



Erado Archiving & Setup Instruction

Microsoft Exchange Journaling – Pull Method

This document covers the following Microsoft Exchange Server Editions

- Microsoft Small Business Server 2003
- Microsoft Exchange Standard Edition 2003

Microsoft Small Business Server and Microsoft Exchange Standard Edition does not support multiple message stores which are a requirement for push journaling.

The following document illustrates the internal setup procedure needed to create an envelope journaling mailbox with pop3 access.

Your estimated time to complete this configuration is approximately 30 minutes,

PLEASE FOLLOW THESE DIRECTIONS STEP BY STEP. BY NOT FOLLOWING THESE DIRECTIONS YOU WILL ENCOUNTER PROBLEMS AND SIGNIFICANTLY INCREASE YOUR SETUP TIME.

If you do run into problems please contact technical support at 866-67ERADO ext 2. We will require you to use Citrix Go To Meeting service, so that you can share your screen and we can assist you through this setup process.



Step 1. Create a New Journal Mail Box

You must first create a journal recipient mailbox. If you do not know how to create a new mailbox please stop here and contact Erado Tech Support.

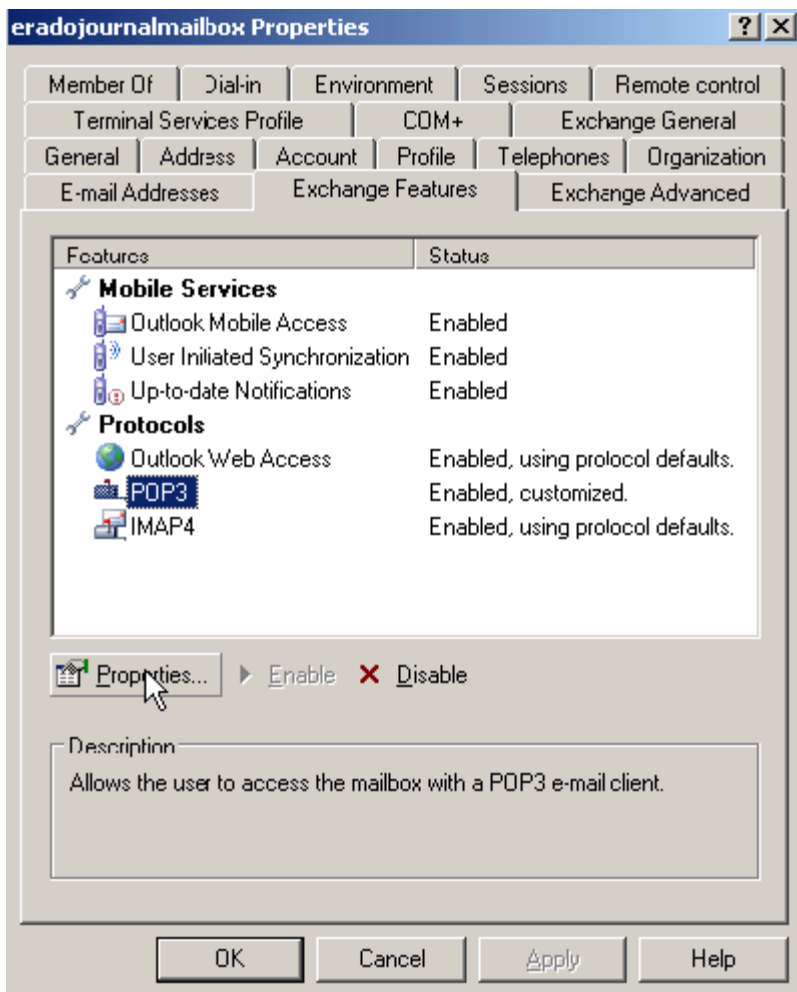
Please create this mailbox.

Username: eradojournalmailbox
Password: (please contact Erado technical support).

Step 2. Adjust Mail Box Properties

Once the mailbox is created you need to change the properties so that the messages are in the proper format for compliant archiving.

Next, open the user properties for your compliance-journal account and click on the “Exchange Features” tab. Next click and highlight POP3 under protocols, and finally click on the properties button as shown in the image below.



