

Arctera™ Journaling Guide

Arctera Unified Platform: Journaling Guide

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Journaling Overview

This chapter includes the following topics:

- [About journaling and Arctera Unified Platform](#)
- [Journaling message size limit](#)
- [Journaled messages and antivirus solutions](#)
- [Journaling setup instructions overview](#)

About journaling and Arctera Unified Platform

Journaling is a mail server operation that can record all communications, including inbound, outbound and internal email messages. Journaling does not capture the existing messages that are stored in users' active mailboxes: it only captures new messages. As journaling captures a new message "in flight", the user cannot alter or delete that message until it is archived.

Once journaling is enabled, the mail server can be configured to forward copies of newly journaled messages to Arctera Unified Platform.

Note: Journaling does not capture miscellaneous items like contacts, calendar items, or tasks.

Journaling message size limit

The journaling message size limit for Arctera Unified Platform is 200 MB. Journaled oversized messages are not saved in the archive. If an email is oversized because of its attachments, neither the message nor the attachment is archived.

Journalled messages and antivirus solutions

Journalled messages are not routed through an antivirus solution such as MessageLabs.

Note: Internet traffic may increase or double in Internet bandwidth during journaling.

Journaling setup instructions overview

This guide provides instructions for setting up journaling to Arctera Unified Platform for each supported mail server type. See the appropriate reference for your mail server type.

For Microsoft Exchange on-premises, see the following:

Table 1-1 Microsoft Exchange on-premises journaling setup instructions

Server type	Reference
Exchange 2013, 2016, and 2019	See “Setting up Exchange 2013, 2016, and 2019 journaling” on page 9.
Exchange 2010	See “Setting up Exchange 2010 journaling” on page 18.
Exchange 2007	See “Setting up Exchange 2007 journaling” on page 28.
Exchange 2003 standard	See “Setting up Exchange 2003 standard journaling” on page 38.
Exchange 2003 envelope	See “Setting up Exchange 2003 envelope journaling” on page 48.

For other server types, see the following:

Table 1-2 Journaling setup instructions for other server types

Server type	Reference
Office 365	See “Setting up Office 365 journaling” on page 66.
Domino Mail	See “Setting up Domino Mail journaling” on page 72.
Google G Suite Gmail	See “Setting up Google G Suite Gmail journaling” on page 78.

Exchange 2013, 2016, and 2019 Set-up

This chapter includes the following topics:

- [Setting up Exchange 2013, 2016, and 2019 journaling](#)
- [Prerequisites for Exchange 2013, 2016, and 2019 journaling](#)
- [Step 1 - Create Journaling Contact](#)
- [Step 2 - Create SMTP Send Connector](#)
- [Step 3 - Activate Journaling](#)
- [Step 4 - Disable Non-Delivery Reports \(NDRs\) at the Remote Domain](#)

Setting up Exchange 2013, 2016, and 2019 journaling

The following table lists the steps for setting up Exchange 2013 or 2016 journaling for Arctera Unified Platform.

Table 2-1 Setting up journaling for Exchange 2013 or 2016

Action	Reference
Ensure that you have met all of the prerequisites.	See “Prerequisites for Exchange 2013, 2016, and 2019 journaling” on page 10.
Create a journaling contact.	See “Step 1 - Create Journaling Contact” on page 10.
Create a dedicated SMTP send connector.	See “Step 2 - Create SMTP Send Connector” on page 11.

Table 2-1 Setting up journaling for Exchange 2013 or 2016 (continued)

Action	Reference
Activate journaling	See “ Step 3 - Activate Journaling ” on page 12.
Disable Non-Delivery Reports (NDRs) at the remote domain	See “ Step 4 - Disable Non-Delivery Reports (NDRs) at the Remote Domain ” on page 14.

Prerequisites for Exchange 2013, 2016, and 2019 journaling

The following are prerequisites for the setup of Exchange 2013, 2016, and 2019 journaling:

- A fully configured installation of Exchange 2013, 2016, and 2019.
- Exchange administrator credentials for the server.
- To enable journal rules, an Enterprise CAL must be purchased. For licensing details, see Microsoft’s information on Exchange Server 2013, 2016, and 2019 licensing.
- Your Arctera Unified Platform journaling email address, smart host name, and domain name.
- SMTP Port 25 open, to allow journaling traffic.
- The Arctera Unified Platform data center IP ranges must be added to your firewall allowlist.

Note: If you were not provided with an Arctera Unified Platform journaling email address, smart host name, or domain name, contact [Arctera Services & Support](#).

Step 1 - Create Journaling Contact

Create a journaling contact for Exchange Server 2013 or 2016 as follows.

To create a journaling contact

- 1 Enter the URL for the Exchange Admin Center into a browser window.
- 2 Log in with Exchange server administrator credentials.
- 3 Select **recipients** and then **contacts**.

- 4 Click next to the plus sign, and then select the mail contact from the drop-down menu.
- 5 In the **new mail contact** window, enter **Journaling** in the **First name** field and **Contact** in the **Last name** field.
- 6 Enter **Journaling Contact** in the **Alias** field.
- 7 Enter the journaling email address that customer support has provided in the **External email address** field.

Note: The journaling address is unique to your organization. If you did not receive a journaling email address, contact [Arctera Services & Support](#).

- 8 Select the Organizational Unit where the journaling contact resides (optional):
 - Click **browse**.
 - Select the Organizational Unit, and then click **ok**.
- 9 Click **save**. The contacts page displays with the new journaling contact.
- 10 In the Exchange Management Shell, enter the following to set the MAPI rich text format (RTF) parameter for the journaling contact to Never:

```
Set-MailContact -Identity "<JournalingContactNameHere>"  
-UseMapiRichTextFormat Never
```

Step 2 - Create SMTP Send Connector

Creating a dedicated SMTP send connector for journaling is strongly recommended. It ensures that there is a direct connection to the smart host. Also, a dedicated connector is useful in isolating journaling transport issues.

To create an SMTP Send Connector

- 1 Select **mail flow** and then **send connectors**.
- 2 Click the plus sign to add a new send connector.
- 3 Enter **Journaling Connector** in the **Name** field.
- 4 Select **Custom** for the **Type** option.
- 5 Click **Next**.
- 6 Under **Network settings**, select **Route mail to smart host**.
- 7 Click the plus sign to add a new smart host.

- 8 In the **add smart host** dialog box, enter the smart host domain name that Arctera Services & Support provided to you.
- 9 Click **save**. The new send connector window displays with the new host listed in the **SMART HOST** section.
- 10 Click **Next**.
- 11 Select **None** for the **Smart host authentication** option.
- 12 Click **Next**.
- 13 Click the plus sign to add a new address space.
- 14 Enter the domain that customer service has provided in the **Full Qualified Domain Name (FQDN)** field.
- 15 Click **save**. The new send connector window displays with the domain listed in the **Address space** section.
- 16 Click **next**.
- 17 Click **+** to add mail server(s).
- 18 Select the server from the table and then click **add**. Repeat this step for any additional servers.
- 19 Click **ok**. The new send connector window displays the mail servers in the **Source server** section.
- 20 Click **finish**.
- 21 Enter the following to restart the Transport service (recommended):

Note: Restarting the Transport Service forces the new journal messages to route through the new journaling connector immediately.

- Open the Exchange Management Shell.
- Enter the following command to restart services:
`Restart-Service "MSExchangeTransport"`
- After the service is brought back online, enter the following command to verify that the service is running:
`Get-Service "MSExchangeTransport"`

Step 3 - Activate Journaling

The Exchange 2013 and Exchange 2016 journaling options depend on the Client Access License (CAL):

- Standard CAL comes with Standard Journaling - set up journaling per database
- Enterprise CAL comes with Premium Journaling - set up journaling per database and journaling rules

Note: Use journaling rules to set up journaling for distribution groups and selected users. A single journaling rule can also be used to represent multiple databases.

Journaling rules can be set up for internal messages, external messages, or all messages. To create a journaling rule based on a distribution group, the group must be created first. For the procedure to create a distribution group, see Microsoft's Exchange Server 2013 or 2016 help on Manage Distribution Groups.

The following journaling activation procedures are covered in this section:

- Activate journaling per database (Standard and Premium Journaling)
- Activate journaling rules (Premium Journaling only)

To activate journaling per database (Standard and Premium Journaling)

- 1 Select **servers** and then **databases**.
- 2 Double-click the mailbox database that requires journaling. The **Mailbox Database** window displays.
- 3 Select **Maintenance**.
- 4 Click **browse**, next to the **Journal recipient** field.
- 5 Select the Journaling Contact, and then click **ok**.
- 6 The **Mailbox Database** page displays with the journaling contact in the **Journal recipient** field.
- 7 Click **save**
- 8 Repeat these steps for all of the databases that require journaling.

To activate journaling rules (Premium Journaling only)

- 1 Select **compliance management** and then **journal rules**.
- 2 Click the plus sign. The **new journal rule** window displays.
- 3 Enter the rule name in the **Name** field.
- 4 To create a journaling rule for all databases, select [**Apply to all messages**] from the **If the message is sent to or received from...** drop-down menu.
- 5 To create a journaling rule based on distribution group or specific user:
 - Select a specific user or group from the **If the message is sent to or received from...** drop-down menu.

- Select a distribution group or specific user, and then click **add**.
 - Click **ok**. The new journal rule window displays, listing the selected group or user.
- 6 Select one of the following from the **Journal the following messages...** drop-down menu:
 - **All messages**
 - **Internal messages only**
 - **External messages only**
 - 7 Enter the journaling contact email address or alias in the **Send Journal reports to:** field.
 - 8 Click **save**. The journal rule displays as enabled on the journal rules page.

Step 4 - Disable Non-Delivery Reports (NDRs) at the Remote Domain

Disabling NDRs is optional, but it is considered a Microsoft best practice.

To disable Non-Delivery Reports (NDRs) at the remote domain

- 1 Open the Exchange Management Shell.
- 2 If necessary, set up a remote domain. See [http://technet.microsoft.com/en-us/library/aa997639\(v=exchg.150\).aspx](http://technet.microsoft.com/en-us/library/aa997639(v=exchg.150).aspx) for the procedure.
- 3 Enter the following command to disable NDRs, where *<Domain>* is the domain that customer service has provided:

```
Set-RemoteDomain <Domain> -NDREnabled $false
```

Note: If you were not provided with your domain, contact [Arctera Services & Support](#).

Exchange 2013, 2016, and 2019 Disable

This chapter includes the following topics:

- [Disabling Exchange 2013, 2016, and 2019 journaling](#)
- [Step 1 - Deactivate Journaling](#)
- [Step 2 - Delete SMTP Send Connector](#)
- [Step 3 - Delete Journaling Contact](#)
- [Step 4 - Enable Non-Delivery Reports \(NDRs\) at the Remote Domain](#)

Disabling Exchange 2013, 2016, and 2019 journaling

The following table lists the steps for disabling Exchange 2013 or 2016 journaling.

Note: Performing the following steps stops the journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

Table 3-1 Disabling Exchange 2013 or 2016 journaling

Action	Reference
Deactivate journaling	See “Step 1 - Deactivate Journaling” on page 16.
Delete SMTP connector	See “Step 2 - Delete SMTP Send Connector” on page 16.
Delete journaling contact	See “Step 3 - Delete Journaling Contact” on page 17.

Table 3-1 Disabling Exchange 2013 or 2016 journaling (continued)

Action	Reference
Enable Non-Delivery Reports (NDRs) at the remote domain	See “Step 4 - Enable Non-Delivery Reports (NDRs) at the Remote Domain” on page 17.

Step 1 - Deactivate Journaling

Listed are the two journaling deactivation options:

- Deactivate Journaling per Database.
- Deactivate Journal Rules.

Note: Emails are not saved to the Arctera Unified Platform archive once journaling is deactivated.

To deactivate journaling per database

- 1 Select **servers** and then **databases**.
- 2 Double-click on the mailbox database that requires deactivation.
- 3 Select **Maintenance**.
- 4 Click **X** in the **Journal recipient** field.
- 5 Click **save**.
- 6 Repeat these steps for all databases that require deactivation.

To deactivate journal rules

- 1 Select **compliance management** and then **journal rules**.
- 2 Select the journaling rule that requires deactivation.
- 3 Click the garbage pail icon.
- 4 When the warning dialog box displays, click **yes**.
- 5 Repeat these steps for all journaling rules that require deactivation.

Step 2 - Delete SMTP Send Connector

To delete the SMTP Send Connector

- 1 Select **mail flow** and then **send connectors**.
- 2 Select the send connector that requires deactivation.

- 3 Click the garbage pail icon.
- 4 When the warning dialog box displays, click **yes**.

Step 3 - Delete Journaling Contact

To delete the journaling contact

- 1 Select **recipients** and then **contacts**.
- 2 Select the journaling contact to delete.
- 3 Click arrow next to the garbage can icon.
- 4 Select **Delete** from the pull-down menu.
- 5 When the warning dialog box displays, click **yes**.

Step 4 - Enable Non-Delivery Reports (NDRs) at the Remote Domain

To enable Non-Delivery Reports (NDRs) at the remote domain

- 1 Open the Exchange Management Shell.
- 2 Enter the following command to enable NDRs, where <Domain> is the domain that Arctera Unified Platform Support provided:

```
Set-RemoteDomain <Domain> -NDREnabled $true
```

Note: If you were not provided with the domain, contact [Arctera Services & Support](#).

