

**Compliance for GoldMine**  
by  
Castell Computers



rev 1, July 2009

NOTICE TO ALL USERS: PLEASE CAREFULLY READ THE FOLLOWING LEGAL AGREEMENT ("AGREEMENT") FOR THE LICENSE OF Compliance for GoldMine ("SOFTWARE") BY CASTELL COMPUTERS. ("CASTELL COMPUTERS"). BY CLICKING THE ACCEPT BUTTON OR INSTALLING THE SOFTWARE, YOU (EITHER AN INDIVIDUAL OR A SINGLE ENTITY) CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE BUTTON THAT INDICATES THAT YOU DO NOT ACCEPT THE TERMS OF THIS AGREEMENT AND DO NOT INSTALL THE SOFTWARE.

1. License Grant. Subject to the payment of the applicable license fees, and subject to the terms and conditions of this Agreement, CASTELL COMPUTERS hereby grants to you a non-exclusive, non-transferable right to use one copy of the specified version of the Software and the accompanying documentation (the "Documentation") on one computer only.
2. Term. This Agreement is effective for an unlimited duration unless and until earlier terminated as set forth herein. This Agreement will terminate automatically if you fail to comply with any of the limitations or other requirements described herein. Upon any termination or expiration of this Agreement, you must destroy all copies of the Software and the Documentation. You may terminate this Agreement at any point by destroying all copies of the Software and the Documentation.
3. Ownership Rights. The Software is protected by United States copyright laws and international treaty provisions. CASTELL COMPUTERS and its suppliers own and retain all right, title and interest in and to the Software, including all copyrights, patents, trade secret rights, trademarks and other intellectual property rights therein. Your possession, installation, or use of the Software does not transfer to you any title to the intellectual property in the Software, and you will not acquire any rights to the Software except as expressly set forth in this Agreement.
4. Restrictions. You may not rent, lease, loan, sublicense or resell the Software. You may not permit third parties to benefit from the use or functionality of the Software via a timesharing, service bureau or other arrangement. You may not transfer any of the rights granted to you under this Agreement. You may not reverse engineer, decompile, or disassemble the Software, except to the extent the foregoing restriction is expressly prohibited by applicable law. You may not modify, or create derivative works based upon the Software in whole or in part. You may not copy the Software or Documentation, except that you may (a) make one copy of the Software solely for backup or archival purposes, or (b) transfer the Software to a single hard disk provided that you keep the original solely for backup or archival purposes, or (c) install the software on other workstations LEGALLY utilizing the same GoldMine license on record with Castell Computers as the licensed end-user of the Software. You may not rebrand, rename or remove any proprietary notices or labels on the Software. All copies must contain the same proprietary notices that appear on and in the Software. All rights not expressly set forth hereunder are reserved by CASTELL COMPUTERS.
5. Warranty and Disclaimer.
  - a. Limited Warranty. CASTELL COMPUTERS warrants that for thirty (30) days from the date of original purchase the media (e.g., CD-Rom, .ZIP file) via which the Software is delivered will be free from defects in materials and workmanship.
  - b. Remedies. CASTELL COMPUTERS's and its suppliers' entire liability and your exclusive remedy for any breach of the foregoing warranty shall be, at CASTELL COMPUTERS's option, either (i) return of the purchase price paid for the license, if any, or (ii) replacement of the defective media in which the Software is contained. You must return the defective media to CASTELL COMPUTERS at your expense with a copy of your receipt. This limited warranty is void if the defect has resulted from accident, abuse, or misapplication. Any replacement media will be warranted for the remainder of the original warranty period. Outside the United States, this remedy is not available to the extent CASTELL COMPUTERS is subject to restrictions under United States export control laws and regulations.
  - c. Warranty Disclaimer. Except for the limited warranty set forth herein, THE SOFTWARE IS PROVIDED "AS IS," TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CASTELL COMPUTERS DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT WITH RESPECT TO THE SOFTWARE AND THE ACCOMPANYING DOCUMENTATION. YOU ASSUME RESPONSIBILITY FOR SELECTING THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION OF, USE OF, AND RESULTS OBTAINED FROM THE SOFTWARE. WITHOUT LIMITING THE FOREGOING PROVISIONS, CASTELL COMPUTERS MAKES NO WARRANTY THAT THE SOFTWARE WILL BE ERROR-FREE OR FREE FROM INTERRUPTIONS OR OTHER FAILURES OR THAT THE SOFTWARE WILL MEET YOUR REQUIREMENTS. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. The foregoing provisions shall be enforceable to the maximum extent permitted by applicable law.
6. Limitation of Liability. UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, WHETHER IN TORT, CONTRACT, OR OTHERWISE, SHALL CASTELL COMPUTERS OR ITS SUPPLIERS BE LIABLE TO YOU OR TO ANY OTHER PERSON FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY CHARACTER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF GOODWILL, COMPUTER FAILURE OR MALFUNCTION, OR FOR ANY AND ALL OTHER DAMAGES OR LOSSES. SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU. The foregoing provisions shall be enforceable to the maximum extent permitted by applicable law.
7. Miscellaneous. This Agreement is governed by the laws of the United States and the State of California, without reference to conflict of laws principles, and the parties agree that the sole location and venue for any litigation which may arise hereunder shall be Los Angeles County, California. The application of the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded. This Agreement sets forth all rights for the user of the Software and is the entire agreement between the parties. This Agreement supersedes any other communications with respect to the Software and Documentation. This Agreement may not be modified except by a written addendum issued by a duly authorized representative of CASTELL COMPUTERS. No provision hereof shall be deemed waived unless such waiver shall be in writing and signed by CASTELL COMPUTERS or a duly authorized representative of CASTELL COMPUTERS. If any provision of this Agreement is held invalid, the remainder of this Agreement shall continue in full force and effect. The parties confirm that it is their wish that this Agreement has been written in the English language only.
8. The Software and Documentation are provided with Restricted Rights. Use, duplication, or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software - Restricted Rights 48 CFR 52.227-19, as applicable. Manufacturer is CASTELL COMPUTERS, 714 W. Olympic Blvd, Suite 701, Los Angeles, CA 90015.
9. You agree that you will not export or re-export the Software or Documentation to any country, person, entity or end user subject to U.S.A. export restrictions. Restricted countries currently include, but are not necessarily limited to Cuba, Iran, Iraq, Libya, North Korea, Sudan, and Syria. You warrant and represent that neither the U.S.A. Bureau of Export Administration nor any other federal agency has suspended, revoked or denied your export privileges.

