

Burgess Archiving Known Issues

There are several known issues that you may run into with Burgess Email Archiving. We've documented them here for your convenience along with any known workarounds:

Forwarding

If you've setup rules on a mailbox to automatically forward messages without saving a copy, that mailbox will NOT archive messages forwarded and deleted using the rule. Messages will be archived in the final destination mailbox only. If the final destination address is outside of your domain, messages will not be archived at all.

Example: If you have a rule that automatically forwards and deletes mail from mailbox A to mailbox B, messages forwarded and deleted from mailbox A will be archived in mailbox B. If mailbox B is outside of your domain, messages will not be archived.

Aliases

If you have an alias setup to forward mail to an email address outside of your domain, that mail will not be archived. When sending as an alias, the sent message will only be journaled if you are sending from a domain with archiving enabled or one of its accepted domains or domain aliases. If a recipient is archived, the inbound message will always be archived for that recipient.

Distribution Lists

When sending a message from a Burgess Email address to a Microsoft Exchange distribution list, the archive will not include the individual email addresses of the recipients on the distribution list.

Example: If you send an email from your Burgess Email account to the ABC distribution list that exists in Microsoft Exchange, the archive will only reflect that an email was sent to the list without recording the individual recipients' names in the **To** field.

Group Lists

If an email is sent to a group list that contains recipients on another domain, and the outside domain has archiving, the **To** field of that archived message may reveal the email addresses of all list members.