

# MsgViewer Pro User's Manual

Product Documentation – Msg Version 3.1

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Last manual update: 7 Sep. 2009

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## Introduction

The purpose of this document is to provide a general overview of MsgViewer Pro.

MsgViewer Pro is a viewer and file extractor for .msg files created by Microsoft Outlook, including those formatted as email messages, contacts, and tasks. It will also display the contents of .eml files. If Mapi is installed on the computer, MsgViewer can also display the contents of .pst files.

## Installation

To install MsgViewer Pro, run the installer and follow the prompts.

MsgViewer will place an shortcut on the desktop, and will install itself in the following directory:

```
"C:\Program Files\Encryptomatic, LLC\Encryptomatic MsgViewer Pro 3.0.1\MessageViewerPro.exe"
```

## Languages

Presently, supported languages are:

English (American), French, German Russian, and Spanish.

If you encounter a misspelling or inappropriate label in your language, we encourage you to email our support team with the correction so that we can fix in the next product build.

MsgViewer will

```
"C:\Program Files\Encryptomatic, LLC\Encryptomatic MsgViewer Pro 3.0.1\MessageViewerPro.exe"
```

## Windows Server

This discussion is intended only for users who will deploy MsgViewer in a Windows Server environment. If this does not describe your environment, please continue to the next section.

It is our intention that MsgViewer Pro work well in a Citrix or Terminal Services environment. Please report any difficulty with deployment or installation in this environment to [support@encryptomatic.com](mailto:support@encryptomatic.com). We are always open to ideas to simplify or improve MsgViewer for this environment.

When installing MsgViewer Pro on Windows Server, an issue may arise in the “export to PDF” functionality if Data Execution Prevention is set “off.” This may be addressed by configuring DEP to “on” or better yet, add the msgviewer executable as an exception.

### Checking DEP (Data Execution Prevention) settings:

1. Start -> Settings -> Control Panel -> System.
2. Click the Advanced tab and, under Performance, click Settings.
3. Click the Data Execution Prevention tab.
4. DEP should be turned off. You may be able to turn it off using a check box. Alternatively, turn it off this way:
  - Open boot.ini file
  - In the "[operating systems]" section add loading flag "/NoExecute=AlwaysOff"example:

