to Search**: A section with radio buttons for "Search all mailboxes" and "Search specific mailboxes or the mailboxes of members of public groups:". The second option is selected, and a list shows "Bob Kelly".
- Search Name and Storage Location**: A section with a "Search name" field containing "Tailspin e-Discovery" and a "Select a mailbox in which to store the search results:" dropdown menu showing "Discovery Search Mailbox".
- Tailspin e-Discovery**: A results section showing "Status: In progress - 0% complete", "User: Arlene Huff", "Date: 8/17/2009 8:35 PM", "Size: 0 B", "Items: 0", "Results: discovery@contoso.com [open]", and "Errors: none".

Annotations and callouts:

- Delegate Access to Specialists**: A callout box with an arrow pointing to the user name "Arlene Huff" in the top right corner.
- Rich Search Criteria and Targeting Options**: A callout box with arrows pointing to the "Keywords" field and the "Mailboxes to Search" section.
- Results Stored in Specialized Mailbox**: A callout box with an arrow pointing to the "Discovery Search Mailbox" dropdown menu.
- Search name**: A callout box explaining that the search name is used to name the folder where copies of the search results are stored.



# Simplified e-Discovery Results

Mailbox searches include results from primary and archive mailboxes, as well as recoverable items

The screenshot displays the Microsoft Outlook Web App interface. On the left, the 'Mail' sidebar shows a hierarchy of folders: 'Discovery Search Mailbox' (containing 'Inbox' and 'Tailspin Toys e-Discovery'), 'Primary Mailbox' (containing 'Arno (1)', 'Inbox (7)', 'Recoverable Items', 'Sent Items', and 'Tailspin Toys (2)'), and 'Search Folders'. The main pane shows search results for 'Tailspin Toys' (3 items, 2 unread). The results list includes an email from Bob Kelly dated 7/1/2009 and two emails from Elisabetta Scotti dated 3/12/2009. The selected email is 'RE: Review Proposal for Tailspin Toys' from Elisabetta Scotti, sent on Thursday, March 12, 2009 at 2:41 PM. The email body contains the text 'I've expanded upon the Financial section of the document.' and includes an attachment 'Tailspin Toys proposal.doc (29 KB)'. The email header shows 'From: Evgeny Kulikov', 'To: Todd Meadows', and 'Cc: Elisabetta Scotti; Bob Kelly; Legal; Executives'. A second email header is visible below, showing 'From: Todd Meadows', 'To: Evgeny Kulikov', and 'Cc: Elisabetta Scotti; Bob Kelly; Legal; Executives'. The bottom of the email body shows the start of a new paragraph: 'Yes; all, please note that an acquisition of Tailspin Toys (a close'.

Discovery Search Mailbox -

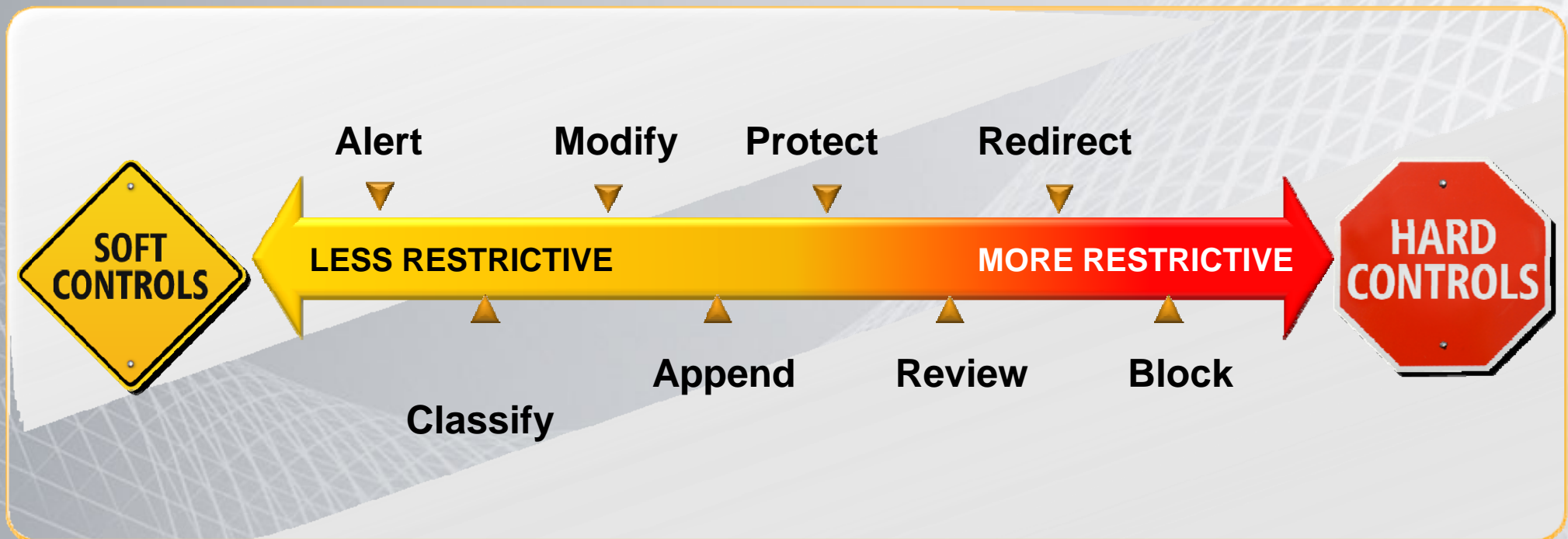
Use built-in search and filtering to conduct additional investigation