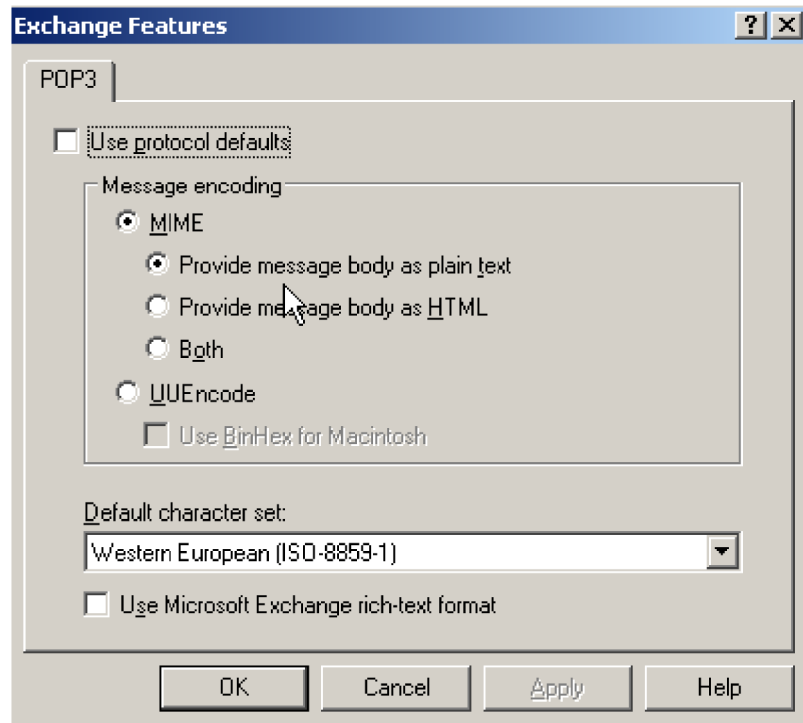
When you click properties button the following menu will pop up.

You must uncheck “Use protocol defaults” and then you must click the “Provide message body as plain text”. This is required so that Erado can properly archive your journaled messages.

The next step is to make sure that the default character set is set to “Western European (ISO-8859-1). If it is not set to this please use the pull down and set it as per the image below.



When you are finished please



click OK.

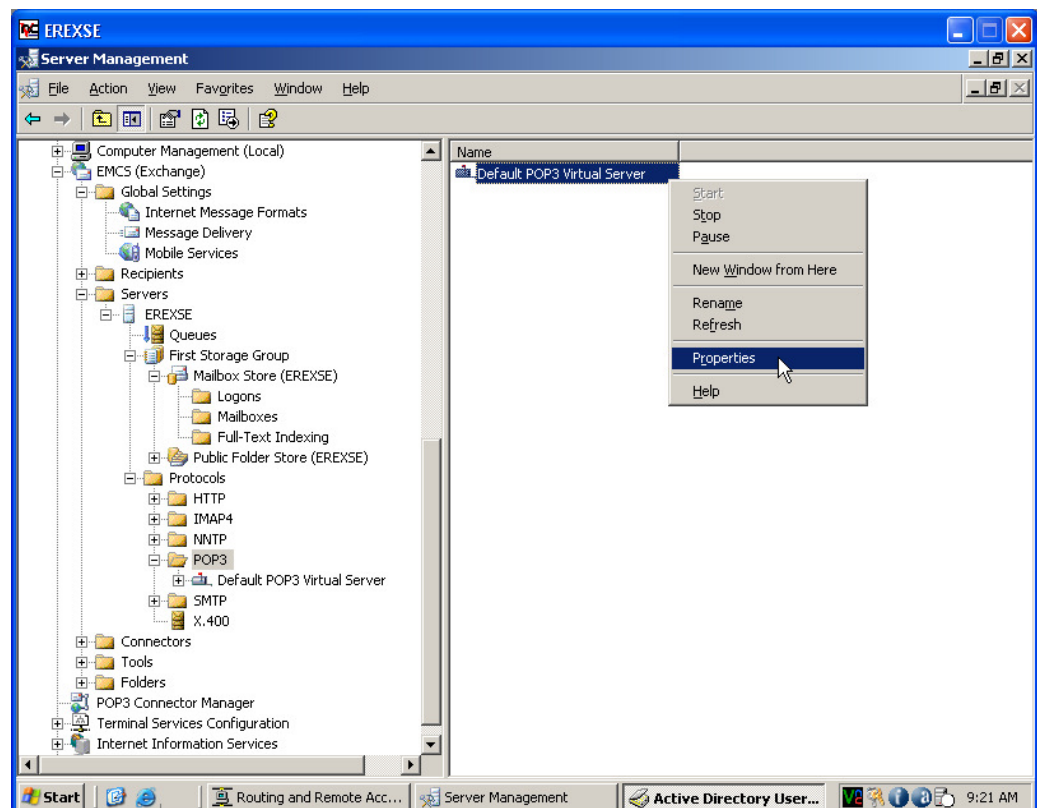
Step 3. Configure the Default POP3 Connector, or manage your currently enabled POP3 connector.

