

Journaling Guide for Email Archive for Exchange 2007

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Thank you for choosing Email Archive. This Journaling Guide provides information you need to set up the Email Archive journaling feature to work seamlessly with your Microsoft Exchange Server. If you encounter any issues with the journaling process or have any questions, we have a dedicated support team ready to help you.

How to Use this Guide

The Email Archive Message Journaling feature receives, classifies, and archives emails that originate from our customers' Exchange Servers. Follow the steps below to adjust the settings of your Microsoft Exchange Server 2007 to enable Message Journaling. This feature sends a copy of every email sent to and from your Exchange Server to the Websense servers. Email Archive then reviews, classifies (based on content and sender's address), and archives these emails. To begin the process, log on to your Exchange Server with your administrator account.

To set up message journaling for ALL email addresses, follow these steps:

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To set up message journaling for **SELECT** email addresses, follow these steps:

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Step Three: Create a Compliance Distribution Group	Page 18
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Follow best practices to ensure proper archiving of your journaled emails.	
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See troubleshooting tips if journaling is not working as expected.

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Step One: Create a Journaling Contact

Open the Exchange Management Console by selecting All Programs > Microsoft Exchange Server 2007 > Exchange Management Console from the Start Menu.



- 1. Under the Exchange Management Console, expand the Recipient Configuration folder in the left-hand menu.
- 2. Right-click on Mail Contact and select New Mail Contact.



3. Select New contact.

4. Click Next here.

Introduction Contact Information New Mail Contact Completion	Introduction This wicard will guide you through the steps for creating a new mail contact or mail-enabling an existing contact. Create a mail contact for: @ [Ngw contact] @ [Sgisting contact]
	Ejover

- 5. In the New Mail Contact popup window, type "Journaling" in the First Name text field.
- 6. Type "Websense" in the Last Name field.
- 7. Type "JournalingWebsense" in the Alias field.

Introduction Contact Information New Mail Contact	Contact Information Enter the account information t an existing mail contact. Disgonizational unit	hat is required to cr	sale a new mail contact (or to mail-env
Competion	contoso.com/Users			Bjowse
	Erst name:	Initials	Last name:	
	Journaling		Websense	
	Name			
	Journaling Websense			
	Alar			
	JournalingWebsense			
	External e-mail address:			
				JEdt

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8. Click Edit.

Introduction Contact Information New Mail Contact Constant	Contact Information Enter the account informa an existing mail contact. Qrganizational unit	tion that is required to cre	sale a new mail contact	or to mail-ena
Completion	contasa.com/Users			Browse
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	Journaling		Websense	
	Name			
	Journaling Websen	se		
	Alac			
	JournalingWebsense	3		
	Egternal e-mail address:			-
	Local Address prov	ided by Websense	(Edt.

9. Type the [Local address provided by Websense] in the External e-mail address field.

NOTE: This address is unique for each domain. You should have received the email address with this document. If not, please contact Websense Support. A sample address for EMEA is: mycompany@Websense-Journal.archivesuite.com A sample address for the U.S. and all other locales is: mycompany@Websense-Journal.archivecloud.net

......**10.** Click **OK**.

SMTP Address					×
E-mail address:					
Local Address provided by Websense					
E-mail type:					
SMTP					
	-	04	-	C 1	1
	L.	UK	-	Lancel	

11. Click Next.

Introduction Contact Information New Mail Contact	Contact Information Enter the account information an existing mail contact. Organizational unit	ation that is required to crea	ste a new mail contact	or to mailena
Competion	contoso.com/Users			Bjowse
	Erst name:	Initialg	Last name:	
	Journaling		Websense	
	Name			
	Journaling Websen	se		
	Alar			
	JournalingWebsens	e		
	Frank indication			
	Ligenal e-mail address	ided by Websense		112
	Local Address prov	rided by websense		East

12. Click New.

Contact Information	New Mail Contact When you click New, the following mail contact will be created.
New Mail Contact	Configuration Summary
Completion	Journaling Websense #
	Last name: Websense Contact name: Uournaling Websense Alias: JournalingWebsense External e-mail address: Local Address provided by Websense

13. Click Finish.



You have successfully created a Journaling Contact.

Step Two: Create the SMTP Send Connector

- 1. Expand Organizational Configuration in the left-hand menu.
- 2. Select Hub Transport.
- 3. Right click on Hub Transport.
- 4. Select New SMTP Send Connector.

