

INTRADYN

Email Archiving & eDiscovery

Configuring the Intradyn Email Archiver For Use With Microsoft Exchange Server

V.1.3

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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

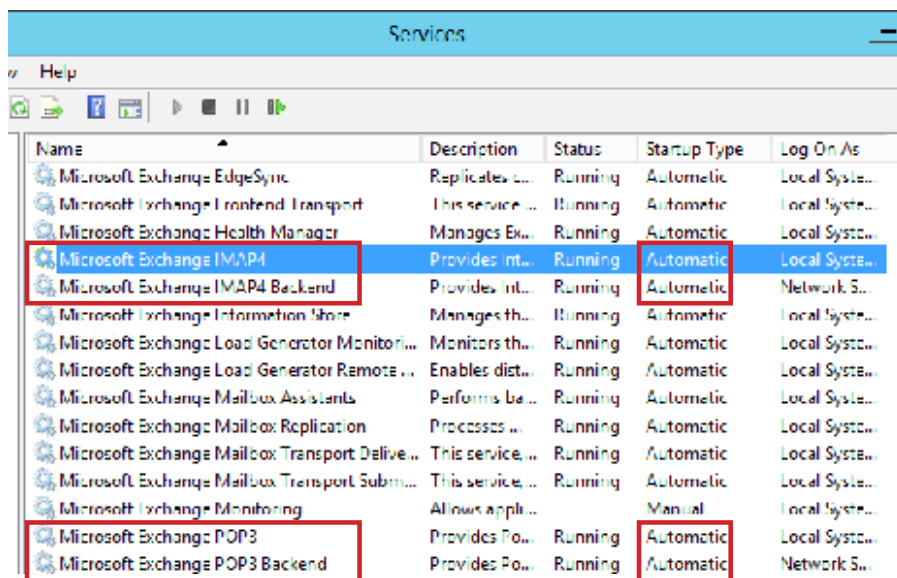
This part of the guide will lay out a step by step process for enabling IMAP4 in Microsoft Exchange Server.

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.



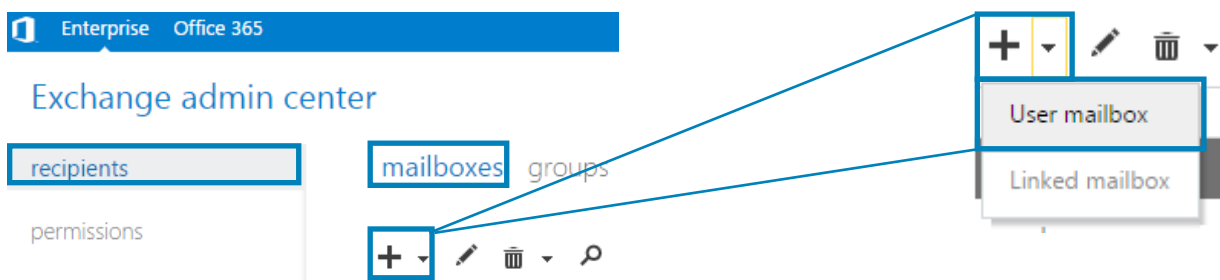
SETUP EXCHANGE SERVER JOURNALING

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

Alias:
JournalMailbox

☐ Existing user
[] browse...

☒ New user

First name:
Journal

Initials:
[]

Last name:
Mailbox

*Display name:
Journal Mailbox

*Name:
Journal Mailbox

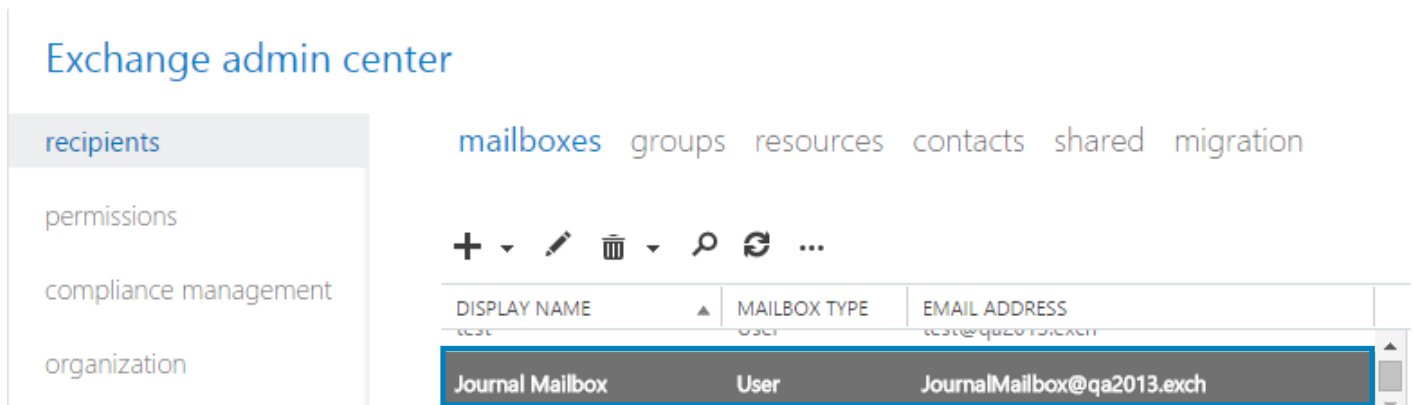
Organizational unit:
[] browse...

