INTRADYN
Email Archiving & eDiscovery

Configuring the
Intradyn Email Archiver
For Use With
Microsoft Exchange Server

V.1.3

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INTRADYN
Email Archiving & eDiscovery

Introduction

This guide is intended to be utilized by the administrator who will be configuring the Microsoft Exchange Server environment, as well as the administrator who is responsible for the managing the Intradyn Email Archiver.

Please go over this manual thoroughly before proceeding, as knowledge of the administration of both the Microsoft Exchange Server and your Intradyn Email Archiver is required for proper functionality.

Requirements

- Intradyn Email Archiver

AND

- Microsoft Exchange Server (2013+)

ENABLING IMAP4 IN MICROSOFT EXCHANGE

This part of the guide will lay out a step by step process for enabling IMAP4 in Microsoft Exchange Server.

When you install Microsoft Exchange Server, IMAP4 client connectivity is not enabled. To enable IMAP4 client connectivity, you need to start two IMAP services, the Microsoft Exchange IMAP4 service and the Microsoft Exchange IMAP4 Backend service. When you enable IMAP4, Exchange accepts unsecured IMAP4 client communications on port 143 and over port 993 using Secure Sockets Layer (SSL).

The Microsoft Exchange IMAP4 service runs on Exchange Server computers that are running the Client Access server role. The Microsoft Exchange IMAP4 Backend service runs on the Exchange Server computer that's running the Mailbox server role. In environments where the Client Access and Mailbox roles are running on the same computer, you manage both services on the same computer.

Use Microsoft Management Console Services to enable IMAP4 or POP3

Within the Microsoft Management Console Services snap-in, IMAP4 and POP3 can be enabled. In the Services window, the start-up status can be identified. If the service you choose is set to Manual, you will need to set it to Automatic.
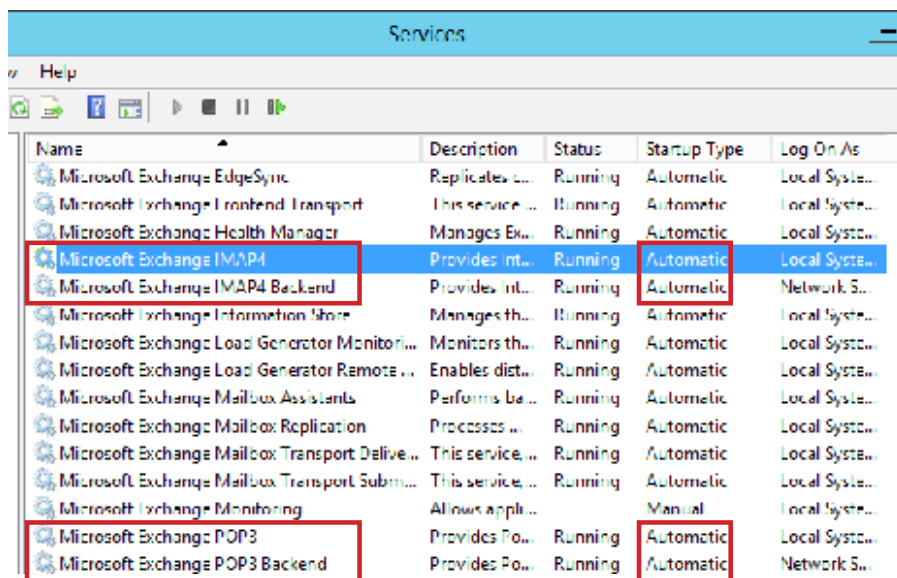
SETUP EXCHANGE SERVER JOURNALING

This part of the guide will provide you with the steps to enable Exchange Server Journaling. This process is composed of two steps:

1. Creating Journaling Mailbox (user)
2. Activate Journaling

Create Journaling Mailbox

1. Enter the URL for the Exchange Admin Center into a browser window
2. Log in the Exchange server administrator credentials
3. Select **"recipients"** and then **"mailboxes"**
4. Click the **+**, then select **"User Mailbox"** from the drop down menu
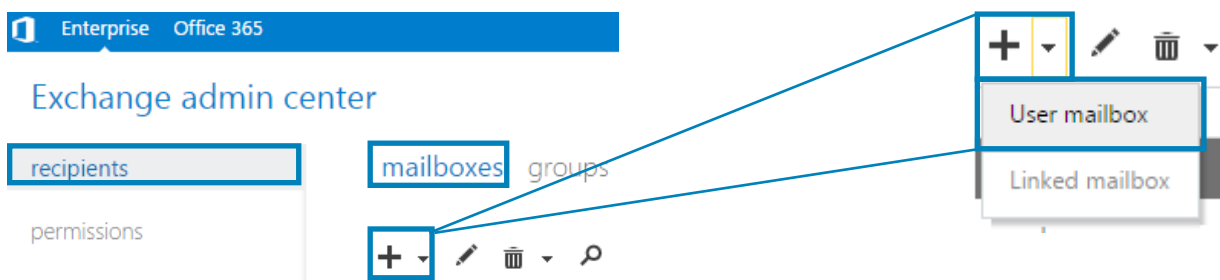
5. Complete the new user mailbox form. This will create the mailbox and account that journaled email will be routed to and stored