Mcrosoft Exchange	🔛 Hub Transport			1 object	Actions
Crganization Configuration	Journaling	Send Conne	ctors Edg	ge Subscriptions	Hub Trans
Clent Access	Remote Domains	Accepted Domains	E-mail Address Policies	Transport Rules	New R
Hub Transport	Name +	Doman			New A
Berver Configuration Recipient Configuration Toolbox	Laboraux.				Image: New E New T New J New S

- 5. Type "Journaling" in the Name field.
- 6. Click Next.

Address space	Introduction This wizard helps you create a new SMTP Send connector on the selected Exchange server. To configure properties not shown in this wizard, in the Exchange Management Console, select the new connector. Then, in the action pane, click Properties.
Source Server	Ngme:
New Connector	Journaing
Completion	Select the intended use for this Send connector.
	Custom

7. Click on Add to open the Add Address Space popup window.

Address space Network settings	Specily the address	space[s] to which this connector	will route mail
Source Server	Doman	Туре	
New Connector Completion			

- Type the [Address Space Domain provided by Websense] in the Domain field.
 For EMEA, this domain is Websense-Journal.archivesuite.com
 For the U.S. and all other locales, this domain is Websense-Journal.archivecloud.net
- 9. Click OK.

10. Click Next.

Address space	Address space Specify the address space(s) to which this connector will route mail which does address space(s) to which this connector will route mail		
Source Server New Connector Completion	Domain Address Space Doma	Type in smtp	

Select "Route mail through the following smart hosts."
 Click Add.

	Network settings
Network settings	Select how to send mail with this connector: C Use domain name system (DNS1'MC' records to route mail automatically
Source Server	P Route mail through the following gman houts
New Connector	(Add) * X
Completion	Smat hout

13. Select "Fully qualified domain name (FQDN)."

14. Type the [smart host name provided by Websense] into the text field. For EMEA, this domain is Websense-Journal.archivesuite.com For the U.S. and all other locales, this domain is Websense-Journal.archivecloud.net

15. Click OK.



16. Click Next.



17. Click Next.

Introduction Address space Address space Source Server New Connector Completion	Network settings Select how to send mail with this connector: C Use domain name system (DNS) "36C" secords to route mail automatically C Route mail through the following great hosts Add / Edit X Smart host name Smart host name

18. Click Next.

Address space	Source Server Associate this connector with the following Hub Transport servers. Alternatively, you can add Edge Subscriptions to this list.				
 host authenticatio Source Server New Connector Completion 	Nome WS03R2EEEACHLCS	Ske Default-Frat-Ske-Name	Role Malbox, Client Access, U		

19. Click New.

Address space	New Connector The woard will use the configuration below. Click New to continue.	
Configure smart host authenticatio	Configuration Summary.	\$
Source Server New Connector Completion	Usage: Curton Address Space Damain Smart Host: Smart Host: name Singli Rot: software: Song Server: WS03R2EEEXCHLCS	
	Select Chi+C to copy the contents of this page.	

20. Click Finish.

Introduction Address space Network settings Configure smart	Completion The witcard completed successfully. Click Finish to close this witcard. Elapsed time: 00.00.03 Summary: 1 item(s), 1 succeeded, 0 failed.			
New Connector	Exchange Management Shel command completed new-Search/Connector-Nam Journaing -Usage Custom -Add timp: Address Space Domain Smart host name -SmarthostaAu/Mechanism Non -UseExternal/DNSServers/Enabled State -SourceTransportServ W603R/2EEEXCHLCS Elapsed Time: 00:00:03	nassSpa ble Stats e/ vers	ose e -Smarti	Hosts
Beb	Select Onl+C to copy the contents of this page.		Can	cel

Microsoft Exchange	😫 Hub Transport			1 object	Actions
Organization Configuration Asibox Glent Access	Remote Domains Journaing	Accepted Domain: Send Conne	E-mail Address Policies Iclors Ec	Transport Piviles geSubscriptions	Hub Trans
Evalutificanspect Evaluation Server Configuration Server Configuration Toolbox	Name -	Status Enubled			Image: Second
					Refresh

You have successfully created the SMTP Send Connector.

21. *Optional*: Setup **Require TLS** command on the SMTP Send Connector.

Exchange 2007 always tries to send emails using TLS encryption. If the recipient server does not support TLS encryption, Exchange 2007 reverts to sending the email without TLS encryption. Clients who want to ensure that their email is only being sent using TLS encryption should complete the following steps.

- a. Open the Exchange 2007 Management Shell.
- **b.** At the command prompt, type in **Set-SendConnector -RequireTLS:\$true -Id <name of your journaling send connector>**.
- c. To verify the current settings, type in **Get-SendConnector** |fl and look for **Require TLS = true** on the journaling send connector you created.
- d. If the send connector goes to retry and the queue starts to buildup after Require TLS is enabled, the most likely cause is your network firewall blocking TLS. The ESMTP packet inspection should be disabled on the firewall. If your firewall is blocking the TLS, you can change the Require TLS back by entering the following command at the command prompt, Set-SendConnector -RequireTLS:\$false -Id <name of your journaling send connector>.