NOTE: If you already have a POP3 connector enabled go to the step 3.b

3.a Default POP3 Connector Settings

Go to Exchange System Manager, expand Servers, expand “your exchange server”, then expand Protocols and then right-click on the properties of your POP3 connector.

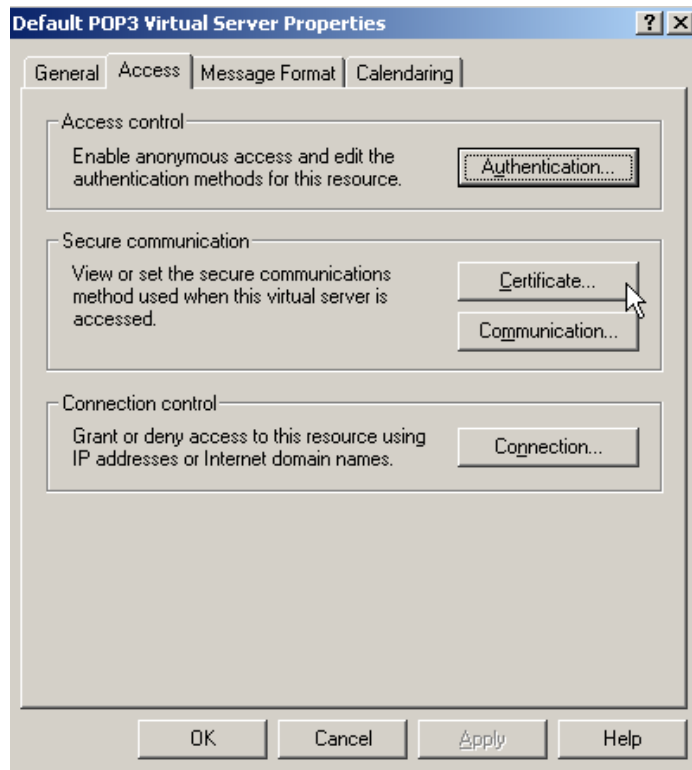
Next, right click and go to properties of the connector.



3.a1 Setting POP3 over SSL Configuration (Recommended)

For added security Erado suggest using SSL to encrypt the POP3 session. To enable SSL you will need to create your own self signed certificate.

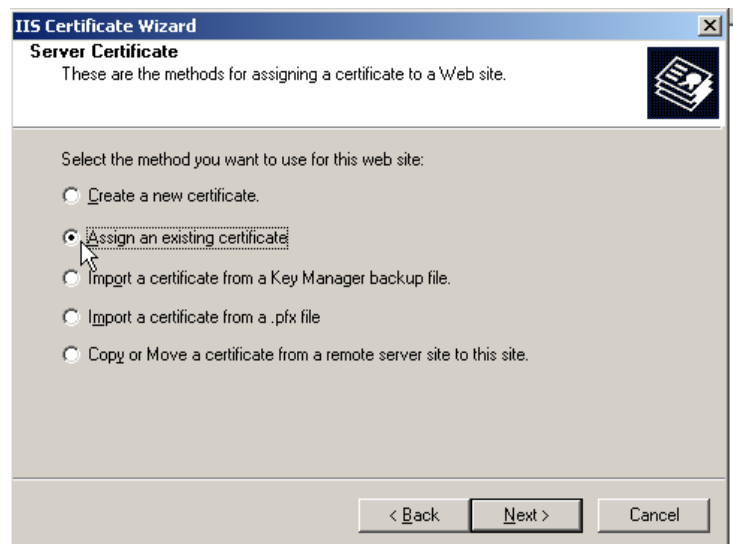
Click the certificate button.

