

## 14 Searching Your Account

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### This chapter explains how to...

- Use Quick search
- Use the search syntax to create your own searches
- Use Advanced Search to easily create complicated search queries
- Save your search query

The ZWC lets you search messages, contacts, appointments, notebooks, pages, and files. You can search by:

- Specific words
- Dates and time
- URL
- File size
- Tag
- Whether or not a file has attachments or attachments of a particular file type

There are two mailbox search tools:

**Search.** This is a quick search that executes the search query displayed in the Search text box. The drop-down arrow at the left of the Search box enables you to select the type of item for which to search.

**Advanced.** This search opens a new pane and makes it easier to execute more complex searches. You can save your advanced search queries and re-execute them at a later date.

### Search Syntax

If you are familiar with text-match searches or word-processing features such as the Find/Change in Microsoft Word, note that the content search in the Zimbra Web Client is slightly different from performing a literal string match.



Zimbra search syntax works as follows:

- It is an exact text search. You can search for phrases, but each word within that phrase is matched literally by whole-word only. Spelling variants are not allowed. For example, if you search for **bananas**, messages with **banana** are not a match.
- Search is not case sensitive; **South**, **south**, and **SOUTH** are all the same thing.
- These special characters cannot be used in your search text. ~ ' ! @ # \$ % ^ & \* ( ) \_ - + ? / { } | ; : "
- The asterisk \* as a wildcard after a prefix is supported. For example, if you search for **do\***, it returns items with the word dog, door, etc.

Searching for content will search the body of a message plus any (system-readable) file attachments it may have. A system-readable file attachment is a type of file that can be converted to HTML-viewable text. These attachments include Microsoft Office documents (Word, PowerPoint, or Excel), as well as text files. You cannot search for image and audio files.

## Using Quick-Search

The search feature is a powerful tool. It provides a quick shortcut to searching without keywords. For example, to find all email containing the word **tim** anywhere in the **Subject** line, **To**, **From**, **Cc**, or **Bcc** lines, message body, or file attachment, simply type **tim** into the search box and click **Search**.

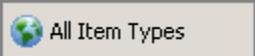
You can enter any value, such as a word, first name, last name, phone number, or domain name. To search for contacts in your address books, the search field must contain a whole word or number string. For example, to search contacts by phone number, you have to enter the full phone number as it appears in the contact entry; you cannot search by the area code alone.

### To perform a quick search:

1. Enter the search query into the Search field.

The screenshot shows a search bar with a text input field on the left. To its right is a dropdown menu with a yellow envelope icon and the text 'Email' and a downward arrow. Further right are three buttons: 'Search', 'Save', and 'Advanced'.

2. Select one of the following options from the search type drop-down menu:

-  to search all items in your mailbox

-  Email to search email messages
  -  Contacts to search contacts in your personal address book
  -  Appointments to search appointments
  -  Tasks to search your tasks
  -  Pages and Files to search notebook pages and files
3. Click .

## Advanced Search Criteria

The Advanced search features opens separate mini-panes to perform different types of searches. You can open multiple instances of each mini-pane. You might want to do this if you are doing AND type searches.

Refer to the table below for advanced search criteria.

Criteria	Description
Basic	Search header information such as From, To, and Subject. Search the content of messages and attachments for a specific word or phrase.
Attachment	Search for No Attachment, Any Attachment, or Specific Attachment. If you select specific attachment, a list of attachment types is displayed.
Date	Search for messages received after, on, or before a selected date. Open two Date panes to search between dates.
Domain	Search for messages where the address headers (From/To/Cc) contain addresses from certain domains. The domains that you can search for are pre-defined with check boxes.



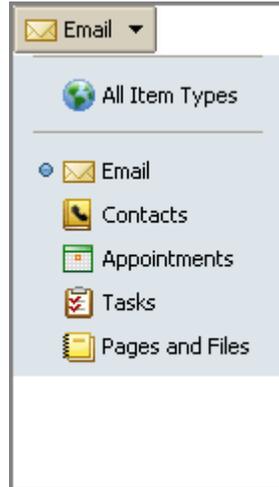
Criteria	Description
Folder	Limit search to selected folders only.
Saved Search	Open a search query you previously saved.
Size	Search for messages that are larger or smaller than a specified size (bytes, KB, or MB).
Zimlets	Search for messages or contacts containing URLs, phone numbers, or other objects as defined by your administrator.
Status	Search for messages or contacts that are flagged or unflagged. Search for messages that are read, unread, forwarded, or replied to.
Tag	Search for messages or contacts that have a specific tag or a specified set of tags.
Time	Search for messages that arrived within a time-frame, such as the last hour, this week, last month, etc.