Copyright © 2009 CASTELL COMPUTERS. All Rights Reserved.

## Introduction

Compliance for GoldMine is intended for use in extracting some or all e-mail from any versions 5-8 of FrontRange Solutions GoldMine product line into a more universally acceptable format (a Microsoft Outlook .PST file.)

Reasons for this need are many. Perhaps you need to supply requested mail history under HIPAA or Sarbanes-Oxley or to the SEC or opposing counsel. Or maybe you're simply migrating to another CRM tool and need to extract all your e-mail from GoldMine. Most of the time, handing over an entire backup of your GoldMine database and the folder(s) in which GoldMine has stored your e-mail attachments is neither convenient nor desirable for you or the requester.

That's where Compliance for GoldMine comes in. With minimal fuss, your GoldMine e-mail can be extracted to a single PST file<sup>1</sup> that can then be supplied to whoever is requesting it or can then allow whatever import utility that can import data from Outlook to do it's magic and get your data into that new program (Junxure, Sugar, Salesforce, etc.)

## System Requirements

Compliance for GoldMine has been tested on the following supported operating systems:

Microsoft Windows 2000

Microsoft Windows XP

Microsoft Windows 2003 Server

Microsoft Windows Vista

Microsoft Windows 2008

Compliance for GoldMine is a 32-bit application. Please run it in 32-bit compatibility mode on 64-bit systems for best results.

Compliance for GoldMine **requires** Microsoft Outlook to be installed in order to create and export to a PST file. Supported version of Microsoft Outlook are 2000, 2003 and 2007. Outlook XP (2002) is not supported.