Exchange 2010 Set-up

This chapter includes the following topics:

- [Setting up Exchange 2010 journaling](#)
- [Prerequisites for Exchange 2010 journaling](#)
- [Step 1 - Create Journaling Contact](#)
- [Step 2 - Create an SMTP Send Connector](#)
- [Step 3 - Activate Journaling](#)
- [Step 4 - Disable Non-Delivery Reports \(NDRs\)](#)

Setting up Exchange 2010 journaling

The following table lists the steps for setting up Exchange 2010 journaling for Arctera Unified Platform.

Table 4-1 Setting up journaling for Exchange 2010

Action	Reference
Ensure that you have met all of the prerequisites.	See “Prerequisites for Exchange 2010 journaling” on page 19.
Create a journaling contact.	See “Step 1 - Create Journaling Contact” on page 19.
Create a dedicated SMTP send connector.	See “Step 2 - Create an SMTP Send Connector” on page 20.
Activate journaling	See “Step 3 - Activate Journaling” on page 21.

Table 4-1 Setting up journaling for Exchange 2010 (continued)

Action	Reference
Disable Non-Delivery Reports (NDRs)	See “ Step 4 - Disable Non-Delivery Reports (NDRs) ” on page 22.

Prerequisites for Exchange 2010 journaling

The following are prerequisites for the setup of Exchange 2010 journaling:

- A fully configured installation of Exchange 2010.
- Exchange administrator credentials for the server.
- Your Arctera Unified Platform journaling email address, smart host name, and domain name.
- SMTP Port 25 open, to allow journaling traffic.
- The Arctera Unified Platform data center IP ranges must be added to your firewall allowlist.

Note: If you were not provided an Arctera Unified Platform journaling email address, smart host name, or domain name, contact [Arctera Services & Support](#).

Step 1 - Create Journaling Contact

The following procedure describes how to create a journaling contact for Exchange 2010.

To create a journaling contact

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Click the plus sign to the left of the entry for your Exchange server.
- 3 Click the plus sign to the left of **Recipient Configuration**.
- 4 Click **Mail Contact** under **Recipient Configuration**.
- 5 On the **Mail Contact** page, click **New Mail Contact** in the **Actions** pane.
- 6 Select **New Contact** and then **Next**.
- 7 In the **New Mail Contact** window, enter **Journaling** in the **First Name** field, **Contact** in the **Last Name** field and **Journaling Contact** in the **Alias** field. Click **Edit**.

- 8 Enter the journaling address that customer service has provided in the **email address** field, and then click **OK**.

Note: The journaling address is unique to your organization. If you have not been provided with this address, contact [Arctera Services & Support](#).

- 9 Click **Next**.
- 10 Click **New**.
- 11 Click **Finish**. You have successfully created a journaling contact.
- 12 After you create the journaling contact, double-click the contact to open the **Properties** page.
- 13 On the **General** tab of the **Properties** page, change the value in the **Use MAPI rich text format** field to **Never**.

Note: You can also change this setting by executing the following command from the Exchange shell prompt: `Get-MailContact <Contact-name> | Set-MailContact -UseMapiRichTextFormat Never`

Step 2 - Create an SMTP Send Connector

The following procedure describes how to create an SMTP send connector for Exchange 2010.

To create an SMTP send connector

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Click the plus sign to the left of the entry for your Exchange server.
- 3 Click the plus sign to the left of **Organization Configuration**.
- 4 Click **Hub Transport**.
- 5 Click the **Send Connectors** tab.
- 6 In the **Actions** pane, click **New Send Connector**.
- 7 Type **Journaling Connector** for the **Name** and set the intended use to **Custom**.
- 8 Click **Next**.
- 9 Click **Add**.

- 10 In the **SMTP Address Space** window, type the Address Space that is provided to you in the **Address** field. Leave the cost at 1 and click **OK**.
- 11 Click **Next**.
- 12 Click the **Route mail through the following smart hosts** and click **Add**.
- 13 Click **Fully qualified domain name (FQDN)**.
- 14 Enter the smart host that is provided and click **OK**.
- 15 Click **Next**.
- 16 Confirm that the smart host authentication is set to **None** and click **Next**.

Note: Exchange 2010 servers automatically send all outbound email by TLS encryption. The administrator is not required to configure outbound security.

- 17 Click **Next**.
- 18 Click **New**.
- 19 Click **Finish**. You have successfully created a send connector.

Step 3 - Activate Journaling

The following journaling activation procedures are covered in this section:

- Activate Journaling per Database
- Activate Journaling Rules

Note: Use journaling rules to set up journaling for distribution groups and selected users. A single journaling rule can also be used to represent multiple databases.

Journaling rules can be set up for internal messages, external messages, or all messages. To create a journaling rule based on a distribution group, the group must be created first. For the procedure see Microsoft Exchange Server 2010, Create Distribution Groups.

To activate journaling per database

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Click the plus sign to the left of the entry for your Exchange server.
- 3 Click the plus sign to the left of **Organization Configuration**.

- 4 Click **Mailbox**.
- 5 In the **Database Management** tab, right-click your mailbox database and select **Properties**.
- 6 Click the **Maintenance** tab.
- 7 In the **Mailbox Database Properties** window, select **Journal Recipient**, then click **Browse**.
- 8 Select **Journaling Contact** and click **OK**.
- 9 Click **OK**. You have successfully activated message journaling.

To activate journaling rules

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Click the plus sign to the left of the entry for your Exchange server.
- 3 Click the plus sign to the left of **Organization Configuration**.
- 4 Click **Hub Transport**.
- 5 Click the **Journal Rules** tab.
- 6 In the **Actions** pane, click **New Journal Rule**.
- 7 In the **New Journal Rule** window, type **Journaling Rule** in the **Rule Name** field. Click **Browse**.
- 8 Select **Journaling Contact** from the list and click **OK**.
- 9 Select **Journal messages for recipient**. Click **Browse**.
- 10 Select **Journaling Distro** from the list and click **OK**.
- 11 Click **New**.
- 12 Click **Finish**. You have successfully implemented journal rules for selected users in your organization.

Step 4 - Disable Non-Delivery Reports (NDRs)

The following procedure describes how to disable Non-Delivery Reports on Exchange 2010 for the remote domain.

To disable Non-Delivery Reports (NDRs)

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Click the plus sign to the left of the entry for your Exchange server.

- 3 Click the plus sign to the left of **Organization Configuration**.
- 4 Click **Hub Transport**.
- 5 Click the **Remote Domains** tab.
- 6 In the **Actions** pane, click **New Remote Domain**.
- 7 Enter a name for the remote domain in the **Name** field. Enter the domain name of the **Address Space** provided to you in the **Domain name** field. Click **New**.

Note: If your Address Space is `Address.Space@AddressSpace.com`, then the Address Space domain is `AddressSpace.com`.

- 8 Click **Finish**.
- 9 Right-click **Address Space Domain** and select **Properties**.
- 10 Click the **Message Format** tab.
- 11 Clear the **Allow non-delivery reports** check box and click **OK**. You have successfully disabled NDRs.

Note: Your Journaling setup is now complete. If you encounter any problems with the journaling process, refer to the troubleshooting tips. If journaling stops for an extended period of time, we cannot recover lost email.

See "[Journaling troubleshooting](#)" on page 84.

Exchange 2010 Disable

This chapter includes the following topics:

- [Disabling Exchange 2010 journaling](#)
- [Step 1 - Remove Address Space Domain](#)
- [Step 2 - Deactivate Journaling](#)
- [Step 3 - Remove the SMTP Send Connector](#)
- [Step 4 - Remove the Journaling Contact](#)

Disabling Exchange 2010 journaling

The following table lists the steps for disabling Exchange 2010 journaling.

Note: Performing the following steps stops the journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

Table 5-1 Disabling Exchange 2010 journaling

Action	Reference
Remove address space domain	See “Step 1 - Remove Address Space Domain” on page 25.
Deactivate journaling	See “Step 2 - Deactivate Journaling” on page 25.
Remove the SMTP send connector	See “Step 3 - Remove the SMTP Send Connector” on page 26.
Remove the journaling contact	See “Step 4 - Remove the Journaling Contact” on page 27.

Step 1 - Remove Address Space Domain

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Select the plus sign to the left of the entry for your Exchange server.
- 3 Select the plus sign to the left of **Organization Configuration**.
- 4 Select **Hub Transport**.
- 5 Click the **Remote Domains** tab.
- 6 Right-click **Address Space Domain** and select **Remove**.
- 7 Click **Yes**. You have successfully removed the Address Space Domain.

Step 2 - Deactivate Journaling

Listed are the two journaling deactivation options:

- Deactivate journaling per database.
- Deactivate journal rules.

Note: Emails are not saved to the Arctera Unified Platform archive once journaling is deactivated.

To deactivate journaling per database

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Select the plus sign to the left of the entry for your Exchange server.
- 3 Select the plus sign to the left of **Organization Configuration**.
- 4 Select **Mailbox**.
- 5 Within the **Database Management** tab, right-click your mailbox database and select **Properties** from the drop-down menu.
- 6 Select the **Maintenance** tab within the resulting **Mailbox Database Properties** window.
- 7 Deselect **Journal Recipient** and click **OK**. You have successfully deactivated journaling

To remove journal rules

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Select the plus sign to the left of **Organization Configuration**.
- 3 Select **Hub Transport**.
- 4 Select the **Journaling** tab.
- 5 From within the list, select the journal rule that was used for the journaling setup.
- 6 Select **Remove** in **Actions** pane.
- 7 Click **Yes**. You have successfully deleted the journal rule.

Step 3 - Remove the SMTP Send Connector

Remove the SMTP Send Connector

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Select the plus sign to the left of **Organization Configuration**.
- 3 Select **Hub Transport**.
- 4 Select the **Send Connectors** tab.
- 5 Your Send Connectors display in a list. To find the Send Connector that is associated with your journaling setup, follow these steps:
 - From within the list, right-click **Send Connector**.
 - Select **Properties**.
 - Select the **Address Space** tab within the **Journaling Connector Properties** dialog box. Delete the send connector if the address space listed was used during the journaling setup. Select **Cancel** to close the dialog box.

Note: If the address listed does not match the Address Space that is used during the journaling setup, repeat these steps.

- 6 Select the Send Connector that needs to be deleted.
- 7 Select **Remove** in the **Actions** pane.
- 8 Select **Yes** on the resulting warning dialog box. You have successfully deleted the SMTP Send Connector.

Step 4 - Remove the Journaling Contact

To remove the journaling contact

- 1 Click **Start > All Programs > Microsoft Exchange Server 2010 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Recipient Configuration**.
- 3 Select **Mail Contact** within the **Recipient Configuration** node.
- 4 Your Mail Contacts display in a list. To find the Mail Contact associated with your journaling setup, follow these steps:
 - From within the list, right-click a mail contact.
 - Select **Properties**.
 - Select the **Email Addresses** tab. Delete this mail contact if the external email address matches the Journaling Address that was used during the journaling setup. Select **Cancel** to close the dialog box.

Note: Repeat these steps if the external address that is listed does not match the Journal Address that was used during the journaling setup.

- 5 Select the Mail Contact that needs to be deleted. Select **Remove** from the **Actions** pane.
- 6 Select **Yes** on the resulting warning dialog box.

You have successfully removed the Exchange 2010 journaling setup for all users.

Exchange 2007 Set-up

This chapter includes the following topics:

- [Setting up Exchange 2007 journaling](#)
- [Prerequisites for Exchange 2007 journaling](#)
- [Step 1 - Create a Journaling Contact](#)
- [Step 2 - Create an SMTP Send Connector](#)
- [Step 3 - Activate Journaling](#)
- [Step 4 - Disable Non-Delivery Reports \(NDRs\)](#)

Setting up Exchange 2007 journaling

The following table lists the steps to follow for setting up Exchange 2007 journaling for Arctera Unified Platform.

Table 6-1 Setting up Exchange 2007 journaling

Action	Reference
Ensure that you meet all of the prerequisites	See “Prerequisites for Exchange 2007 journaling” on page 29.
Create a journaling contact	See “Step 1 - Create a Journaling Contact” on page 29.
Create a dedicated SMTP send connector	See “Step 2 - Create an SMTP Send Connector” on page 30.
Activate journaling	See “Step 3 - Activate Journaling” on page 31.

Table 6-1 Setting up Exchange 2007 journaling (*continued*)

Action	Reference
Disable Non-Delivery Reports (NDRs)	See “Step 4 - Disable Non-Delivery Reports (NDRs)” on page 32.

Prerequisites for Exchange 2007 journaling

The following are prerequisites for the setup of Exchange 2007 journaling:

- A fully configured installation of Exchange 2007.
- Exchange administrator credentials for the server.
- Your Arctera Unified Platform journaling email address, smart host name, and domain name.
- SMTP Port 25 open, to allow journaling traffic.
- The Arctera Unified Platform data center IP ranges must be added to your firewall allowlist.

