# Axcelerate 5.8.0

## Supplement on Document Dates

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# 1 Evaluation of Document Dates

By default the **Document Date** (`meta_docdate`) field is extracted:

- for emails from the application date
- for loose documents from the file date

Values for the **Document Date** field are extracted from the following data properties in the listed order:

1. Sent date (field `rm_sentdate`)
2. Delivery date (field `rm_deliverydate`)
3. Modification date (field `rm_lastmodifieddate`)
4. Creation date (field `rm_creationdate`)

This means: first the sent date is checked. If no sent date is available, the delivery date is checked. If no delivery date is available, the modification date is checked. If no modification date is available, the creation date is used.

The **Document Date** is inherited from the family root to any children. Specifically, the document date is not inherited from containers which are never a root document.

1. MSG file with an attached MS Word file

   MSG uses the first date of the email properties that has a value as listed above for the **Document Date**. The word file inherits that **Document Date** value.

2. Email in a zipped PST archive

   The **Document Date** field is populated from the file properties of the email in the order as in the definition above. The containers before are not document roots and not indexed.

3. MS Word document on disk

   The **Document Date** field is populated from the file properties (first modification , then creation date).

4. MS Word document in a ZIP container

   The **Document Date** field is populated from the file properties.

   ⓘ The ZIP format does not store the creation date, so it is set to the modification date. This does not influence the **Document Date**, however.

5. Email in an MBOX file

The **Document Date** field is populated from the email properties.

> The text email only has a sent date and no modification or creation date as a matter of the native format.

# 2 Frequently Asked Questions about Doc Dates

## 2.1 Difference between Delivery and Sent Date?

*What is the difference between the delivery and the sent date?*

The sent date is the timestamp when a user clicks the **Send** button of the email program.

The delivery date is generally the date when the SMTP server has delivered the email to the addressed email account.

The delivery date for Microsoft Outlook mails is the time the message was stored at the server, rather than the actual message was copied from the server to the local store. This makes the delivery date an ideal date for Microsoft Outlook draft messages, that have never been sent.

## 2.2 Attachment of an EML Email

*Why has the attachment of an EML email neither a modification nor creation date?*

Email formats do not save the file system properties, i.e., modification and creation date, of the attachment.

For Microsoft Outlook email attachments the codification and creation date are extracted.

ⓘ Most email programs that accept Microsoft Outlook emails, e.g. Web mail including Gmail, will not transmit the proper dates and thus the attachment date are modified to the Send date of the email.

## 2.3  Last Accessed Date

*Why is the last accessed date not captured for the Document Date?*
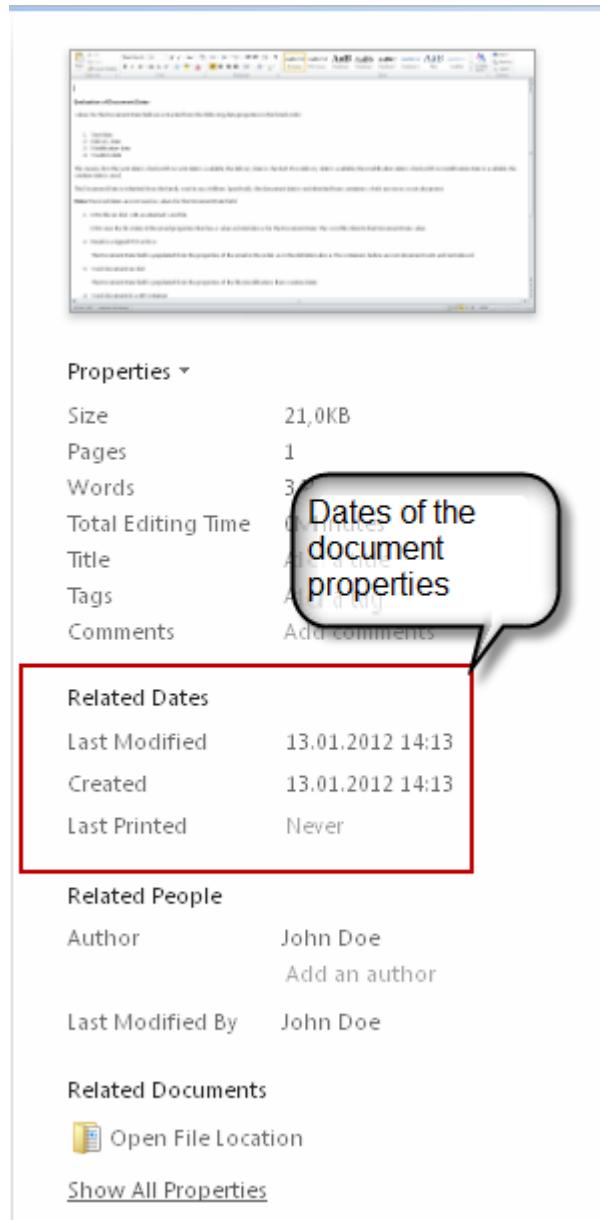
Last accessed date is not part of the CORE data model, because the date itself is too volatile.