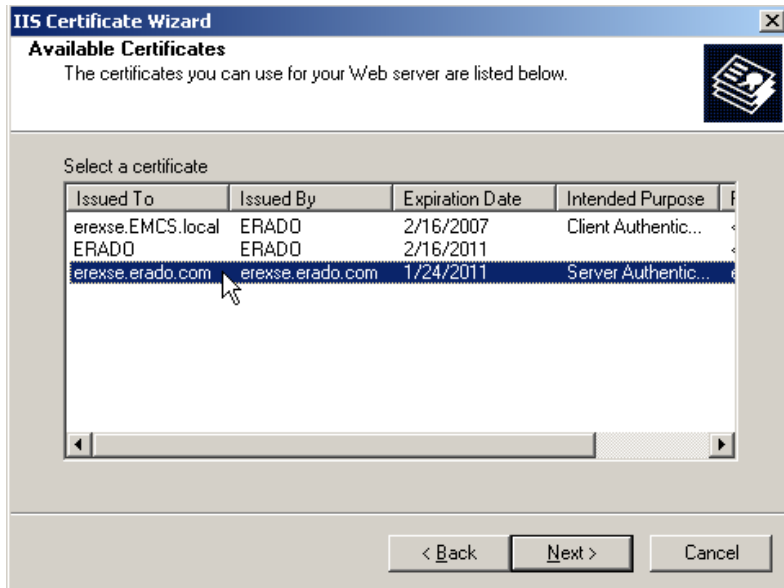


Choose the “Assign an existing certificate” then click next

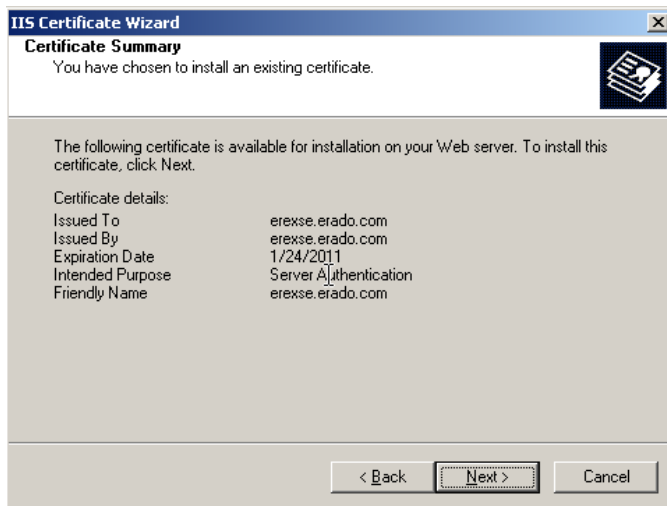
If you have an existing certificate choose the one with the intended purpose of “Server Authentication”

If you do not see this option click cancel and contact Erado Technical Support.





Click next and you will see a Certificate Summary and click next then finish.

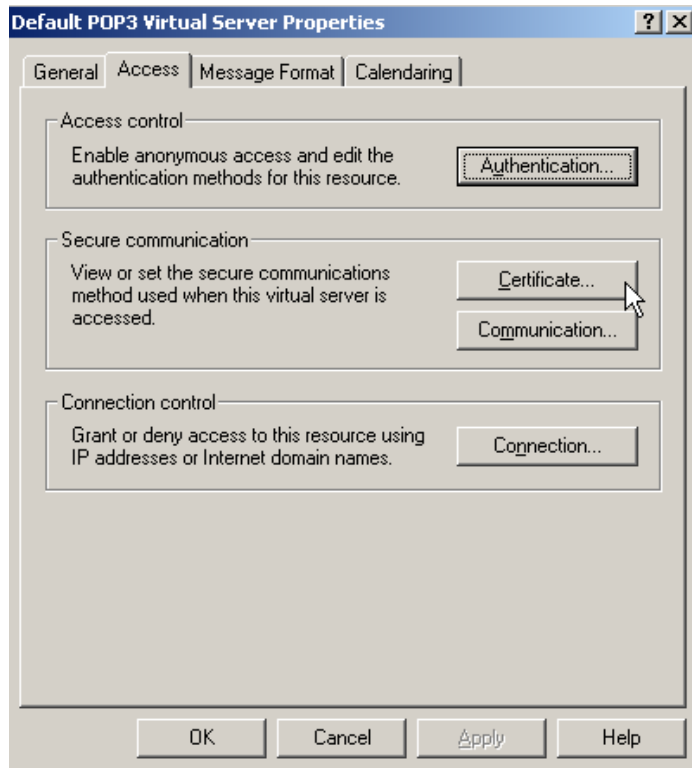


3.a2 POP3 IP Access Control

If you provide POP3 mail access to your users skip this step.

