



Exchange 2003 Envelope Journaling Guide

Websense® Email Security Solutions

Websense Advanced Email Encryption

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Exchange 2003 Envelope Journaling Guide

For regulatory and compliance reasons, many organizations are required to journal all communications in their organization, including email communication.

Microsoft Exchange Server provides a mechanism for journaling email messages. This mechanism can capture messages flowing through any MTA, including those in Websense email security solutions.

To use Exchange message journaling with Websense security products, you are required to have the Websense Email Archive add-on installed. Exchange message journaling works together with Websense Email Archive to record information about incoming and outgoing email messages.

This guide explains how to set up envelope journaling for Microsoft Exchange 2003. It explains:

- ◆ [What is journaling?](#), page 1
- ◆ [Journaling prerequisites](#), page 2
- ◆ [Set up journaling process](#), page 2
- ◆ [Troubleshooting tips](#), page 45
- ◆ [Journaling best practices](#), page 47
- ◆ [Remove Exchange 2003 envelope journaling setup](#), page 48

What is journaling?

Journaling is the ability to record all communications. Archiving, on the other hand, refers to reducing the strain of storing data by backing it up, removing it from its native environment, and storing it elsewhere. You can use Exchange journaling as a tool in your email retention or archival strategy.

Journaling is an operation on a customer's mail server that collects all email- inbound, outbound and internal- and can automatically and securely forward a copy to the archive.

Journaling does not capture existing messages stored in users' active mailboxes: it only captures new messages. As journaling captures new messages "in flight," users cannot alter nor delete email before it is archived.

Also, journaling does not capture miscellaneous items like contacts, calendar items or tasks. Consequently these items will not be saved in the archive.

Envelope versus standard

In Exchange 2000 and 2003, the default method to capture messages sent to and from users ("Standard Journaling") does not capture all message header content like BCC recipients or distribution lists. As a result, later Exchange versions contain applications to capture this additional message information.

The new method to capture messages ("Envelope Journaling") forwards a single email to the Archive as an envelope with two parts: a report of message recipient information and the actual message (which becomes an attachment). Envelope Journaling associates all users with a message, including CC and BCC recipients and members of distribution groups. All envelope information is saved in the Archive.

Message size limit

Message size limit is currently 50MB for the Cloud Archive and 20MB for AdvisorMail. If you are dual-journaling to both Archives, your message size limit is 20MB.

Oversized messages sent via journaling cannot be saved in the Archive. If an email is oversized because of its attachments, neither the message nor the attachments will be archived.

Journaling prerequisites

The following permissions and Microsoft Exchange components are required to configure journaling for Exchange 2000-2003 Envelope.

Exchange Server Prerequisites

1. Fully configured installation of Exchange 2003 Envelope Server
2. At least one extra mailbox store available
3. Administrator access to the server

Set up journaling process

To configure Journaling on your Exchange 2000-2003 Envelope server, follow these steps:

To setup message journaling for **all** email addresses, follow these steps:

1. [Enable advanced journaling configuration mode \(envelope journaling\)](#)

2. *Create new mailbox store for the journaling mailbox*
3. *Create a custom recipient (contact)*
4. *Create journaling user mailbox*
5. *Set up server side forwarding rule on journaling mailbox using OWA*
6. *Create an SMTP connector*
7. *Activate journaling*
8. *Clean the journal recipient mailbox*
9. *Schedule mailbox manager to run recipient policies*
10. *Disable NDRs (non-delivery reports)*
11. *Add SMTP queue growth monitoring alert*

**Note**

The Exchange 2003 Envelope server captures and stores a copy of a user's email into a Journal Mailbox. A mail relay routes the captured content to the Archive. To do so, a Server Side Rule must be established on the Journal Mailbox to forward journaled email messages. Setting up server-side forwarding from a user's mailbox to the contact SMTP address converts the journaled email into a readable MIME format, which preserves the BCC (blind carbon copy) and distribution list information. **Journaling must be set up as follows to preserve the envelope information.**

Enable advanced journaling configuration mode (envelope journaling)

There are two methods to enable Envelope Journaling:

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

To use the exejcfg.exe tool, follow these steps:

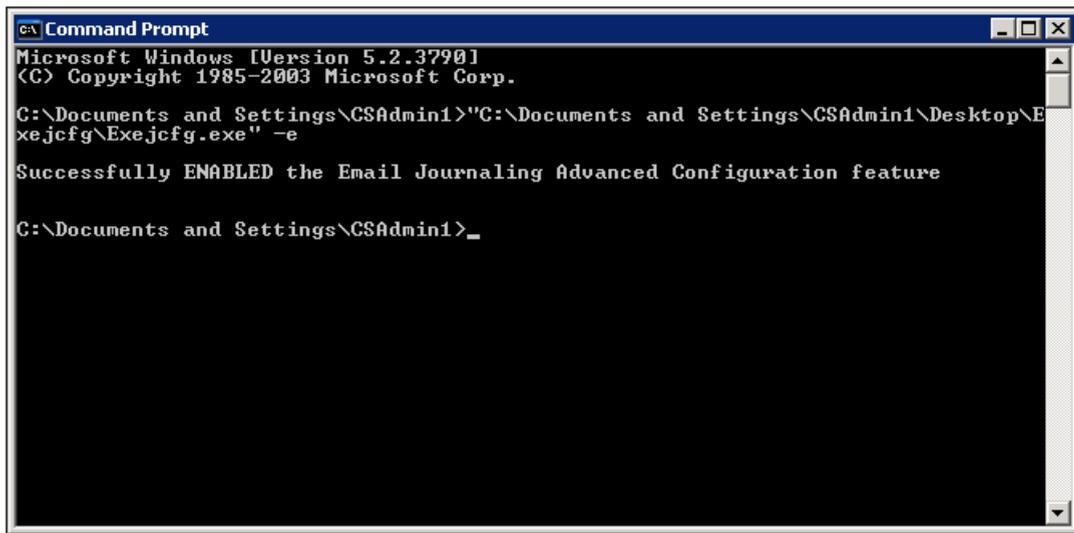
1. Download the exejcfg.exe file from Microsoft by clicking on the following link or copying and pasting it into your web browser.

<http://www.microsoft.com/downloads/details.aspx?familyid=e7f73f10>

2. Download and unzip the Email Journaling Advanced Configuration tool (exejcfg.exe), and save it to a directory 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.



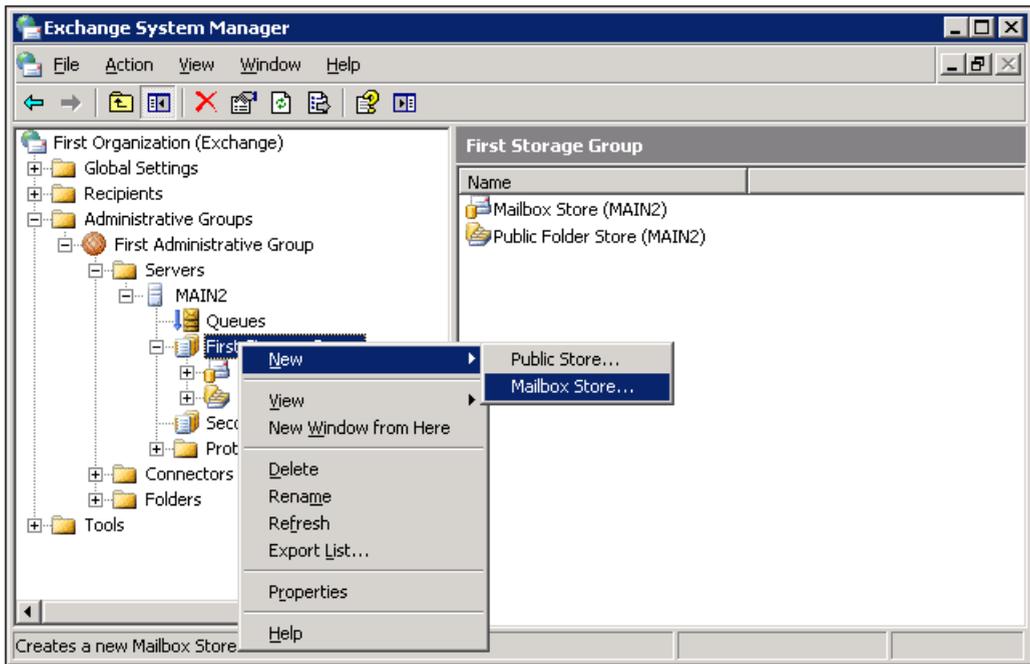
This tool allows you to enable and disable Envelope Journaling via a command line. It automatically, rather than manually, sets a value in Active Directory to enable Envelope Journaling.