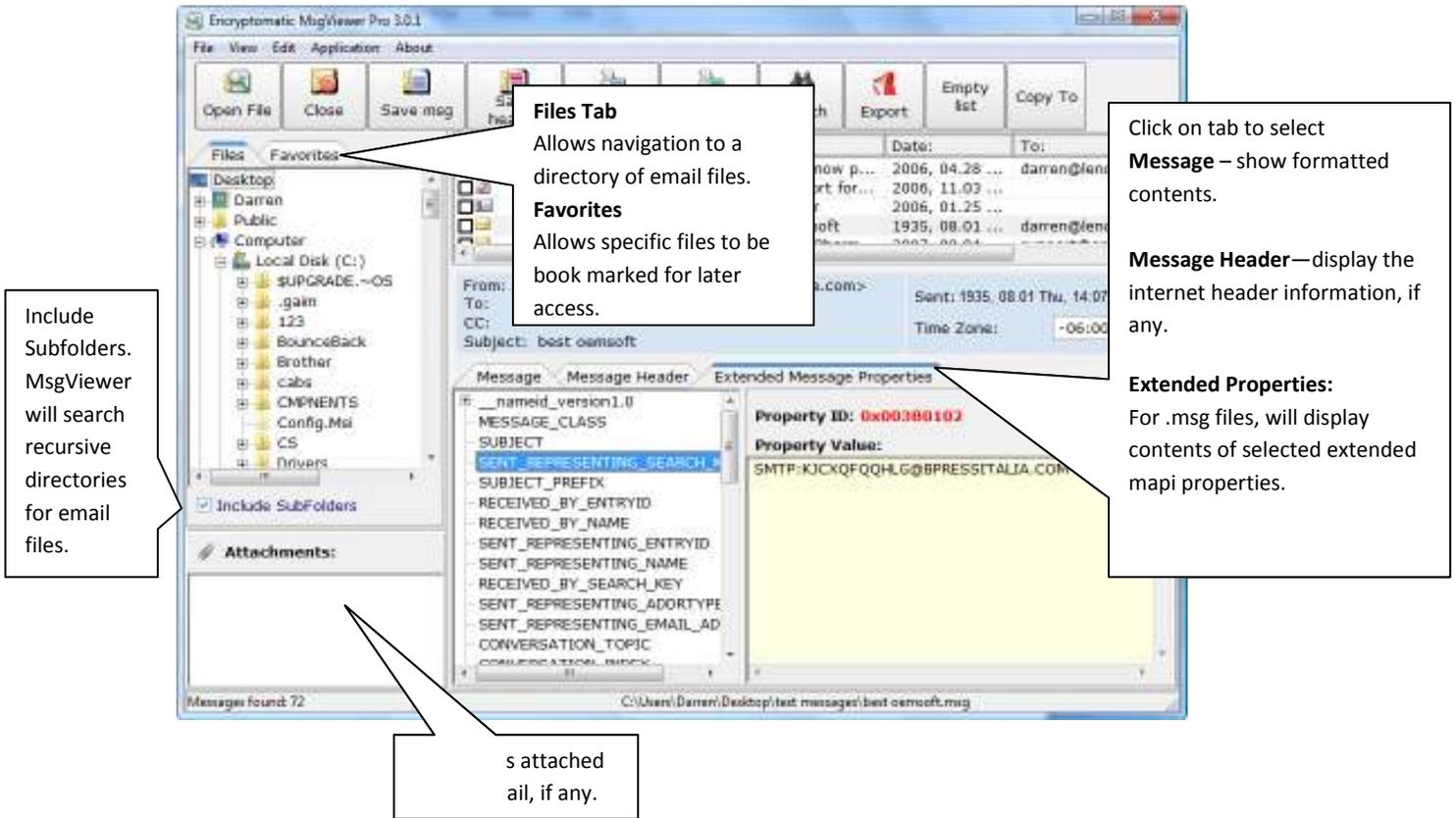
```
[operating systems]
multi(0)disk(0)rdisk(0)partition(2)
\WINDOWS="Microsoft ..." /fastdetect /NoExecute=AlwaysOff
```

### Virus Protection Considerations

Be aware that some anti-virus programs are activated when MsgViewer accesses email messages. If your cache of email messages contains viruses, MsgViewer may be prevented from operating, and the results may vary. Sometimes the anti-virus will pop a warning; it might simply scan in the background; it may slow the operation of MsgViewer; or it may cause MsgViewer to terminate.

Although we do not recommend terminating virus protection, you can significantly reduce the potential for conflict by performing a complete virus scan of the entire message cache. Your scan should include a search for "phishing" messages (phishing emails attempt to entice the recipient to click on a link which takes them to a fraudulent or virus compromised website).