Note: If you were not provided an Arctera Unified Platform journaling email address, smart host name, or domain name, contact [Arctera Services & Support](#).

Step 1 - Create a Journaling Contact

The following procedure describes how to create a journaling contact for Exchange 2007.

To create a journaling contact

- 1 Click **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Recipient Configuration**.
- 3 Click **Mail Contact** under **Recipient Configuration**.
- 4 In the **Actions** pane, click **New Mail Contact**.
- 5 Select the **New Contact** radio button and click **Next**.
- 6 In the **New Mail Contact** window, type **Journaling** in the **First Name** field, **Contact** in the **Last Name** field and **Journaling Contact** in the **Alias** field. Click **Edit**.

- 7 Type the journaling address that was provided to you and click **OK**.

Note: The journaling address is unique to your organization. If you have not been provided with this address, contact [Arctera Services & Support](#).

- 8 Click **Next**.
- 9 Click **New**.
- 10 Click **Finish**. You have successfully created a journaling contact.
- 11 After you create the journaling contact, double-click the contact to open the **Properties** page.
- 12 On the **General** tab of the **Properties** page, change the value in the **Use MAPI rich text format** field to **Never**.

Note: You can also change this setting by executing the following command from the Exchange shell prompt: `Get-MailContact <Contact-name> | Set-MailContact -UseMapiRichTextFormat Never`

Step 2 - Create an SMTP Send Connector

The following procedure describes how to create an SMTP send connector for Exchange Server 2007.

To create an SMTP Send Connector

- 1 Click **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Organization Configuration**.
- 3 Click **Hub Transport**.
- 4 Click the **Send Connectors** tab.
- 5 In the **Actions** pane, click **New Send Connector**.
- 6 Type **Journaling Connector** for the **Name** and set the intended use to **Custom**.
- 7 Click **Next**.
- 8 Click **Add**.
- 9 In the **SMTP Address Space** window, type the Address Space that was provided to you in the Address field.

- 10 Leave the cost at 1 and click **OK**.
- 11 Click **Next**.
- 12 Click the **Route mail through the following smart hosts**.
- 13 Click **Add**.
- 14 Click the **Fully qualified domain name (FQDN)** radio button.
- 15 Type the Smart Host that was provided to you.
- 16 Click **OK**.
- 17 Click **Next**.
- 18 Confirm that the **smart host authentication** is set to None.
- 19 Click **Next** and **Next**.

Note: Exchange 2007 servers send all outbound email automatically by TLS encryption: no outbound security configuration is required.

- 20 Click **New**.
- 21 Click **Finish**. You have successfully created a send connector.

Step 3 - Activate Journaling

The two journaling options are as follows:

- Activate journaling per database
- Implement journal rules

To activate journaling per database

- 1 Click **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Server Configuration**.
- 3 Click **Mailbox**.
- 4 In the **Database Management** tab, right-click your mailbox database and select **Properties**.
- 5 In the **Mailbox Database Properties** window, select **Journal Recipient**, then click **Browse**.
- 6 Select **Journaling Contact** and click **OK**.
- 7 Click **OK**. You have successfully activated message journaling.

To implement journal rules (select users only)

- 1 Click **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Organization Configuration**.
- 3 Click **Hub Transport**.
- 4 In the **Actions** pane, click **New Journal Rule**.
- 5 In the **New Journal Rule** window, type **Journaling Rule** in the **Rule Name** field. Click **Browse**.
- 6 Select **Journaling Contact** from the list and click **OK**.
- 7 Select **Journal messages for recipient**. Click **Browse**.
- 8 Select **Journaling Distro** from the list, and click **OK**.
- 9 Click **New**.
- 10 Click **Finish**. You have successfully implemented journal rules for select users in your organization.

Step 4 - Disable Non-Delivery Reports (NDRs)

The following procedure describes how to disable Non-Delivery Reports on Exchange 2007 for the remote domain.

To disable Non-Delivery Reports (NDRs)

- 1 Click **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Organization Configuration**.
- 3 Click **Hub Transport**.
- 4 Click the **Remote Domains** tab.
- 5 In the **Actions** pane, click **New Remote Domain**.
- 6 Enter a name for the remote domain in the **Name** field. Enter the domain name of the Address Space that was provided to you in the **Domain name** field. Click **New**.

Note: If your address space is `Address.Space@AddressSpace.com`, then the Address Space domain is `AddressSpace.com`.

- 7 Click **Finish**.

- 8 In the **Remote Domains** tab, right-click the Address Space Domain and select **Properties**.
- 9 Click the format of the original message that is sent as attachment to **journal report** tab.
- 10 Clear **Allow non-delivery reports** and click **OK**. You have successfully disabled NDRs.

Note: Your Journaling setup is now complete. If you encounter any problems with the journaling process, refer to the troubleshooting tips. If journaling stops for an extended period of time, we cannot recover lost email.

See "[Journaling troubleshooting](#)" on page 84.

Exchange 2007 Disable

This chapter includes the following topics:

- [Disabling Exchange 2007 journaling](#)
- [Step 1 - Remove the Address Space Domain](#)
- [Step 2 - Deactivate Journaling](#)
- [Step 3 - Remove the SMTP Send Connector](#)
- [Step 4 - Remove the Journaling Contact](#)

Disabling Exchange 2007 journaling

The following table lists the steps for disabling Exchange 2007 journaling.

Note: Performing the following steps stops the journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

Table 7-1 Disabling Exchange 2007 journaling

Action	Reference
Remove address space domain	See “Step 1 - Remove Address Space Domain” on page 25.
Deactivate journaling	See “Step 2 - Deactivate Journaling” on page 25.
Remove the SMTP send connector	See “Step 3 - Remove the SMTP Send Connector” on page 26.
Remove the journaling contact	See “Step 4 - Remove the Journaling Contact” on page 27.

Step 1 - Remove the Address Space Domain

You need to remove the address space domain you set up

To remove the Address Space Domain

- 1 Select **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Click the plus sign to the left of **Organization Configuration**.
- 3 Select **Hub Transport**.
- 4 Select the **Remote Domains** tab.
- 5 Right-click Address Space Domain and select **Remove**.
- 6 Click **Yes** to confirm. You have successfully removed the Address Space Domain.

Step 2 - Deactivate Journaling

Listed are the two journaling deactivation options:

- Deactivate Journaling per Database.
- Remove Journal Rules.

To deactivate journaling per database

- 1 Select **Start -> All Programs -> Microsoft Exchange Server 2007 -> Exchange Management Console**.
- 2 Select the plus sign to the left of **Server Configuration**.
- 3 Select **Mailbox**.
- 4 Within the **Database Management** section, right-click your mailbox database and select **Properties**.
- 5 Within the **General** tab, deselect **Journal Recipient** and click **OK**. You have successfully deactivated journaling.

To remove journal rules

- 1 Select **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Select the plus sign to the left of **Organization Configuration**.
- 3 Select **Hub Transport**.
- 4 Select the **Journaling** tab.

- 5 From within the list, select the **Journal Rule** whose Journal Email Address was used during the journaling setup.
- 6 Select **Remove** in the **Actions** pane.
- 7 Click **Yes** in the resulting confirmation dialog box. You have successfully deleted the journal rule.

Step 3 - Remove the SMTP Send Connector

To remove the SMTP Send Connector

- 1 Select **Start -> All Programs -> Microsoft Exchange Server 2007 -> Exchange Management Console**.
- 2 Select the plus sign to the left of **Organization Configuration**.
- 3 Select **Hub Transport**.
- 4 Select the **Send Connectors** tab.
- 5 A list of your Send Connectors displays. To find the Send Connector that is associated with your journaling setup, follow these steps:
 - Right-click a Send Connector and select **Properties**.
 - Then select the **Address Space** tab within the **Journaling Connector Properties** dialog box. The Send Connector must be deleted if the address that is listed matches the Address Space that is used during the journaling setup.
 - Select **Cancel** to close the dialog box.

Note: If the listed address does not match the Address Space that is used during the journaling setup, repeat these steps until you identify the Send Connector.

- 6 From the list, select the Send Connector that needs to be deleted.
 - 7 Select **Remove** in the right-hand **Actions** pane.
 - 8 Select **Yes** on the resulting warning dialog box.
- You have successfully deleted the SMTP Send Connector.

Step 4 - Remove the Journaling Contact

To remove the journaling contact

- 1 Select **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**.
- 2 Select the plus sign to the left of **Recipient Configuration**.
- 3 Select **Mail Contact** within the **Recipient Configuration** node.
- 4 Your Mail Contacts display in a list. To find the Mail Contact associated with your journaling setup, follow these steps:
 - From within the list, right-click a mail contact. Select **Properties**.
 - Select the **Email Addresses** tab. The mail contact must be deleted if the external email address matches the journaling address that was used during the journaling setup. Select **Cancel** to close the dialog box.

Note: Repeat these steps if the listed external address does not match the journal address that was used during the journaling setup.

- 5 Select the Mail Contact that needs to be deleted and select **Remove** in the **Actions** pane.
- 6 Select **Yes** on the resulting warning dialog box.

Note: You have successfully removed the Exchange 2007 journaling setup for all users.

Exchange 2003 Standard Set-up

This chapter includes the following topics:

- [Setting up Exchange 2003 standard journaling](#)
- [Step 1 - Create Custom Recipient](#)
- [Step 2 - Set up SMTP Connector](#)
- [Step 3 - Activate Journaling](#)
- [Step 4 - Disable NDRs \(Non-Delivery Reports\)](#)
- [Step 5 - Add SMTP Queue Growth Monitoring Alert](#)

Setting up Exchange 2003 standard journaling

The following table lists the steps for setting up Exchange 2003 standard (non-envelope) journaling for Arctera Unified Platform.

Table 8-1 Setting up Exchange 2003 Standard journaling

Action	Reference
Create a Custom Recipient	See “Step 1 - Create Custom Recipient” on page 39.
Set up an SMTP connector.	See “Step 2 - Set up SMTP Connector” on page 40.
Activate journaling	See “Step 3 - Activate Journaling” on page 41.
Disable Non-Delivery Reports (NDRs)	See “Step 4 - Disable NDRs (Non-Delivery Reports)” on page 41.

Table 8-1 Setting up Exchange 2003 Standard journaling (*continued*)

Action	Reference
Add an SMTP Queue Growth Monitoring Alert	See " Step 5 - Add SMTP Queue Growth Monitoring Alert " on page 42.

Step 1 - Create Custom Recipient

The following procedure describes how to create a custom recipient for Exchange 2003 standard journaling.

To create a custom recipient

- 1 Open the Active Directory Users and Computers window from **Start > All Programs > Administrative Tools**.
- 2 Right click **Users** and select **New**, then select **Contact**.
- 3 In the **New Object - Contact** window, type **Journaling** in the **First name** field, and **Archive** in the **Last name** field. **Journaling Archive** should automatically populate in the **Full name** field. The **Display name** field is optional. Click **Next**.
- 4 Select the **Create an Exchange email address** check box. The **Alias** field should populate with the **Full name** from the previous step. Click **Modify**.
- 5 Select **SMTP Address** in the **New Email Address** window. Click **OK**.
- 6 In the **Email address** field on the **General** tab of the **Internet Address Properties** window, enter the Journal Address that was provided to you. Click **OK**.

Note: The journaling address is unique to your organization. If you have not been provided with this address, contact [Arctera Services & Support](#).

Note: Make sure that you hide the journal recipients from your Global Address List (GAL).

- 7 The **Internet Address Properties** window closes and the new email address you created appears in the **Email** field of the **New Object - Contact** pop-up window. Click **Next**.
- 8 Click **Finish**. You have successfully created a custom recipient.

Step 2 - Set up SMTP Connector

The following procedure describes how to set up the SMTP connector for Exchange 2003 standard journaling.

To set up the SMTP Connector

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand menu, right-click **Connectors**.
- 3 Select **New** and then select **SMTP Connector**.
- 4 In the **Properties** window, type **Journaling Archive** in the **Name** field. Select **Forward all mail through this connector to the following smart hosts** radio button. Enter the smart host you were provided into the resulting field.
- 5 Within the **Local Bridgeheads** section, click **Add**.
- 6 The **Add Bridgehead** dialog box displays. Select a server from the list. Click **OK**.
- 7 In the **Properties** window, click the **Address Space** tab. Click **Add**.
- 8 Select **SMTP** in the resulting **Add Address Space** dialog box. Click **OK**.
- 9 In the **Internet Address Space Properties** dialog box, enter the address space you were provided in the **Email Domain** field. Enter **1** in the **Cost** field. Click **OK**.

Note: The address space is unique to your organization. If you were not provided this address contact [Arctera Services & Support](#).

- 10 Your new address space displays in the **Properties** window. Only this item should be selected in the **Address Space** field.
- 11 In the **Properties** window, click the **Advanced** tab. Click **Outbound Security**.
- 12 Select the **TLS encryption** check box, in the resulting **Outbound Security** dialog box. Click **OK**.

Note: Confirm that your network supports outbound TLS connections to SMTP services. If you have a Cisco firewall, you may need to change its ESMTP configuration to allow TLS encryption. Refer to the troubleshooting tips for details. Opportunistic TLS automatically sends inbound emails from the archive to your Exchange server.

See "[Journaling troubleshooting](#) " on page 84.