Create new mailbox store for the journaling mailbox

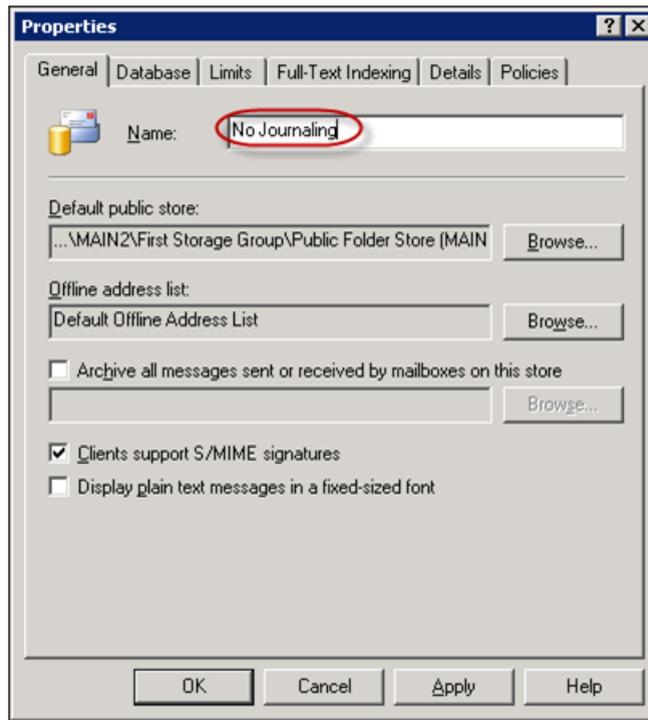
You must create a dedicated Mailbox Store for Envelope Journaling to properly establish the journaling process. Mailbox Stores process all messages from existing mail servers. Microsoft recommends placing the Exchange Mailbox Store (that contains the journaling mailbox) on drives other than those which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

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

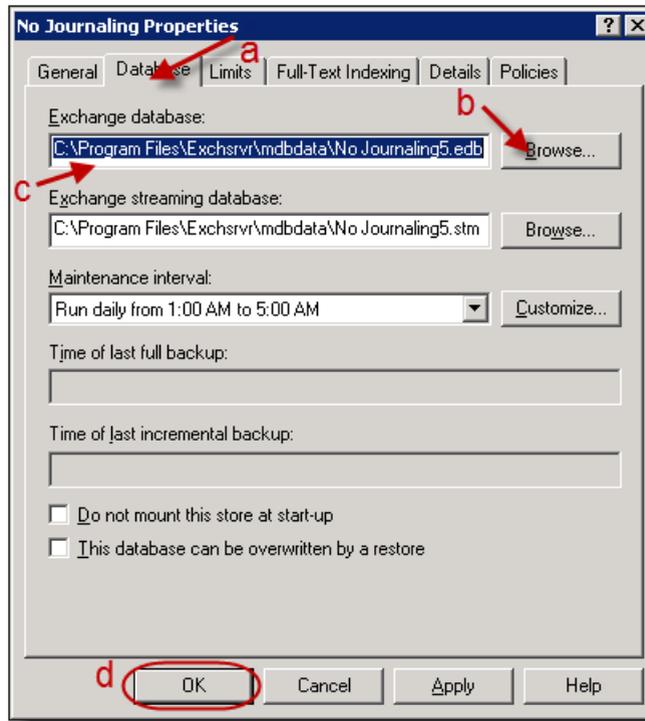
1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.
2. Expand your servers module, and then the server in which you intend to add the mailbox store. In this image that is done by going to **Servers > MAIN2 > First Storage Group**. Often times the initial storage group will have this name. Right click the storage group where you will be adding the new mailbox store.



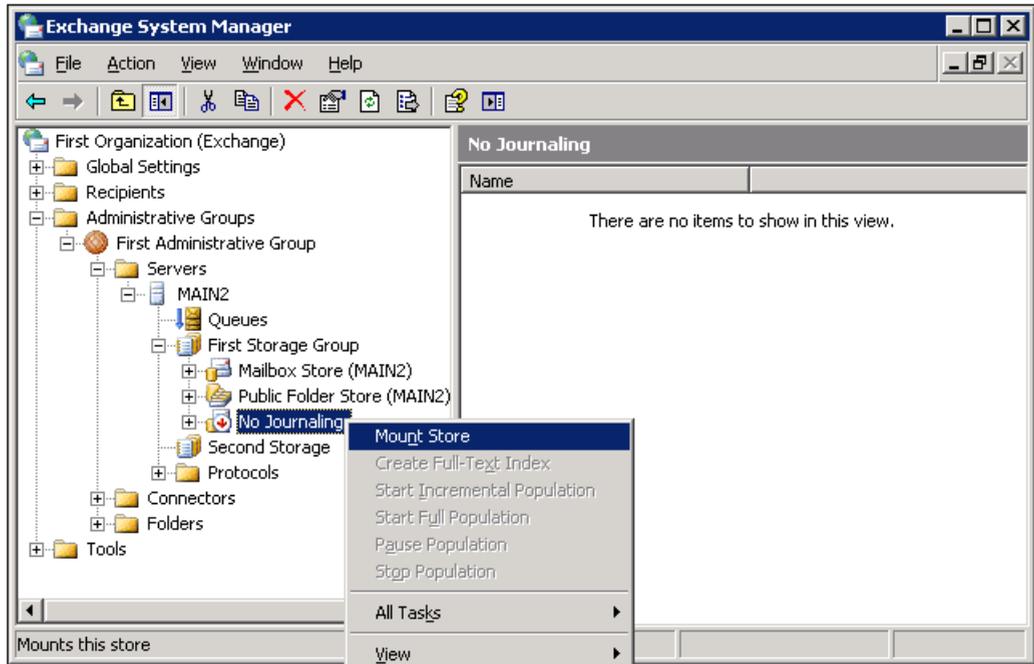
3. In the "Properties" window, type **No Journaling** into the name field.



4. Click on the **Database tab (a)**, click **Browse** next to the Exchange database field **(b)**. Choose the location in which you will add this mailbox store **(c)**. Click **OK (d)**.



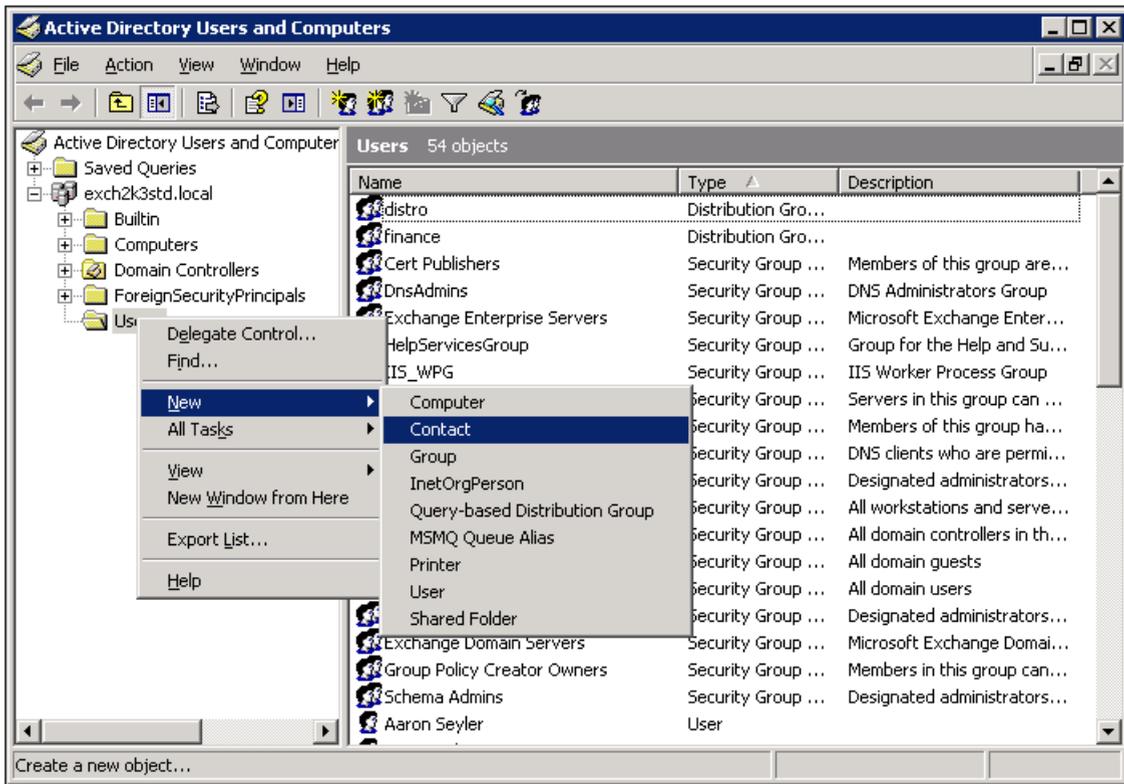
5. The store should now appear under the storage group it was added to. Right click this store, and then click **Mount Store**. You should see a screen stating the store was successfully mounted.



Create a custom recipient (contact)

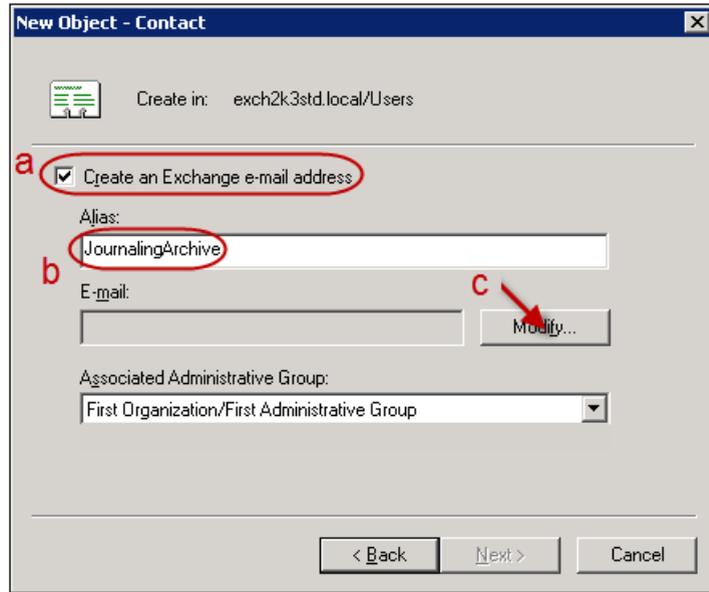
1. Open the **Active Directory Users and Computers** window by selecting **Start > All Programs > Administrative Tools**.