*User logon name:
JournalMailbox @ QA2013.exch

*New password:

*Confirm password:

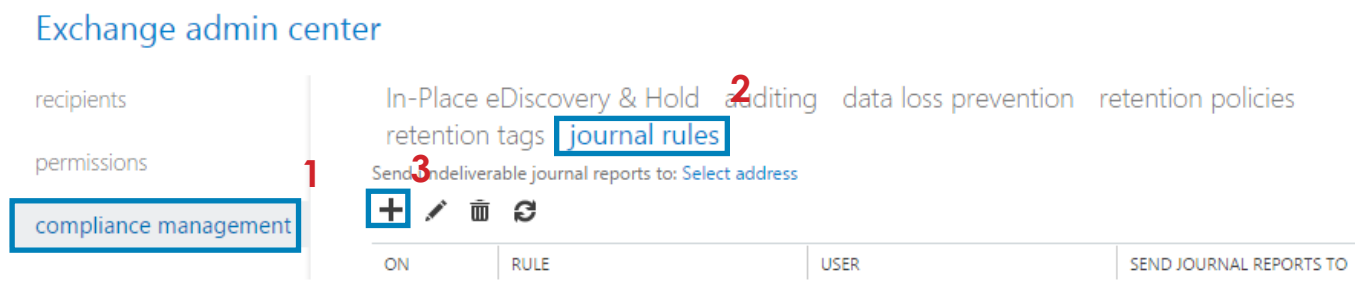
- Click **“save”**. The recipients/mailboxes page now displays the newly created mailbox



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.

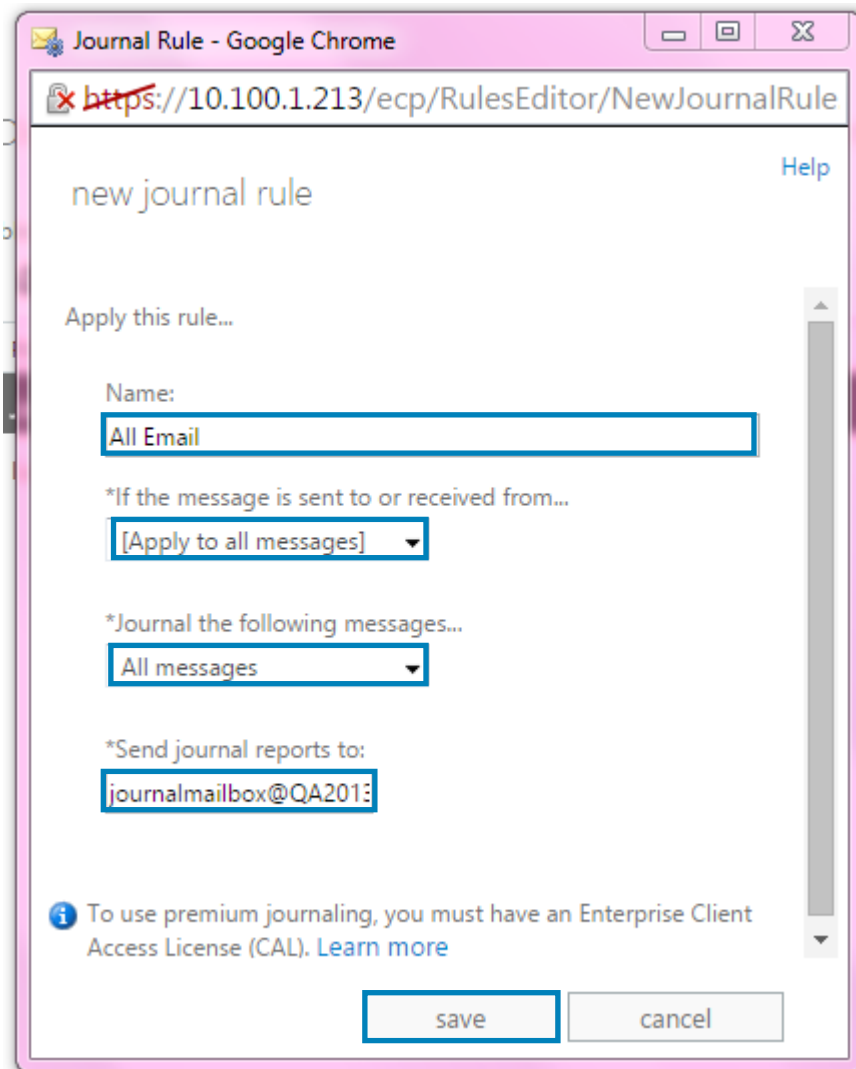
- Using the Exchange Admin Center, select compliance management
- Select **“Journal Rules”**
- Click **+**



