Journaling Overview

This section includes the following topics:

- About journaling and Arctera Unified Platform
- Journaling message size limit
- Journaled messages and antivirus solutions
- Journaling setup instructions overview

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.

More information

About journaling and Arctera Unified Platform

Journaled messages and antivirus solutions

Journaling setup instructions overview

Journaled messages and antivirus solutions

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

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

More information

About journaling and Arctera Unified Platform

Journaling message size limit

Journaling setup instructions overview

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: Microsoft Exchange on-premises journaling setup instructions

SERVER TYPE	REFERENCE
Exchange 2013, 2016, and 2019	See Setting up Exchange 2013, 2016, and 2019 journaling.
Exchange 2010	See Setting up Exchange 2010 journaling.
Exchange 2007	See Setting up Exchange 2007 journaling.
Exchange 2003 standard	See Setting up Exchange 2003 standard journaling.
Exchange 2003 envelope	See Setting up Exchange 2003 envelope journaling.

For other server types, see the following:

Table: Journaling setup instructions for other server types

SERVER TYPE	REFERENCE
Office 365	See Setting up Office 365 journaling.
Domino Mail	See Setting up Domino Mail journaling.
Google G Suite Gmail	See Setting up Google G Suite Gmail journaling.

More information

About journaling and Arctera Unified Platform

Journaling message size limit

Journaled messages and antivirus solutions

Exchange 2013, 2016, and 2019 Set-up

This section 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: 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.
Create a journaling contact.	See Step 1 - Create Journaling Contact.
Create a dedicated SMTP send connector.	See Step 2 - Create SMTP Send Connector.
Activate journaling	See Step 3 - Activate Journaling.
Disable Non-Delivery Reports (NDRs) at the remote domain	See Step 4 - Disable Non-Delivery Reports (NDRs) at the Remote Domain.

More information

Journaling setup instructions overview

Disabling Exchange 2013, 2016, and 2019 journaling

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 Veritas Services & Support.

More information

Setting up Exchange 2013, 2016, and 2019 journaling

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 Veritas 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
```

More information

Setting up Exchange 2013, 2016, and 2019 journaling

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 Veritas 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"
```

More information

Setting up Exchange 2013, 2016, and 2019 journaling

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**.

   The **Mailbox Database** page displays with the journaling contact in the **Journal recipient** field.
6. Click **save**
7. 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 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.

More information

Setting up Exchange 2013, 2016, and 2019 journaling

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 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 Veritas Services & Support.

More information

Setting up Exchange 2013, 2016, and 2019 journaling

Exchange 2013, 2016, and 2019 Disable

This section 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: Disabling Exchange 2013 or 2016 journaling

ACTION	REFERENCE
Deactivate journaling	See Step 1 - Deactivate Journaling.
Delete SMTP connector	See Step 2 - Delete SMTP Send Connector.
Delete journaling contact	See Step 3 - Delete Journaling Contact.
Enable Non-Delivery Reports (NDRs) at the remote domain	See Step 4 - Enable Non-Delivery Reports (NDRs) at the Remote Domain.

More information

Setting up Exchange 2013, 2016, and 2019 journaling

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.

More information

Disabling Exchange 2013, 2016, and 2019 journaling

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**

More information

Disabling Exchange 2013, 2016, and 2019 journaling

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**

More information

Disabling Exchange 2013, 2016, and 2019 journaling

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 Veritas Services & Support.

More information

Disabling Exchange 2013, 2016, and 2019 journaling

Exchange 2010 Set-up

This section 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: Setting up journaling for Exchange 2010

ACTION	REFERENCE
Ensure that you have met all of the prerequisites.	See Prerequisites for Exchange 2010 journaling.
Create a journaling contact.	See Step 1 - Create Journaling Contact.
Create a dedicated SMTP send connector.	See Step 2 - Create an SMTP Send Connector.
Activate journaling	See Step 3 - Activate Journaling.
Disable Non-Delivery Reports (NDRs)	See Step 4 - Disable Non-Delivery Reports (NDRs).

More information

Journaling setup instructions overview

Disabling Exchange 2010 journaling

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 Veritas Services & Support.

More information

Setting up Exchange 2010 journaling

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 Veritas 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

More information

Setting up Exchange 2010 journaling

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.

More information

Setting up Exchange 2010 journaling

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** and 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.

More information

Setting up Exchange 2010 journaling

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.