## Searching for Messages with Quick Search

To search for messages using Quick Search:



1. Enter search criteria in the **Search** box. For example, enter a sender's name.
2. Select an option from the Search drop-down menu. Email is the default.

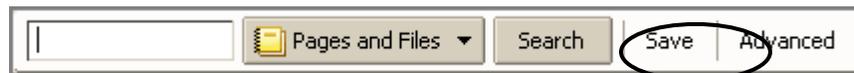


3. Click . Search results are displayed in the Content pane.
4. Click any tab on the menu to exit the search.

## Searching for Messages with Advanced Search

To search for messages using Advanced Search:

1. Click **Advanced** to open the Advanced search area.



The Advanced search panes appear, with the **Basic Search** pane displayed.



2. Depending on your search requirements, click an icon in the toolbar to open the appropriate pane. Each time you click an icon, another pane is displayed.
3. Enter information in the pane fields.

If you enabled **Always Show Search String** on the **Preferences > General** tab, the search text box updates as you type or make selections.



- **Search Execution.** When you enter a criterion in a search pane, or as soon as you have made any selection change in a search pane, the search executes. Therefore, if you enter text in a field, the search executes. If you select a radio button, the search executes. Etc.
- **Search Results.** Items matching the search criteria are listed in the Content pane. If the Conversation feature is enabled, conversations containing messages that match the search criteria are listed.

4. **Refresh.** Click  to refresh the search results area.
5. Click  to exit the search.

## Advanced Search Example

To search for a specific type of attachment file. A message with a news clip attached. You don't remember who it's from or what date it was sent, but the filename has a .PDF extension.



How it was done:

- Select **Email** from the search drop-down menu.
- Click **Attachments** in the Advanced search area to open just the **Attachments** pane.
- Choose **Specific Attachment**. A list of check boxes appears beneath the radio button. Check the box next to **Adobe PDF**.

An email message is displayed in the search results area (the Content pane).

## Using \* as a Wildcard in Search

The asterisk \* can be used as a wildcard in a search to find content with words that have similar spellings.

Use the asterisk \* as a wildcard after a prefix. For example, **do\*** returns items with the word dog, door, etc.

## Saving a Search Query

If you create a search that you think you will want to use again, you can save it.

To save a search:

1. Create the search query, either by entering text in the **Search** bar or by creating a query with **Advanced** search.

2. Click  in the **Search** area to save the search.



The **Save Search** dialog appears.



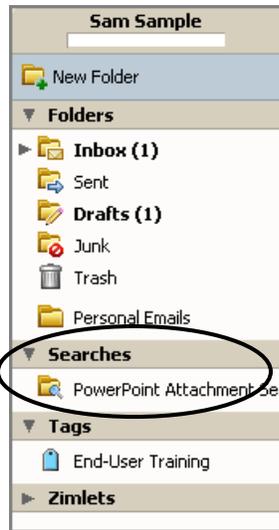
3. Enter a name for the search into the field.



4. Select where to place the saved search. Searches are saved as a Searches folder in the **Searches** section of the Overview pane by default, but you can select another folder.

5. Click .

The saved search is displayed in the Overview pane.