In Journal rule, provide a name for the journal rule and then complete 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



The screenshot shows a web browser window titled "Journal Rule - Google Chrome" with the address bar displaying "https://10.100.1.213/ecp/RulesEditor/NewJournalRule". The page content is titled "new journal rule" and includes a "Help" link. The form fields are as follows:

- Apply this rule...**
 - Name:** A text input field containing "All Email".
 - *If the message is sent to or received from...** A dropdown menu with the selected option "[Apply to all messages]".
 - *Journal the following messages...** A dropdown menu with the selected option "All messages".
 - *Send journal reports to:** A text input field containing "journalmailbox@QA2013".
- Footer:** A blue information icon followed by the text "To use premium journaling, you must have an Enterprise Client Access License (CAL). [Learn more](#)".
- Buttons:** "save" and "cancel" buttons at the bottom right.

Click “**Yes**” on the Warning window that pops up

The journal rules page displays the created rule.

Exchange admin center

recipients

permissions

compliance management

organization

In-Place eDiscovery & Hold auditing data loss prevention retention policies
retention tags **journal rules**

Send undeliverable journal reports to: [Select address](#)

+ ✎ 🗑️ ↺

ON	RULE	USER	SEND JOURNAL REPORTS TO
<input checked="" type="checkbox"/>	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

recipients

permissions

compliance management

organization

protection

mail flow

mobile

public folders

unified messaging

servers

servers **databases** database availability groups virtual directories certificates

+ ✎ 🗑️ 🔍 ↺ ...