Step Three: Activate Journaling (All Email Addresses)

- 1. Expand Server Configuration menu.
- 2. Select Mailbox.



- 3. Right click on Mailbox Database in right-hand side of window.
- 4. Select Properties.

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Hercooft Exchange Criganization Configuration Server Configuration	🖙 Malibus				1.00(451
	Casta Film				
Habou	Nane -	Role	Vecion		
Hub Transport Hub Transport Lindfried Messaging S. Received Configuration Bills Tradiese	2 workerports	Hub Toerspot, Clevil Acce	 Verson ED (Build 6) 	620	
	Ustabare Management	N Database File F	w	Status	Copy
	E First Storage Gro	NP			Disa
	Second Storag	Dangurt Dotabase Brve Database Fath Fanoge Pgiperten tjelo	Ohennell Exchange .	Mounted	Dinas

5. Check Journal Recipient.

6. Click on Browse.

neral Limits Client	Settings
Database path:	C.VProgram Files/Microsoft/Exchange Server/Mail
Database copy path:	
Last full backup:	
Last incremental back	cup:
Status:	Mounted
Modified:	Friday, February 09, 2007 3:59:44 PM
Journal Recipient	
L	Bjowse
Maintenance scheduk	E
Run daily from 2.00 A	.M. to 6.00 A.M. Cystomize
 Do not mount this	database at startup
This database car	n he overwritten hu a iestore

- 7. Select Journaling Websense mail contact.
- 8. Click OK.

Select Recipient - con	toso.com		_ [D] ×
Elle Yew Scope			
Search:	Figd Now Cig:	x.	
Display Name +	Alias	Recipient Type	Primary
Administrator	Administrator	User Mailbox	Adminis
Journaling Websense	JournalingWebsense	Mail Contact	Local xo
4			
•1			-
		UK	Cancel
1 object(s) selected.		2 ob	ject(s) found.

9. Click OK.

Maibox Da	Aabate
Database path:	C:\Program Files\Microsoft\Exchange Server\Maib
Database copy path	6
Last full backup:	
Last incremental bac	skup
Status	Mounted
Modified	Friday, February 09, 2007 3 59 44 PM
Journal Recipier	
Journaling We	bsense Bjowce
aintenance schedu	le.
Port dala han 200	A.M. to 6:00 A.M. Cystomize
mun daily nom 2007	

You have successfully activated Message Journaling.

Step Four: Create Compliance Distribution Group (Select Email Addresses)

- 1. Expand Recipient Configuration menu.
- 2. Right click on Distribution Group.
- 3. Select New Distribution Group.

Help

Elle Action View Mr						
	ب ا					
Microsoft Exchange	puration	Distribution Group - contoso.com Create Filter			0 obje	
Recipient Configure	tion	Display Name ~	Alas	Recip	sent Type Details	Primary SMTP Addres
Mail Contact	Modify t	he Maximum Number of R	Than expients to Display	are no items to show	in this view.	
Disconnected M Toolbox	New Dist	ame Distribution Group				
	Yerv					
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Cancel

- **6.** Type "Compliance" in **Name** field.
- 7. Click Next.

Introduction	Group Information	
New Distribution Group	Group type:	
Completion	C Distribution	
	Organizational unit:	
	contoso.com/Users	Browse.
	Ngme:	
	Compliance	
	Name (pre-Windows 2000):	
	Compliance	
	Aliag	
	Compliance	

8. Click New.

Introduction Group Information New Distribution Group	New Distribution Group When you click New, the following distribution group is created. Configuration Summary:	
Completion	R Compliance	
	Group type: Distribution Organizational unit: contros.com/Users Group name: Compliance Group name (pre-Windows 2000): Compliance Alias: Compliance	

9. Click Finish.

Introduction Group Information New Distribution Group	Completion The wizard completed successfully. Click Finish to cli Elapsed time: 00:00:03 Summay: 1 iten(s), 1 succeeded, 0 failed.	lose this wizard.
Completion	R Compliance	🕜 Completed 🗴 🕿
	Exchange Management Shell command comple new-DistributionGroup Name "Compliance" -Typ "contoso.com/Users" -SamAccountName "Compl	ted e Distribution' OrganizationalUnit liance' Alias "Compliance'
	Elapsed Time: 00:00:03	
	Select DtI-C to copy the contents of this page.	