- 13 Click **OK** to close the **Properties** window. You have successfully created a new Connector.
- 14 You must restart your SMTP Services to ensure that your new Connector takes effect. To restart the SMTP Service, go to **Start**, then **Run**, and type in `services.msc`. The **Services** dialog box displays, and lists the services running on your server. Select **Simple Mail Transfer Protocol (SMTP)** from the list and click **Restart** in the left-hand navigation menu.

Your new Connector setup is complete.

Step 3 - Activate Journaling

Use the following procedure to activate Exchange 2003 standard journaling.

To activate journaling

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left navigation menu, select **Servers**, and then select your server name. Select the storage group that contains the mailboxes to which you want to apply journaling.
- 3 In the right-hand content frame, right-click the mailbox store to which you want to apply journaling. Select **Properties** in the drop-down menu.
- 4 In the **Mailbox Store Properties** window, select the **Archive all messages sent or received by mailboxes on this store** check box. Click **Browse**
- 5 Type **Journaling Archive** into the available field within the **Select Recipient** dialog box. Click **Check Names** to confirm that you have selected an existing mailbox store. Click **OK**.
- 6 The Journaling Archive appears within the **Mailbox Store Properties** window. Click **OK** to close the window. You have successfully activated journaling.

Step 4 - Disable NDRs (Non-Delivery Reports)

You must disable NDRs for the domain that you journal to. This domain is the same domain used in the address space of the connector.

If there are any issues delivering your journaled emails, this step prevents NDRs from being sent back to the original sender(s). If NDRs are sent it gives a false impression that emails are not delivered. This step is also necessary for emails to journal with the message header information in plain text and to allow automatic forwarding of journaled email.

To create a custom rule to disable NDRs

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Expand the **Global Settings** folder in the left navigation menu, and right-click **Internet Message Formats**. Then select **New** and select **Domain**.
- 3 In the **General** tab of the **Properties** window, enter your domain name and enter the Domain (address space) used to create the SMTP Connector in the previous step.
- 4 In the **Message Format** tab of the **Properties** window, select the **MIME** radio button and select **Provide message body as plain text** radio button.
- 5 In the **Advanced** tab of the **Properties** window, select the **Never use** radio button within the **Exchange rich-text format** section. Deselect the **Allow non-delivery reports** check box.
- 6 Click **OK** to close the **Properties** window. You have successfully disabled non-delivery reports.

Step 5 - Add SMTP Queue Growth Monitoring Alert

The SMTP Queue Growth alert allows an Exchange Administrator to easily monitor their journaling queue. When the queue becomes too large or if the queue stops journaling, then after a set time the Administrator is notified.

Note: Some message queuing on the server is normal. If unusual queuing patterns occur or large amounts of email queue up, journaling may not work.

To add an SMTP Queue Growth Monitoring Alert

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Expand the **Servers** item in the left navigation pane. Right-click the server you want to monitor and select **Properties** from the drop-down menu.
- 3 Within the **Monitoring** tab, click **Add**.
- 4 In the **Add Resource** dialog box, select **SMTP queue growth** from the list and click **OK**.
- 5 In the **SMTP Queue Thresholds** dialog box, select the **Critical state (minutes)** and enter time you want to allow the queue to build up before you are alerted. We recommend 180 minutes. Click **OK**.

- 6 In the **Exchange System Manager**, go to **Tools > Monitoring and Status**. Then right-click **Notifications**, select **New**, and then select **Email notification**.
- 7 Enter the following details into the **Properties** window:
 - Enter the name of your server into the **Monitoring server** field.
 - Select **This server** from the **Server and Connectors to monitor** drop-down menu.
 - Select **Critical state** from the **Notify when monitored items are in** drop-down menu.
 - In the **To** field, enter the email address(es) the notifications are sent.
 - In the **Email server** field, enter the name of your sending server.
 - Click **OK**.

Note: Your Journaling setup is now complete. If you encounter any problems with the journaling process, refer to the troubleshooting tips. If journaling stops for an extended period of time, we cannot recover lost email.

See "[Journaling troubleshooting](#) " on page 84.

Exchange 2003 Standard Disable

This chapter includes the following topics:

- [Disabling Exchange 2003 standard journaling](#)
- [Step 1 - Remove SMTP Queue Growth Monitoring Alert](#)
- [Step 2 - Deactivate Journaling](#)
- [Step 3 - Remove SMTP Connector](#)
- [Step 4 - Remove Journaling Contact](#)

Disabling Exchange 2003 standard journaling

The following table lists the steps for disabling Exchange 2003 standard (non-envelope) journaling.

Note: Performing the following steps stops the journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

Table 9-1 Disabling Exchange 2003 Standard journaling

Action	Reference
Remove SMTP Queue Growth Monitoring Alert	See “Step 1 - Remove SMTP Queue Growth Monitoring Alert” on page 45.
Deactivate journaling	See “Step 2 - Deactivate Journaling” on page 46.

Table 9-1 Disabling Exchange 2003 Standard journaling (*continued*)

Action	Reference
Remove SMTP connector	See “Step 3 - Remove SMTP Connector” on page 46.
Remove journaling contact	See “Step 4 - Remove Journaling Contact” on page 47.

Step 1 - Remove SMTP Queue Growth Monitoring Alert

To remove the SMTP Queue Growth Monitoring Alert

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand navigation menu, select **Servers**, select your server name and then select the storage group that contains the mailboxes to which you applied journaling.
- 3 In the right-hand content frame, right-click the mailbox store to which you applied journaling from the list. Select **Properties** in the drop-down menu.
- 4 Within the **Properties** window, select the **Monitoring** tab. Select the **SMTP Queues growth** period item, with a critical state of 180 minutes, from the list. Click **Remove**.

Note: If this queue monitoring item is used for multiple queue alerts, those other alerts do not work after this item is deleted.

- 5 In the **Exchange System Manager**, go to **Tools > Monitoring and Status > Notifications**.
- 6 Right-click any notification items that are used for journal monitoring from the list. Select **Delete** from the drop-down menu.
- 7 Click **Yes** on the resulting warning dialog box.

You have successfully deleted this notification item. All email notifications stop for this item. The item's configured settings are permanently deleted also.

Step 2 - Deactivate Journaling

Complete the following steps to deactivate journaling.

Note: Emails are not saved to the Arctera Unified Platform archive once journaling is deactivated.

To deactivate journaling

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand navigation menu, select **Servers**. Select your server name and then select the storage group to which you applied journaling.
- 3 In the right-hand content frame, right-click the mailbox store to which you applied journaling. Select **Properties** in the drop-down menu.
- 4 Within the **General** tab, deselect the **Archive all messages sent or received by mailboxes on this store** check box. Click **OK**.

You have successfully deactivated journaling.

Step 3 - Remove SMTP Connector

To remove the SMTP Connector

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand menu, right-click **Connectors**.
- 3 Right-click the connector **Journaling Archive** and select **Delete** from the drop-down menu.
- 4 Click **Yes** on the resulting warning dialog box.

You have successfully removed the Journaling SMTP Connector.

Step 4 - Remove Journaling Contact

To remove the journaling contact

- 1 Select **Start > All Programs > Microsoft Exchange > Active Directory Computers and Users**.
- 2 Right-click the domain where the journaling contact is located, within the left navigation pane. Select **Find from** the drop-down menu.

The **Find Users, Contacts and Groups** window displays

- 3 Within the **Users, Contacts and Groups** tab, enter the following information:
 - Enter Journaling Archive into the **Name** field.
 - Click **Find Now**.
 - The contact Journaling Archive displays in the **Search Results** area. Right-click the contact and select **Delete** from the drop-down menu. You have successfully removed the Journaling Contact.

Note: If you cannot find the contact Journaling Archive, try searching under another name or browsing the default OU's in which it may have been created.

Exchange 2003 Envelope Set up

This chapter includes the following topics:

- [Setting up Exchange 2003 envelope journaling](#)
- [Step 1 - Enable Advanced Journaling Configuration Mode \(Envelope Journaling\)](#)
- [Step 2 - Create a New Mailbox Store for the Journaling Mailbox](#)
- [Step 3 - Create a Custom Recipient](#)
- [Step 4 - Create Journaling User Mailbox](#)
- [Step 5 - Set up Server-Side forwarding rule on Journaling Mailbox using OWA](#)
- [Step 6 - Set up SMTP Connector](#)
- [Step 7 - Activate Journaling](#)
- [Step 8 - Clean the Journal Recipient Mailbox](#)
- [Step 9 - Schedule the Mailbox Manager to Run Recipient Policies](#)
- [Step 10 - Disable Non-Delivery Reports \(NDRs\)](#)
- [Step 11 - Add an SMTP Queue Growth Monitoring Alert](#)

Setting up Exchange 2003 envelope journaling

The following table lists the steps for setting up Exchange 2003 envelope journaling to Arctera Unified Platform.

Table 10-1 Setting up Exchange 2003 Envelope journaling

Action	Reference
Enable envelope journaling	See “Step 1 - Enable Advanced Journaling Configuration Mode (Envelope Journaling)” on page 49.
Create a new mailbox store for the journaling mailbox	See “Step 2 - Create a New Mailbox Store for the Journaling Mailbox” on page 50.
Create a custom recipient	See “Step 3 - Create a Custom Recipient” on page 51.
Creating a journaling user mailbox	See “Step 4 - Create Journaling User Mailbox” on page 51.
Set up a server-side forwarding rule on the journaling mailbox	See “Step 5 - Set up Server-Side forwarding rule on Journaling Mailbox using OWA” on page 52.
Set up an SMTP connector	See “Step 6 - Set up SMTP Connector” on page 53.
Activate journaling	See “Step 7 - Activate Journaling” on page 54.
Set up a policy to clean the journal recipient mailbox	See “Step 8 - Clean the Journal Recipient Mailbox” on page 54.
Schedule Mailbox Manager to run recipient policies	See “Step 9 - Schedule the Mailbox Manager to Run Recipient Policies” on page 56.
Disable Non-Delivery Reports (NDRs)	See “Step 10 - Disable Non-Delivery Reports (NDRs)” on page 56.
Add an SMTP Queue Growth Monitoring Alert	See “Step 11 - Add an SMTP Queue Growth Monitoring Alert” on page 57.

Step 1 - Enable Advanced Journaling Configuration Mode (Envelope Journaling)

Two methods can be used to enable envelope journaling:

- The Microsoft Email Journaling Advanced Configuration tool (exejcfg.exe). The tool automates the ADSIedit process by modifying Active Directory through a command line.
- Using ADSIedit, available from the Windows 2003 SP1 Support Tools

This section describes how to use the exejcfg.exe tool to enable envelope journaling.

To enable Advanced Journaling Configuration Mode using the `exejcfg.exe` tool

- 1 Copy and paste the following link into your web browser:
<http://www.microsoft.com/downloads/details.aspx?familyid=e7f73f102>
- 2 Use the link to download and unzip the Email Journaling Advanced Configuration tool `exejcfg.exe`. Save the tool to a folder of your choice where your Exchange Server is running.
- 3 Open a command prompt.
- 4 Go to the directory where you installed the tool, named `exejcfg`.
- 5 Type the following command to enable Envelope Journaling: `exejcfg`

This tool lets you enable and disable Envelope Journaling by a command line. It automatically sets a value in Active Directory to enable Envelope Journaling.

Step 2 - Create a New Mailbox Store for the Journaling Mailbox

You must create a dedicated Mailbox Store for envelope journaling to properly establish the journaling process. Mailbox Stores process all messages from existing mail servers. Microsoft recommends placing the Exchange Mailbox Store (that contains the journaling mailbox) on drives other than those which hold user mailboxes.

To add a new Mailbox Store on your Exchange Server, follow these steps.

To create a new Mailbox Store for the journaling mailbox

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Expand your servers module, and then expand the server in which you intend to add the mailbox store. Right-click the storage group where you want to add the new mailbox store.
- 3 In the **Properties** window, type **No Journaling** into the **name** field.
- 4 Click the **Database** tab, then click **Browse** next to the **Exchange database** field. Choose the location where you want to add this mailbox store. Click **OK**.
- 5 The store should now appear under the storage group. Right-click this store, and then click **Mount Store**. You should see a message stating the store was successfully mounted.

Step 3 - Create a Custom Recipient

To create a custom recipient

- 1 Open the Active Directory Users and Computers window from **Start > All Programs > Administrative Tools**.
- 2 Right-click **Users** and select **New**, then select **Contact**.
- 3 In the **New Object - Contact** window, type **Journaling** in the **First name** field, **Archive** in the **Last name** field. **Journaling Archive** should automatically populate in the **Full name** field. The **Display name** field is optional. Click **Next**.
- 4 Select the **Create an Exchange email address** check box. The **Alias** field should populate with the **Full Name** from the previous step. Click **Modify**.
- 5 Select **SMTP Address** in the **New Email Address** window. Click **OK**.
- 6 On the **General** tab of the **Internet Address Properties** window, enter the Journal Address in the **Email address** field. Click **OK**.

Note: The journaling address is unique to your organization. If you have not been provided with this address, contact [Arctera Services & Support](#).

Note: Make sure that you hide the journal recipient(s) from your Global Address List (GAL).