## Licensing

Compliance for GoldMine is tied to your *GoldMine serial number*. When you (or your reseller) purchased Compliance for GoldMine from Castell Computers, your GoldMine serial number was registered as a licensed serial number. This means that you can install the software on one or more LAN workstations, servers, undocked user laptops, etc. without a licensing problem or needing to buy multiple copies of Compliance for GoldMine as long as the base 6 or 8 digit GoldMine serial number of your GoldMine is the same.

---

<sup>1</sup> PST files have size limitations (usually 2GB.) Multiple PST files may be necessary to accommodate your data.

## Obtaining the Software

The latest version of Compliance for GoldMine can be downloaded here:  
<http://www.castellcomputers.com/files/compliance.zip>

## Installation

Installation is primarily a *Next-Next-Finish* style affair. Once downloaded, open the compliance.zip file and extract the contents. Run Setup.exe to start the installation process.

Castell Computers recommends that you install Compliance for GoldMine on typical LAN-connected workstations for your export. This is especially important if you plan to export your e-mail attachments. Often, workstations will have various network drives mapped that perhaps your server(s) might not. Attachment paths may be recorded in GoldMine with those network paths. Attempting to export mail with an attachment path of T:\mailbox\attach\ from a machine on which there is no T: drive mapped will fail to locate those attachments.

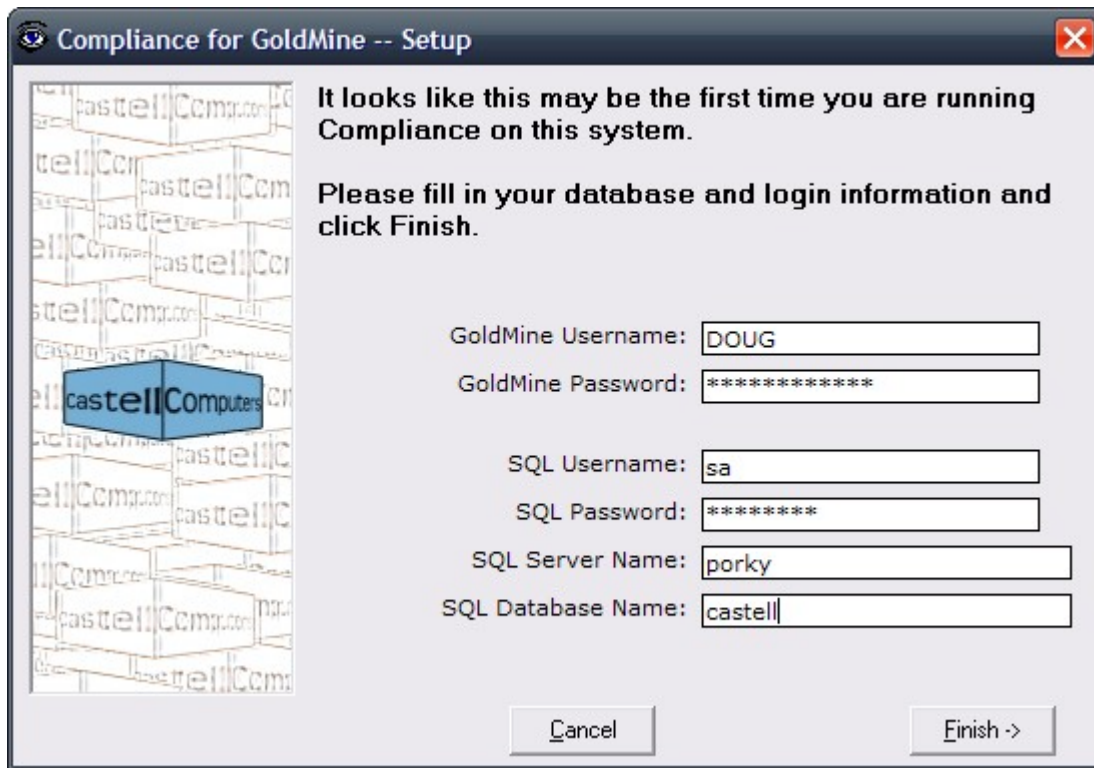


On this screen you can change the installation directory, exit setup or press the button with the antique computer on it to install Compliance for GoldMine to the specified directory.