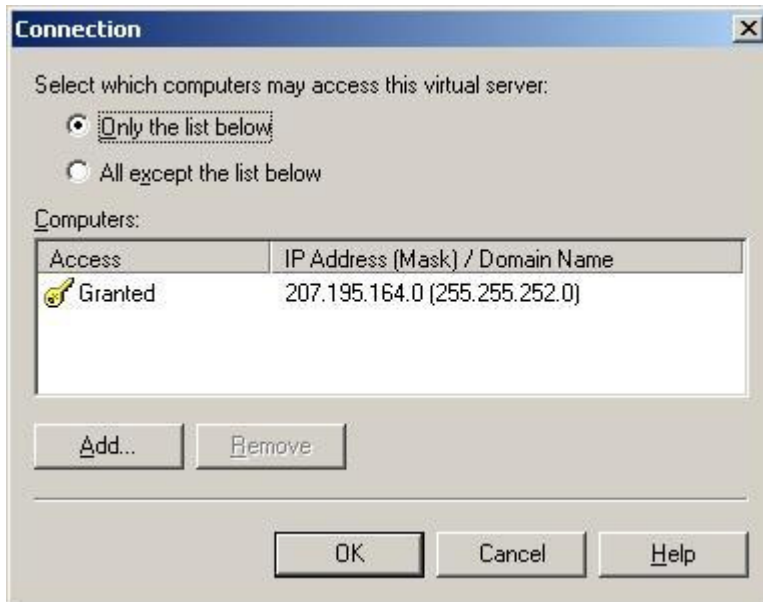
If you do not normally provide POP3 access Erado suggests for additional security restricting POP3 access to the following Erado controlled IP address range.

IP address **207.195.164.0**
Subnet Mask: **255.255.252.0**



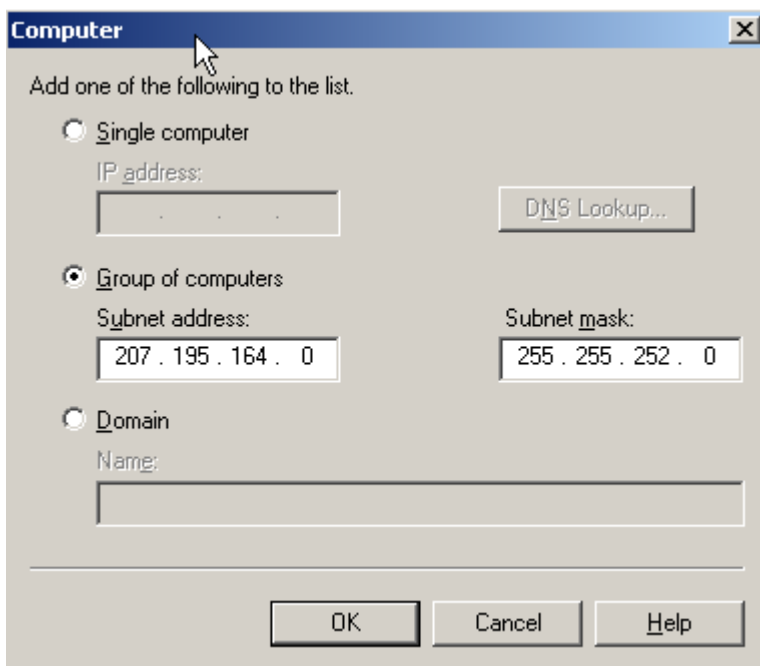
To enable this: Go to Exchange System Manager, expand Servers, expand “your exchange server”, and then expand Protocols and then right-click on the properties of your POP3 connector. Click the connection button

Then click on add



Then click group of computers and add the ip address and subnet mask as listed above.

You should see the image below and click OK.

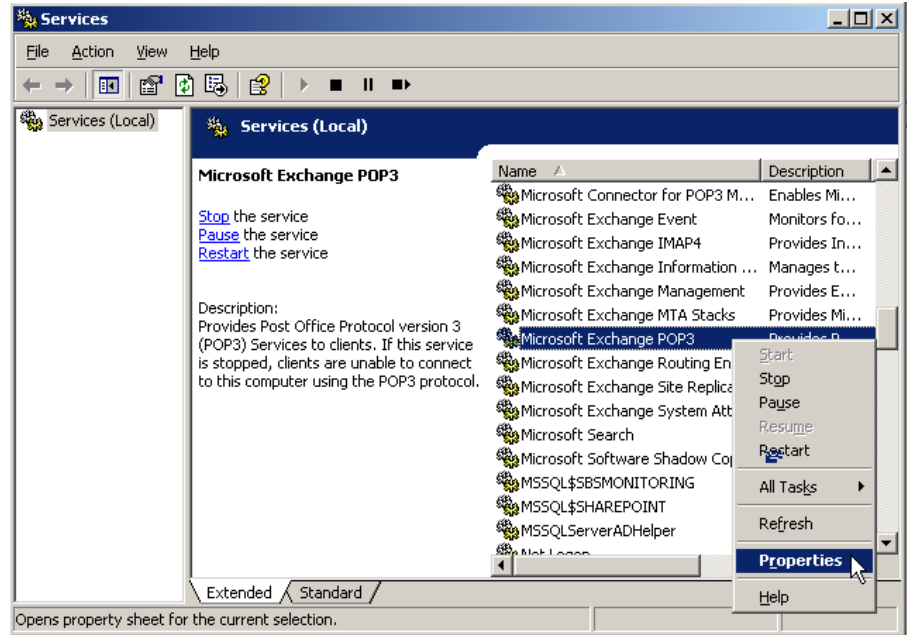


Then click apply and then OK

3.a3 POP3 Service Initialization

Finally to make sure that your POP3 service is both running and automatically starts.