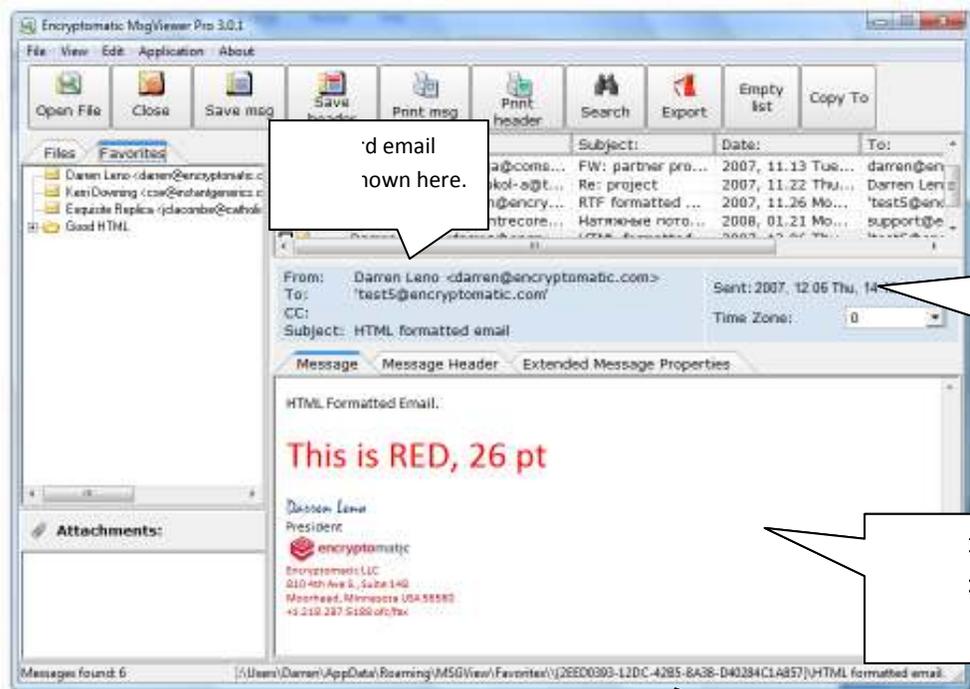
## MsgViewer Main Window Elements



The following shortcuts are available:

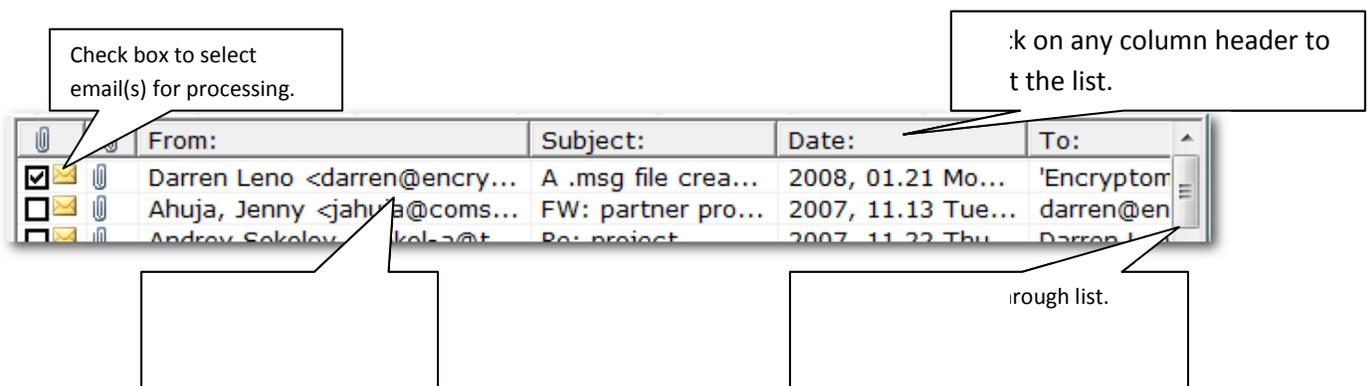
Ctrl-A - select all messages

Ctrl-Alt-A - check/uncheck messages



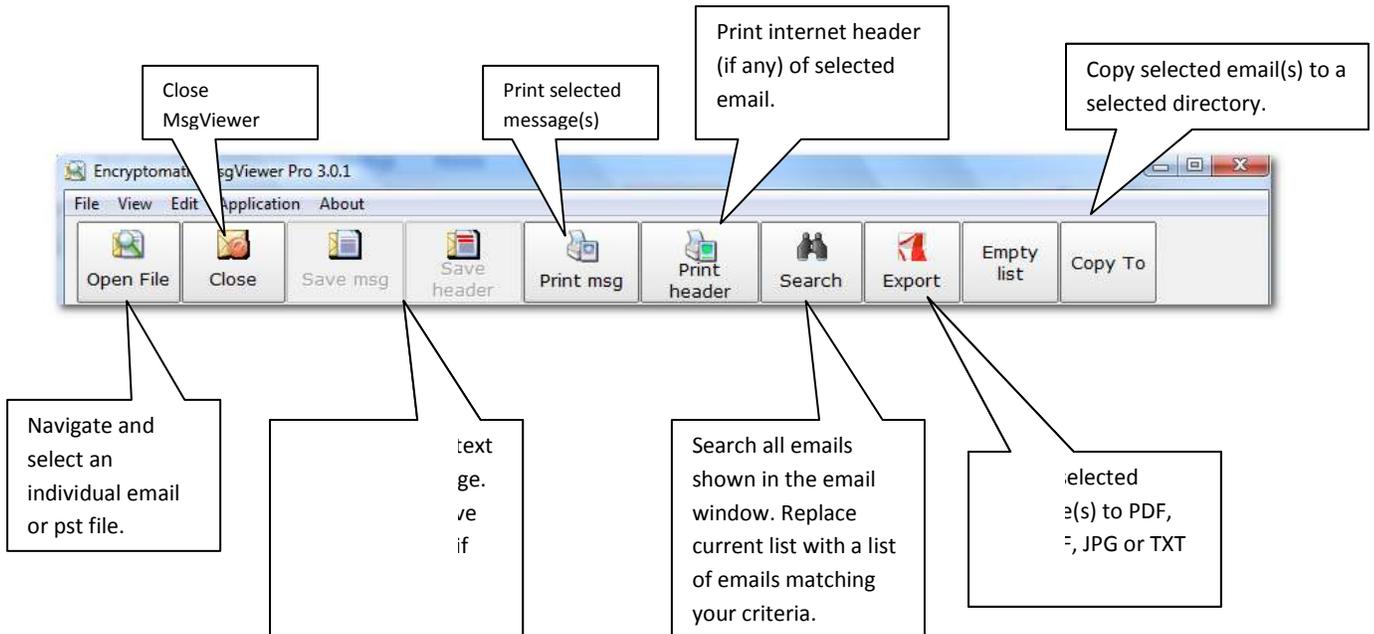
## Email List

The email list is where MsgViewer will display the emails it has found. The list may include all of the files from a directory (and possibly recursive subdirectories). If you have performed a 'search', then any files that meet your criteria will be displayed here.