After a few moments, you should arrive here:



After installation, reboot (if the installer told you it was necessary due to shared files being updated,) then login to GoldMine and run Compliance for GoldMine via the shortcut placed in your start menu. After reviewing the legal mumbo-jumbo, you'll be asked for details about your GoldMine installation and, if applicable, your SQL database location and credentials:



Fill in all the information and finish the wizard and Compliance should take you to a screen that looks a lot like this:



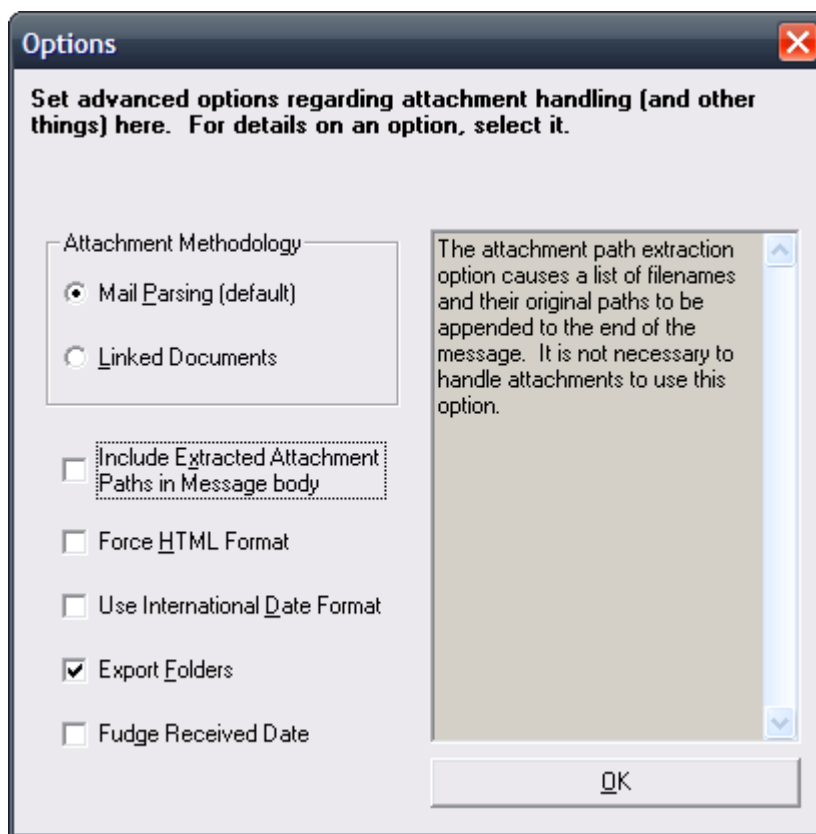
If you get here, you've successfully completed the installation of Compliance for GoldMine.

# A Look at Compliance for GoldMine

The main screen of Compliance for GoldMine:

The screenshot shows the 'Compliance for GoldMine' window. At the top, a text box explains: 'Contact record (or records) to export.' This points to the 'Contact:' field. Below that, another text box explains: 'Governs the export of Sent and/or Received mail. Received mail includes both filed mail and mail in the Inbox.' This points to the 'Sent' and 'Received' checkboxes. The main interface includes a 'Refresh GM' button, 'Company: (ALL)' and 'Accountno:' fields, and radio buttons for 'Mail Linked to this Contact', 'Mail Linked to all Contacts', and 'All Mail'. There are 'Start Date' and 'End Date' dropdown menus, with a text box explaining: 'The date range to limit the export. Leave blank for any/all dates.' Below these are checkboxes for 'Sent', 'Received', and 'Export Attachments', and an 'Advanced' button. A 'User(s)' list on the right shows names like 'BARON', 'ADMINIST', 'BOB', etc., with a text box explaining: 'The list of unique usernames found in your GoldMine's mailbox data.' At the bottom, there is an 'Export Mail to Outlook' button and 'Select All'/'Select None' options.

The advanced options screen:



**Mail Parsing:** This attachment handling method uses logic created by Castell Computers to crawl through the text of the e-mail body to search for all attachment filenames.

**Linked Documents:** This deprecated method of finding e-mail attachments depends on an option in the GoldMine internet preferences to be turned on that causes any/all received e-mail attachments to be stored as linked documents on the contact record(s). This method is a relatively poor choice because it neglects sent e-mail attachments and does not account for the possibility that users might change their internet preferences without being aware of the ramifications. Use this option only in rare situations.