Go to the Start menu, then click on “Administrative Tools” and then under services turn on the POP3 Server. Right click on the POP3 server, click on properties and set Startup type to Automatic.



3.b Manage your currently enabled POP3 connector.

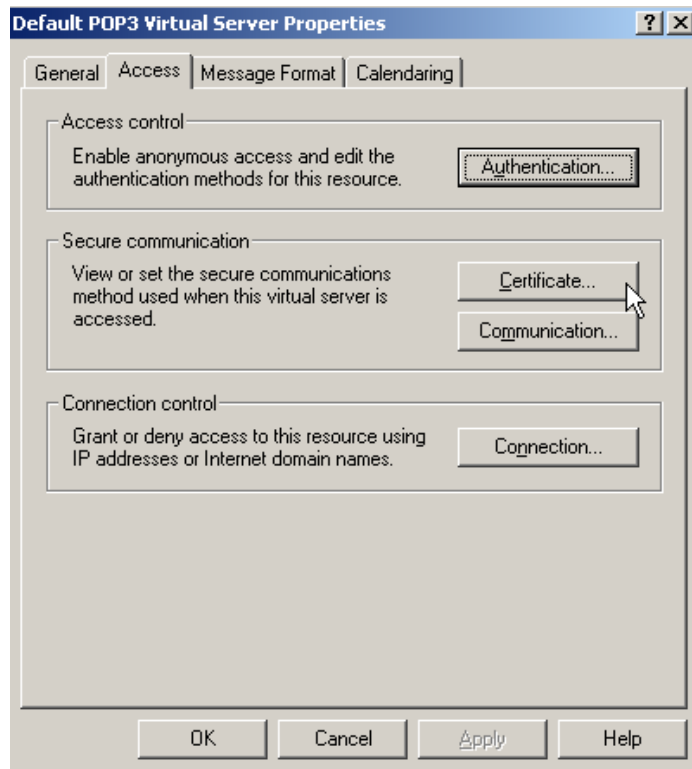
If you provide POP3 access to your users currently **most of your configuration** is already complete.

Erado suggests the following security enhancements, however they are not necessary. Below you will find configuration setting for POP3 over SSL and IP address restriction.

3.b1 Setting POP3 over SSL Configuration (Recommended)

For added security Erado suggest using SSL to encrypt the POP3 session. To enable SSL you will need to create your own self signed certificate.

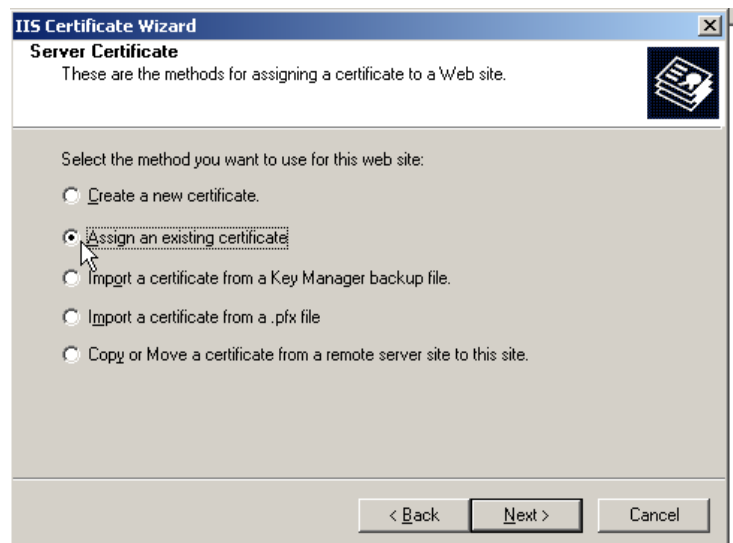
Click the certificate button.