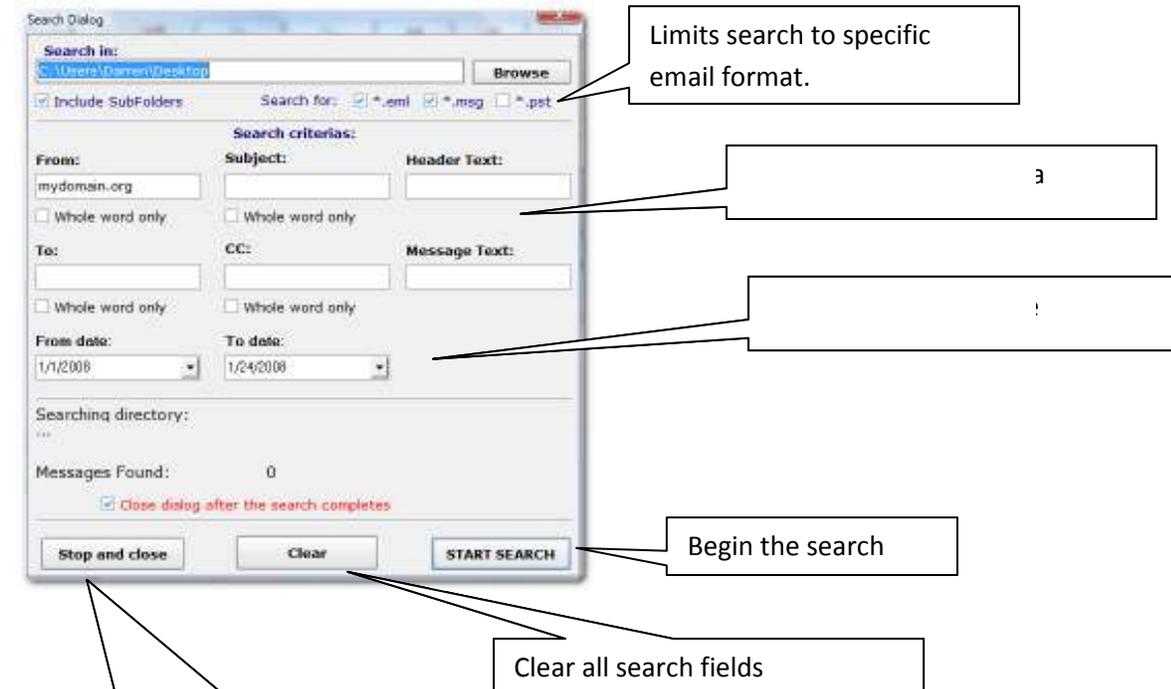
## Main Toolbar Functions

The following describes the main toolbar menu of MsgViewer and the functions they provide.



## Search

Clicking on the Search button from the main toolbar will invoke the Search Dialog window.

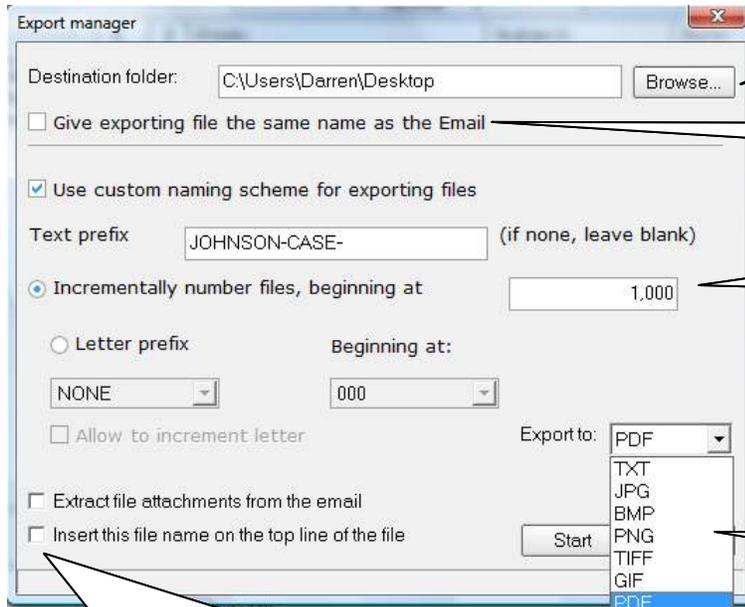


## Export

To access the Export Manager, select the Export button from the main toolbar. The Export Manager allows you to export selected emails to an image format (PDF, JPG, BMP, PNG, TIFF, GIF) or to a text file (TXT).

## Custom Bates Stamp Formatting

MsgViewer allows you to apply “Bates Stamp” style file naming to the selected messages.



are the image files will be

email file to the image

stamp” style numbering and file names.

format

create subfolder in the directory you hments. The sub directory will  
the file at the top of the image.

## Command Line Switches (Program and Installer)

MsgViewer Pro may be customized in a variety of ways, using command line options at either the program level or the installer level. This provides administrators with a great deal of flexibility over how MsgViewer Pro is utilized.