6.   Click **"save"**. The recipients/mailboxes page now displays the newly created mailbox

Exchange admin center

	mailboxes groups resources contacts shared migration
recipients	
permissions	➕ ▾ ✎ 🗑 ▾ 🔍 ⟳ ⋯
compliance management	DISPLAY NAME ▲ MAILBOX TYPE EMAIL ADDRESS
organization	test User test@qa2013.exch
	Journal Mailbox User JournalMailbox@qa2013.exch
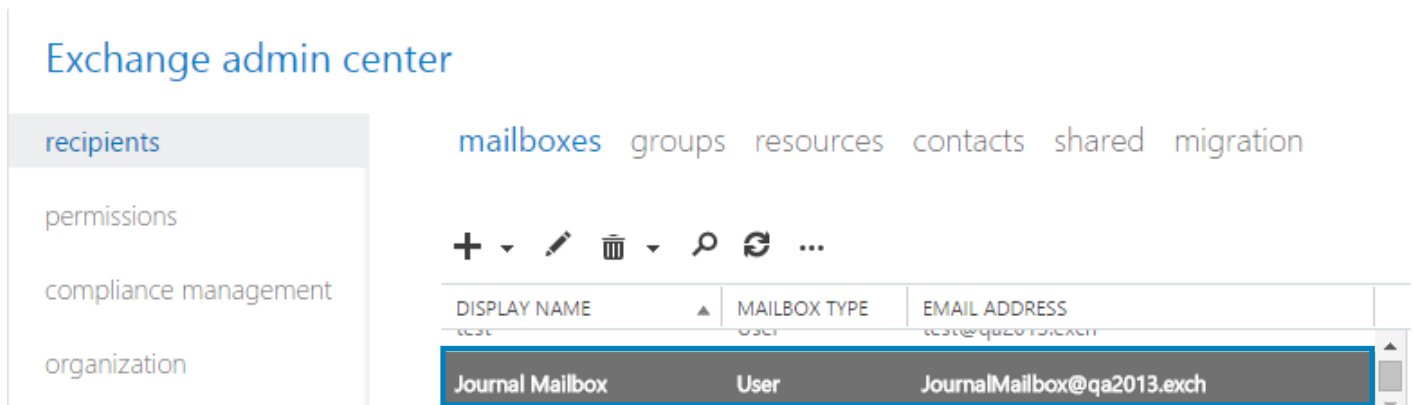
Activate Journaling