- 7 The **Internet Address Properties** window closes and the new email address you created appears in the **Email** field of the **New Object - Contact** pop-up window. Click **Next**.
- 8 Click **Finish**. You have successfully created a custom recipient.

Step 4 - Create Journaling User Mailbox

You journal to this User Mailbox within Exchange. This mailbox must be located in a separate Mailbox Store from the Mailbox Store you journal from, which you created in a previous step.

A User Mailbox on the same Mailbox Store that is journaling, creates a journaling email loop for the emails that are forwarded from the Journaling User Mailbox. If the User Mailbox cannot be on a separate Mailbox Store or separate journaling server, disable Envelope Journaling. Then send it directly to the Journaling Contact. You must inform Arctera Services & Support if you use Standard

Journaling, so you can get a new journal address and new Journaling set up instructions. Standard Journaling cannot capture BCC or Distribution List information and you may not be in compliance.

To create a journaling user mailbox

- 1 Right-click **Users** in Active Directory, and select **New > User**.
- 2 In the **New User - Object** window, type **Journaling** into the **First Name** field and **Mailbox** into the **Last Name** field. Click **Next**.
- 3 Create a password for this user. Select the **Password Never Expires** check box. Click **Next**.
- 4 You must create the Exchange Mailbox on a store that resides in a different location than the server on which the Exchange Mailbox is created. Click **Next**.
- 5 Click **Finish**. You successfully created a new User Mailbox.

Step 5 - Set up Server-Side forwarding rule on Journaling Mailbox using OWA

To set up a server-side forwarding rule on the journaling mailbox using OWA

- 1 Log in to the Journaling User Mailbox and click on **Rules** in the left-hand navigation menu. Then click **New** in the toolbar, at the top of the page.
- 2 In the **Edit Rule** window, complete the following steps:
 - Name the rule **Journaling Archive**.
 - Within the **Then** section, select the **Forward it to** radio button.
 - Click the address book icon and select the Journaling Archive contact, which you created in Step 3. Confirm that you selected the correct contact.
 - Clear **Keep a copy in my Inbox**. This function automatically moves the journaled message to the **Deleted Items** folder.
 - Click **Save and Close**.

After setting up the forwarding rule through Outlook Web Access, you must enable auto-forwarding on this server. Refer to **Automatic Forwarding Rule** in the troubleshooting tips. Also, you must clean the Journal Recipient Mailbox.

See "[Journaling troubleshooting](#)" on page 84.

Step 6 - Set up SMTP Connector

To set up an SMTP connector

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand menu, right-click **Connectors**.
- 3 Select **New** and then select **SMTP Connector**.
- 4 In the **Properties** window, type **Journaling Archive** in the **Name** field. Select **Forward all mail through this connector to the following smart hosts** radio button. Enter the smart host you were provided into the resulting field.
- 5 Within the **Local Bridgeheads** section, click **Add**.
- 6 The **Add Bridgehead** dialog box displays. Select a server from the list. Click **OK**.
- 7 In the **Properties** window, click the **Address Space** tab. Click **Add**.
- 8 Select **SMTP** in the resulting **Add Address Space** dialog box. Click **OK**.
- 9 In the **Internet Address Space Properties** dialog box, enter the address space you were provided into the **Email Domain** field. Enter **1** in the **Cost** field. Click **OK**.

Note: The address space is unique to your organization. If you were not provided this address, contact [Arctera Services & Support](#).

- 10 Your new address space displays in the **Properties** window. Only this item should be selected in the **Address Space** field.
- 11 In the **Properties** window, click the **Advanced** tab. Click **Outbound Security**.
- 12 Select the **TLS encryption** check box, in the resulting **Outbound Security** dialog box. Click **OK**.

Note: Confirm that your Network supports outbound TLS connections to SMTP services. If you have a Cisco firewall, you may need to change its ESMTP configuration to allow TLS encryption. Refer to the troubleshooting tips for details. Opportunistic TLS automatically sends inbound emails from the archive to your Exchange server.

See "[Journaling troubleshooting](#)" on page 84.

- 13 Click **OK** to close the **Properties** window. You have successfully created a new connector.
- 14 You must restart your SMTP Services to ensure that your new connector takes effect. To restart the SMTP Service, go to **Start**, then **Run**, and type in `services.msc`. The **Services** dialog box displays, and lists the services running on your server. Select **Simple Mail Transfer Protocol (SMTP)** from the list and click **Restart** in the left-hand navigation menu. Your new connector setup is complete.

Step 7 - Activate Journaling

To activate journaling

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left navigation menu, select **Servers**, and then select your server name. Select the storage group that contains the mailboxes to which you want to apply journaling.
- 3 In the right-hand content frame, right-click the mailbox store where you want to apply journaling. Select **Properties** in the drop-down menu.
- 4 In the **Mailbox Store Properties** window, select the **Archive all messages sent or received by mailboxes on this store** check box. Click **Browse**.
- 5 Type **Journaling Archive** into the available field within the **Select Recipient** dialog box. Click **Check Names** to confirm that you have selected an existing mailbox store. Click **OK**.
- 6 The Journaling Archive appears within the **Mailbox Store Properties** window. Click **OK** to close the window. You have successfully activated journaling.

Step 8 - Clean the Journal Recipient Mailbox

To permanently delete messages from the Journal Recipient Mailbox, you must complete the following:

- Create a Recipient Policy that identifies the Journal Recipient Mailbox and permanently deletes old items in the **Deleted Items** folder.
- Set **Mailbox Manager** to run the policy at an appropriate interval.

To create the recipient policy, follow these steps.

To create the Mailbox Recipient Policy

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Expand the **Recipients** folder, right-click the **Recipient Policies** folder, point to **New** and then click **Recipient Policy**.
- 3 In the **New Policy** dialog box, select **Mailbox Manager Settings** and click **OK**.
- 4 In the **Properties** dialog box within the **General** tab, enter **Journaling Archive** as the **Policy Name**. Under **Filter rules**, click **Modify**.
- 5 In the **Find Exchange Recipients** dialog box, construct a search query that returns the journal mailbox you created. Enter the keyword and modify filter fields. When you finish building the query, click **OK**.

Note: You can construct the search query in several ways. The required query depends on how many journaling mailboxes or journaling servers you have configured. The search criteria you enter create an LDAP query that runs when the Mailbox Manager runs this policy. You should test this query to verify that it does not display other mailboxes when you run it.

- 6 After selecting your filter fields, which display in the **Conditions** field, click **Find Now**.
- 7 Your search results display. Click **OK**. A warning dialog appears. Since policy is new and only applies to one user, click **OK**.
- 8 In the **Properties** dialog box, select the **Mailbox Manager Settings (Policy)** tab. Select **Delete Immediately** from the **when processing a mailbox** drop-down menu. Clear all folders except the **Deleted Items** folder, from the list. Confirm that the **Deleted Items** folder is selected and click **Edit**.
- 9 In the **Folder Retention Settings** dialog box, select the **Age Limit** check box and enter an appropriate age limit into the available field. Deselect the **Message Size** check box. Click **OK** to close the dialog box.
- 10 In the **Recipient Policies details** pane, right-click the policy you created, and then click **Apply this policy now**. A message prompts you to confirm the update. Click **Yes**.

Caution: Once you create a policy, you must schedule it to run on the Journaling Mailbox Server.

Step 9 - Schedule the Mailbox Manager to Run Recipient Policies

When you have created and configured a Mailbox Recipient Policy you need to schedule the Mailbox Manager to run the policy. If you do not schedule the Mailbox Manager to run the policy, your configurations do not take effect and the Mailbox Recipient Policy is not applied.

Note: The Mailbox Manager works only on local mailboxes. You cannot configure the Mailbox Manager on one server to process mailboxes on a different server.

To schedule the Mailbox Manager to run recipient policies

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Right-click the server that is host the mailbox for which you want to run the Recipient Policy and click Properties.
- 3 Within the **Mailbox Management** tab, in the **Start mailbox management process** drop-down menu, select when you want all Mailbox Recipient Policies to run on the server. To create a custom schedule, select **Use custom schedule** from the drop-down menu and click **Customize**.
- 4 In the **Schedule** dialog box, select the time and select the day of the week you want the Mailbox Manager to run. Click **OK** to close the dialog box.
- 5 Click **OK** to close the Server Properties window. You have successfully scheduled the Mailbox Manager.

Step 10 - Disable Non-Delivery Reports (NDRs)

You must disable NDRs for the domain to which you journal. This domain is the same domain that is used in the address space of the connector.

If there are any issues delivering your journaled emails, this step prevents NDRs from being sent back to the original sender(s). If NDRs are sent it gives a false impression that emails are not delivered. This step is also necessary for emails to journal with the message header information in plain text and to allow automatic forwarding of journaled email.

To create a custom rule to disable NDRs

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Expand the **Global Settings** folder in the left navigation menu, right-click **Internet Message Formats**, then select **New** and then select **Domain**.

- 3 In the **General** tab of the **Properties** window, enter your domain name and enter the Domain (address space) used to create the SMTP Connector in Step 2.
- 4 In the **Message Format** tab of the **Properties** window, select the **MIME** radio button and select **Provide message body as plain text** radio button.
- 5 In the **Advanced** tab of the **Properties** window, select the **Never use** radio button within the **Exchange rich-text format** section. Deselect the **Allow non-delivery reports** check box.
- 6 Click **OK** to close the **Properties** window. You have successfully disabled non-delivery reports.

Step 11 - Add an SMTP Queue Growth Monitoring Alert

This setting allows an Exchange Administrator to easily monitor their journaling queue. When the queue becomes too large or if the queue stops journaling then after a set time the Administrator is notified.

Note: Some message queuing on the server is normal. If unusual queuing patterns occur or large amounts of email queue up, journaling may fail.

To add an SMTP Queue Growth Monitoring Alert

- 1 Select **Start > Programs > Microsoft Exchange > System Manager**.
- 2 Expand the **Servers** item in the left navigation pane. Right-click the server you want to monitor, and select **Properties** from the drop-down menu.
- 3 Within the **Monitoring** tab, click **Add**.
- 4 In the **Add Resource** dialog box, select **SMTP queue growth** from the list and click **OK**.
- 5 In the **SMTP Queue Thresholds** dialog box, select the **Critical state (minutes)** and enter time you want to allow the queue to build up before you are alerted. We recommend 180 minutes. Click **OK**.
- 6 In the **Exchange System Manager**, go to **Tools > Monitoring and Status**. Then right-click **Notifications**, select **New**, and then select **Email notification**.
- 7 Enter the following details into the **Properties** window:
 - Enter Name of your Server into the **Monitoring server** field.

- Select **This server** from the **Server and Connectors to monitor** drop-down menu
- Select **Critical state** from the **Notify when monitored items are in** drop-down menu.
- In the **To** field, enter the email address(es) the notifications are sent.
- In the **Email server** field, enter the name of your sending server.
- Click **OK**.

Note: Your Journaling setup is now complete. If you encounter any problems with the journaling process, refer to the troubleshooting tips. If journaling stops for an extended period of time, we cannot recover lost email.

See "[Journaling troubleshooting](#) " on page 84.

Exchange 2003 Envelope Disable

This chapter includes the following topics:

- [Disabling Exchange 2003 envelope journaling](#)
- [Step 1 - Remove the SMTP Queue Growth Monitoring Alert](#)
- [Step 2 - Remove Internet Message Formats Domain](#)
- [Step 3 - Turn off Mailbox Management Schedule](#)
- [Step 4 - Remove Mailbox Management policy for cleaning the Journaling Mailbox](#)
- [Step 5 - Deactivate Journaling](#)
- [Step 6 - Remove SMTP Connector](#)
- [Step 7 - Remove Journaling Mailbox](#)
- [Step 8 - Remove Journaling Contact](#)
- [Step 9 - Remove Extra Mailbox Store](#)
- [Step 10 - Turn off Advanced Journaling Configuration](#)

Disabling Exchange 2003 envelope journaling

The following table lists the steps for disabling Exchange 2003 envelope journaling.

Note: Performing the following steps stops the journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

Table 11-1 Disabling Exchange 2003 envelope journaling

Action	Reference
Remove the SMTP Queue Growth Monitoring Alert	See “Step 1 - Remove the SMTP Queue Growth Monitoring Alert” on page 60.
Remove the Internet Message Formats Domain	See “Step 2 - Remove Internet Message Formats Domain” on page 61.
Turn off the Mailbox Management Schedule	See “Step 3 - Turn off Mailbox Management Schedule” on page 61.
Remove the Mailbox Management policy	See “Step 4 - Remove Mailbox Management policy for cleaning the Journaling Mailbox” on page 62.
Deactivate journaling	See “Step 5 - Deactivate Journaling” on page 62.
Remove the SMTP Connector	See “Step 6 - Remove SMTP Connector” on page 63.
Remove the journaling mailbox	See “Step 7 - Remove Journaling Mailbox” on page 63.
Remove the journaling contact	See “Step 8 - Remove Journaling Contact” on page 64.
Remove the extra mailbox store	See “Step 9 - Remove Extra Mailbox Store” on page 64.
Turn off Advanced Journaling Configuration	See “Step 10 - Turn off Advanced Journaling Configuration” on page 65.