2. Right click your mouse on **Users** and select **New**, then select **Contact**.

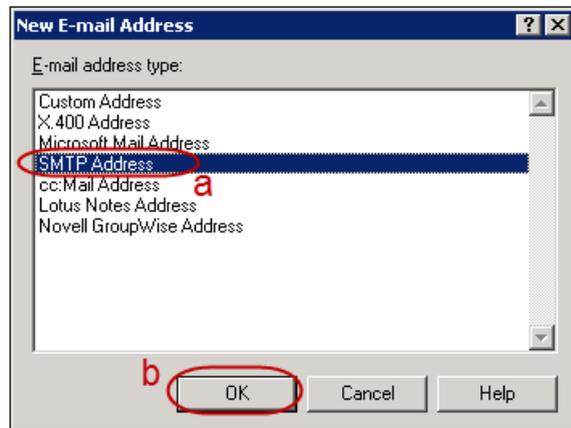


3. In the **New Object - Contact** window, type **"Journaling"** in the **First name** field, **"Archive"** in the **Last name** field (a). **"Journaling Archive"** should automatically populate in the **Full name** field. The **Display name** field is optional. Click **Next** (b).

4. Select the **Create an Exchange email address** checkbox (a). The **Alias** field should populate with the Full Name from the previous step (b). Click **Modify** (c).



5. Select **SMTP Address** in the **New E-mail Address** window (a) and then click **OK** (b).

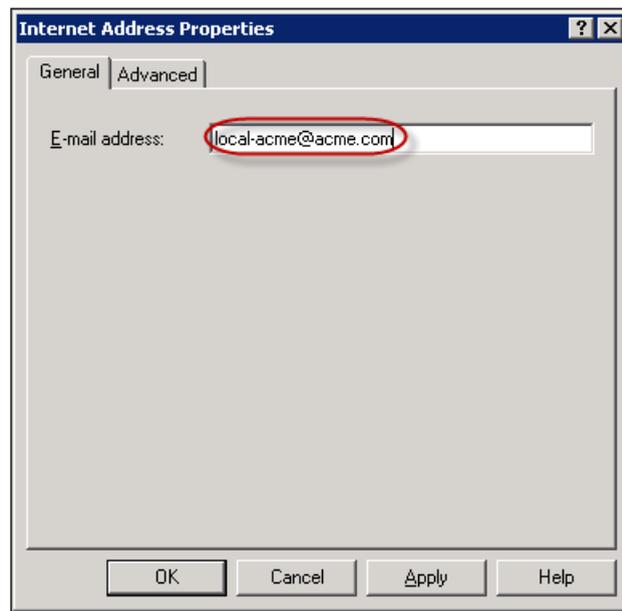


6. Type the **journaling address** provided to you in the **E-mail address** field on the **General** tab of the **Internet Address Properties** window.



Note

The journaling address is unique to your organization. If you have not been provided with this address, please contact support.



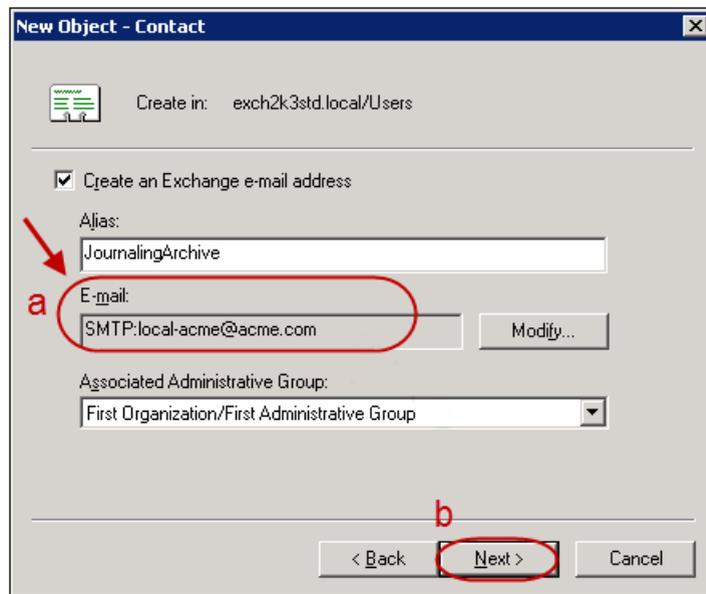
7. In the **Internet Address Properties** window, click the **Advanced** tab and check the box for **Override Internet Mail settings for this recipient (a)**. Under Message Format: check the option for **MIME (b)**; under Message Body: check the option for **Plain Text (c)**, and then click **OK (d)**.



Note

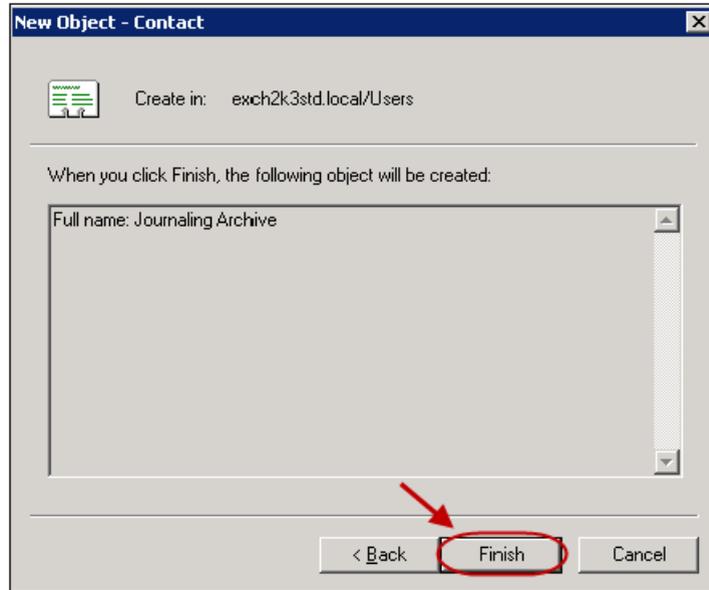
Make sure you hide the journal recipient(s) from your Global Address List (GAL).

8. The **Internet Address Properties** window closes and the new email address you created appears in the **Email** field of the **New Object - Contact** popup window
(a). Click **Next (b)**.



The screenshot shows the 'New Object - Contact' dialog box. At the top, it says 'Create in: exch2k3std.local/Users'. There is a checked box for 'Create an Exchange e-mail address'. The 'Alias:' field contains 'JournalingArchive'. The 'E-mail:' field contains 'SMTP:local-acme@acme.com' and is circled in red with a red arrow pointing to it from the left, labeled 'a'. Below it is a dropdown for 'Associated Administrative Group' with 'First Organization/First Administrative Group' selected. At the bottom, the '< Back' button is on the left, the 'Next >' button is in the middle and circled in red with a red arrow pointing to it from above, labeled 'b', and the 'Cancel' button is on the right.

9. Click **Finish**.



The screenshot shows the 'New Object - Contact' dialog box in a summary view. It says 'When you click Finish, the following object will be created:'. Below this is a text box containing 'Full name: Journaling Archive'. At the bottom, the '< Back' button is on the left, the 'Finish' button is in the middle and circled in red with a red arrow pointing to it from above, and the 'Cancel' button is on the right.

10. **You have successfully created a custom recipient.**

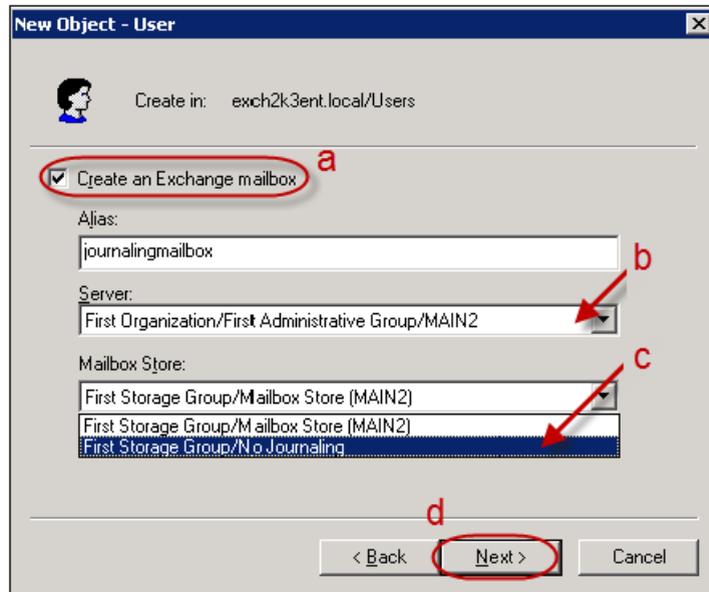
- In the **New User - Object** window, type **Journaling** into the First Name field and **Mailbox** into the Last Name field (a). Click **Next** (b).

The screenshot shows the 'New Object - User' dialog box. At the top, it says 'Create in: exch2k3ent.local/Users'. Below this, there are several input fields: 'First name:' with 'Journaling', 'Last name:' with 'Mailbox', and 'Full name:' with 'Journaling Mailbox'. There are also fields for 'User logon name:' and 'User logon name (pre-Windows 2000):'. The 'Next >' button at the bottom is circled in red and labeled with a red 'b'. A red 'a' is placed to the left of the first and last name fields.