Standard journaling is configured on a mailbox database. It enables the Journaling agent to journal all messages sent to and from mailboxes located on a specific mailbox database. You can also use premium journaling enables the Journaling agent to perform more granular journaling by using journal rules. Instead of journaling all mailboxes residing on a mailbox database, you can configure journal rules to match your organization's needs by journaling individual recipients or members of distribution groups. You must have an Exchange Enterprise client access license (CAL) to use premium journaling.
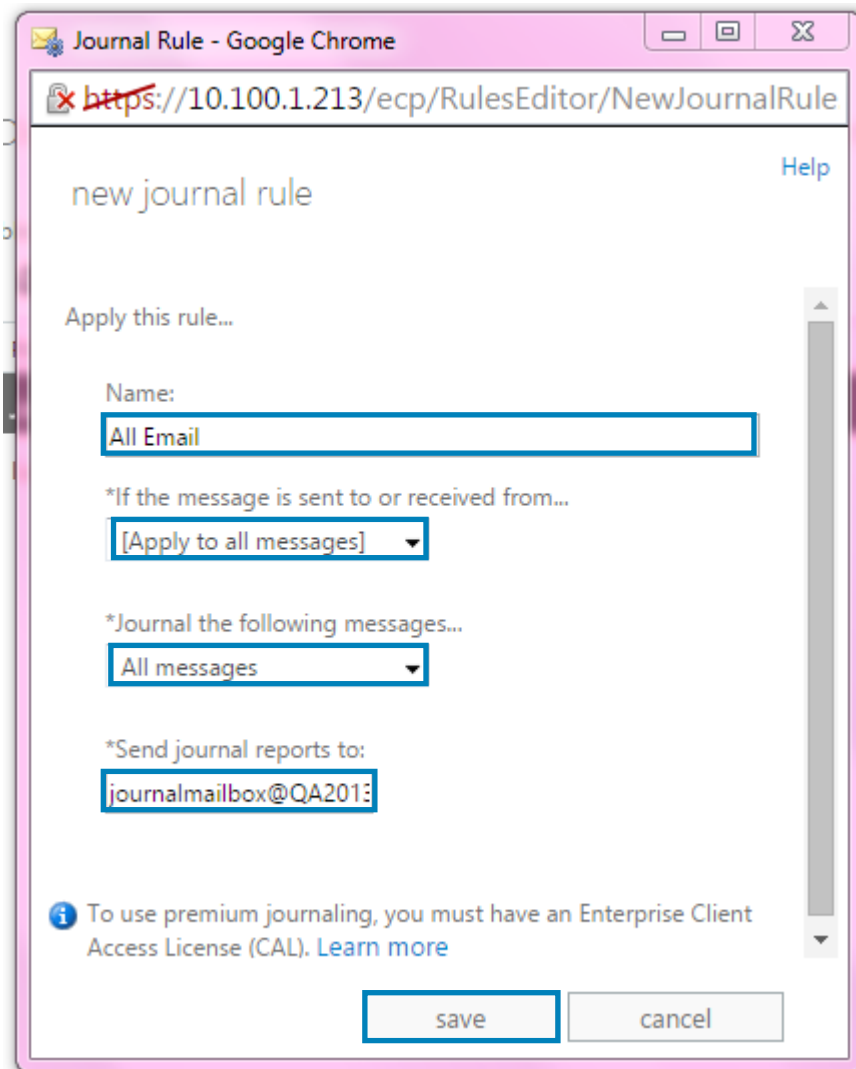
1. Using the Exchange Admin Center, select compliance management
2. Select **"Journal Rules"**
3. Click ➕

Exchange admin center

recipients	In-Place eDiscovery & Hold **2** auditing data loss prevention retention policies
permissions	retention tags journal rules
	Send undeliverable journal reports to: Select address
1 compliance management	**3** ➕ ✎ 🗑 ⟳
	ON RULE USER SEND JOURNAL REPORTS TO
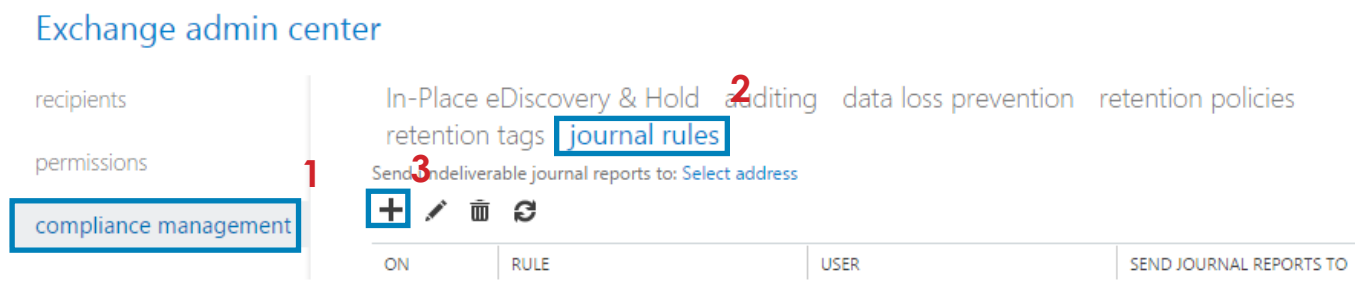
In Journal rule, provide a name for the journal rule and then compete the following fields:

- **If the message is sent to or received from:** Specify the recipient that the rule will target. You can either select a specific recipient or apply the rule to all messages
- **Journal the following messages:** Specify the scope of the journal rule. You can journal only the internal messages, only the external messages, or all messages regardless of origin or destination
- Type the address of the journaling mailbox that will receive all the journal reports

Click **"save"** to create the journal rule

Click **"Yes"** on the Warning window that pops up

The journal rules page displays the created rule.