# 2.4  Last Printed Date

*Why is the Last printed date not used for Document Date?*

This date is not used by default, because it is part of the document properties, but not of the file properties in the file system.

**Figure 1: Date properties of a Microsoft Word document**

**Figure 2: Date properties of a Microsoft Word file in the file system**
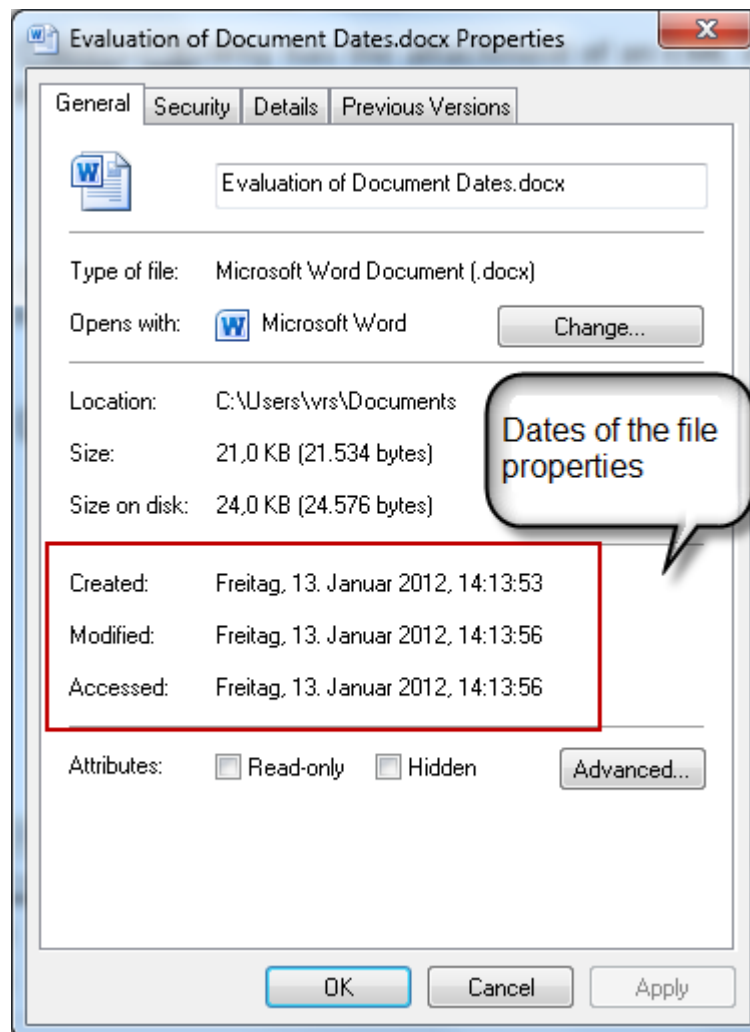


It can be configured that the last printed date is extracted and used by the application, but not for the `Document Date`.

## 2.5  Start and End Date of Calendar Items

*Are the calendar items as start date and end date also used for Document Date?*

These items are not used for **Document Date**, as they are part of the document date properties. They are displayed as text in the XML file.

## 2.6 Document Date after Conversion with Aid4Mail

*Which document date is used for documents that are converted with Aid4Mail?*

Aid4Mail is a program that is used to convert various email formats into PST container files as an intermediate format that can be processed. For these converted documents there is no creation or modification date available. Only the sent or delivery date of the emails, calendar entries, tasks or address entries can be used as **Document Date**. The following formats are converted by this program:

- Apple Inc. OS X Tiger Mail EMLX
- Eudora Mailbox
- Microsoft Entourage items archive RGE (Text, metadata - not folder structure)
- Microsoft Outlook Express enhanced support
- MSF Index of mail messages stored in a variety of email programs, including Netscape Mail and Mozilla Thunderbird
- SNM Index of messages stored in a Netscape Messenger or Collabra mailbox

## 2.7 Document Properties of Microsoft Office Applications

*What happens with the created, modified, accessed, and printed dates from Microsoft Office metadata that are viewable from the* **Document Properties** *window in the Microsoft Office applications and other applications such as Adobe Acrobat?*

- Is it possible to search on and produce those fields?