You have successfully created a Compliance Distribution Group.

You can now add compliance users into the group.

Step Five: Implement Journal Rules (Select Email Addresses)

- **1.** Expand **Organization Configuration** menu.
- 2. Select Hub Transport.



- 3. Right click on Hub Transport.
- 4. Select New Journal Rule.



- 5. Type "Compliance Group Journal rule" in Rule name field.
- 6. Click Browse.

New Journal Rule Completion	New Journal Rule This wizard helps you create a new journal rule. When enabled, the new journal rule is executed on your organization's Hub Transport servers.
	Ryle name:
	Send Journal reports to e-mail address:
	Broggie
	Scope:
	Bjowse
	🖾 Engble Rule
	[3] To use premium journaling, you must have an Exchange Enterprise Client Access Li (CAL)

- 7. Select Journaling Websense.
- 8. Click OK.

💐 Select Recipient - con	toso.com		_ [] ×
Elle Yew Scope			
Search:	Figd Now Clear		
Display Name +	Aãos	Recipient Type	Primary
Administrator	Administrator	User Mailbox	Adminis
Compliance	Compliance	Mail Universal Distribution	Complia
Journaling Websense	JournalingWebsense	Contact	Local x
41			
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		ОК	Cancel

9. Check Journal messages for recipient.

10. Click Browse.

New Journal Rule Completion	New Journal Rule This wicard helps you create a new journal rule. When enabled, the new journal rule executed on your organization's Hub Transport servers.
	Ryle name:
	Compliance Group Journal rule
	Send Journal reports to e-mail address:
	Journaling Websense Brow
	Scope
	C Internal - internal messages only
	C Egternal - messages with an external sender or recipient
	V Journal messages for recipient
	Providence and a second se
	Dim
	F Engble Rule
	To use prenium journaling, you must have an Exchange Enterprise Client Access [CAL]

- **11.** Select **Compliance** group.
- 12. Click OK.

🐔 Select Recipient - con	toso.com	the second s	
Elle Yew Sogpe			
jearch:	Find Now Clear		
Display Name ~	Alias	Recipient Type	Primary
Administrator	Administrator	User Mailbox	Admini
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Journaling Websense	Journaling Websense	Mail Contact	Locah
đ			2 Count
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object(s) selected.		3 objec	t(s) found.

13. Click New.



14. Click Finish.

New Journal Rule	Completion The wizard completed successfully. Click Finish to close this wid Elapsed time: 00.00.01 Summary: 1 item(s) 1 succeeded, 0 failed.	cand.
	F Compliance Group Journal rule	Completed A
	Exchange Management Shell command completed new-journalflute Name Compliance Googs Journal rule' Ve 'contos.com/User/Journaling/WebsenseSoope 'Global Compliance@contosit.com'	umaEmaiAddress / Enabled \$true Recipient
	Elapted Time: 00:00:01	



You have successfully implemented Journal Rules.

Message Journaling Best Practices

- 1. When adding or deleting a user mailbox on your Exchange Server, make sure you also update that user in the Websense Email Archive system.
- 2. Set up queue alerts and monitor your Exchange Server for issues.
- 3. Make sure you hide the journal recipient(s) from your Global Address List (GAL).
- 4. Set maximum message size allowed on your Exchange Server to 20 MB if you are journaling to AdvisorMail (messages above 20 MB will not be archived) and 40 MB if you are journaling to Mail Archive (messages above 40 MB may not index properly, but they will be archived).

Troubleshooting Tips

Some things to check, if journaling is not working as expected:

- 1. After you set up journaling, if emails become backed up in the message queue or are moved to the **Emails with** unreachable destination queue:
 - a. Make sure the Journaling Contact SMTP Email Address is spelled correctly.
 - b. Make sure your firewall is not blocking outbound emails. Many firewalls can block emails sent using TLS encryption, even if they are 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 by clicking on the link below or copying and pasting it into your web browser.

http://www.cisco.com/en/US/docs/security/asa/asa72/release/notes/asarn723.html#wp219670

- 2. If emails are journaling to the Journaling User Mailbox, but no emails are showing up in your archive:
 - a. Make sure the Journaling Contact SMTP Email Address is spelled correctly.
 - **b.** Use **Message tracking and search** for emails sent to the contact with the address you added to the contact (the local address you received from Websense).
- **3.** If you have a mixed-mode configuration (i.e., Exchange 2003 and Exchange 2007) and emails are journaling, but some or all emails seem to archive incorrectly, check the following:
 - a. Make sure your Journaling Send Connector is using your Exchange 2007 Bridgehead (not the Exchange 2003 Bridgehead) to send messages.