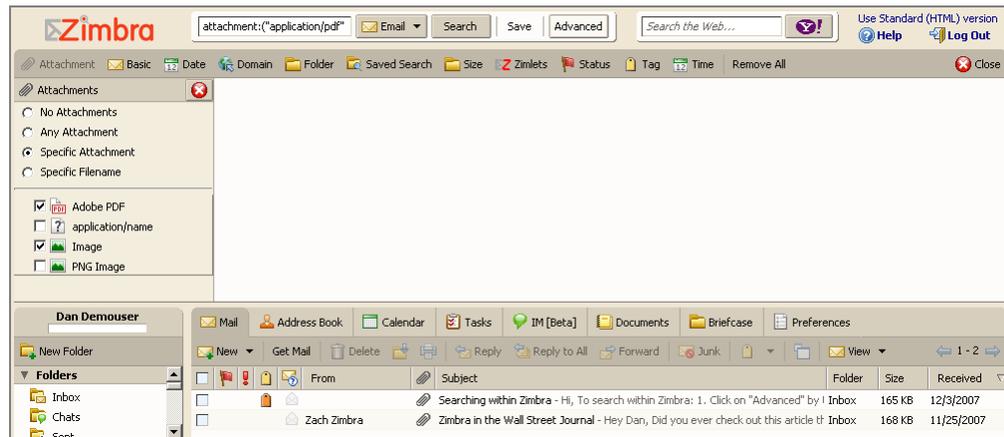
To use a saved search, click the search folder. The search results immediately display in the Content pane.

## Search Examples

The different panes in the Advanced search area can be used to search by different criteria. The following examples include which Advanced search panes you would use.

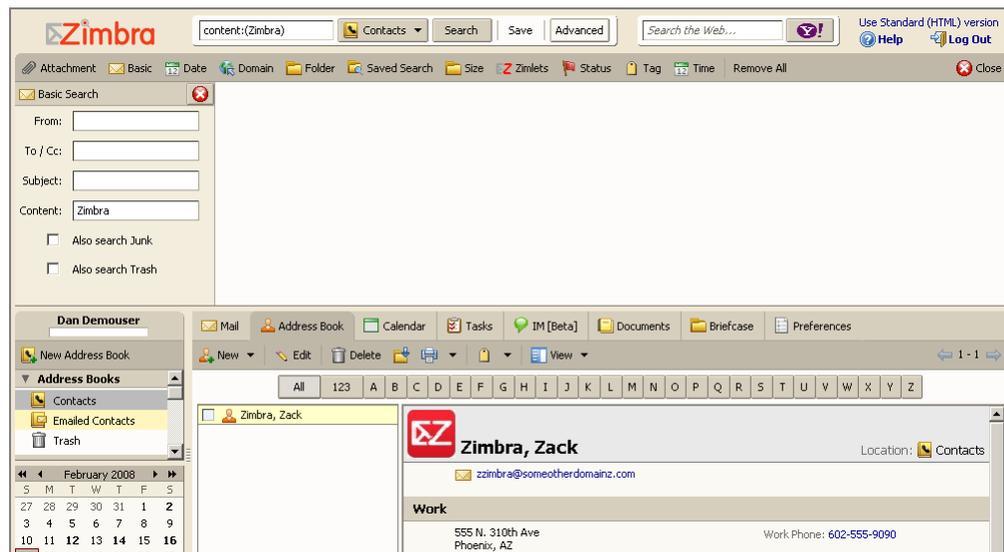
Here are a few possible search examples:

- **To search for an attachment that may be one type or another.** Messages with either PDF attachments or JPEG attachments.



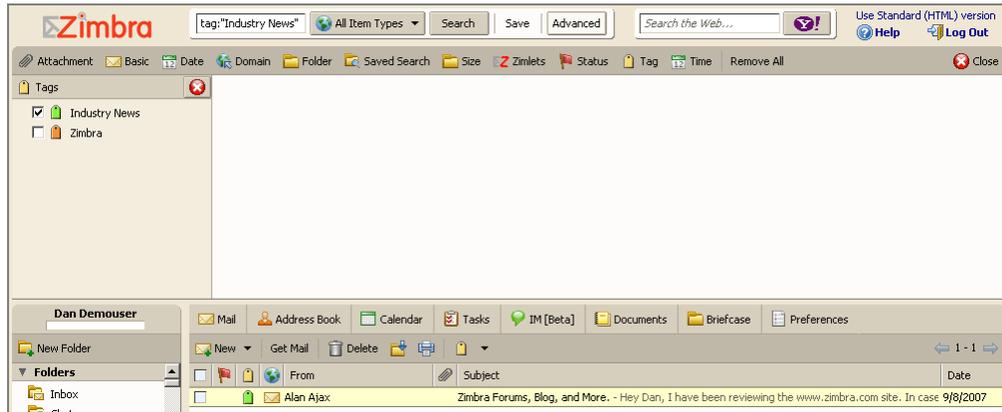
How it was done: Select **Email** from the search drop-down menu. In the Attachments pane, choose **Specific Attachment** and then check both **Adobe PDF** and **JPEG Image**.