More information

Setting up Exchange 2010 journaling

Exchange 2010 Disable

This section 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: Disabling Exchange 2010 journaling

ACTION	REFERENCE
Remove address space domain	See Step 1 - Remove Address Space Domain.
Deactivate journaling	See Step 2 - Deactivate Journaling.
Remove the SMTP send connector	See Step 3 - Remove the SMTP Send Connector.
Remove the journaling contact	See Step 4 - Remove the Journaling Contact.

More information

Setting up Exchange 2010 journaling

Step 1 - Remove Address Space Domain

To remove the 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.

More information

Disabling Exchange 2010 journaling

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.

More information

Disabling Exchange 2010 journaling

Step 3 - Remove the SMTP Send Connector

To 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.

More information

Disabling Exchange 2010 journaling

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.
6. Select **Remove** from the Actions pane.
7. Select **Yes** on the resulting warning dialog box.

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

More information

Disabling Exchange 2010 journaling

Exchange 2007 Set-up

This section 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: Setting up Exchange 2007 journaling

ACTION	REFERENCE
Ensure that you meet all of the prerequisites	See Prerequisites for Exchange 2007 journaling.
Create a journaling contact	See Step 1 - Create a Journaling Contact.
Create a dedicated SMTP send connector	See Step 2 - Create an SMTP Send Connector.
Activate journaling	See Step 3 - Activate Journaling.
Disable Non-Delivery Reports (NDRs)	See Step 4 - Disable Non-Delivery Reports (NDRs).

More information

Journaling setup instructions overview

Disabling Exchange 2007 journaling

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 Veritas Services & Support.

More information

Setting up Exchange 2007 journaling

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 Veritas 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

More information

Setting up Exchange 2007 journaling

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.

More information

Setting up Exchange 2007 journaling

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.

More information

Setting up Exchange 2007 journaling

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.

More information

Setting up Exchange 2007 journaling

Exchange 2007 Disable

This section 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: Disabling Exchange 2007 journaling

ACTION	REFERENCE
Remove address space domain	See Step 1 - Remove the Address Space Domain.
Deactivate journaling	See Step 2 - Deactivate Journaling.
Remove the SMTP send connector	See Step 3 - Remove the SMTP Send Connector.
Remove the journaling contact	See Step 4 - Remove the Journaling Contact.

More information

Setting up Exchange 2007 journaling

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.

More information

Disabling Exchange 2007 journaling

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.

More information

Disabling Exchange 2007 journaling

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.

More information

Disabling Exchange 2007 journaling

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.
6. Select **Remove** in the Actions pane.
7. Select **Yes** on the resulting warning dialog box.

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

More information

Disabling Exchange 2007 journaling

Exchange 2003 Standard Set-up

This section 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: Setting up Exchange 2003 Standard journaling

ACTION	REFERENCE
Create a Custom Recipient	See Step 1 - Create Custom Recipient.
Set up an SMTP connector	See Step 2 - Set up SMTP Connector.
Activate journaling	See Step 3 - Activate Journaling.
Disable Non-Delivery Reports (NDRs)	See Step 4 - Disable NDRs (Non-Delivery Reports).
Add an SMTP Queue Growth Monitoring Alert	See Step 5 - Add SMTP Queue Growth Monitoring Alert.

More information

Journaling setup instructions overview

Disabling Exchange 2003 standard journaling

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 Mail 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 Veritas 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.

More information

Setting up Exchange 2003 standard journaling

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 Veritas 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.

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.

More information

Setting up Exchange 2003 standard journaling

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.

More information

Setting up Exchange 2003 standard 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.

More information

Setting up Exchange 2003 standard journaling

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.

More information

Setting up Exchange 2003 standard journaling

Exchange 2003 Standard Disable

This section 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: Disabling Exchange 2003 Standard journaling

ACTION	REFERENCE
Remove SMTP Queue Growth Monitoring Alert	See Step 1 - Remove SMTP Queue Growth Monitoring Alert.
Deactivate journaling	See Step 2 - Deactivate Journaling.
Remove SMTP connector	See Step 3 - Remove SMTP Connector.
Remove journaling contact	See Step 4 - Remove Journaling Contact.

More information

Setting up Exchange 2003 standard journaling

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.

More information

Disabling Exchange 2003 standard journaling

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.

More information

Disabling Exchange 2003 standard 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.

More information

Disabling Exchange 2003 standard journaling

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.

More information

Disabling Exchange 2003 standard journaling

Exchange 2003 Envelope Set up

This section 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: Setting up Exchange 2003 Envelope journaling

ACTION	REFERENCE
Enable envelope journaling	See Step 1 - Enable Advanced Journaling Configuration Mode (Envelope Journaling).
Create a new mailbox store for the journaling mailbox	See Step 2 - Create a New Mailbox Store for the Journaling Mailbox.
Create a custom recipient	See Step 3 - Create a Custom Recipient.
Create a journaling user mailbox	See Step 4 - Create Journaling User Mailbox.