  It would be possible but is not part of the standard template.

- Why are the Microsoft Office modified and created dates for email attachments not populated when such information is not available from the parent email?

  The standard template does not use the Microsoft Office properties.

### 2.7.1   Document Date after Conversion with Aid4Mail

*Which document date is used for documents that are converted with Aid4Mail?*

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• Apple Inc. OS X Tiger Mail EMLX
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• SNM Index of messages stored in a Netscape Messenger or Collabra mailbox

## 2.8   Population of Last Modified and Created Date for Emails

*Why do emails have last modified and created dates populated, in addition to sent and received dates?*

Emails have these properties and they may be relevant, e.g. when the sender wrote the email vs when it was actually sent.

## 2.9   Explanation of Last Modified and Created Date for Emails

*How can it be that last modified and created dates are after a sent date or do not reflect the date of the last modification?*

For Microsoft Outlook emails, the last modified and created dates are only reliable when they are retrieved from a PST file before data loading.

When Microsoft Outlook items are saved as loose files to disk, e.g., as MSG files, Microsoft Outlook changes the creation and modification dates to the current date. This can be identical with the MSG file's Last Modified or Created file properties, but this is purely accidental. Additionally, later changes to loose files are not reflected by the Last Modified or Created Dates of the Microsoft Outlook item.

To verify that an Microsoft Outlook email has been stored as loose file, check the document metadata. The **Store Name** field should either be empty, i.e., not shown in the metadata, or not contain a filename with the PST extension.

## 2.10    Emails Dates from PST Containers

*For emails from PST containers, why do the created and last modified dates sometimes show a different day than the sent and received date?*

In general the creation and last modification dates are independent from sent date. For example, you can create an email, but do not send it at once, but save it as a draft. After some days you modify the email and save it again. Some days later you send this email. So the creation and last modification date will be different from the sent or received date.

Especially conversion tools for emails may not respect the creation and last modification dates if they are applied.

*i* Some email formats only contain a single date which is usually interpreted as sent date, e.g., most text email programs like EML. This also applies to Aid4Mail used by Recommind for such formats.

## 2.11    Attachments Dates Using Microsoft Outlook

*Why are the last modified and created dates of an attachment the same dates as the Sent Date of the root email?*

This depends on the way how the attachment is added to the email. Microsoft Outlook stores the information in a different manner depending on how the file is attached to the email.

- If the attachment is copied to the email, the created date has the timestamp of the moment the attachment is added to the email. The **Document Date** and modification date then refer to the root email sent date.
- If the attachment is added to the email via the Outlook menu, the last modified date of the document is preserved and the created date still refers to the timestamp, when the attachment was added to the email. The **Document Date** will be the sent date of the email.
- If there are several attachments that are compressed in a zip file and then attached to the email via Microsoft Outlook (as well copied as added by Outlook menu), their original created dates are preserved, too.

## 2.12  Box Object Dates

*The default CORE document date fields may be empty for Box objects.*

For files uploaded to Box and then loaded into the Recommind system, the **Last Modified** and the **Created** fields may not necessarily be filled in. It depends on how files were uploaded into Box whether file system dates are kept.

**Last Modified**

Indicates the last modification date of the content. Is derived from the file properties during upload and usually reflects the time that the file was last changed before upload. This date is overwritten when the document is modified directly on the Box server (e.g. for Box notes).

ℹ This type of date is not available for Box versions.

**Created**

Indicates the creation of the content. Is derived from the file properties during upload. Usually reflects the time that the file was originally created.

ℹ This type of date is not available for Box versions.

To make sure that there is a date information for any Box object, administrators can create new CORE fields for these box date properties that are populated during data load:

**box_created_at**

Indicates the time when the document (or version) was uploaded to the Box server, or an object was created in Box.

**box_modified_at**
Indicates the time that the document was last changed on the Box server. This can be an upload or a direct modification on the server (e.g. in case of Box notes).

*i*  Box comments only have a creation date.

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