- To search for a contact within a specific company. A contact who works at a company called Zimbra.



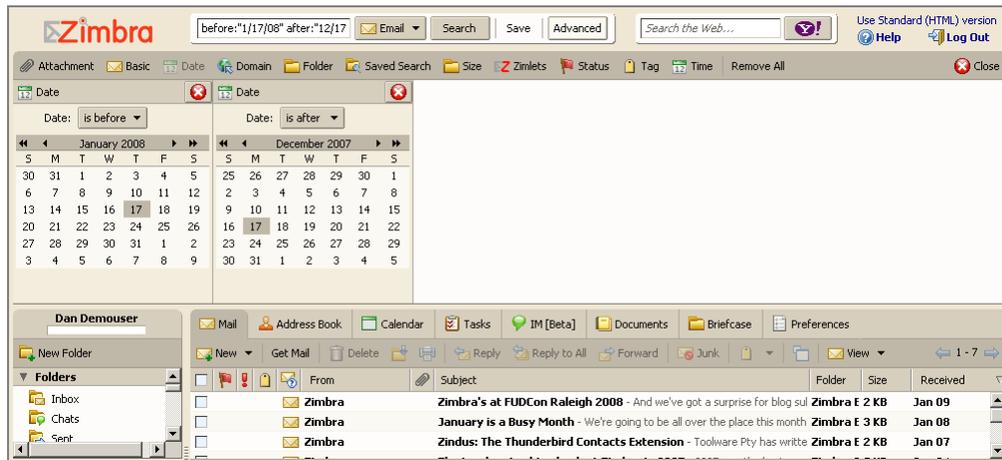
How it was done: Select **Contacts** from the search drop-down menu. In the Advanced search area, open the **Basic Search** pane. Enter **Zimbra** in the **Content** field. (You could also do this search without using Advanced Search.)

- To search for an item that was tagged. Description of the new procedures for your industry, which you had tagged as **Industry News**.



How it was done: Select **All Item Types** from the search drop-down menu. In the Advanced search area, open the **Tags** pane. Select the check box for the **Industry news** tag. Note that tags are user-defined, so this assumes that you have previously 1) created the tag definition, and 2) applied it to objects in your mailbox.

- **To search by a date range.** Search for a message someone claims to have sent you in early December.



How it was done: Select **Email** from the search drop-down menu. In the Advanced search area, open two instances of the **Date** pane to set the date range. In the first one, set the **Date** drop-down to **is before** and select an end date. Use the other **Date** pane to specify **is after** and a start date. You can also search by sender using a basic search.



## 15 Sharing Your Account Folders

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### This chapter explains how to...

- Share folders from your Mail, Address Book, Calendar, Tasks, Documents notebooks, and Briefcase folders
- Set up sharing with others
- Cancel a shared folder
- Accept a share invitation
- Work in shared folder
- Link to a shared folder

You can share your mail folders, address books, calendars, task lists, Documents notebooks, and Briefcase folders. Sharing your ZWC items lets you collaborate with others, letting them make changes to or just view the folder details. The process to share an folder is as follows:

- The grantor selects the folder to share: email folder, address book, calendar, notebook, task list, or Briefcase folder.
- The grantor decides with whom to share and the access privileges, manager or view-only, the grantee can have, and then sends them an invitation.
- The grantee accepts the invitation and gets access to the shared folder.

### Selecting Access Privileges

From within the appropriate application, you select the folder and specify the type of access privileges to give the grantee. You can share with internal users, who can be given complete manager access to the folder or only the ability to view the folder.

You can set permissions per user or group, so everyone does not have to have the same permissions to your shared folder.

You can share with the following:

- **Internal users or groups.** You select the type of privileges (role) to grant to internal users. The user or group must have a valid address in your company's mail server.



- **Viewer.** The grantee can read the contents of the shared folder, but cannot make changes to the content.
- **Manager.** The grantee has full permission to view and edit the content of a shared folder, create new sub folders, edit and delete files in the shared folder.
- **None.** An option to temporarily disable access to a shared folder without revoking the share privileges. The grantee still has the shared folder in his mailbox but cannot view or manage activities on the grantor's folder.