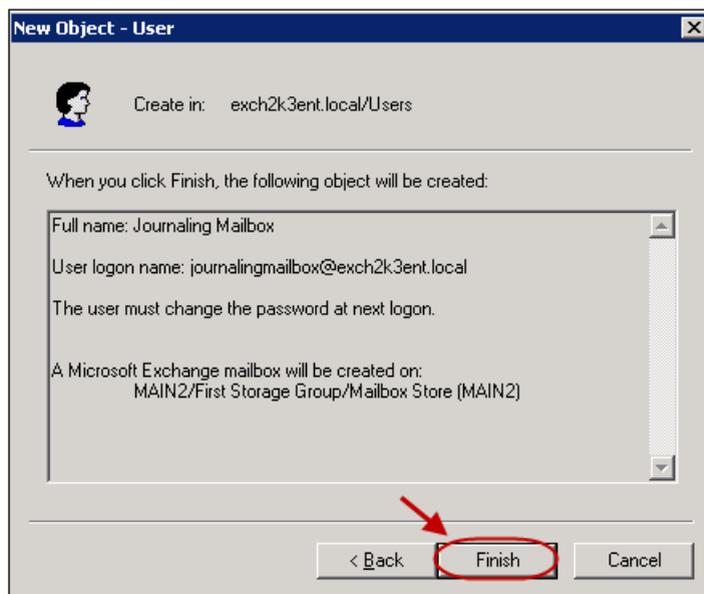
- Create a Password for this user (a). Select the **Password Never Expires** checkbox (b). Click **Next** (c).

The screenshot shows the 'New Object - User' dialog box. It has 'Password:' and 'Confirm password:' fields, both circled in red and labeled with a red 'a'. Below these are four checkboxes: 'User must change password at next logon', 'User cannot change password', 'Password never expires' (checked and circled in red, labeled with a red 'b'), and 'Account is disabled'. At the bottom, the 'Next >' button is circled in red and labeled with a red 'c'.

4. You must create the **Exchange Mailbox (a)** on a store that resides in a different location than the server the Exchange Mailbox is being created on **(b)**. In the example shown below, the user is added to the Mailbox Store created in Step Two above **(c)**. Click **Next (d)**.



5. Click **Finish**.



6. You successfully created a new User Mailbox.

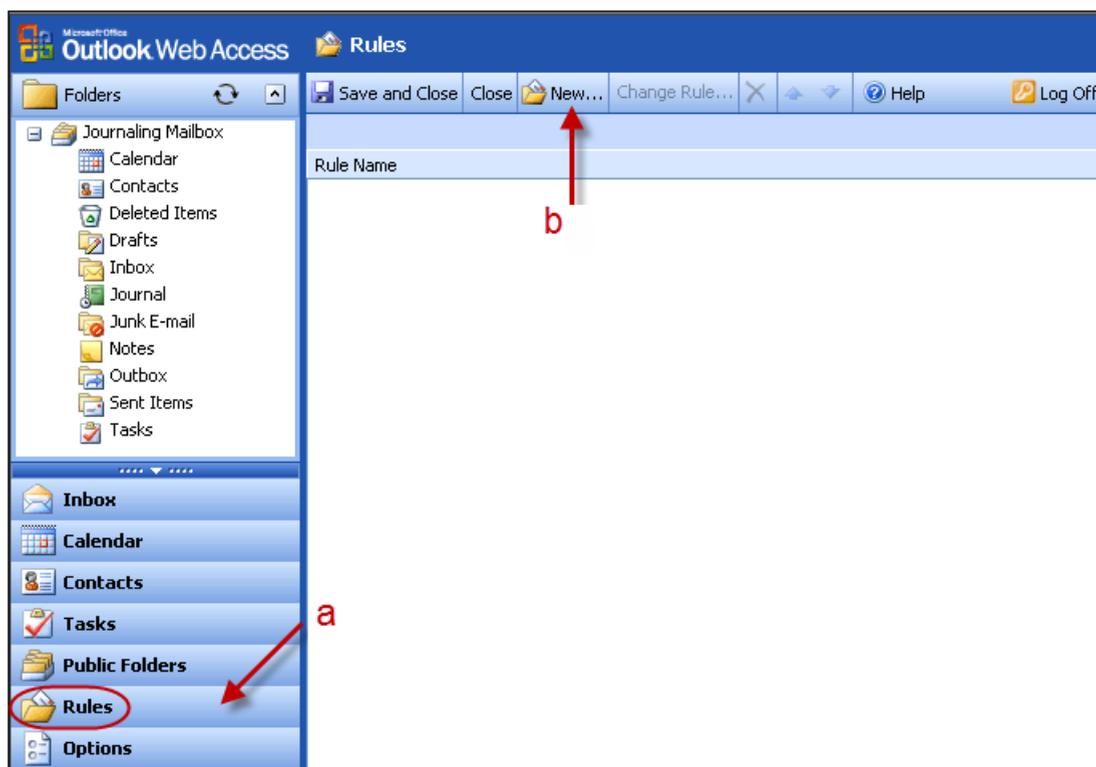
**Note**

If the new User Mailbox is set up on the same Mailbox Store that is journaling, it creates a journaling email loop for each email that forwards from the Journaling User Mailbox.

If you cannot set up the User Mailbox on a separate Mailbox Store or separate the journaling server, you should disable Envelope Journaling and send directly to the Journaling Contact. You must inform support if you are going to use Standard Journaling, **as you will be provided with a new journal address and new Journaling Set Up instructions**. Standard Journaling will not capture BCC or Distribution List information and you may not be in compliance.

Set up server side forwarding rule on journaling mailbox using OWA

1. Login to the **Journaling User Mailbox** and click on **Rules** in the left-hand navigation menu **(a)**. Then click **New** in the toolbar, at the top of the page **(b)**.



2. In the **Edit Rule** window, complete the following steps:
 - a. Name the rule **Journaling Archive (a)**.
 - b. Within the **Then** section, select the **Forward it to** option **(b)**.
 - c. Click on the **Address Book** icon and select the Contact, **Journaling Archive (c)**, which you created in Step 3. Confirm you selected the correct contact.
 - d. **Uncheck** the box next to **Keep a copy in my Inbox (d)**. This automatically moves the journaled message to the **Deleted Items** folder.

e. Click **Save and Close** (e).

The screenshot shows the 'New Rule' dialog box in Outlook Web Access. The 'Save and Close' button at the top left is circled in red and labeled 'e'. The 'Rule Name' field is labeled 'a' and contains the text 'Journaling Archive'. Under the 'When a message arrives' section, the 'Importance is' dropdown menu is set to 'Any'. Under the 'Then' section, the 'Forward it to' radio button is selected and circled in red and labeled 'b'. The 'Forward it to' field is labeled 'c' and contains the text 'Journaling Archive'. The 'Keep a copy in my Inbox' checkbox is checked and circled in red and labeled 'd'.



Note

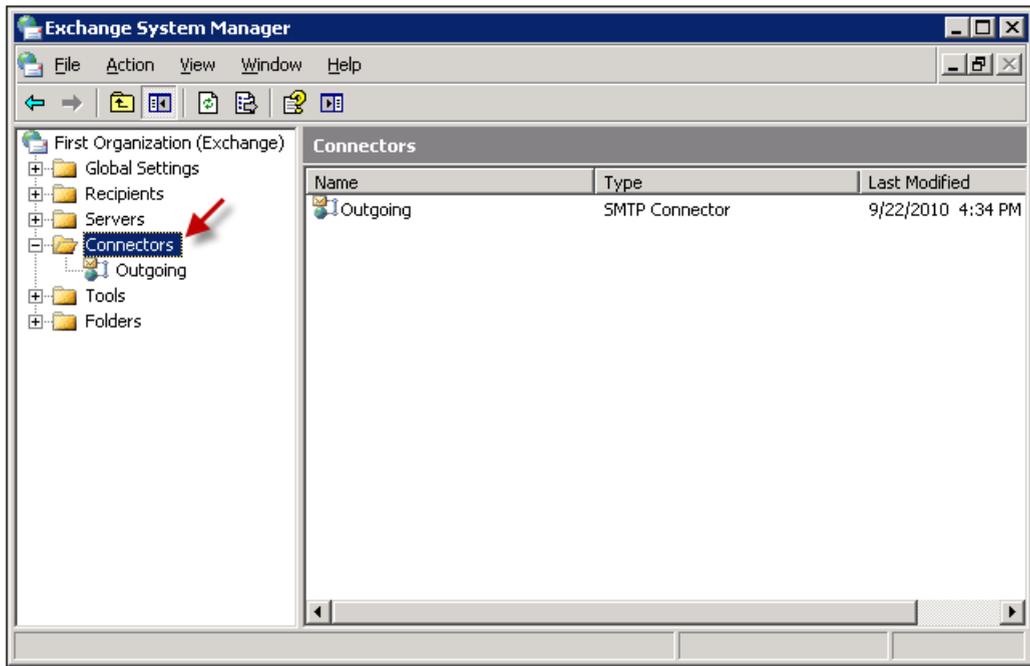
After setting up the forwarding rule through Outlook Web Access, you must enable auto-forwarding on this server. Refer to "Automatic Forwarding Rule" in the Troubleshooting Tips at the end of this guide.

Also, you must **Clean the Journal Recipient Mailbox**, explained in Step Eight below.