### MsgViewer program .exe command line options

Disable "Open File"

-OF

Disable "Close"

-C

Disable "Save MSG"

-SM

Disable "Save Header"

-SH

Disable "Print Message"

-PM

Disable "Print Header"

-PH

Disable "Search"

-S

Disable "Edit Menu"

-E

Disable "Application" Menu

-APP

### Installer Command line options

As of version 3.1, some certain items in MsgViewer Pro may be toggled on or off when MsgViewer Pro is installed.

Installer command-line switches in MsgViewer Pro include:

/S - install silently (no prompts)

/D=<path> - install to specified folder

/REG=<type> - register MsgViewer Pro as the default application for specified file type(s)

<type> can be "msg", "eml" or "both" (without quotes)

/LANG=<language> - select the specified language after installation

Valid <language> values are: "en", "fr", "de", "es", "it", "ru".

/SHOWFOLDERS=n - set the state of MsgViewer Pro's navigation pane ( folder tree) panel (0 = hidden, 1 = visible)

/SHOWLIST=n - set the state of MsgViewer Pro's email list pane (0 = hidden, 1 = visible)

/SHOWTOOLBAR=n - set the state of MsgViewer Pro's toolbar (0 = hidden, 1 = visible)

/DESKTOPICON=no – tells MsgViewer not to install a program icon on the desktop.

### *Examples of Installer Command Line Options:*

- Install silently with default settings (english language, no file association):

```
MsgViewerProsetup.exe /S
```

- Install silently with french language, and associate with eml files:

```
MsgViewerProsetup.exe /S /LANG=fr /REG=eml
```

- Install silently to "c:\MVP" with italian language, associate with both eml and msg files

and hide all panels except message header and body:

```
setup.exe /S /D=C:\MVP /LANG=it /REG=both /SHOWFOLDERS=0 /SHOWLIST=0 /SHOWTOOLBAR=0
```

## Command Line Export Switches

Since version 3.1.9, MsgViewer Pro includes the ability to convert email messages directly from the command line.

To export a .eml or .msg file (or files) via command-line, use the following formats:

+EXPORT=<source emails path>,<exported files path>,<format>,<flags>,<failed emails copy path>

Definitions:

<source emails path> - the path to the folder containing emails to export, or an absolute path to a single .msg or .eml file.

<exported files path> -the path to the folder where exported files should be placed.

<format> - one of the supported export formats: PDF, TXT, JPG, BMP, PNG, TIFF, GIF

<flags> - one or more of the following:

A (export attachments),

F (export messages with attachments to separate folder,

N (put original message file name into exported file),

S (stop export if error happened).

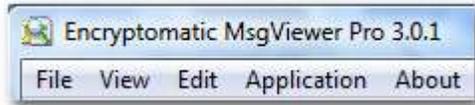
<failed emails copy path> - the path to a folder where MsgViewer Pro should copy any messages that failed to export. An export log will be created in this folder, too. Use this function when exporting large numbers of emails.

Example:

MessageViewerPro.exe +EXPORT="c:\my emails","c:\export",PDF,,

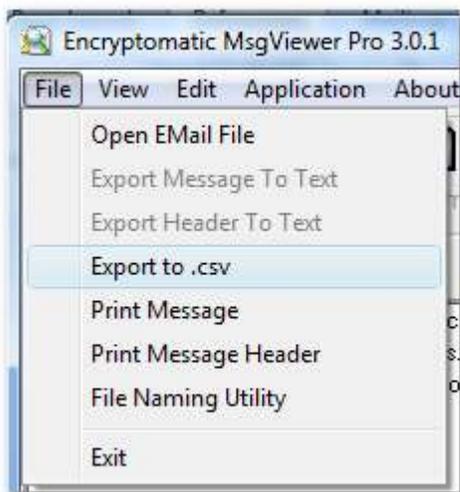
MessageViewerPro.exe +EXPORT="c:\my emails","c:\export",PDF,AFS,"d:\errors"

## Drop Down Menu Functions



This section applies to the drop down menu functions along the top edge of the viewer window. They are selected by clicking on the menu.