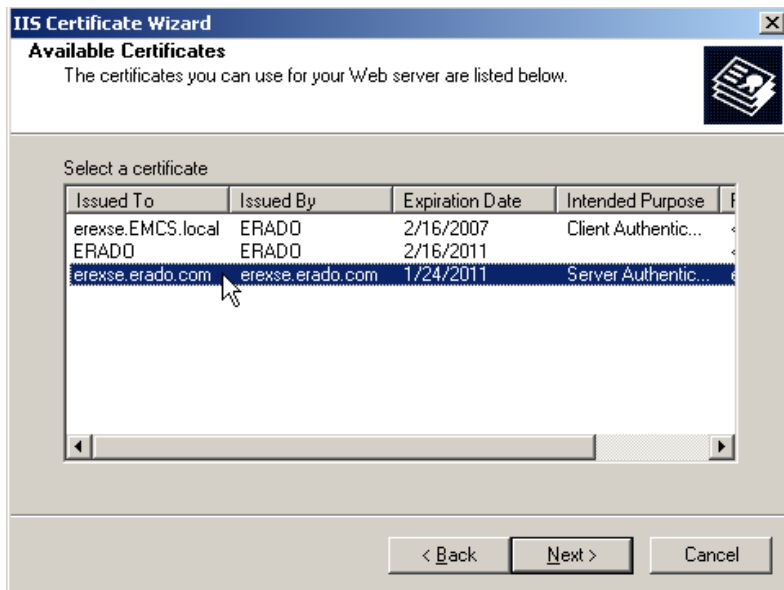


Choose the “Assign an existing certificate” then click next

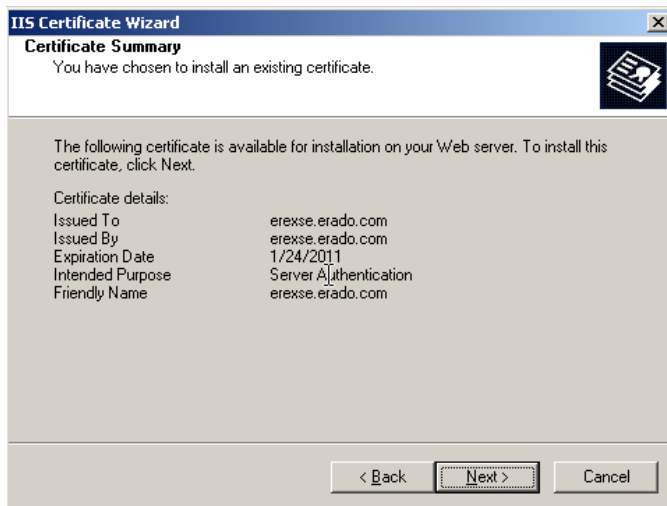
If you have an existing certificate choose the one with the intended purpose of “Server Authentication”

If you do not see this option click cancel and contact Erado Technical Support.





Click next and you will see a Certificate Summary and click next then finish.



3.b2 POP3 IP Access Control

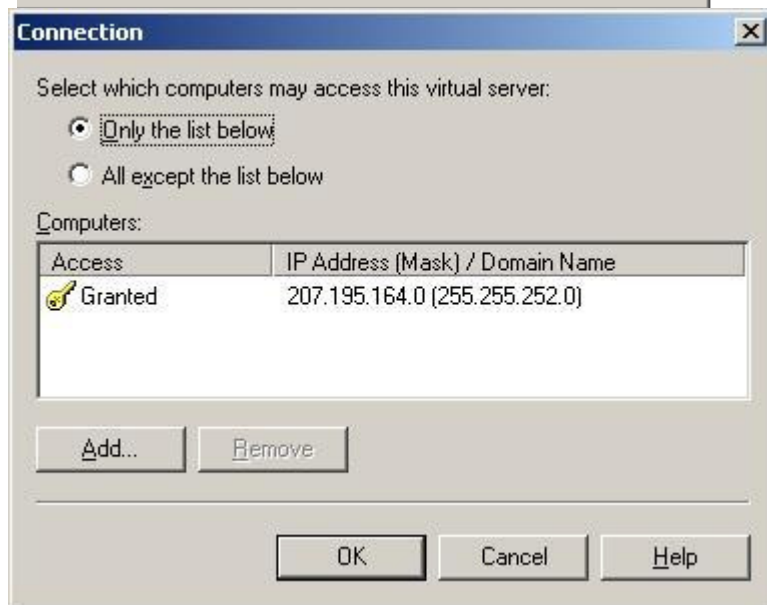
If you provide POP3 access and restrict by IP please add the following Erado controlled IP address range. If you do not restrict by IP address skip this step.