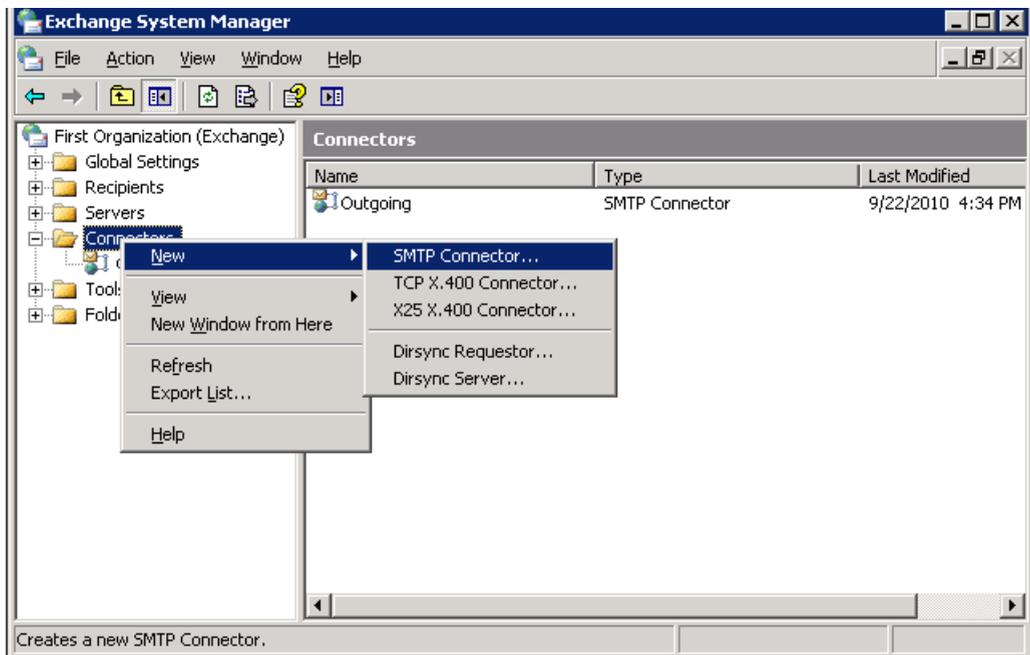
Create an SMTP connector

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

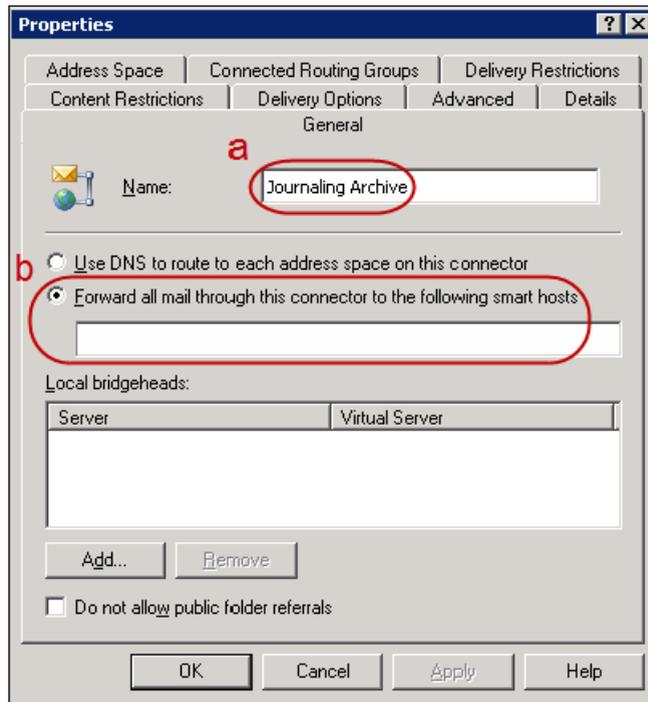
2. In the left-hand menu, right-click **Connectors**.



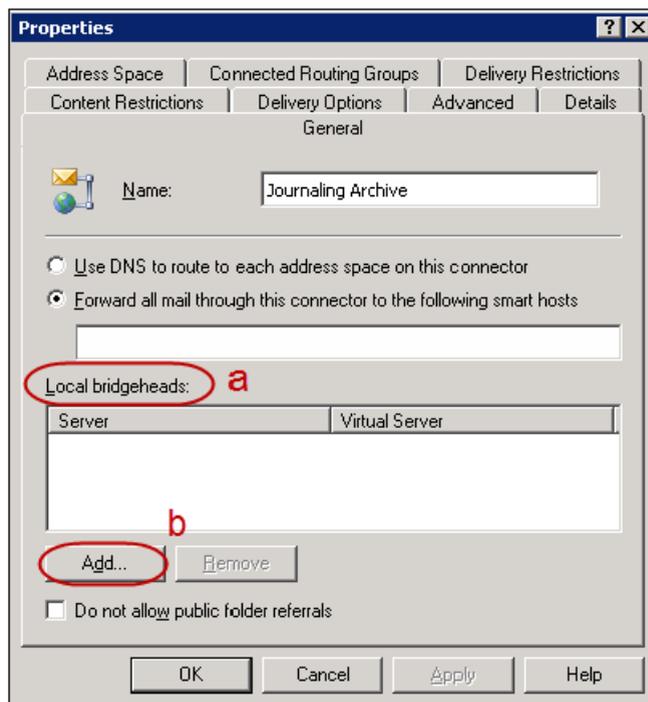
3. Select **New** and then select **SMTP Connector**.



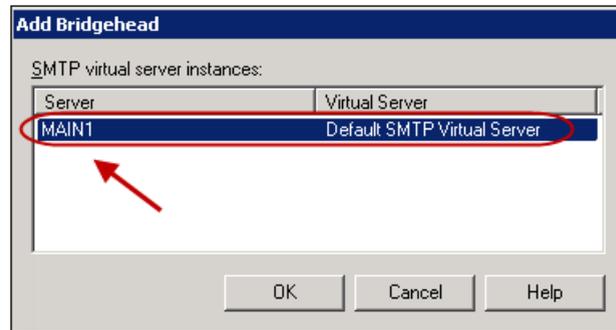
- In the **Properties** window, type **Journaling Archive** in the Name field (a). Select **Forward all mail through this connector to the following smart hosts** and type the smart host your were provided into the resulting field (b).



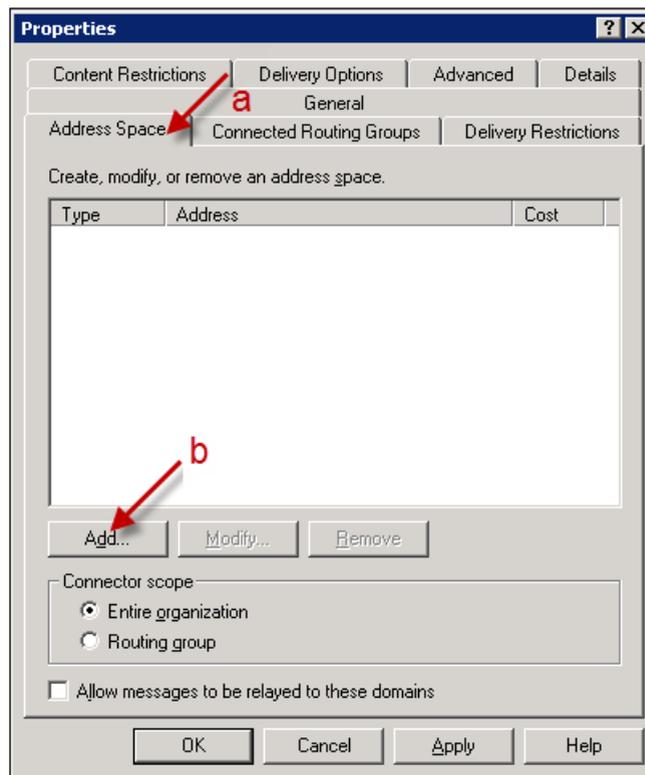
- Within the Local Bridgeheads section (a), click **Add** (b).



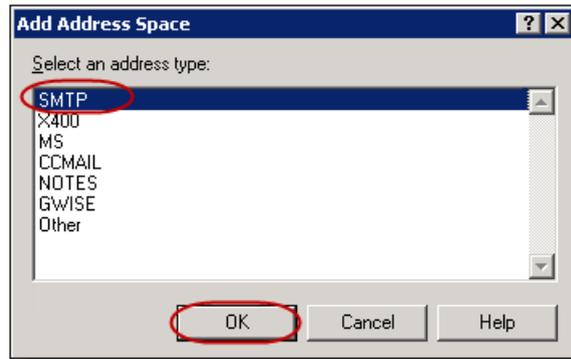
6. The **Add Bridgehead** dialog box displays. **Select the server** in which you would like to name the bridgehead, from within the list. Click **OK** to close the dialog box.



7. In the **Properties** window, click the **Address Space** tab (a). Click **Add** (b).



8. Select **SMTP** in the resulting **Add Address Space** dialog box. Click **OK**.

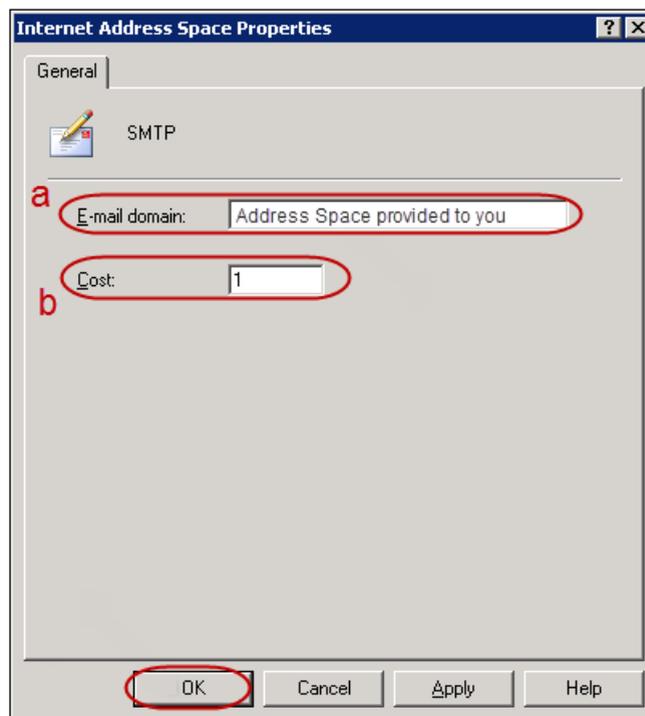


9. Type the **Address Space** provided to you in the Email Domain field (**a**), in the **Internet Address Space Properties** dialog box. Type **1** in the Cost field (**b**). Click **OK** to close the dialog box.