ACTION	REFERENCE
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.
Set up an SMTP connector	See Step 6 - Set up SMTP Connector.
Activate journaling	See Step 7 - Activate Journaling.
Set up a policy to clean the journal recipient mailbox	See Step 8 - Clean the Journal Recipient Mailbox.
Schedule Mailbox Manager to run recipient policies	See Step 9 - Schedule the Mailbox Manager to Run Recipient Policies.
Disable Non-Delivery Reports (NDRs)	See Step 10 - Disable Non-Delivery Reports (NDRs).
Add an SMTP Queue Growth Monitoring Alert	See Step 11 - Add an SMTP Queue Growth Monitoring Alert.

More information

Journaling setup instructions overview

Disabling Exchange 2003 envelope journaling

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=e7f73f10 2

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.

More information

Setting up Exchange 2003 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.

More information

Setting up Exchange 2003 envelope journaling

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 Veritas 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.

More information

Setting up Exchange 2003 envelope journaling

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 Veritas 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.

More information

Setting up Exchange 2003 envelope journaling

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.

More information

Setting up Exchange 2003 envelope journaling

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 Veritas 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.

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.

More information

Setting up Exchange 2003 envelope journaling

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.

More information

Setting up Exchange 2003 envelope 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.

More information

Setting up Exchange 2003 envelope journaling

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 hosts 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.

More information

Setting up Exchange 2003 envelope journaling

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.

More information

Setting up Exchange 2003 envelope journaling

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.

More information

Setting up Exchange 2003 envelope journaling

Exchange 2003 Envelope Disable

This section 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: Disabling Exchange 2003 envelope journaling

ACTION	REFERENCE
Remove the SMTP Queue Growth Monitoring Alert	See Step 1 - Remove the SMTP Queue Growth Monitoring Alert.
Remove the Internet Message Formats Domain	See Step 2 - Remove Internet Message Formats Domain.

ACTION	REFERENCE
Turn off the Mailbox Management Schedule	See Step 3 - Turn off Mailbox Management Schedule.
Remove the Mailbox Management policy	See Step 4 - Remove Mailbox Management policy for cleaning the Journaling Mailbox.
Deactivate journaling	See Step 5 - Deactivate Journaling.
Remove the SMTP Connector	See Step 6 - Remove SMTP Connector.
Remove the journaling mailbox	See Step 7 - Remove Journaling Mailbox.
Remove the journaling contact	See Step 8 - Remove Journaling Contact.
Remove the extra mailbox store	See Step 9 - Remove Extra Mailbox Store.
Turn off Advanced Journaling Configuration	See Step 10 - Turn off Advanced Journaling Configuration.

More information

Setting up Exchange 2003 envelope journaling

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.

More information

Disabling Exchange 2003 envelope journaling

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.

More information

Disabling Exchange 2003 envelope journaling

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.

> **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.

More information

Disabling Exchange 2003 envelope journaling

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.

More information

Disabling Exchange 2003 envelope journaling

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.

More information

Disabling Exchange 2003 envelope 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.

More information

Disabling Exchange 2003 envelope journaling

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.

More information

Disabling Exchange 2003 envelope journaling

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.

More information

Disabling Exchange 2003 envelope journaling

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**

More information

Disabling Exchange 2003 envelope journaling

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 `-l` 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 `-l` 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.

More information

Disabling Exchange 2003 envelope journaling

Office 365

This section 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: Setting up Office 365 journaling

STEP	REFERENCE
Ensure that you meet all of the prerequisites	See Prerequisites for Office 365 journaling.
	See Additional prerequisites for the archiving of Office 365 RMS encrypted messages.
Set up a send connector for Office 365	See Set up a send connector for Office 365 journaling.
Set up an Office 365 journaling rule	See Set up an Office 365 journaling rule.
	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.

More information

Journaling setup instructions overview

Disable Office 365 journaling

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 Veritas Alta View Compliance and Governance 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 Veritas 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.

More information

Setting up Office 365 journaling

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=exchg.160).aspx

More information

Setting up Office 365 journaling

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

Setting up Office 365 journaling

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 Arctera Unified Platform. 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 Arctera Unified Platform) 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 Arctera Unified Platform 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.

More information

Setting up Office 365 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.