Exchange admin center

recipients	In-Place eDiscovery & Hold auditing data loss prevention retention policies
permissions	retention tags journal rules
compliance management	Send undeliverable journal reports to: Select address
organization	

+ ✎ 🗑 ↻

ON	RULE	USER	SEND JOURNAL REPORTS TO
☑	All Email		journalmailbox@QA2013.exch

ENABLING PER-MAILBOX DATABASE JOURNALING

1. Using the Exchange Admin Center, select Servers
2. Select **"databases"**
3. Double-click in the Mailbox Database that requires journaling

Exchange admin center

2

recipients	servers databases database availability groups virtual directories certificates
permissions	
compliance management	**+ ✎ 🗑 🔍 ↻ ...**
organization	

3

NAME	ACTIVE ON ...	SERVERS WITH COPI...	ST...	BAD COPY ...		Mailbox Database 0717538576
Mailbox Da...	QA-EXCH2...	QA-EXCH2013	Mo...	0		

Servers
QA-EXCH2013
Database copies:
Mailbox Database 0717538576\QA-EXCH2013
 Active Mounted
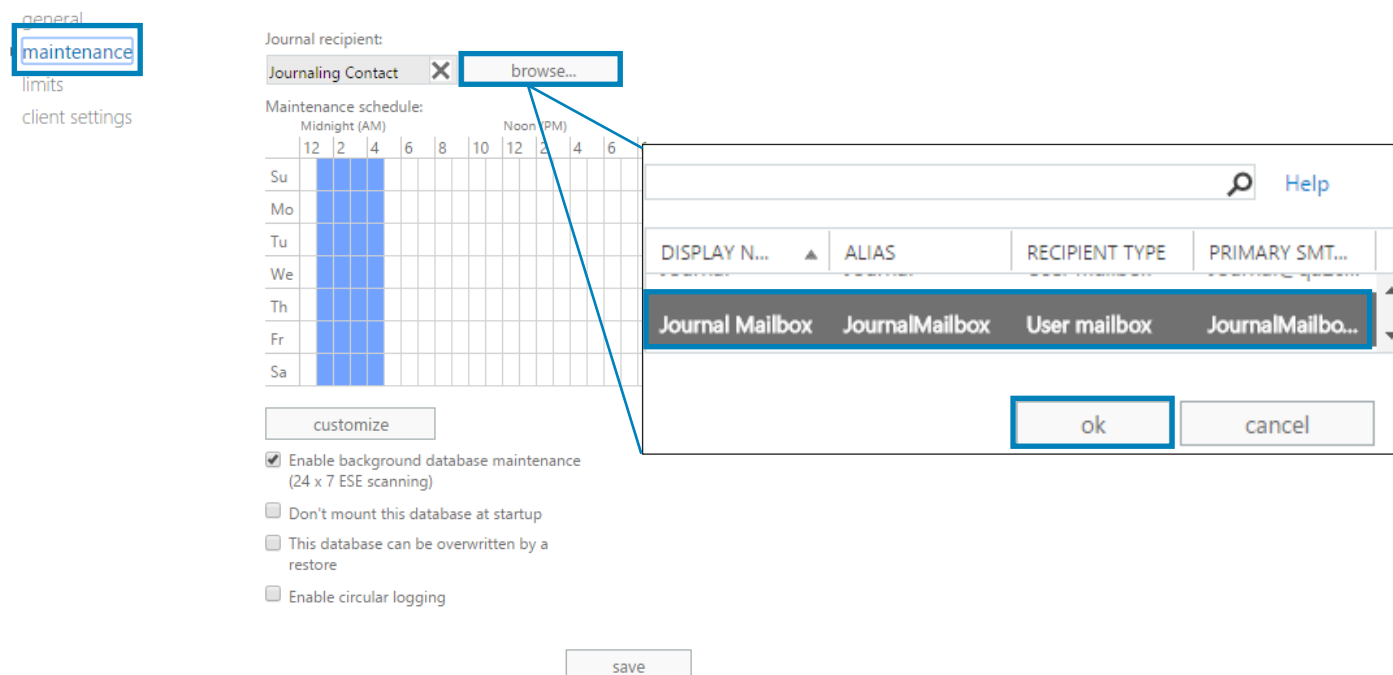Copy queue length: 0
Content index state: Healthy
View details