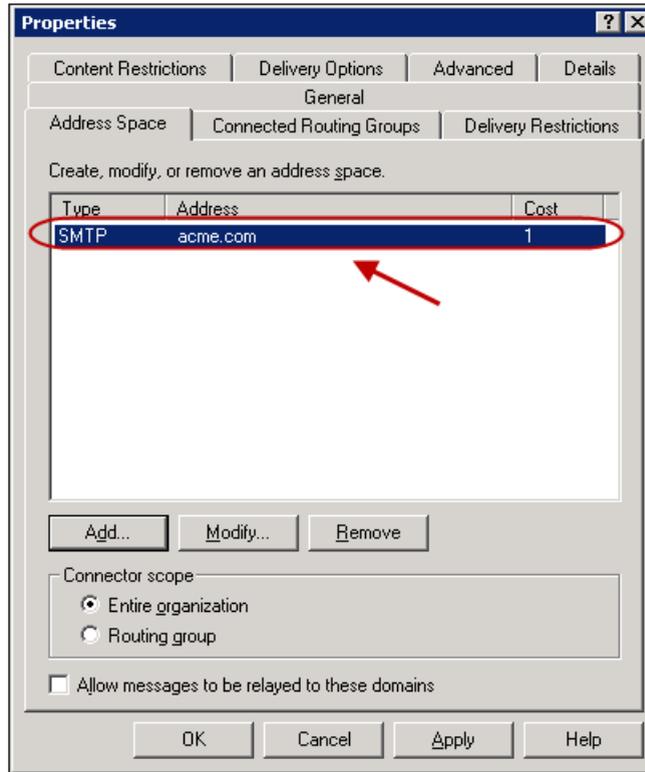


Note

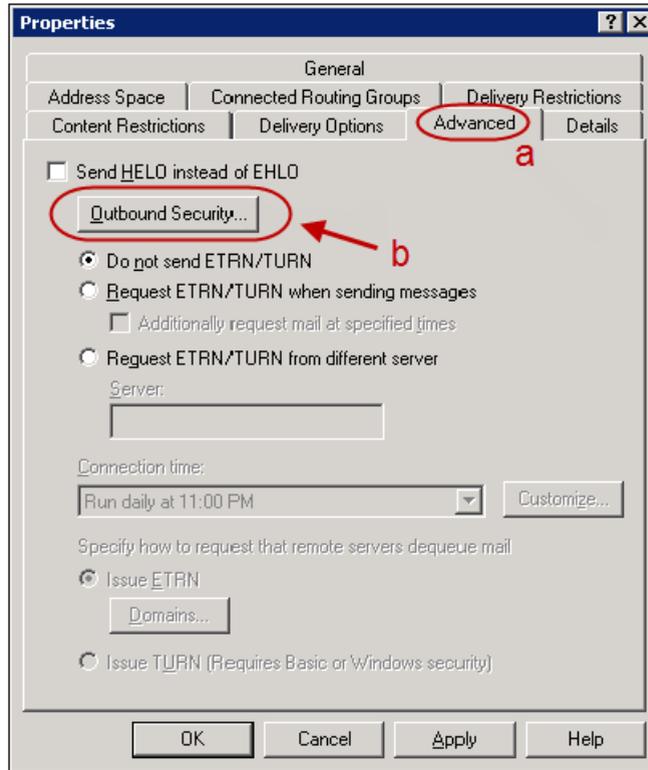
The address space is unique to your organization. If you have not been provided with this address, please contact support.



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 (a). Click **Outbound Security** (b).



12. Select the **TLS encryption** checkbox, in the resulting **Outbound Security** dialog box. Click **OK** to close the dialog box.



Note

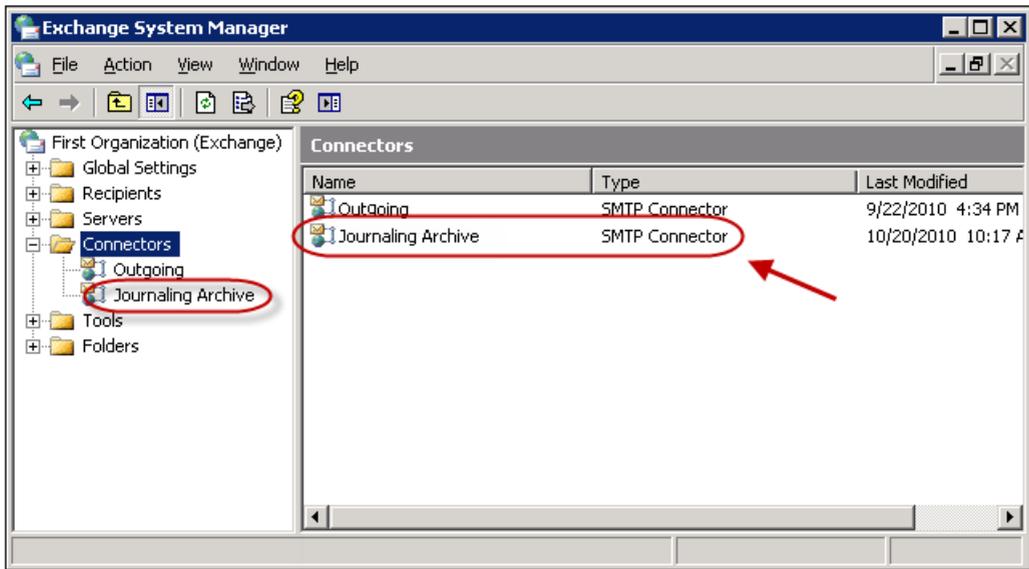
Confirm that your Network supports outbound TLS connections to SMTP services. If you have a CISCO firewall, you may need to change its ESMTP configuration to allow TLS encryption: refer to the Troubleshooting Tips below for details.

Any inbound email messages to your Exchange server **from** the Archive (for example, "Restoring" a message back to your active mailbox) is automatically sent via opportunistic TLS.



13. Click **OK** to close the **Properties** window.

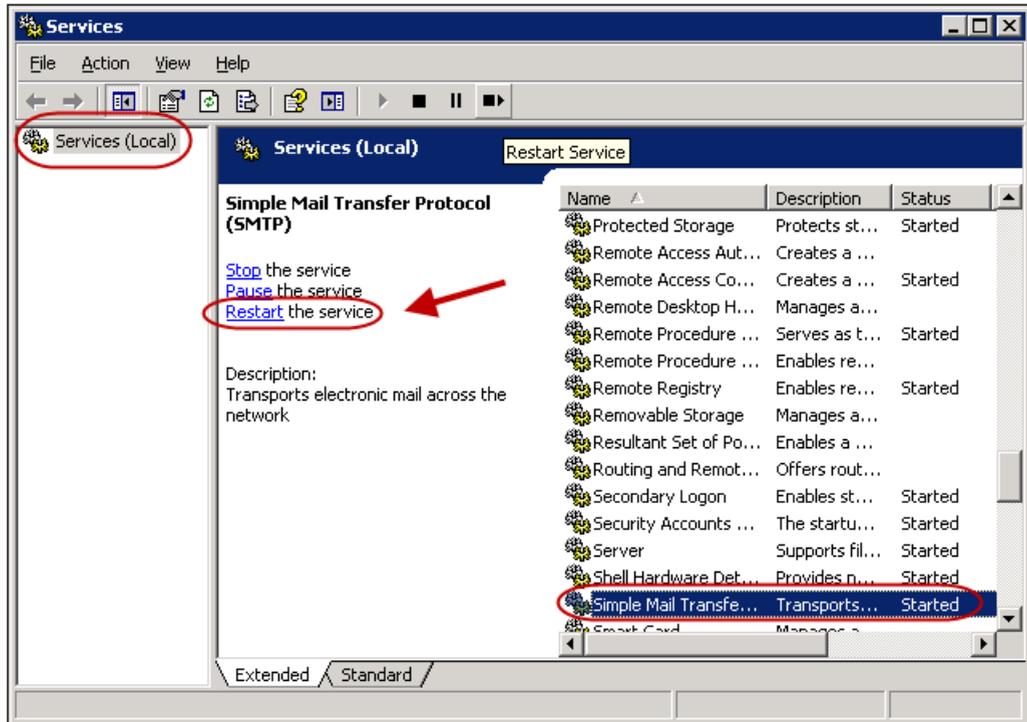
14. You have successfully created a new **Connector**: name **Journaling Archive** and type **SMTP Connector**.



Note

You must restart your SMTP Services to ensure your new Connector takes effect.