**Note:** You can share your Mail folders only with internal users or groups.

- **External guests.** You create a password for the shared folder that guests must enter to view the content. They cannot make any changes to the information they view.
- **Public.** Anyone that knows the URL to the folder can view the content. They cannot make any changes to the information.

**Share Properties**

Name: Inbox  
Type: Mail Folder

Share with:

- Internal users or groups
- External guests (view only)
- Public (view only, no password required)

Email:

**Role**

- None None
- Viewer** View
- Manager** View, Edit, Add, Remove, Accept, Decline

**Message**

Send standard message

**Note:** The standard message displays your name, the name of the shared item, permissions you have granted to the recipients, and login information, if necessary.

**URL**

To allow others to access this item, direct them to this URL:  
<https://dogfood.zimbra.com/home/charrison/Inbox>

OK Cancel

## How Sharing Works

The access privileges for each application is described in the following sections.



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## Sharing Your Mail Folders

You can share any of your mail folders, including the Inbox folder and sub-folders, with valid users within your organization. You cannot share your mail folders with external users or with the public. A copy of the shared folder is put in the grantee's Folder list on the Overview pane. When the folder is selected, the content displays in the Content pane. The grantee do not need to log into the grantor's mailbox.

Grantees that has the manager role have full permission to view and edit the contents of the shared mail folder, create new sub-folders, send email on the grantor's behalf, and delete email messages.

### Scenarios for sharing a mail folder

- Your sales department wants one central mailbox for all email messages requesting information about your product, and everyone in sales should be able to view email messages immediately when they come in. You can give everyone in the department permission to view the mail folder and they can copy the messages to their mailbox, or you can give them permission to manage the mail folder and they can reply on behalf of this address.
- A manager is often out of the office and does not have time to respond to her email messages. When the manager delegates access to her Inbox mail folder, her assistant (grantee) can manage the content of her mail, respond to messages on her behalf, create folders to organize message in that mail folder, and delete messages.
- Instead of sending email messages to dozens of addresses every time you have an announcement, you can identify one of your folders as a public folder that contains the email announcements. You can create shared access to only specific email addresses and set a password that must be entered to view the content, or you can make it a public URL for anyone who has the URL can view the content.

## Sharing Address Book Contact Lists

You can share any of your address books with other people in your office, with external guests, and with the public. Depending on the role you assign to the grantee, the shared contacts list can be view-only or manager which has full access privileges to edit, add, and delete contacts in the address book.

Sharing your address book is useful if your address books are for specific categories of contacts and you want other users to have access to the names.

## Sharing Calendars

You can share your calendars with other people in your office, with external guests, and with the public. Depending on the privileges you assign to the grantee, the shared calendar can be view-only or manager which has full access privileges to create meetings, accept or decline invitations, and edit and delete activities on the shared calendar.

## Sharing Task Lists, Documents Notebooks, Briefcase Folders

You can share your task lists, Documents notebooks, and Briefcase folders with other people in your office, with external guests, and with the public. When you share your folders with internal users, you can select the type of access the internal users can have: either manager, which gives full access to view and modify the content of the shared folder; or viewer, which gives read-only access. External guests and the public only can have read-only access.

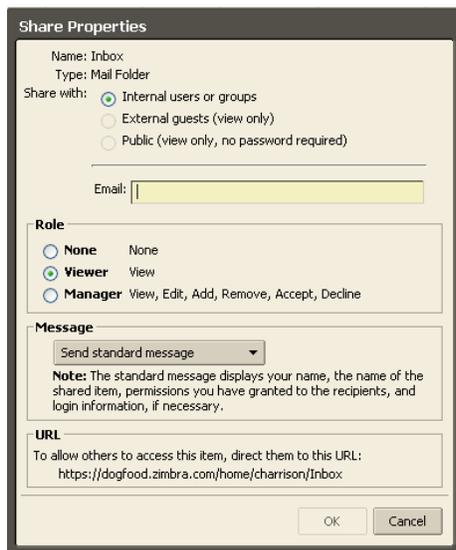
## Setting Up Shared Folders

When you select the item to share, you can select the top level folder or you can select a specific folder under the folder. If you select to share the top-level folder, all folders within that folder are also shared.

1. Right-click on the folder you want to share.

**Note** When you share your mail folders, you cannot share the Trash or Junk folders.

2. Click **Share Folder**. The **Shared Properties** dialog displays. Select whom to share with; Internal user or groups, External guests, or Public.