**Include Extracted Attachment Paths in Message Body:** This option causes a list of filenames and their original paths to be appended to the end of the message. It is not necessary to handle attachments to use this option.

**Force HTML Format:** This option causes all plain text messages to be marked as HTML upon export. This can be especially useful for messages that originated in Outlook and were transferred over to GoldMine via Frontrange's GISMO link. These messages have a tendency to have incorrect mail headers that improperly identify them as plain text when they should be marked as HTML. If you see HTML source code in your message bodies in Outlook after an export, try checking this option.

**Use International Date Format:** The International Date option is useful if the data stored in the database is in US Date format (MM DD YYYY) but your workstation is set to International Date format (DD MM YYYY). If you are receiving an error that says 'The conversion of a char data type to a datetime data type resulted in an out-of-range datetime value,' try this option.

**Export Folders:** This option will cause sub-folder structures in the inbox, filed and sent folders to be duplicated in Outlook with the exported mail being placed in the proper folders. Note that no duplicate folders will be created in this process -- even if you have duplicate month folders (for instance) in GoldMine!

**Fudge Received Date:** This option, when checked, causes the 'received date' on SENT mail to be set the same as the 'sent date'. In the absence of any date for the received date column, Outlook assumes the date the mail item arrived in Outlook (via Compliance) is the received date. Since Outlook's default folder layout shows the received date column and not the sent date column, this can result in confusion with converted data. Checking this option places the original sent date in the received column as well. Note that this constitutes a mail header change and this option could be considered tampering in certain legal circumstances. Use with caution!