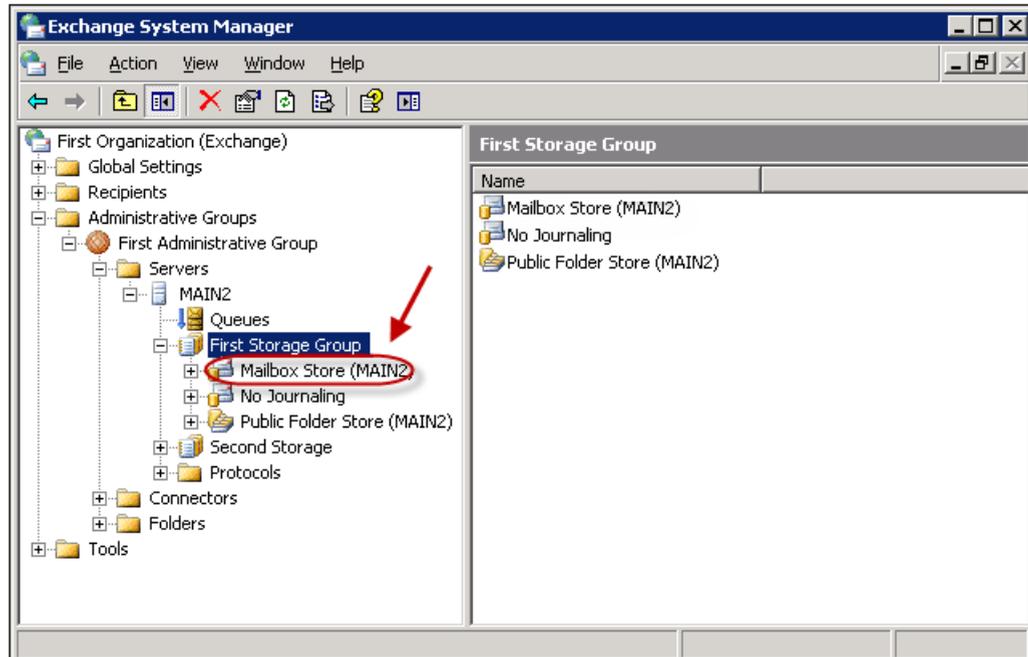
15. To restart the SMTP Service: go to **Start**, then **Run**, and type in **services.msc**. The **Services** dialog box displays, which lists all services running on your server. Select **Simple Mail Transfer Protocol (SMTP)** from within the list and click **Restart** in the left-hand navigation menu. Your new Connector setup is complete.



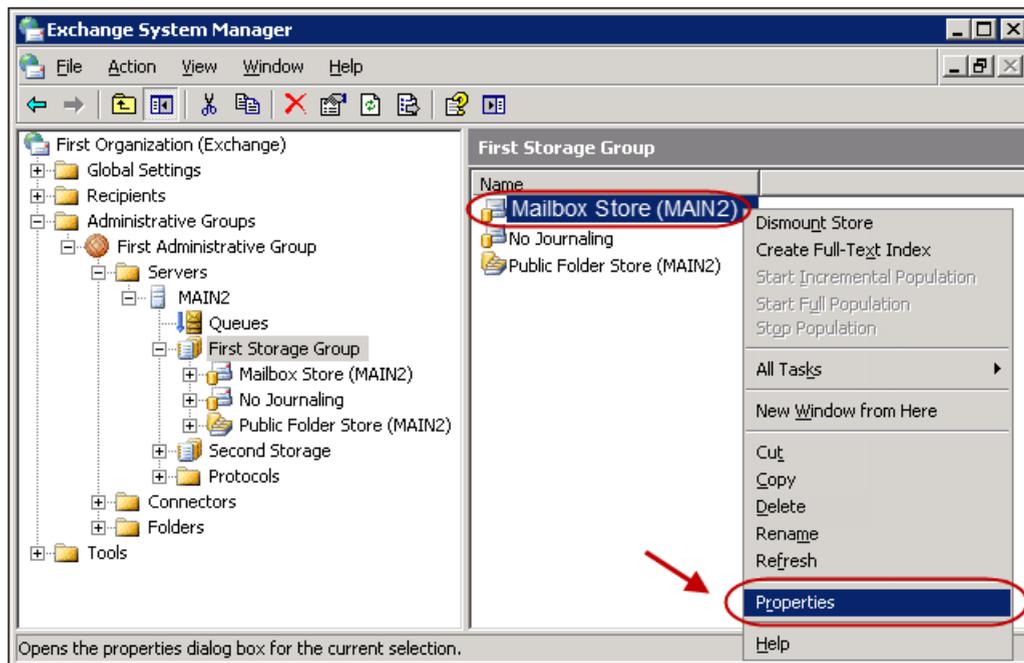
Activate journaling

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

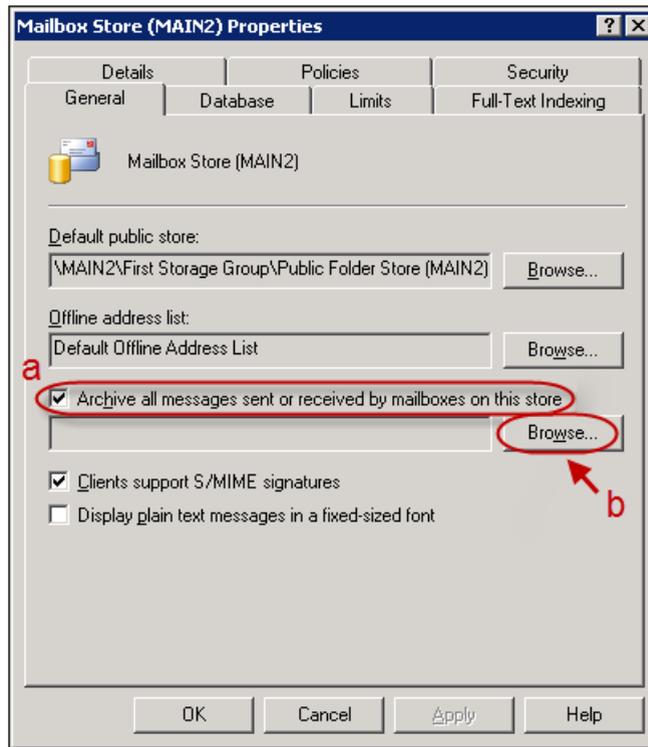
2. In the left navigation menu, select **Servers**, select ***your server name** and then select the **Storage Group** that contains the mailboxes to which you wish to apply journaling. In this example, it is Mailbox Store (MAIN 2).



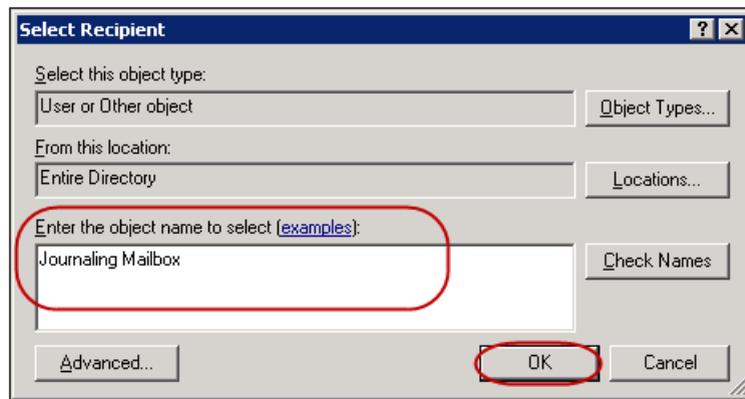
3. In the right-hand content frame, **right-click the Mailbox Store** you wish to apply journaling, from within the list. Select **Properties** in the drop-down menu.



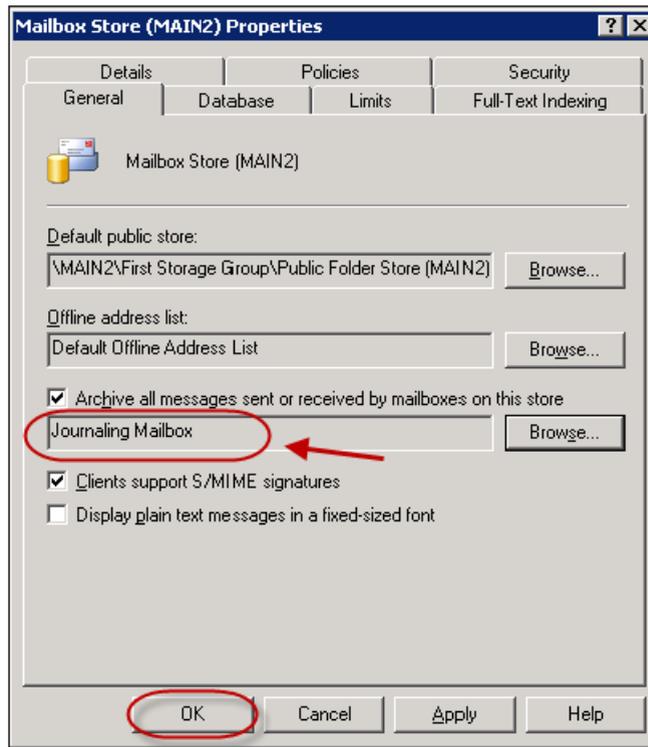
4. In the **Mailbox Store Properties** window, select the **Archive all messages sent or received by mailboxes on this store** checkbox (a). Click **Browse** (b)



5. Type the **Journaling Mailbox** you created in Step Four into the available field, in the resulting Select Recipient dialog box. Click **OK**.



6. The **Journaling Mailbox** will appear within the **Mailbox Store Properties** window. Click **OK** to close the window.



Note

All messages passing through this Mailbox Store will now be copied into the Journaling Mailbox. To confirm this process, you can connect to the Journal Mailbox via Outlook or Outlook Web Access.