**Share Properties**

Name: Inbox  
Type: Mail Folder

Share with:

- Internal users or groups
- External guests (view only)
- Public (view only, no password required)

Email:

**Role**

- None None
- Viewer** View
- Manager** View, Edit, Add, Remove, Accept, Decline

**Message**

Send standard message

**Note:** The standard message displays your name, the name of the shared item, permissions you have granted to the recipients, and login information, if necessary.

**URL**

To allow others to access this item, direct them to this URL:  
<https://dogfood.zimbra.com/home/charrison/Inbox>

OK Cancel



3. Depending on with whom you share, you do the following:
  - For **Internal users or groups**, enter the email addresses and in the **Role** area select the access privileges.
  - For **External guests**, enter guest's addresses and the password to enter to view your mail folder.
  - For the **Public**, direct the public to the URL that displays in the **URL** area. For example, you could copy and email this URL to those you want to view the page.
4. In the **Message** area select which type of message to send. This message can be sent to internal users and to external guests. The options are as follows:
  - **Do not send mail about this share.** No message is sent.
  - **Send standard message.** The standard share notification message is sent to the email address. This message includes the name of the mail folder that is being shared, your address, the grantee's address and the role assigned, with a list of the allowed actions.
  - **Add a note to standard message.** You can add additional information to the standard message.
  - **Compose email in new window.** Create and send a new email message.
5. Click **OK**.

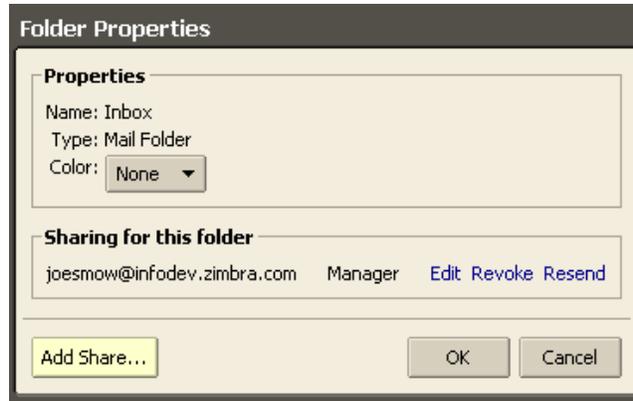
**Note:** Remember, if you selected **Public**, you will need to notify the public of the URL.

## Changing or Cancelling Access

You can cancel the share privileges and edit the grantee's role from the Share Properties dialog.

## To change access permissions

1. From the appropriate application, right-click on the shared folder to change.



2. Select **Edit Properties**. The **Folder Properties** dialog opens. This dialog displays the names that share the folder.
3. In the **Sharing for this folder** section, click **Edit** by the name to change. The **Share Properties** dialog opens. You can change the privileges.
  - **Viewer**. The grantee can read the contents of the folder, but cannot change it.
  - **Manager**. The grantee has full permission to view, edit the contents of a folder, add new pages and remove pages.
  - **None**. This is an option to temporarily disable access to a grantor's shared folder without revoking the share privileges. The grantee still has the folder in their list, but cannot view or manage activities in the folder.
4. An email message will be sent to notify the user, or you can select to either not send an email message or to send a standard or composed message.
5. Click **OK**.

## To cancel access

1. From the appropriate application, right-click on the shared folder.
2. Select **Edit Properties**. The Folder Properties dialog opens. This dialog displays the names that share the folder.
3. Click **Revoke**. A Revoke Share dialog opens. An email message will be sent to notify the user, or you can select to either not send an email message or to send a customized message.



4. Click **OK**. The user can no longer access your folder. The user can delete the folder from their Overview pane list.

## Accepting an Invitation to Share Items

If you receive an email notice that you have been granted access to share another person's mail folder, you can accept or decline the share.