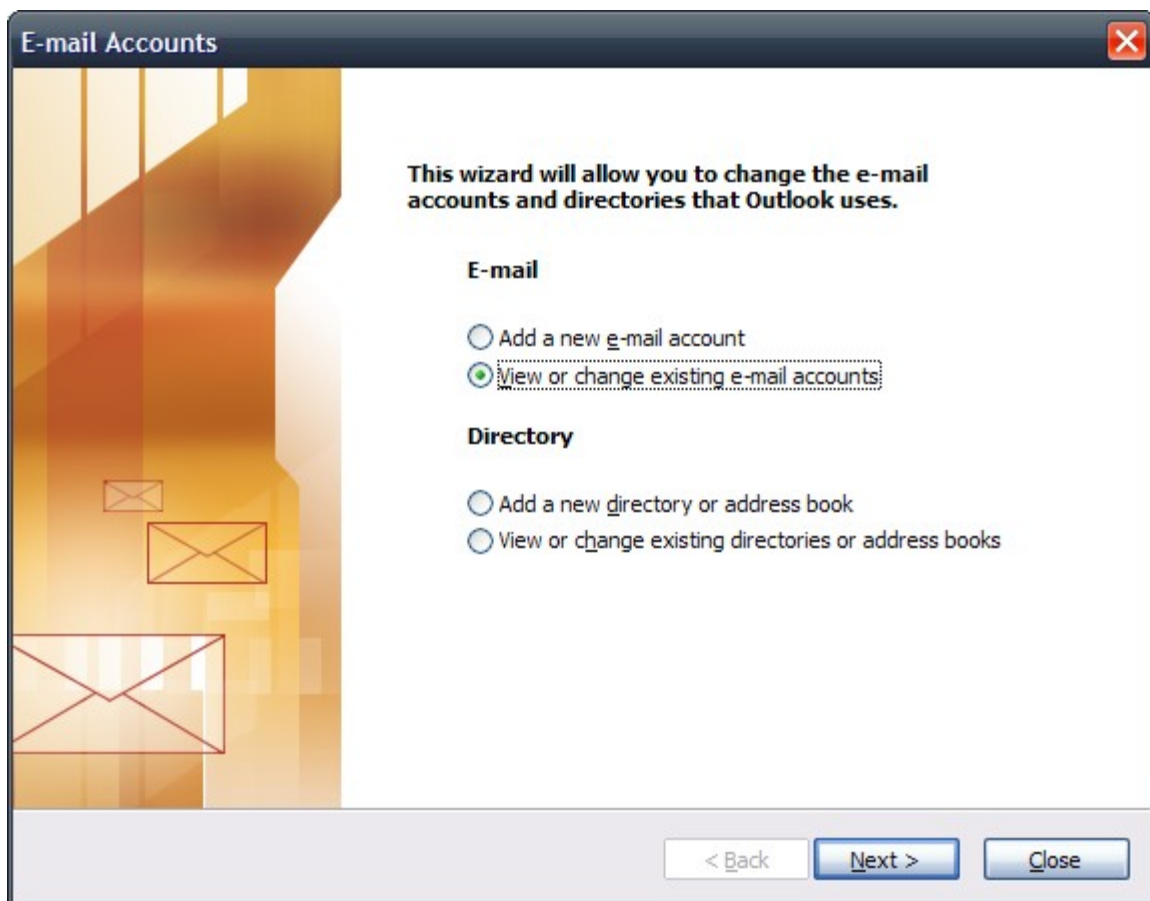


## Using Compliance for GoldMine

Normally, you will want to create a PST file that contains only the information you've exported from GoldMine using Compliance for GoldMine. Compliance for GoldMine does not create a PST file for you. It simply exports the information you specify over to the *current default mail delivery PST* in Outlook on the machine on which it's run.

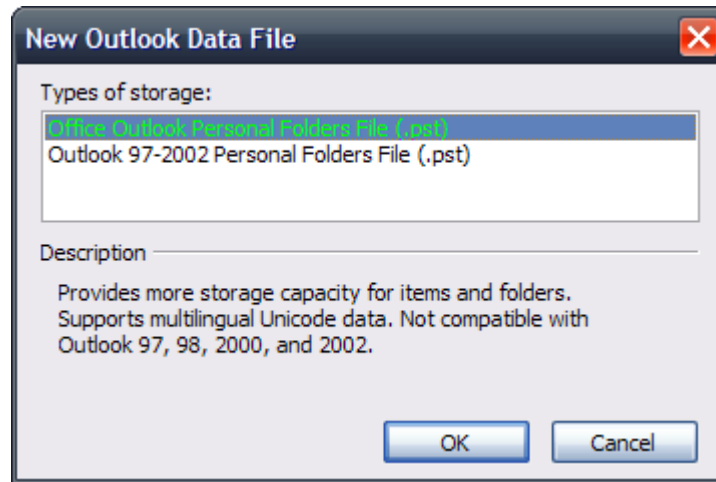
### Creating an Empty PST File

To create an empty PST (in Outlook 2003) select **Tools|E-Mail Accounts...** and select **View or change Existing e-mail accounts**