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

Mailbox Database 0717538576

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

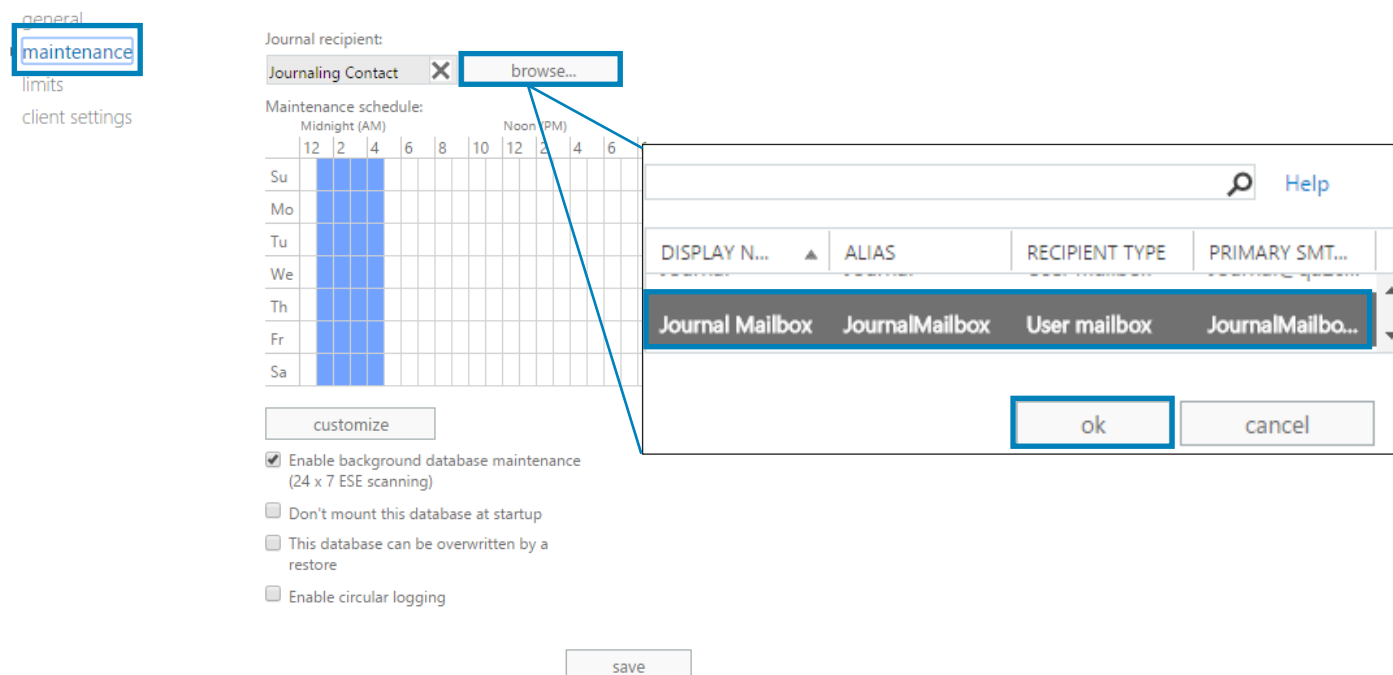
1 selected of 1 total

Configuring Intradyn Email Archiver with Microsoft Exchange Server

Click “**Maintenance**” and then click “**Browse**”, next to the Journal Recipient field.

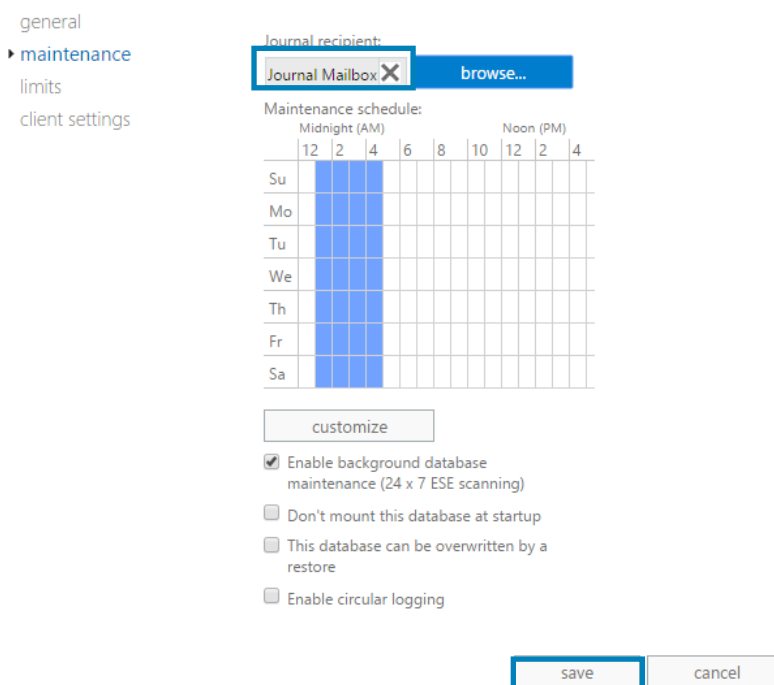
Select the journaling mailbox, and then click “**ok**”.

Mailbox Database 0717538576



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

Mailbox Database 0717538576



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"

The screenshot displays the Intradyn Email Archiver web interface. The top navigation bar includes tabs for Email Viewing, Users and Groups, Status, Backup, Maintenance, and Configuration (highlighted with a red '1'). The left sidebar contains sections for REGISTRATION, SETTINGS (with sub-items like System Settings, Outgoing SMTP, Email Notification, Network Server Control, and Federated Configuration), EMAIL SERVERS (with sub-items like SMTP Server, Message Intelligence, and Mailbox Sync), and EMAIL TAGS. The 'POP or IMAP Fetchers' sub-item is highlighted with a red '2'. The main content area is titled 'Email Fetcher Configurations' and is divided into 'Active Fetchers' and 'Inactive Fetchers' sections. The 'Active Fetchers' section contains a table with columns: Name, Host, Protocol, Current Sched., Download Fails, and Actions. It lists three fetchers: 'Exchange 2010', 'Gmail-kieffer', and 'Social Media'. Below this table, a red '3' points to a text input field, and a red '4' points to the 'Add Fetcher' button. The 'Inactive Fetchers' section shows a table with the same columns but contains the text 'no inactive fetchers'.