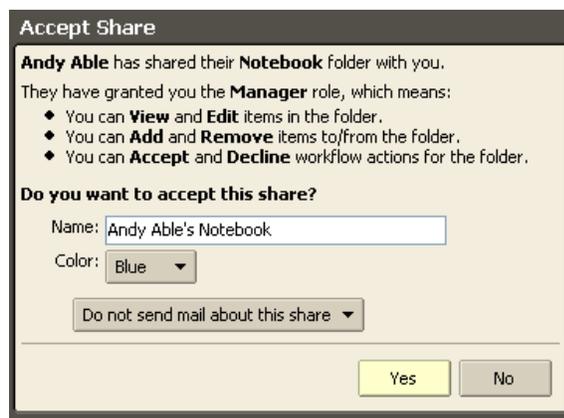
When you accept the share, the shared folder displays in the specified application's list in the Overview pane.

### To accept

1. Click **Accept Share** in the email. The Accept Share dialog opens and describes the role granted to you.



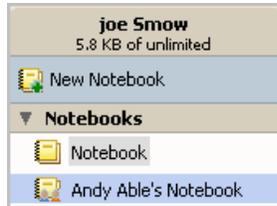
2. Before you accept, you can change the folder name and select a color to high-light the folder.



3. (Optional) Select to send a confirmation back to the Grantor.



4. Click **Yes**. The folder is added to the grantee's Overview pane. The message is moved to your Trash folder.



## Working within a Shared Folder

When you accept to share a grantor's folder, the folder is displayed in your Overview pane.

When you open the folder, you see the content of the folder. This information is not actually saved in your mailbox.

- When sharing a **Mail folder**, the grantees can open the email and if they were granted permissions of Manager, they can reply to, forward, or delete the message. Copies of the messages the grantee sends are saved in the grantor's mailbox, and if the grantee delete something from the grantor's mailbox or marks it as spam, the message is moved to the grantor's Trash folder or Junk folder.

If the grantee has access to more than one of the grantor's folders, the grantee can

- Move the contents from one folder to another folder in the grantor's mailbox.
- Copy an email message from the grantor's folders to the grantee's mail folders. The grantor's mail folder also retains a copy.
- Create folders within the shared mail folder and the new folder appears in the grantor's mailbox.
- When sharing an **Address Book folder**, the grantee with manager's permission can add, delete, and edit contacts in the address book.
- When sharing a **Calendar folder**, the grantee with manager's permission can add, delete, and edit meetings and appointments on the calendar.
- When sharing a **Task list**, the grantee with manager's permission can add, edit, and delete tasks in the task list.
- When sharing **Documents notebook**, the grantee with manager's permission can add pages, edit and delete pages in the notebook. The version control lets users know when a page was last updated and who updated it.



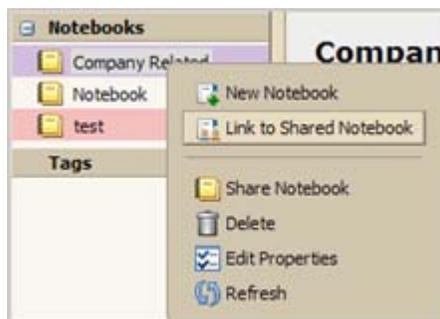
- When sharing a **Briefcase folder**, the grantee with manager's permission can add new files to the folder, edit existing files if they have the appropriate software, and delete files. The detailed information shows when a file is modified and who modified it.

## Linking to Shared Items

In addition to accepting email notification that you have been granted access , you can also establish links to shared folders by using the **Link to Shared** dialog. For example, this may be the case when your organization has public notebooks that you want to view but not manage.

**Note:** The access privileges you have are set by the grantor.

1. In the appropriate application, right-click on the application header and select **Link to Shared**. A dialog opens.



2. To add the shared folder link, you must know the email address of the owner and the name of the shared folder. For example, Jdoe@example.com created a notebook called Projects with second notebook under Projects called Project 1. Jdoe then shares Project 1 with you.

**Link to Shared Notebook**

To link to an item that has been shared with you, enter the owner's email address and the location of the folder in their mailbox (e.g. Work/Projects):

Email:

Path:

Properties of your new link:

Name:

Color:

In order to access Project 1, enter the information as follows:

- Email. jdoe@example.com

## Sharing Your Address Books

You can share any of your address books. This is useful if your address books are for specific categories of contacts and what other users to have access to the names. Depending on the role you assign to the grantee, the shared contacts list can be view-only or can have full access privileges to edit, add, and delete names.

To learn more about how to share your address books, see Chapter 15, *Sharing Your Account Items*.