Step 1 - Remove the SMTP Queue Growth Monitoring Alert

To remove the SMTP Queue Growth Monitoring Alert

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand navigation menu, select **Servers**. Select your server name and then select the storage group that contains the mailboxes to which you applied journaling.
- 3 In the right-hand content frame, right-click the mailbox store to which you applied journaling. Select **Properties** in the drop-down menu.

- 4 Within the **Properties** window, select the **Monitoring** tab. Select the **SMTP Queues growth** period item, with a critical state of 180 minutes, from the list. Click **Remove**.

Note: If this queue monitoring item is used for multiple queue alerts, the other alerts do not work after this item is deleted.

- 5 In the **Exchange System Manager**, go to **Tools > Monitoring and Status > Notifications**.
- 6 Right-click any notification items that are used for journal monitoring from the list. Select **Delete** from the drop-down menu.
- 7 Click **Yes** on the resulting warning dialog box.

You have successfully deleted this notification item. All email notifications stop for this item. The item's configured settings are also permanently deleted.

Step 2 - Remove Internet Message Formats Domain

To remove the Internet Message Formats Domain

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 Select **Global Settings** and then **Internet Message Formats** in the left-hand navigation menu. Select the Journaling Archive domain from the list. Click **Delete**.
- 3 Click **Yes** on the warning dialog box. You have successfully deleted the Internet Message Formats domain.

Step 3 - Turn off Mailbox Management Schedule

Note: Disabling the Mailbox Management schedule is only recommended if there are no other mailbox management policies that need to run on this schedule.

Step 4 - Remove Mailbox Management policy for cleaning the Journaling Mailbox

To turn off the Mailbox Management Schedule

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand navigation menu, select **Administrative Groups > First Administrative Group > Servers**. Right-click your server, and select **Properties** from the drop-down menu.
- 3 Select the **Mailbox Management** tab within the server **Properties** window. Select **Never Run from the Start Mailbox Management Process** drop-down menu. Click **OK**. You have successfully turned off the Mailbox Management schedule.

Step 4 - Remove Mailbox Management policy for cleaning the Journaling Mailbox

To remove the Mailbox Management policy for cleaning the journaling mailbox

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand navigation menu, select **Recipients > Recipient Policies**. Right-click the journaling archive recipient policy from the list. Select **Delete** from the drop-down menu.
- 3 Click **OK** on the warning dialog. You have successfully removed the Mailbox Management policy.

Step 5 - Deactivate Journaling

To deactivate journaling

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand navigation menu, select **Servers**. Select your server name and then select the storage group to which you applied journaling.
- 3 In the right-hand content frame, right-click the mailbox store to which you applied journaling. Select **Properties** in the drop-down menu.
- 4 Within the **General** tab, deselect the **Archive all messages sent or received by mailboxes on this store** check box. Click **OK**. You have successfully deactivated journaling.

Step 6 - Remove SMTP Connector

To remove the SMTP Connector

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 In the left-hand menu, right-click **Connectors**.
- 3 Right-click the connector **Journaling Archive** and select **Delete** from the drop-down menu.
- 4 Click **Yes** on the resulting warning dialog box.

You have successfully removed the Journaling SMTP Connector.

Step 7 - Remove Journaling Mailbox

To remove the journaling mailbox

- 1 Select **Start > All Programs -> Microsoft Exchange > Active Directory Computers and Users**.
- 2 In the left navigation pane, right-click the domain where the journaling mailbox is located. Select **Find** from the drop-down menu. The **Find Users, Contacts and Groups** window displays.
- 3 Within the **Users, Contacts and Groups** tab, enter the following information:
 - Enter **Journaling Mailbox** into the **Name** field. This name is assigned to the Journaling Mailbox.
 - Click **Find Now**.
 - The contact Journaling Mailbox displays in the **Search Results** area. Right-click the mailbox and select **Delete** from the drop-down menu.

Note: If you cannot find the Journaling Mailbox, try searching under another name, or try browsing the default OU's that it may have been created in.

Step 8 - Remove Journaling Contact

To remove the journaling contact

- 1 Select **Start > All Programs > Microsoft Exchange > Active Directory Computers and Users**.
- 2 In the left navigation pane, right-click the domain where the journaling contact is located. Select **Find** from the drop-down menu.
The **Find Users, Contacts and Groups** window displays.
- 3 Within the **Users, Contacts and Groups** tab, enter the following information:
 - Enter **Journaling Archive** into the **Name** field.
 - Click **Find Now**.
 - The Journaling Archive contact displays in the **Search Results** area. Right-click the contact and select **Delete** from the drop-down menu. You have successfully removed the journaling contact.

Note: If you cannot find the Journaling Archive contact, try searching under another name or browsing the default OU's that it may have been created in.

Step 9 - Remove Extra Mailbox Store

If you deleted the Journaling setup on your own mailbox store, that individual mailbox store can also be deleted.

To remove the extra mailbox store

- 1 Select **Start > All Programs > Microsoft Exchange > System Manager**.
- 2 Within the left navigation menu, select **Administrative Groups > First Administrative Group**. Right-click the **No Journaling mailbox** store. Select **Delete** from the drop-down menu.
- 3 If there are other users in this mailbox store, you cannot delete the store. If you are the only user in this mailbox store, you can delete the store. A delete confirmation message displays. Click **Yes**.

Step 10 - Turn off Advanced Journaling Configuration

Turning off your Exchange server's advanced journaling configuration prevents envelope journaling processes.

To turn off Advanced Journaling Configuration

- 1 Run the self-extracting executable, within the **Email Journaling Advanced Configuration** tool.
- 2 Choose the directory for extracted files. Click **Browse** and then click **OK**.
- 3 Browse to the folder where the data has been extracted.
- 4 Run the program from the command line with a `-1` flag to see if it has already been extracted. The easiest way to perform this task is to drag the executable icon into the command prompt window, then type `-1` after the executable.
- 5 If the check comes back as enabled, run the command again with a `-d` flag. The command should return a status of disabled.

Office 365

This chapter includes the following topics:

- [Setting up Office 365 journaling](#)
- [Prerequisites for Office 365 journaling](#)
- [Additional prerequisites for the archiving of Office 365 RMS encrypted messages](#)
- [Set up a send connector for Office 365 journaling](#)
- [Set up an Office 365 journaling rule](#)
- [Disable Office 365 journaling](#)

Setting up Office 365 journaling

The following table lists the steps for setting up Office 365 journaling. Perform these steps in the order shown.

Table 12-1 Setting up Office 365 journaling

Step	Reference
Ensure that you meet all of the prerequisites	See “Prerequisites for Office 365 journaling” on page 67. See “Additional prerequisites for the archiving of Office 365 RMS encrypted messages” on page 67.
Set up a send connector for Office 365	See “Set up a send connector for Office 365 journaling” on page 68.

Table 12-1 Setting up Office 365 journaling (*continued*)

Step	Reference
Set up an Office 365 journaling rule	See “Set up an Office 365 journaling rule” on page 69. Note: You do not need to perform this step if you choose the option to automatically provision journaling in Office 365 from the Provisioning tab in Archive Administration.

Prerequisites for Office 365 journaling

The prerequisites for setting up Microsoft Office 365 journaling are as follows:

- An Office 365 Enterprise account.
- Your Office 365 Enterprise administrator credentials.
- The Arctera Unified Platform Office 365 journal address that has been assigned to your company. The journal address is shown in the Arctera Management Console, under **My Config > Provisioning**. The journal address is shown under **SMTP Journaling**.

If you were not provided with an Arctera Unified Platform journaling email address, contact [Arctera Services & Support](#).

Additional prerequisites apply if you want to archive the messages that are encrypted with Microsoft's Azure Rights Management Services (RMS).

See [“Additional prerequisites for the archiving of Office 365 RMS encrypted messages”](#) on page 67.

Additional prerequisites for the archiving of Office 365 RMS encrypted messages

From the November 2016 release, Arctera Unified Platform supports the archiving of Office 365 messages that have been encrypted using Microsoft's Azure Rights Management Services (RMS).

The additional prerequisites for the archiving of RMS encrypted messages are as follows:

- The message must not also be encrypted with Microsoft Office 365 Message Encryption (OME).
- You must configure Office 365 manually to perform journal report decryption. The journal report for the encrypted message then includes a clear-text copy of the message, which Arctera Unified Platform can archive. For information

on how to configure journal report decryption, see the following Microsoft article:

[https://technet.microsoft.com/en-us/library/dd979792\(v=exch.160\).aspx](https://technet.microsoft.com/en-us/library/dd979792(v=exch.160).aspx)

Set up a send connector for Office 365 journaling

To set up a send connector for Office 365 journaling

- 1 Open your web browser and navigate to the Office 365 sign-in page, <https://portal.office.com>
- 2 Sign in with administrator credentials.
- 3 In Office 365 click the **Admin** app to open the Office 365 Admin center.
- 4 In the left menu bar of the Office 365 Admin center, expand **Admin centers**, and select **Exchange**.
- 5 In the Exchange admin center, select **mail flow**, and then **connectors**.
- 6 Click the + icon to display the **Select your mail flow scenario** dialog.
- 7 In the **From** box, select **Office 365**.
- 8 In the **To** box, select **Partner organization**.
- 9 Click **Next** to move to the **New connector** dialog.
- 10 In the **Name** box, enter a suitable name for the connector, such as Arctera Unified Platform connector. You can enter a description if you want.
- 11 Ensure that the **Turn it on** check box is selected.
- 12 Click **Next** to move to the next **New connector** dialog.
- 13 Under **When do you want to use this connector**, select **Only when email messages are sent to these domains**.
- 14 Click the + icon and in the **add domain** dialog enter the domain part of your Arctera Unified Platform Office 365 journal address.

The domain part of your journal address typically takes the format **journal.xxx.archivecloud.net**, where **xxx** is a value that relates to your Arctera Unified Platform regional data center.
- 15 Click **OK** and then **Next** to display the next dialog.
- 16 Under **How do you want to route email messages** select **Route email through these smart hosts**.
- 17 Click the + icon. In the **add smart host** dialog enter the domain part of your Arctera Unified Platform Office 365 journal address again.

- 18 Click **Save** and then **Next** to move to the next dialog.
- 19 Under **How should Office 365 connect to your partner organization's server**, we recommend that you use TLS:
 - Keep the **Always use Transport Layer Security (TLS) to secure the connection** check box selected.
 - Keep the option **Issued by a trusted certificate authority** selected.
- 20 Click **Next** to display the **Confirm your settings** dialog. Check that the settings are correct and then click **Next**.
- 21 Under **Validate this connector**, click the + icon and in the add email dialog specify your full Arctera Unified Platform Office 365 journal address.
- 22 Click **OK** to return to the **New connector** dialog. Then click **Validate**.

When the test has completed the **STATUS** column shows whether the test was successful. If the test failed you can click the pencil icon to see more details.

Note: The validation always fails if you chose not to turn on the connector in step 11.

- 23 After validation, click **Save** to save the connector and close the **New connector** dialog.

More Information

[Create a send connector in Exchange Online for EV.Cloud](#)

[Arctera Unified Platform Services Hostnames and IP Addresses](#)

Set up an Office 365 journaling rule

You can create an Office 365 journaling rule for all users, or for an existing distribution group. The rule can be configured to journal internal messages, external messages, or all messages

Note: The following procedure describes how to set up an Office 365 journaling rule manually. You do not need to perform this procedure if you choose to automatically provision journaling in Office 365 from the **Provisioning** tab in Archive Administration. The automatic provisioning option creates a single journaling rule in Office 365 for all users and all messages.

To set up an Office 365 journaling rule

- 1 Open your web browser and navigate to the Office 365 sign-in page, <https://portal.office.com>
- 2 Sign in with administrator credentials.
- 3 In Office 365 click the **Admin** app to open the Office 365 Admin center.
- 4 In the left menu bar of the Office 365 Admin center, expand **Admin centers**, and select **Compliance**.
- 5 In the Compliance admin center, select **Data life cycle management**, and then **Exchange(legacy)**.
- 6 In the **Exchange (legacy)** section, select **Settings > Undeliverable Reports**.
Specify an email address where you want to receive the undelivered reports, and click **Save**.
- 7 Review the value for the **Send undeliverable journal reports to** setting:
 - Click **Select address**, and then click **Browse** to select a dedicated mailbox. Or select an external contact to send NDRs to.
 - Click **Save**.

Note: Veritas recommends configuring an alternate journal mailbox when configuring a journal rule in Exchange or Exchange Online for sending content to Veritas Alta Archiving. This mailbox should be in a location that is not in either the source or target of the journal stream (i.e. not Exchange Online or Veritas Alta Archiving) but rather a 3rd party location that is being monitored for activity (i.e. the presence of NDRs indicating that there is a mail delivery problem) in addition to other monitoring of the journal stream.

More Information:

When configuring a journal rule it is customary to provide an alternate journaling mailbox to send NDR (Non-Delivery Reports) to should the destination address for the journal reports in the journal rule be unreachable. Microsoft specifies in <https://learn.microsoft.com/en-us/exchange/security-and-compliance/journaling/configure-journaling> that this alternate journaling mailbox address should not be an Exchange Online mailbox. From a fault tolerance perspective, it would make sense that the alternate journaling mailbox should also not be a target provided by Veritas Alta Archiving as this is the same target for the journal rule.