protection

mail flow

mobile

public folders

unified messaging

1

servers

1 selected of 1 total

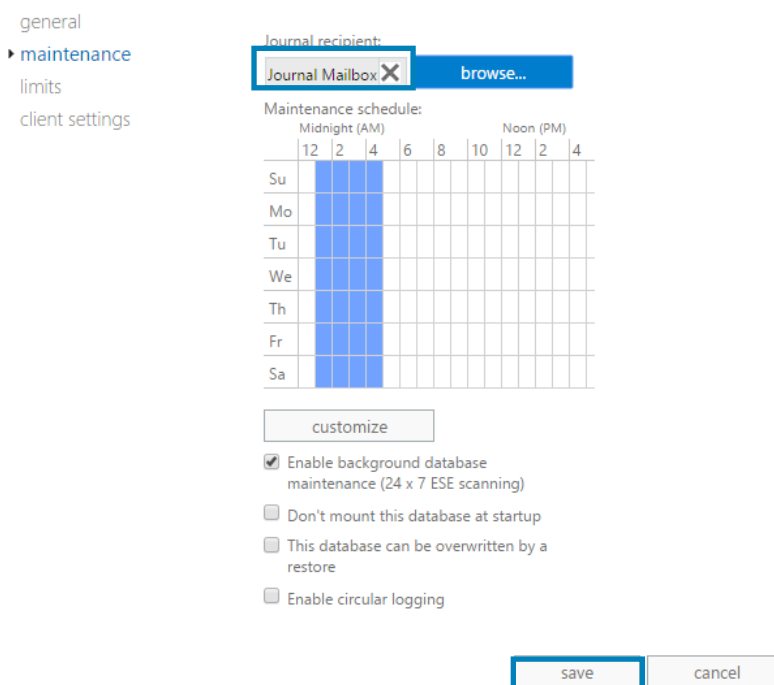Click **"Maintenance"** and then click **"Browse"**, next to the Journal Recipient field.
Select the journaling mailbox, and then click **"ok"**.

The Mailbox Database page displays with the journaling mailbox in the Journal recipient field. Click **"save"**.

Repeat these steps on any other database(s) that require journaling.

For database journaling, the Managed Availability health monitoring feature is enabled in Microsoft Exchange Server to generate system health messages by default. If these messages are enabled, they can cause a high volume of archived messages. It is recommended that you disable the probes that generate these messages.

Configuring Intradyn Archive Appliance

Now that the Microsoft Exchange Server has been configured to journal emails, you need to configure your Intradyn Email Archiver to fetch and archive the emails.

You will need to log into the Intradyn Email Archiver using Administrator level credentials. Once logged in, follow these steps:

1. Click on the "Configuration" tab
2. Click on "POP or IMAP Fetchers"
3. Enter a name for the fetcher to be created
4. Click "Add Fetcher"

On the next screen, you will enter the details of where the emails should be fetched from.

1. Verify the name of the Fetcher
2. Enter the address of the Exchange server
3. Enter a description of the fetcher (meaningful to you)
4. Enter the user name of the Journal account you created
5. Enter the password for the account
6. Verify the **"Activate Email Server"** box is unchecked. Uncheck if necessary
7. Select the **"sIMAP4"** protocol to communicate with the Exchange 2013 Server
8. The **"Port Number"** field should have auto-populated with default value of the protocol you selected
9. Select when you would like the emails to be deleted from the Journal account mailbox on Exchange
10. Click the **"Create Fetcher"** button

Fetcher Configuration

Field	Value	
* Configuration Name	Exchange 2013	1
* Server Address	qa2013.exch	2
* Server Description	Microsoft Exchange 2013 Server	3
* User Name	journalmailbox@qa2013.exch	4
* Password	••••••••	5
Activate Email Server	☐	6
* Server Protocol	sIMAP4 ▾	7
* Port Number	993	8
* Mailbox Name POP3 can only fetch from "inbox"	Inbox	
* Email Deletion	◉ Delete Emails Once Backed-up (More Secure) ○ Delete Emails Immediately (Faster)	9
* Fetch Timeout Hard limit on the number of minutes the fetcher is allowed to spend fetching one email.	15	
	Create Fetcher	10

Now that the fetcher has been created, you can test to make sure that the fetcher can properly communicate with the Exchange 2013 server using the following steps:

1.   Click on **"POP or IMAP Fetchers"**, if not already on this screen
2.   Click on the **"Green Check Mark Circle"** to enter the test screen

The Health Checkup screen should now be visible.
1.   Click on the **"Run Tests"** button
2.   Once the tests complete you should see **"pass"** after each test. If you see **"warn"** or **"fail"** you can click on the word for additional information

After completing the prior steps, everything should be configured properly. The last step is to activate the fetcher. After activation, you will be archiving your Exchange 2013 emails. To activate the fetcher, follow these steps:

1. Click on **"POP or IMAP Fetchers"**
2. Click on the blue **"Up"** arrow

To monitor the fetching process you check the Fetcher Status screen. The screen can be accessed from either the Fetcher Configuration table or from the System Status table located on the Status tab.