7. Select where to save the file and enter a file name.
8. Click **Save**.

## Sharing Your Calendars

You can share your calendars with other people in your office, with external guests, and with the public. This can be useful if you maintain different calendars and want others to know your schedule. When you share your calendars with internal users, you can select the type of access the internal users can have, either manager which gives full access to view and modify the calendar, or viewer, which gives read-only access. External guests and the public have read-only access.

To learn more about how to share your calendars, see Chapter 15, *Sharing Your Account Items*.

## Printing a Calendar

You can print individual calendars in any of the views. The printed schedule includes present and previous month calendar and meetings displayed per day.

If you view more than one calendar and then print that view:

- All schedules are combined on one calendar.
- The printed calendar does not specify the calendar's name.

### To print a calendar:

1. Display any calendar view.
2. Click  on the toolbar. Your printer dialog appears, and the Calendar view to be printed displays. The example below is a Day view.

Spreadsheets can be used to create databases to keep track of lists of activities, schedules, tasks to do, etc. The spreadsheet includes basic spreadsheet functionality and a set of predefined functions.

## Adding Attachments, Images, and Links to Your Page

You can upload files and images that link to the notebook page.

- Click  to add a file.
- Click  to add an image.
- Click  to add a link. You can link to other notebook pages or to an external Web URL. Give the link a descriptive title so the URL address does not display.

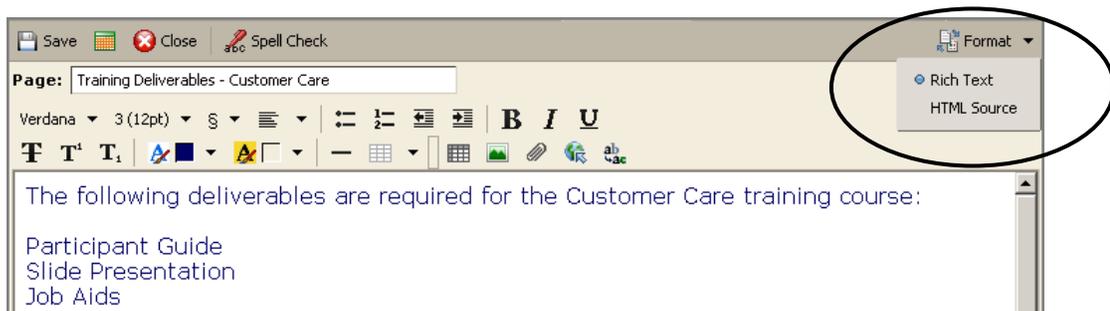
Browse to find the file or image to be uploaded, or enter a descriptive title for a link (this will be displayed instead of the URL). You are notified if you upload a file that already exists in your Documents.

## Formatting Using HTML Source

If you know HTML, you can use HTML tags to create your content. All basic HTML elements can be used.

### To create pages in HTML:

1. Click **Format** on the toolbar and select **HTML Source**.



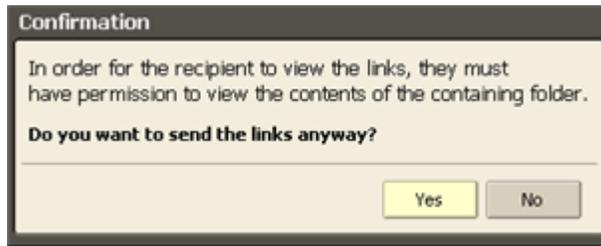
## Sharing Your Documents Notebooks

You can share your notebooks with other people in your organization, with external guests, and with the public. When you share your notebooks with internal users, you can select the

## Send an email with a link to a file

You can send an email that has a link to a file in briefcase. The recipients must have the appropriate software to open the file and have permission to view the contents.

1. Right-click on the selected file. A confirmation pane opens. Click **Yes** to proceed.



2. A new compose email message opens with the link displayed in the body of the message. Complete the email message and click **Send** to mail the message.

## Sharing Your Briefcase Folders

You can share your Briefcase folders with other people in your office, with external guests, and with the public. When you share your briefcase folders with internal users, you can select the type of access the internal users can have, either manager which gives full access to view, edit, and add files to the shared folder's content, or viewer, which gives read-only access. External guests and the public have read-only access.

To learn more about how to share your Briefcase folders, see Chapter 15, Sharing Your Account Items.