- 8 Navigate to **Exchange (legacy) > Journal rules**.

- 9 Click the **+New Rule** icon to display the **New journal rule** dialog box.
- 10 In the **Send journal reports to** field, specify your Arctera Unified Platform Office 365 journal address.
- 11 In the **Journal rule name** field, enter a suitable name for this rule.
- 12 If you want the rule to apply only to a specific distribution group or user, do as follows:
 - From the **If the message is sent to or received from...** drop-down menu, select **A specific user or group**.
 - Select the distribution group or user, and then click **Add**.
 - Click **OK**. The **new journal rule** dialog now lists the selected group or user.
- 13 From the **Journal the following messages...** drop-down menu, select one of the following:
 - **all messages**
 - **internal messages only**
 - **external messages only**
- 14 Click **Save**.
- 15 Click **Yes** to create the rule.
- 16 The journal rule displays as disabled on the journal rules page. Select the **ON** check box to enable journaling.

Disable Office 365 journaling

Note: The following procedure stops the journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

To disable Office 365 journaling

- 1 In the left menu bar of the Office 365 Admin center, expand **Admin centers**, and select **Exchange**.
- 2 In the Exchange Admin Center, select **compliance management** and then **journal rules**.
- 3 Select the journal rule you use for Arctera Unified Platform, and then click the garbage can icon.
- 4 Click **yes** to delete the journal rule, and deactivate journaling.

Domino Mail

This chapter includes the following topics:

- [Setting up Domino Mail journaling](#)
- [Prerequisites for Domino Mail journaling](#)
- [Set up Domino Server Journaling](#)

Setting up Domino Mail journaling

The following table lists the steps for setting up Domino Mail journaling.

Table 13-1 Setting up Domino Mail journaling

Action	Reference
Ensure that you meet all of the prerequisites	See “Prerequisites for Domino Mail journaling” on page 72.
Set up Domino Server journaling	See “Set up Domino Server Journaling” on page 74.

Prerequisites for Domino Mail journaling

The prerequisites for setting up Domino Mail journaling are as follows:

- IBM Domino Server 8.0, 8.5 and 9.0.
- IBM Domino Administrator 8.0, 8.5 and 9.0 connected to the server.
- Ensure that you have a Configuration Settings document for your servers.
See [“Configuration Settings document”](#) on page 73.
- Ensure that all users' Internet addresses are set.

See [“Users’ Internet email addresses”](#) on page 73.

- Decide on the server mail rules that you want to implement for journaling. See [“Server mail rules”](#) on page 74.
- Set up Transport Layer Security (TLS). See [“Using the TLS protocol”](#) on page 74.

Note: We recommend using a single Configuration Settings document for all servers. These steps are based on the use of a single Configuration Settings document. If you have a separate Configuration Settings document for your servers, you must repeat these steps for each server that requires journaling to Arctera Unified Platform.

Configuration Settings document

The Configuration Settings document governs mail routing for a Domino server. The server mail rules that you use to define journaling are configured within the Configuration Settings document for each server on which you want to journal messages. You can configure a single document for all your Domino servers, or different documents for different groups of servers, or a document for each server.

Note: We recommend using a single Configuration Settings document for all servers. These steps are based on the use of a single Configuration Settings document. If you have a separate Configuration Settings document for your servers, you must repeat these steps for each server that requires journaling to Arctera Unified Platform.

Users’ Internet email addresses

For sending mails to outbound Internet users, the sender's email address must be set as per the MIME format, that is RFC 821/822. When a Notes message for SMTP transfer is converted, the router replaces the Notes address of the sender with an Internet address. A sender's Internet Address is created if the address cannot be determined from the **InetFrom** field of the message, or from the **Internet address** field of the user's Person document. The user's Notes name with the Domino domain and the Internet domain information are combined to create the address. The rules for constructing the sender's Internet address are specified in the Global domain document.

Note: If your server has a Global domain document configured, be sure to set the **Internet address lookup** field to **Enabled** on the **Conversions** tab.

The recommendation is to set the Internet email address for all users, and to use the same address that you used for Arctera Unified Platform. Refer to the Domino Administration help for more information.

Note: Common names are retained and placed in the indexed **BCC** field to ensure that all custodian name combinations are available for search within Arctera eDiscovery. This task does not alter the original message that is stored in the archive.

Server mail rules

Rules must be created to determine which message you want to journal. You can create rules to journal all the messages. Alternatively you can create more granular rules to journal only certain types of messages, such as the messages from specific employees or specific customers. Determine the types of messages you want to journal before you begin configuring your mail rules.

Using the TLS protocol

Message archiving supports TLS encryption, which provides you with an option to enhance the security of your outbound journaled email messages. The TLS protocol over SMTP is a certificate-based authentication method that provides security-enhanced data transfers by using symmetric encryption keys. However, using TLS is not mandatory. With TLS encryption enabled, message archiving automatically accepts the encrypted messages, decrypts them and then stored in your archive. You can find detailed information about setting up TLS (SSL) for Domino Server at the IBM website.

Note: Using TLS is not required for setting up journaling, but it is recommended for security.

Set up Domino Server Journaling

To set up Domino Server journaling

- 1 Open Lotus Notes Administrator.
- 2 Select the **Configuration** tab.

- 3 Expand the **Server** node and select **Configurations**.
- 4 Select the **Configuration Settings** document from the list, and click **Edit Configuration**.

Note: If you have multiple Configuration Settings documents, you must repeat the following steps for each document.

- 5 Select **Router/SMTP | Basics** in the new, or existing **Configuration Settings** window that displays.
- 6 Set the **Address lookup** field to **Fullnameonly**.

Caution: If this value is not set to **Fullname only**, email messages for users may end up in the company's Unassigned Legacy account.

- 7 Select **Router/SMTP | Advanced | Journaling**.
- 8 Enter the following information in the **Basics** section of the **Journaling** page:

Journaling	Select Enabled
Field encryption exclusion list	Enter Form; From; Principal; PostedDate
Method	Select Send to mail-in database
Mail Destination	Enter the journaling address that Arctera Services & Support provided to you.
Journal Recipients	Select Enable

- 9 Select **MIME | Conversion Options | Outbound**.
- 10 Set the **Message Content** field to **from Notes to Plain text and HTML**.
- 11 In the **Messaging | Configuration | [Server Document]**, click the **MIME** tab, followed by **Advanced and Advanced Outbound Message Options**. Set **Internet Mail server sends Notes private items in messages** to **Disabled**.

- 12 In **Always send the following Notes items in headers**, enter the following as a single string with no spaces:

```
$JournalRecipients,$JournalRecipientsExpanded_1,$JournalRecipientsExpanded_2,  
$JournalRecipientsExpanded_3,$JournalRecipientsExpanded_4,$JournalRecipientsExpanded_5,  
$JournalRecipientsExpanded_6,$JournalRecipientsExpanded_7
```

You must ensure that this entry includes a sufficient number of items for expanded recipients, up to `$JournalRecipientsExpanded_n`, where *n* equals the maximum number of possible message recipients divided by 32,000.

This entry ensures that group expansions and original intended recipients are sent properly to Arctera Unified Platform.

- 13 GDD (Global Domain Document) **conversions** tab settings are used to construct SMTP Internet addresses for users who do not have Internet addresses (primary email address).

To ensure that CloudLink properly constructs the Internet address, the following fields must be defined on the **Conversions** tab:

- **Local Primary Internet Domain:** Local Primary Internet Domain name
- **Domain domain(s) included:** NONE
- **Domain domain(s) position:** Left of '@'

Caution: If the conversion settings are not set up as specified, the Internet addresses for users without Internet addresses may not be set up properly. If they are not set up properly, Arctera Unified Platform may not recognize the domain.

For additional information on the GDD see the following article:

[http://www-10.lotus.com/ldd/dominowiki.nsf/dx/understanding-the-global-domain-document-](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/understanding-the-global-domain-document)

Configuring the GDD is considered to be necessary for proper operation (IBM best practice).

- 14 Select **Router/SMTP | Restrictions and Controls| Rules**.
- 15 Click **New Rule** to create a new journaling rule. The **New Rule** window displays.

Note: The journaling rule determines which email messages are journaled to Arctera Unified Platform. The information that was provided is for creating a journaling rule that will journal all email messages.

- 16 Create the condition to journal all email messages:
 - Select **On** in the **This rule is** field
 - Select **All documents** in the first drop-down list and click **Add**
- 17 Create an exception to the condition so that the messages that were sent to your Mail Archive email address are not journaled again:
 - Select **Exception** in the **Create** field
 - Select **To** from the first drop-down list
 - Select **is** from the second drop-down list
 - Enter your Mail Archive email address in the **Value to check** field, and click **Add**.
- 18 Select **Journal this message** in the drop-down list under the **Specify Actions** section.
- 19 Click **Add Action**.
- 20 Click **OK** to save the rule.
- 21 Click **Save & Close** to save the **Configuration Settings document**.
- 22 Set the following parameter in the .ini file to keep BCCs intact:

```
RouterKeepRelayedBCCsIntact=1
```

- 23 Restart the router by entering the following command in the server console and hitting send:

```
restart task router
```

Google G Suite Enterprise Gmail

This chapter includes the following topics:

- [Setting up Google G Suite Gmail journaling](#)
- [Prerequisites for Google G Suite Gmail journaling](#)
- [Setting up journaling in the Google Admin console](#)
- [Disabling Google G Suite Gmail journaling](#)

Setting up Google G Suite Gmail journaling

[Table 14-1](#) lists the actions that are required to set up the journaling of Google's G Suite Enterprise Gmail to Arctera Unified Platform.

Table 14-1 Setting up journaling for Google G Suite Gmail

Action	Reference
Ensure that you have met all of the prerequisites.	See “Prerequisites for Google G Suite Gmail journaling” on page 78.
Configure journaling to Arctera Unified Platform in the Google Admin console.	See “Setting up journaling in the Google Admin console” on page 79.

Prerequisites for Google G Suite Gmail journaling

[Table 14-2](#) describes the requirements for Google G Suite Gmail archiving.

Table 14-2 Prerequisites for the journaling of Google G Suite Gmail messages to Arctera Unified Platform

Action	Reference
The Gmail users must be associated with a Google G Suite Enterprise edition account. This account supports outbound email journaling.	Refer to Google's online documentation regarding the types of Google accounts.
Arctera must enable your Arctera Unified Platform company for Google G Suite Gmail archiving and provide you with the Arctera Unified Platform journaling address.	<p>Contact Arctera Services & Support to discuss your archiving requirements, and to enable your Arctera Unified Platform company configuration for Google G Suite Gmail archiving.</p> <p>As part of this process, Arctera Services & Support provides you with the Arctera Unified Platform journaling address for Google G Suite Gmail.</p>

Note that a separate requirement for the successful archiving of the journaled messages is that the Google G Suite Gmail users must have archive accounts provisioned in Arctera Unified Platform.

The provisioning of archive accounts for Gmail users can be performed in the following ways:

- You can download a CSV file of users from the Google Admin console and send the list to Arctera Services & Support, for ingestion into Arctera Unified Platform.
 For more details, contact [Arctera Services & Support](#).
- CloudLink now has a Google Sync feature, which is typically for use in environments where you use the Google Cloud Directory Sync tool (GCDS) to synchronize Active Directory users and groups to your Google G Suite domain. You can use a CloudLink Google Sync task to synchronize the same Active Directory accounts with Arctera Unified Platform. For more information, see the [CloudLink Google Account Synchronization Guide](#).

Setting up journaling in the Google Admin console

You must configure Google G Suite Gmail journaling in the Google Admin console, to provide the messages to Arctera Unified Platform for archiving.

Note: To complete this procedure you require the Arctera Unified Platform journaling address for Google G Suite Gmail that Arctera Services & Support has provided to you.

See “[Prerequisites for Google G Suite Gmail journaling](#)” on page 78.

To set up journaling in the Google Admin console

- 1 Browse to the Google Admin console sign-in page at the following URL:
<https://admin.google.com>
- 2 Sign in to the Google Admin console with a Google administrator account name and password.
- 3 On the Google Admin console home page, select **Apps**.
- 4 On the **Apps** page, select **G Suite**.
- 5 From the list of services on the **G Suite** page, select **Gmail**.
- 6 On the **Settings for Gmail** page, select **Advance settings**.
- 7 On the **Advanced settings** page, ensure that the **General Settings** tab is selected, and then under **Organizations** select the organization for which you want to configure Gmail journaling.
- 8 In the list of settings, find **Third-party email archiving**, and click **Configure**.
- 9 In the **Third-party email archiving** dialog, enter a suitable title such as **Arctera Unified Platform journaling**, and then enter the Google G Suite Gmail journaling address that Arctera Services & Support has provided to you.
- 10 Click **Save** to save the configuration settings.

Disabling Google G Suite Gmail journaling

You can disable the journaling of Google G Suite Gmail messages to Arctera Unified Platform if required.

Note: The following procedure stops the Google G Suite Gmail journaling to Arctera Unified Platform. Emails are not saved to Arctera Unified Platform once journaling stops.