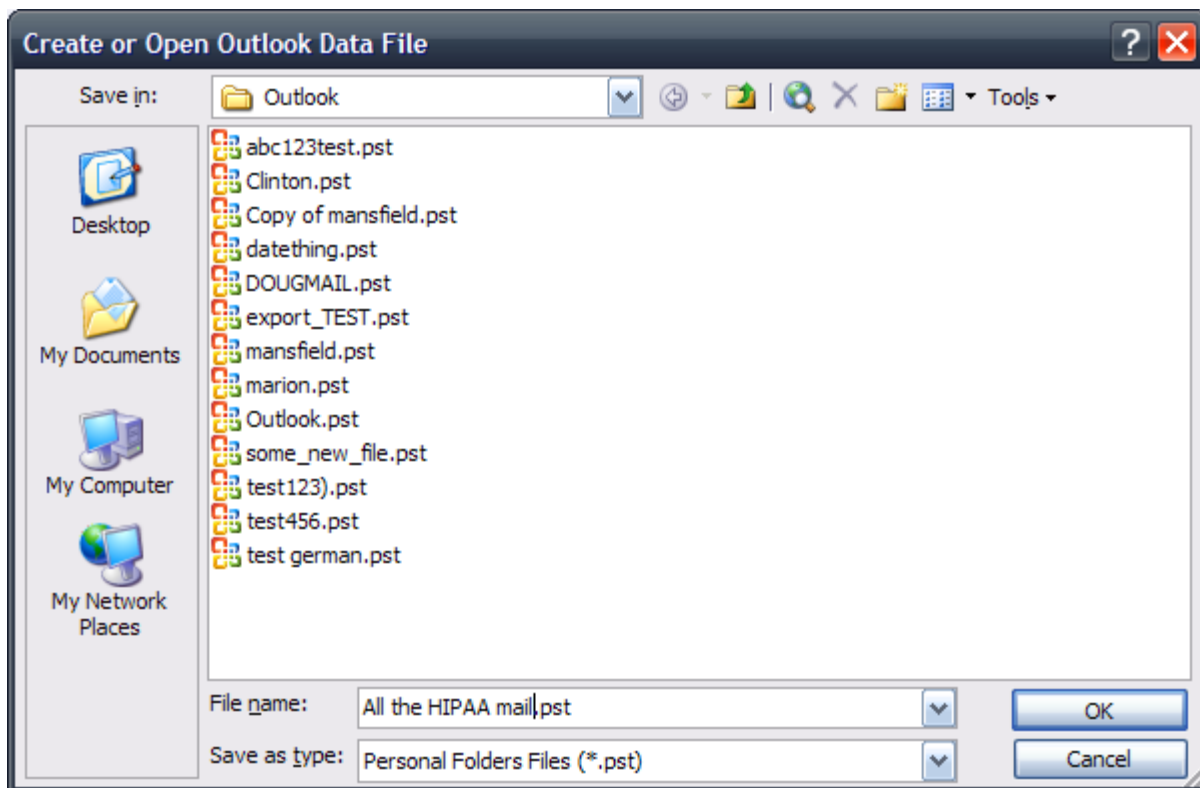


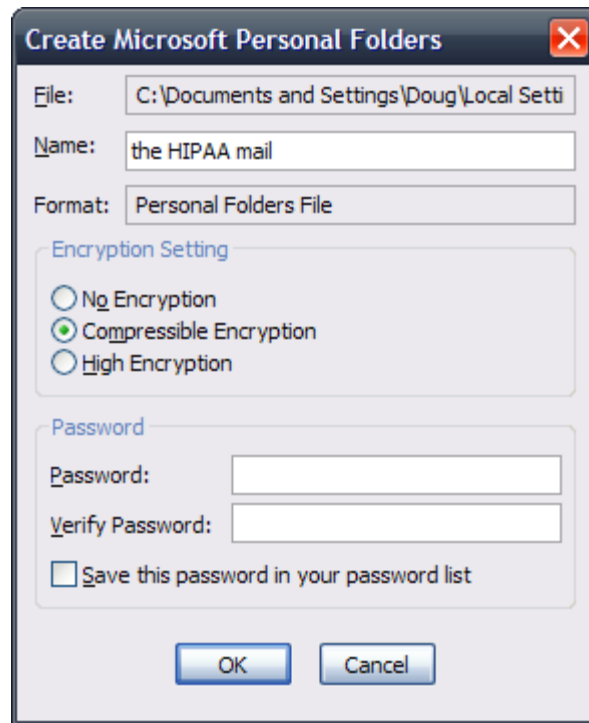
Click **Next >**

Select to create a New Outlook Data File:



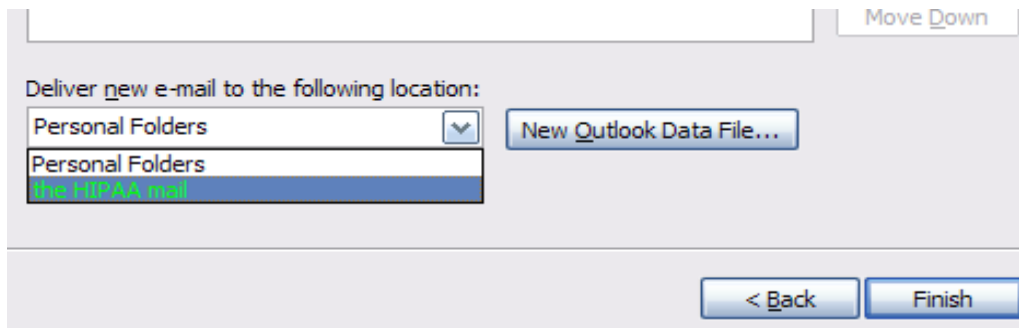
Give it a unique name:





Click OK.