One query searches all possible locations

Attachments included with search results

# Protect Communications

**Safeguard communications with an array of information protection and control tools**

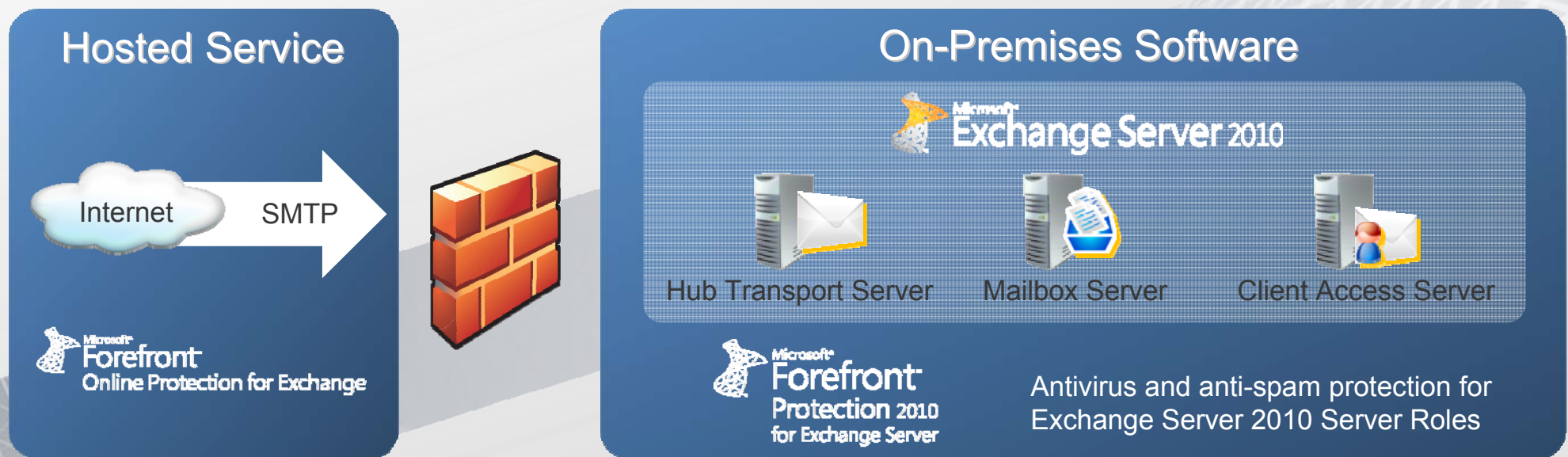


- Apply the right level of control based on the sensitivity of the data
- Maximize control and minimize unnecessary user disruptions



# Advanced Security

**Prevent malicious software and spam from entering into the messaging environment**



- Multiple scan engines throughout the corporate infrastructure
- Tight integration with Exchange maximizes availability and performance
- Easy-to-use admin console for central configuration and operation

# Coming in Service Pack 1

## Protection and Compliance

### **Personal Archive Enhancements**

- Support for archive and primary mailboxes on separate databases
- Outlook 2007 support (i.e., user's personal archive folders appear)
- .PST file import/export for archive and primary mailboxes
- Support for "admin enabled" delegate access to archive
- Archive provisioning and configuration with Exchange Control Panel
- Exchange Web Services access to the archive mailbox

### **Retention Policy Management Enhancements**

- Create and Configure Retention Tags and Policies in EMC
- User Self-service for selection of optional Retention Policies in ECP

### **Multi-Mailbox Search Enhancements**

- Search results preview including item count and keyword statistics
- De-duplication of search results (optional)

### **New Information Protection and Control Capabilities**

- View protected documents with OWA Web Ready Document Viewer
- Improved support for federated B2B IRM scenarios\*

# Optimized for Software + Services

*Deliver powerful productivity tools to your users, in a way that best fits your business or technology needs*

On-Premises



 Microsoft®  
Exchange Server

COEXISTENCE

Cloud Service



 Microsoft®  
Exchange Online



PHONE



Consistent User Experience

# The Exchange Difference

## What sets Exchange 2010 apart in the marketplace

### Richest User Experiences

Innovative user experiences across the PC, browser and mobile device with capabilities others don't include natively (voicemail, archiving, mobile, information leakage protection, etc).

### Flexibility and Choice

Choice and flexibility with storage, administration and deployment. The power of software-plus-services.

### Management and Control

Powerful IT professional management capabilities to control information, rights, and intellectual property and an advanced set of developer tools that extend our capabilities to suit customer need.

### Unified Business Platform

Exchange is part of a unified platform that provides customers value in productivity, unified communications and collaboration with extensive interoperability across major Microsoft products.



Microsoft®

# Exchange Server 2010



**Lower IT costs** with a **Flexible and Reliable** messaging platform



**Increase productivity** through **Anywhere Access** to business communications



**Better manage risk** by safeguarding your business with **Protection and Compliance**



The Microsoft logo is centered in a bold, black, sans-serif font. Below it, the slogan "Your potential. Our passion.®" is written in a smaller, italicized, black, sans-serif font. The background features a light gray gradient with a white wireframe grid that curves and flows across the page, creating a sense of motion and depth.

**Microsoft<sup>®</sup>**  
*Your potential. Our passion.®*

© 2009 Microsoft Corporation. All rights reserved. Microsoft, Exchange ActiveSync, Forefront, Outlook, Windows Mobile, and other product names are or may be registered trademarks and/or trademarks in the U.S. and/or other countries. The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided after the date of this presentation. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.