To disable Google G Suite Gmail journaling

- 1 Browse to the Google Admin console sign-in page at the following URL:
<https://admin.google.com>
- 2 Sign in to the Google Admin console with a Google administrator account name and password.
- 3 On the Google Admin console home page, select **Apps**.
- 4 On the **Apps** page, select **G Suite**.
- 5 From the list of services on the **G Suite** page, select **Gmail**.
- 6 On the **Settings for Gmail** page, select **Advance settings**.
- 7 On the **Advanced settings** page, ensure that the **General Settings** tab is selected, and then under **Organizations** select the organization for which you want to disable Gmail journaling.
- 8 In the list of settings, find **Third-party email archiving**, and click **Disable** to disable the journaling to Arctera Unified Platform.
- 9 Click **Save** to save the configuration settings.

Additional Journaling Information

This chapter includes the following topics:

- [Journaling best practices](#)
- [Journaling troubleshooting](#)
- [Journal Verification Guide](#)

Journaling best practices

See the sections that are applicable to your configuration:

- See [“General journaling best practices”](#) on page 82.
- See [“Journaling best practices for Exchange 2013, 2016, and 2019”](#) on page 83.
- See [“Journaling best practices for Exchange 2007 and 2010”](#) on page 83.
- See [“Journaling best practices for Exchange 2003”](#) on page 83.

General journaling best practices

- If you make any changes to your host provider or upgrade your Exchange Server, contact [Arctera Services & Support](#). New setup instructions will be provided to update your journaling configuration.
- Monitor your Exchange Server for issues.
- When adding or deleting a user mailbox on your Exchange Server, make sure that you also update the user in Arctera Unified Platform Archive Administration.

- Make sure that you hide the journal recipient(s) from your Global Address List (GAL).

Journaling best practices for Exchange 2013, 2016, and 2019

- We recommend that you disable the Managed Availability health monitoring probe messages. For details and procedure, see the Microsoft article [Managed Availability messages are journaled in Exchange Server 2013](#).

Journaling best practices for Exchange 2007 and 2010

- For envelope journaling using journaling rules: Implementing journaling rules under the Hub transport executes the Exchange transport agent. This function can result in not archiving the messages that relate to the transport rules that drop messages. To archive the messages that are meant to be dropped, set the journaling agent as first priority:
 1. Open the Exchange Management Shell.
 2. Use the `Set-TransportAgent` cmdlet. Identity is the journaling agent, priority is 1.
 3. Restart the service for MSExchangeTransport using `services.msc`, or from a command prompt by executing `net stop msexchangetransport` and then `net start msexchangetransport`.
- To journal all messages on your Exchange server without having to enable journaling on each mailbox store, create a journaling rule:
 1. On **Send Journal reports to e-mail address** browse for the contact.
 2. Under **Scope**, select **Global - all messages**.
 3. Leave the **Journal messages for recipient** option blank. All messages are journaled for all users for the entire organization.
 4. Verify that the journaling mailbox is set to allow the mail only from Microsoft Exchange and Authenticated Senders:

```
Set-Mailbox <Journal Mailbox Name> -AcceptMessagesOnlyFrom  
<Microsoft Exchange> -RequireSenderAuthenticationEnabled:$true
```

Journaling best practices for Exchange 2003

- Set up SMTP Queue Growth Monitoring alerts and monitor your Exchange Server for issues.

- When adding or deleting a user mailbox on your Exchange Server, make sure that you also update that user in Arctera Unified Platform Archive Administration.
- For Envelope journaling, make sure there is enough storage in your Journaling Mailbox to handle the emails your organization sends and receives on a daily basis.

Journaling troubleshooting

See the section that is appropriate for your mail server type:

- See “[Troubleshooting journaling for Exchange 2010 and 2007](#)” on page 84.
- See “[Troubleshooting journaling for Exchange 2003](#)” on page 85.

Troubleshooting journaling for Exchange 2010 and 2007

- Make sure that the Journaling Contact SMTP Email Address is spelled correctly.
- Restart the Microsoft Exchange Transport Service: Click **Start** and click **Run**. Enter **services.msc** in the text box and click **OK**. Click **Microsoft Exchange Transport service**, then click **Restart**. A pop-up window displays with the message **Microsoft Exchange Transport service is being restarted**. When the pop-up window automatically disappears, you have successfully restarted the service.
- Your firewall may block outbound emails:
 - Many firewalls can block emails sent using TLS encryption. Emails can be blocked even if the option is set to allow all outbound emails.
 - If you have a Cisco firewall, it is likely that the ESMTP packet inspection is enabled and blocking the TLS-encrypted emails. For more information, visit Cisco support at the following URL:
<http://www.cisco.com/en/US/docs/security/asa/asa72/release/notes/asarn723.html#wp219670>
- Verify there are no enabled Send Connectors using the journaling contact domain name by executing the following command:

```
Get-SendConnector | Where {$_.AddressSpaces -match <domain.com>
```
- Issue a `telnet` command to the smarthost to see if you have a connection issue. A 220 banner should be returned.

Additional troubleshooting for Exchange 2007 only:

- If emails are journaled, but some or all emails seem to archive incorrectly:

- Add the domain that is shown on the address space of the send connector to the **Remote Domains** tab under **Organization Configuration > Hub Transport**.
- Click the **format of original message sent as attachment to journal report** tab. Then on **Exchange rich-text format** select the **never use** radio button.

Troubleshooting journaling for Exchange 2003

Standard and Envelope:

- Ensure that the Journaling Contact SMTP Email Address is spelled correctly.
- When adding or removing SMTP connector(s), make sure that you restart the SMTP service. To restart the SMTP service go to **Start**, then **Run**, and type in **services.msc**. The **Services** dialog appears. Select **Simple Mail Transfer Protocol (SMTP)** from within the list. Then click **Restart** in the left-hand navigation menu.
- Your firewall may block outbound emails:
 - Many firewalls can block emails sent using TLS encryption. Emails can be blocked even if the option is set to allow all outbound emails.
 - If you have a Cisco firewall, chances are very high that the ESMTP packet inspection is enabled and blocking the TLS-encrypted emails. For more information, visit Cisco support at the following URL:
<http://www.cisco.com/en/US/docs/security/asa/asa72/release/notes/asarn723.html#wp219670>
- Verify there are no enabled Send Connectors using the journaling contact domain name.
- Issue a `telnet` command to the smarthost to see if you have a connection issue. A 220 banner should return.

Envelope only:

- Emails are journaled to the Journaling User Mailbox, but no emails show up in your archive. Check if the Journaling User Mailbox has the Server-Side Forwarding set up correctly:
 - Automatic forwarding must be enabled on your server. Open the Exchange System Manager and select **Global Settings/Internet Message**.
 - Select **Format/Default** and right-click to display **Properties**. On the **Advanced** tab, select the box next to **Allow automatic forward** and click **OK**. To restrict users from setting up forwarding rules, create a new domain rule for Address Space and set it to allow automatic forward. Automatic forwards then work only for Address Space.

- Validate that there are no transport rules catching the journaling messages.
- If emails are journaled, but some or all emails seem to archive incorrectly, check the following:
 - You should not be journaling to a distribution group. You must journal directly to the Journaling Recipient Mailbox.
 - Check that forwarding is not set up on the Journaling Recipient Mailbox in Active Directory
 - Set message format to journal using plain text or HTML

Journal Verification Guide

Use the following ways to verify whether journaled messages are archived correctly:

- Send test emails.
See [“Sending test emails”](#) on page 86.
- View archive reports.
See [“Viewing archive reports”](#) on page 89.
- Monitor journaling queues.
See [“Monitor Journaling Queues”](#) on page 90.

Note: If you make any changes to your host provider or upgrade your Server, contact [Arctera Services & Support](#). New setup instructions will be provided to update your journaling configuration.

Sending test emails

You can send test emails to determine if Journaling works. Listed are a number of email test scenarios. See the appropriate table for each scenario to view test message configurations and their expected archive results:

- Intra-office Test Email Scenarios
See [Table 15-1](#) on page 87.
- Inbound Test Email Scenarios
See [Table 15-2](#) on page 87.
- Outbound Test Email Scenarios
See [Table 15-3](#) on page 88.

For the Provisioning process use the test email scenarios worksheet for Archive Journaling verification.

Note: To confirm the receipt of test emails, you must look in the user's Personal.cloud archive. The correct way to do this is by "browsing" the Inbox, and not by "searching" for the message(s). Email messages appears in the archive via browsing before these messages are available by searching, which could take up to several hours.

Table 15-1 Intra-office test email scenarios

From	To	CC	BCC	Expected Results
tom@abc.com	jim@abc.com			<ul style="list-style-type: none"> ■ Emails are archived under sender tom@abc.com: Sent Items ■ Emails are archived under recipient jim@abc.com: Inbox
tom@abc.com		jim@abc.com		<ul style="list-style-type: none"> ■ Emails are archived under sender tom@abc.com: Sent items ■ Emails are archived under recipient jim@abc.com: Inbox
tom@abc.com			jim@abc.com	<ul style="list-style-type: none"> ■ Emails are archived under sender tom@abc.com: Sent Items ■ Emails are archived under recipient jim@abc.com: Inbox. However the To field does not display in the email message header for the sender or recipient

Table 15-2 Inbound test email scenarios

From	To	CC	BCC	Expected Results
tom@hotmail.com	jim@abc.com			Emails are archived for recipient jim@abc.com: Inbox
tom@hotmail.com		jim@abc.com		Emails are archived for recipient jim@abc.com: Inbox

Table 15-2 Inbound test email scenarios (continued)

From	To	CC	BCC	Expected Results
tom@hotmail.com			jim@abc.com	Emails are archived for recipient jim@abc.com: Inbox. However the To field does not display in the email message header for the sender or recipient
tom@hotmail.com	<ul style="list-style-type: none"> ■ jim@abc.com ■ joe@abc.com ■ sue@abc.com 			Emails are archived for all recipients: <ol style="list-style-type: none"> 1 jim@abc.com: Inbox 2 joe@abc.com: Inbox 3 sue@abc.com: Inbox
tom@hotmail.com	jim@abc.com	jimbean@abc.com		Emails are archived for recipient jim@abc.com: Inbox, additional CC address is visible in "To" field in email message header
tom@hotmail.com	jim@abc.com		jimbean@abc.com	Emails are archived for recipient jim@abc.com: Inbox. However the BCC recipient jimbean@gmail.com does not display in the email message header

Table 15-3 Outbound test email scenarios

From	To	CC	BCC	Expected Results
jim@abc.com	tom@hotmail.com			Emails are archived under sender jim@abc.com: Sent Items
jim@abc.com		tom@hotmail.com		Emails are archived under sender jim@abc.com: Sent Items
jim@abc.com			tom@hotmail.com	Emails are archived under sender jim@abc.com: Sent Items. However To field does not display in email message header

Table 15-3 Outbound test email scenarios (continued)

From	To	CC	BCC	Expected Results
jim@abc.com	joe@abc.com	tom@hotmail.com		<ul style="list-style-type: none"> ■ Emails are archived under sender jim@abc.com: Sent Items ■ Emails are archived under recipient joe@abc.com: Inbox. However additional CC address displays in email message header
jim@abc.com	joe@abc.com	tom@hotmail.com	jimbean@gmail.com	<ul style="list-style-type: none"> ■ Emails are archived under sender jim@abc.com: Sent Items ■ The email is archived under recipient joe@abc.com: Inbox. However additional CC address displays in To field of email message header; BCC recipient address does not display in email message header

Viewing archive reports

Several archive reports can be used to verify if journaling is works correctly are available. Archive reports include statistics and graphs showing the number of messages that are journaled to the archive. The report also shows the time for journaling to complete. Archive reports are automatically generated, and can be viewed in Archive Administration or emailed weekly to the Administrator.

Archive Overview report

The Archive Overview page is the first page that is displayed when an administrator logs in to Archive Administration, or selects the **Archive Administration** tab. This page shows archive usage information (for example, the number of archive users) and recent activity in the archive. If journaling works correctly, data displays in the **10 Day Rolling Mail Volume** section, including a graph and a table of mail size.

To view more a detailed Archive Overview report:

- 1 Click the blue [View Full Archive Usage Report](#) link on the right-hand side of the page. A full report displays.
- 2 View the following sections to determine if journaling works correctly:
 - **10 Day Rolling Mail Volume**
 - **10 Week Rolling Mail Volume**
 - **5 Month Rolling Mail Volume**
 - **Table of Total Journalled versus Total Archive**

Warning: Compare the last **10 Day Mail Volume** to your company's previous Mail Volume. If your current mail volume is low or seems abnormal, your journaling process may not work properly. Contact your mail server administrator to troubleshoot any issues.

Monitor Journaling Queues

Administrators should monitor journaling queues weekly to verify journaling works properly. Alerts can also be set to remind Administrators when to monitor, or alert them when an issue arises.

SMTP Queue Growth Monitor Alert (Exchange Servers only)

The SMTP Queue Growth Monitor Alert notifies the administrator by email if the message queue hits a specified limit, in addition to potential journaling issues.

Note: To create an SMTP Queue Growth Monitor Alert, or to edit the current alert configuration, refer to the [Journaling Instructions for your Exchange server](#).