Name	Host	Protocol	Current Sched.	Download Fails	Actions
Exchange 2010	10.100.1.220	siMAP4	Always runs (unscheduled)	0	↓ 🔍 🔄 📅 ✅ 🗑️
Gmail-kieffer	imap.gmail.com	siMAP4	Always runs (unscheduled)	0	↓ 🔍 🔄 📅 ✅ 🗑️
Social Media	imap.gmail.com	siMAP4	Always runs (unscheduled)	0	↓ 🔍 🔄 📅 ✅ 🗑️

3 [Input Field] 4 [Add Fetcher]

Name	Host	Protocol	Download Fails	Actions
no inactive fetchers				

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

The screenshot shows the 'Fetcher Configuration' form with the following fields and values:

- 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:** Inbox (9)
- Email Deletion:** ☒ Delete Emails Once Backed-up (More Secure) (9)
- Fetch Timeout:** 15 (10)

The 'Create Fetcher' button is located at the bottom right of the form.

Configuring Intradyn Email Archiver with Microsoft Exchange Server

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 screenshot shows the 'Email Fetcher Configurations' page. On the left, the 'POP or IMAP Fetchers' link is highlighted in the sidebar. The main content area has two sections: 'Active Fetchers' and 'Inactive Fetchers'. The 'Active Fetchers' table lists three fetchers: 'Exchange 2010', 'Gmail-kieffer', and 'Social Media'. The 'Inactive Fetchers' table lists one fetcher: 'Exchange 2013'. A red '1' points to the 'POP or IMAP Fetchers' link in the sidebar. A red '2' points to the green checkmark icon in the 'Inactive Fetchers' table.

Name	Host	Protocol	Current Sched.	Download Fails	Actions
Exchange 2010	10.100.1.220	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📧 ⚙️ ⚠️ ✖️
Gmail-kieffer	imap.gmail.com	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📧 ⚙️ ⚠️ ✖️
Social Media	imap.gmail.com	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📧 ⚙️ ⚠️ ✖️

Name	Host	Protocol	Download Fails	Actions
Exchange 2013	qa2013.exch	sIMAP4	0	↻ 🔍 📧 ⚙️ ⚠️ ✖️

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

The screenshot shows the 'fetcher-Exchange 2010 Health Checkup' screen. At the top, there is a link 'Up a Test Level' and a toggle 'Show all Details / Hide all Details'. Below this is a blue 'Run Tests' button. The main area lists five tests: 'connection', 'correct protocol', 'log in', 'select mailbox', and 'messages in mailbox'. Each test has a status indicator: 'pass' (green checkmark) for the first four and 'warn' (yellow exclamation mark) for the last one. A red '1' points to the 'Run Tests' button. A red '2' points to the 'pass' status for the 'connection' test.

fetcher-Exchange 2010 Health Checkup

Up a Test Level

Show all Details / Hide all Details

Run Tests

connection	pass
correct protocol	pass
log in	pass
select mailbox	pass
messages in mailbox	warn

Configuring Intradyn Email Archiver with Microsoft Exchange Server

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

REGISTRATION

Register Product

SETTINGS

System Settings

Outgoing SMTP

Email Notification

Network Server Control

Federated Configuration

EMAIL SERVERS

POP or IMAP Fetchers

SMTP Server

Message Intelligence

Mailbox Sync

EMAIL TAGS

Legal Holds

Tags

Email Fetcher Configurations

Active Fetchers

Name	Host	Protocol	Current Sched.	Download Fails	Actions
Exchange 2010	10.100.1.220	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📅 ⏸ ✖
Gmail-kieffer	imap.gmail.com	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📅 ⏸ ✖
Social Media	imap.gmail.com	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📅 ⏸ ✖

Add Fetcher

Inactive Fetchers

Name	Host	Protocol	Download Fails	Actions
Exchange 2013	qa2013.exch	sIMAP4	0	↑ ↻ 🔍 📅 ⏸ ✖

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.

Option 1

Exchange 2013	qa2013.exch	sIMAP4	Always runs (unscheduled)	0	↓ ↻ 🔍 📅 ⏸ ✖
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INTRADYN
Email Archiving & eDiscovery

Email Viewing Users and Groups Status Backup Maintenance Configuration

admin
2017-08-06 21:46 CDT

REPORTS

Dashboard

System Summary

System Status

Summary Counts

System Status

Active Jobs

	Process	Start Time
🔍	MailRetrievalService-Social Media	2017-08-06 21:41:21
🔍	MailRetrievalService-Exchange 2013	2017-08-06 21:25:02

Option 2