IP address **207.195.164.0**
Subnet Mask: **255.255.252.0**

To enable this: Go to Exchange System Manager, expand Servers, expand “your exchange server”, and then expand Protocols and then right-click on the properties of your POP3 connector. Click the connection button

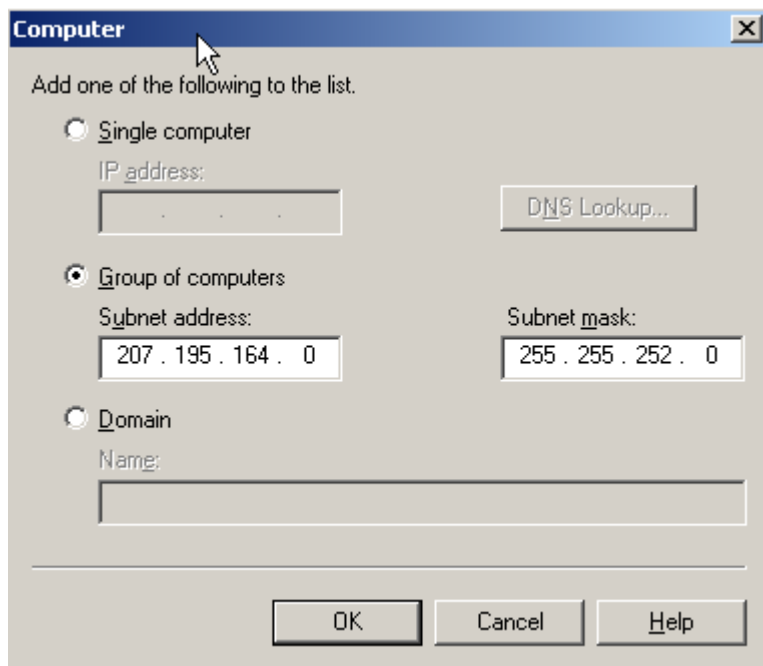


Then click on add



Then click group of computers and add the ip address and subnet mask as listed above.

You should see the image below and click OK.



Then click apply and then OK

Step 4. Enabling Envelope Journaling

There are multiple journaling options available to you in Microsoft Exchange. For full compliance and the ability for Erado to archive message properly you must configure “Envelope Journaling”

This requires an additional download from Microsoft. Please download the “E-Mail Journaling Advanced Configuration tool (exejcfg.exe) this is a self extracting file ” from Microsoft’s website.

<http://www.microsoft.com/downloads/details.aspx?FamilyId=E7F73F10-7933-40F3-B07E-EBF38DF3400D&amp;displaylang=en>

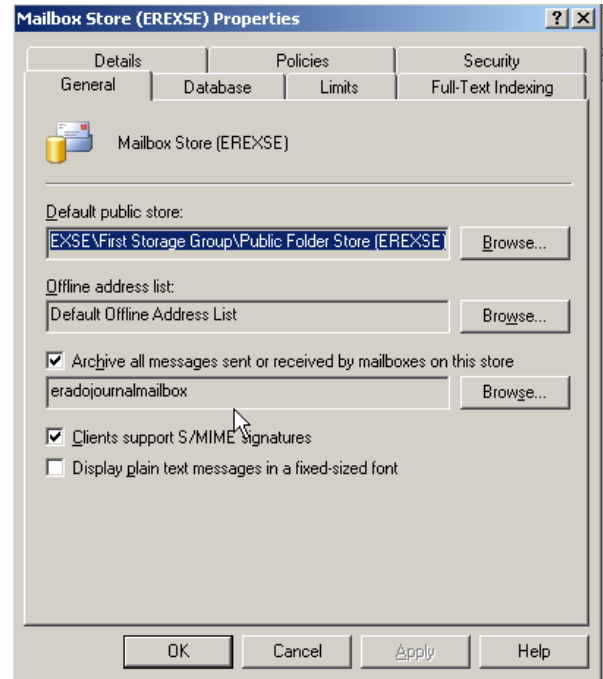
Then complete the following installation steps:

1. Run the self extracting zip file you just downloaded
2. Open a command prompt.
3. Go to the directory where you extracted exejcfg.exe.
4. Type the following command to enable envelope journaling: `exejcfg -e`
5. Confirm the setting by typing: `exejcfg -l`

Once you have completed this step go to your Exchange System Manager, expand Servers, expand Your Exchange Server, expand your storage group, and then right-click the mailbox store.

On the General tab, select Archive all messages sent or received by mailboxes on this store, and then click Browse to specify the eradojournalmailbox as the journaling mailbox.

All journalized messages for senders on this mailbox store are sent to the mailbox you specify.



Next please call Erado tech support at 425-336-0485 and let us know that you have completed this configuration.

We can then complete your installation.