Now you'll find your new PST listed in the box of available PSTs to specify as the default new e-mail PST. Select your new PST and finish the wizard.



Outlook will advise that you'll need to restart Outlook for the change to take effect. Make sure you do so before beginning your export in Compliance.

Note that having Outlook simply minimized to the windows system tray does not constitute restarting it. Double-check the folder list upon restarting Outlook and close any other personal folder trees if you're unsure.

## **Correcting Attachment Paths in GoldMine**

Over time, a long-used GoldMine installation can accumulate attachment and linked document paths that are invalid. Maybe the old server named SKYWALKER has long since been replaced by the new machine, VADER. Maybe the Q: drive is where everything used to live but now it's all on the R: drive and Q: no longer exists – everyone just knows to go look for things in R:\oldstuff\q\_drive\_files\. Whatever the situation, Compliance for GoldMine can only extract the attachments it can actually access. It's knowledge of where to find those files is only as good as GoldMine's record of them. In short, if GoldMine can't see it, neither can Compliance.

If your database has a lot of items with invalid paths, it can cause the process of exporting your mail with the attachments option turned on to be very time consuming. Every time it reaches an item that is supposed to be in a path like [\\skywalker\files\](#) it will ask windows to access that path. Windows will, in turn, search the network for that server and fail. Each time this happens, precious seconds will be lost. Multiply this by 10,000 and you can see where such a problem could cause your export to take an inordinately long time.

To remedy this kind of situation, you might want to download a free tool that I've used in my consulting practice for many years now. While this freebie is given away by one of my competitors, I don't mind throwing out my endorsement of the tool as it's saved me many hours of toil over the years. The Linked Document Mover (and it's documentation) can be found here: <http://www.prior-analytics.com/support.aspx?page=141> I encourage you to read the documentation fully and perform a full backup of your GoldMine data before embarking on using this free tool. It's powerful, but with the slightest slip-up, it can easily destroy thousands of records. Use with extreme caution or employ the assistance of someone familiar with the tool.

To determine where your problematic paths might be you can take a look at your GoldMine data using the following query on the SQL Query tab of the Filters and Groups object inside of GoldMine. To access it go to **Tools|Filters and Groups** (GoldMine 8) or **Lookup|SQL Queries** (GoldMine 5/6/7) and get to the SQL Query tab, as necessary. There, paste the following:

```
select distinct address1 as path from contsupp where  
rectype='L' group by address1 having count(*) > 50
```

Note that is by no means entirely scientific, but it can give you some indication of what path(s) you might need to correct with the Linked Document Mover tool.

## **Running the Export**

Once Outlook is prepared to receive the data and your GoldMine data is cleaned up as much as it's going to be, you simply run GoldMine, run Compliance, select the options most appropriate for your needs and hit the **Export Mail to Outlook** button. Compliance will show you the subject line of the piece of mail it's exporting at the moment as it whizzes through your mail. This process does not modify or delete the mail from GoldMine. Eventually, a message box will pop up and tell you how many items were exported.

If you have a single-user installation of GoldMine and only a small amount of mail to export, your process should be done relative quickly. If you have a large installation of GoldMine with many users that have been sending and receiving mail for many years, your export may take some time. Depending on your needs, you may want to consider making individual PST files for each user in GoldMine with an appreciable number of e-mails. To figure out approximately how many e-mails each user has in GoldMine, you can issue this SQL Query:

**Select userid, count(\*) as number from mailbox group by  
userid order by number desc**

This will return a list similar to this:

<b>Row</b>	<b>Userid</b>	<b>Number</b>
1	DOUG	60381
2	AARON	1381
3	TOMMY	577
4	MANNY	390
5	JENNIFER	370

This means that you can expect somewhere in the neighborhood of that number of e-mail items for each user. Why not the exact number? Because GoldMine stores e-mail templates, GM+View templates and all manner of other things in the mailbox table. This number simply provides an approximate figure to help in planning where to split up your export. For instance, I would probably export DOUG's mail by itself and lump the rest of these users into another PST if my specific situation didn't necessarily call for one PST per person.