### File Menu



#### Open Email File

Allows user to navigate to a specific email file (.msg, .eml or .pst).

#### Export Message to Text

Will export the contents of the message to a text file.

#### Export Header to Text

Will export the internet header (if any) of the selected email to a text file.

#### Export to .csv

This function will export the major fields of the selected email message(s) to a .csv file. This file can then be

imported into a spreadsheet or database file.

#### Print Message

Causes the message to be sent to the local printer.

#### Print Message Header

Causes the internet message header (if any) to be sent to the local printer.

#### File Naming Utility

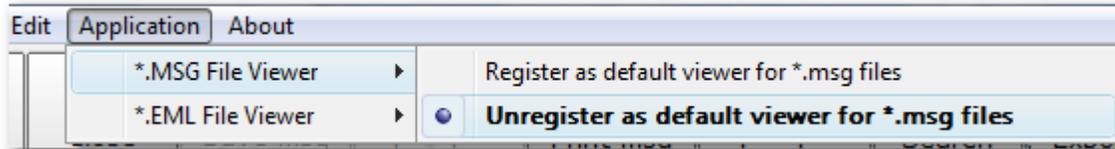
Often when email messages are saved in .msg or .eml format, the email title is assigned as the name of the file. File Naming Utility allows the user to apply a "bates stamp" style naming system to all the files in the directory in order to impose order and make it easier to reference emails. Use care, as the renaming cannot be reversed.

## View Menu

This menu offers a toggle to switch between email header and email message modes.

## Application Menu

The Application Menu allows the user to register (or unregister) MsgViewer Pro as the default application for .MSG files, .EML files, or both. In this version, there is no function to allow setting MsgViewer as the default for .PST files.



## About Menu

The About Menu is a link to internet assistance and displays the application copyright information.

## Common or Useful Tasks

### Copy Specific Messages to a Separate Directory

After sorting through emails, it may be desirable to copy a group of messages to a new directory for further analysis or processing. MsgViewer Pro can do this quite easily.

First, select the messages you wish to copy. There are two ways to select messages of interest:

- 1) By placing a check opposite the message.

		From:	Subject:	Date:	To:
<input checked="" type="checkbox"/>		member-support@gocy...	Thank you for r...	2007, 09.23 ...	omejdell@broadpar...
<input checked="" type="checkbox"/>		Ahuja, Jenny <jahuja@...	FW: partner pro...	2007, 11.13 ...	darren@encryptoma...
<input type="checkbox"/>		Darren Leno <darren@e...	OutDisk	2008, 02.05 ...	'Andy Boyd'

- 2) By holding down the shift key and selecting a range of messages.

		From:	Subject:	Date:	To:	CC:
<input type="checkbox"/>		Microsoft Outlook 2000	Welcome to Mic...	2007, 10.04 ...		
<input type="checkbox"/>		Darren Leno	FW: New Messa...	2007, 09.12 ...	test5@encryptoma...	
<input type="checkbox"/>		Darren Leno	FW: New ML build	2007, 09.13 ...	test5@encryptoma...	
<input type="checkbox"/>		test5		2007 09 14	test2@encryptoma...	

Next, select the Copy To button, and navigate to the directory where you want the email messages to be copied.

MsgViewer will create a copy of the messages. It does not move or delete the selected emails.

## Assistance

To contact our support team for assistance, please visit <http://www.encryptomatic.com/osticket>

## Customization

If you require customization of MsgViewer Pro, we would like to discuss your project. To receive a bid, please contact [sales@encryptomatic.com](mailto:sales@encryptomatic.com).

Customization projects are approached on an individual basis, and our ability to take on such a project depends on the level of difficulty and where we are in the development process for our other projects.

We also welcome “white box” opportunities for MsgViewer Pro. Please contact us with your business needs and we will try to accommodate you.