More information

Setting up Office 365 journaling

Domino Mail

This section 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: Setting up Domino Mail journaling

ACTION	REFERENCE
Ensure that you meet all of the prerequisites	See Prerequisites for Domino Mail journaling.
Set up Domino Server journaling	See Set up Domino Server Journaling.

More information

Journaling setup instructions overview

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.
- Ensure that all users' Internet addresses are set. See Users' Internet email addresses.
- Decide on the server mail rules that you want to implement for journaling. See Server mail rules.
- Set up Transport Layer Security (TLS). See Using the TLS protocol.

> **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.

More information

Setting up Domino Mail journaling

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.

More information

Prerequisites for Domino Mail journaling

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 indexedBCCfield to ensure that all custodian name combinations are available for search within Alta eDiscovery. This task does not alter the original message that is stored in the archive.

More information

Prerequisites for Domino Mail journaling

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.

More information

Prerequisites for Domino Mail journaling

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.

More information

Prerequisites for Domino Mail journaling

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 **Fullname only**

> **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 Veritas 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 |** , 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,$JournalRecip
ientsExpanded_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-

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
    ```

More information

Setting up Domino Mail journaling

Google G Suite Enterprise Gmail

This section 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

The following table lists the actions that are required to set up the journaling of Google's G Suite Enterprise Gmail to Arctera Unified Platform.

Table: 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.
Configure journaling to Arctera Unified Platform in the Google Admin console.	See Setting up journaling in the Google Admin console.

More information

Journaling setup instructions overview

Disabling Google G Suite Gmail journaling

Prerequisites for Google G Suite Gmail journaling

The following table describes the requirements for Google G Suite Gmail archiving.

Table: 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.
Veritas must enable your Arctera Unified Platform company for Google G Suite Gmail archiving and provide you with the Arctera Unified Platform journaling address.	Contact Veritas Services & Support to discuss your archiving requirements, and to enable your Arctera Unified Platform company configuration for Google G Suite Gmail archiving.
	As part of this process, Veritas Services & Support provides you with the Arctera Unified Platform journaling address for Google G Suite Gmail.

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 Veritas Services & Support, for ingestion into Arctera Unified Platform. For more details, contact Veritas 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.

More information

Setting up Google G Suite Gmail journaling

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 Veritas Services & Support has provided to you. See Prerequisites for Google G Suite Gmail journaling.

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 Veritas Services & Support has provided to you.
10. Click **Save** to save the configuration settings.

More information

Setting up Google G Suite Gmail journaling

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.

More information

Setting up Google G Suite Gmail journaling

Additional Journaling Information

This section 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.
- See Journaling best practices for Exchange 2013, 2016, and 2019.
- See Journaling best practices for Exchange 2007 and 2010.
- See Journaling best practices for Exchange 2003.

General journaling best practices

- If you make any changes to your host provider or upgrade your Exchange Server, contact Veritas 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:

  a. Open the Exchange Management Shell.

  b. Use the `Set-TransportAgent` cmdlet. Identity is the journaling agent, priority is 1.

  c. 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:

  a. On Send Journal reports to e-mail address browse for the contact.

  b. Under Scope, select Global - all messages.

  c. Leave the Journal messages for recipient option blank. All messages are journaled for all users for the entire organization.

  d. 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.

- See Troubleshooting journaling for Exchange 2003.

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.
- View archive reports. See Viewing archive reports.
- Monitor journaling queues. See Monitor Journaling Queues.

> **Note:** If you make any changes to your host provider or upgrade your Server, contact Veritas 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: Intra-office test email scenarios.
- Inbound Test Email Scenarios. See Table: Inbound test email scenarios.
- Outbound Test Email Scenarios. See Table: Outbound test email scenarios.

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: Intra-office test email scenarios

FROM	TO	CC	BCC	EXPECTED RESULTS
tom@abc.com	jim@abc.com	-	-	- Emails are archived under sender

FROM	TO	CC	BCC	EXPECTED RESULTS
				tom@abc.com: Sent Items
				- Emails are archived under recipient jim@abc.com: Inbox
tom@abc.com	-	jim@abc.com	-	- 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	- 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: 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
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	- jim@abc.com	-	-	Emails are archived for all recipients\:
	- joe@abc.com			1. jim@abc.com: Inbox
	- sue@abc.com			2. joe@abc.com: Inbox

FROM	TO	CC	BCC	EXPECTED RESULTS
				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: 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

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. However To field does not display in email message header
jim@abc.com	joe@abc.com	tom@hotmail.com	-	- 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	- Emails are archived under sender jim@abc.com: Sent Items

FROM	TO	CC	BCC	EXPECTED RESULTS
				- 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 a more 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 Journaled 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.