Clean the journal recipient mailbox

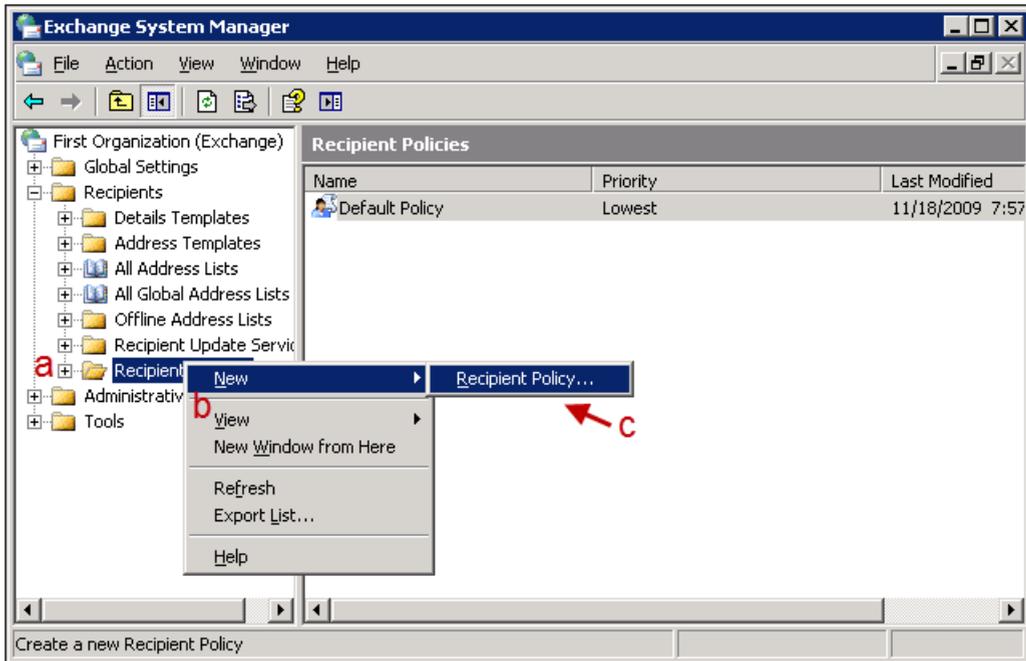
To permanently delete messages from the Journal Recipient Mailbox, you must complete the following:

- ◆ 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.

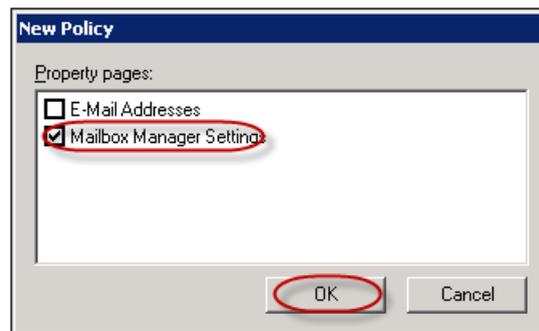
To create the recipient policy, follow these steps:

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

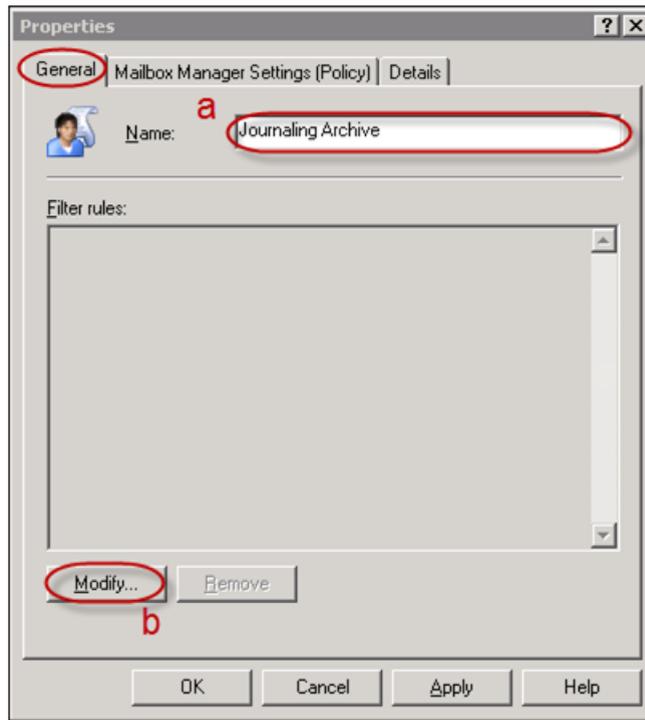
- Expand the **Recipients** folder (a), right click the **Recipient Policies** folder, point to **New** (b) and then click **Recipient Policy** (c).



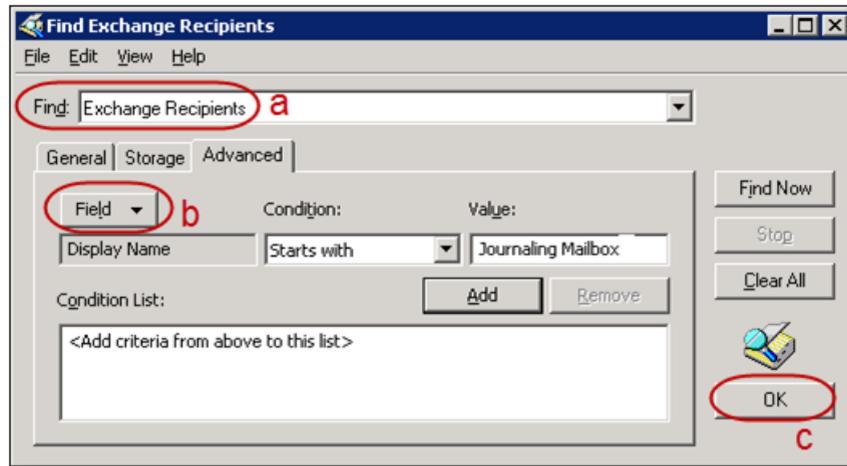
- In the **New Policy** dialog box, select **Mailbox Manager Settings** and click **OK**.



4. In the **Properties** dialog box, within the **General** tab, enter **Journaling Archive** for the policy Name **(a)**. Under **Filter rules**, click **Modify** **(b)**.



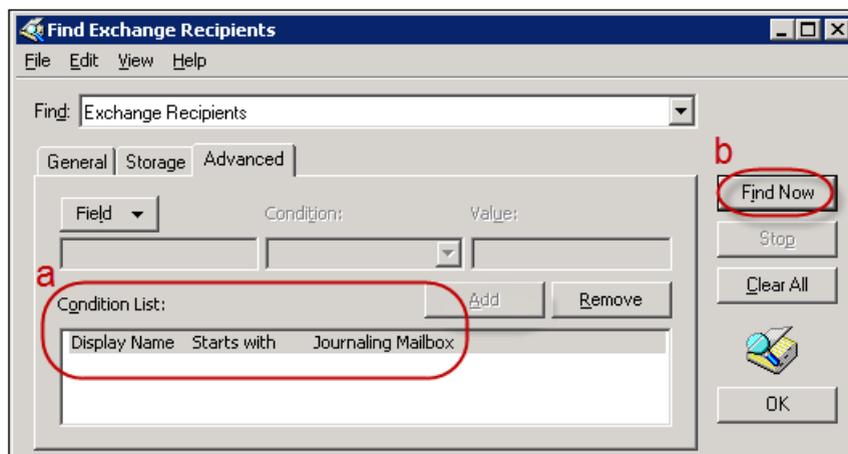
5. In the **Find Exchange Recipients** dialog box, construct a search query that returns the **journal mailbox** you created: enter keyword **(a)** and modify filter fields **(b)**. When you finish building the query, click **OK (c)**.



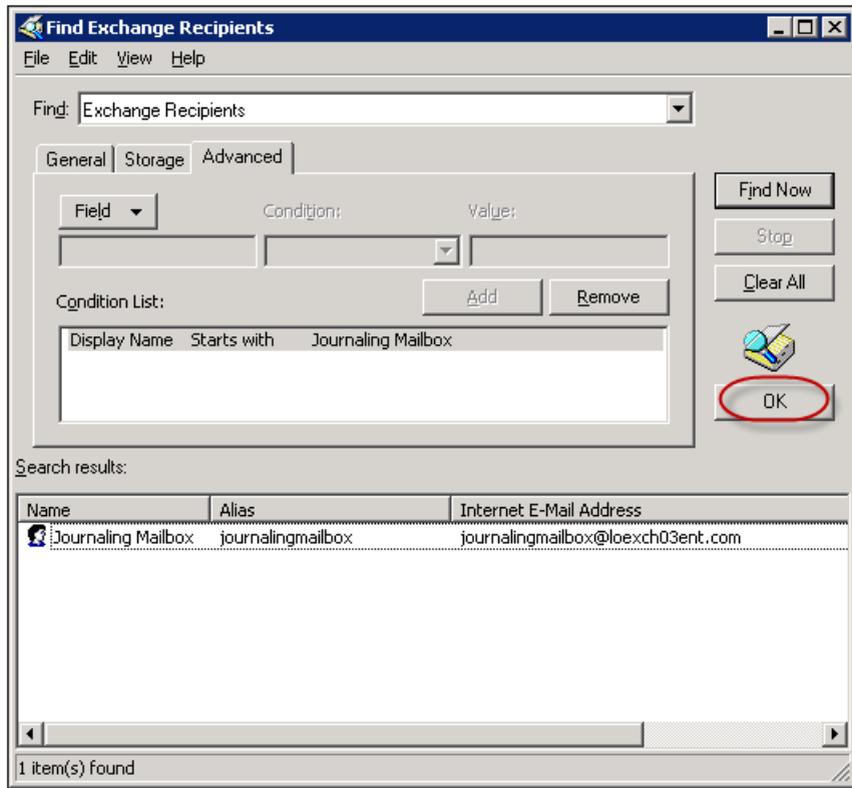
Note

There are a number of ways to construct the search query. In large part, the right query depends on how many journaling mailboxes or journaling servers you have configured. The search criteria you enter creates 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.

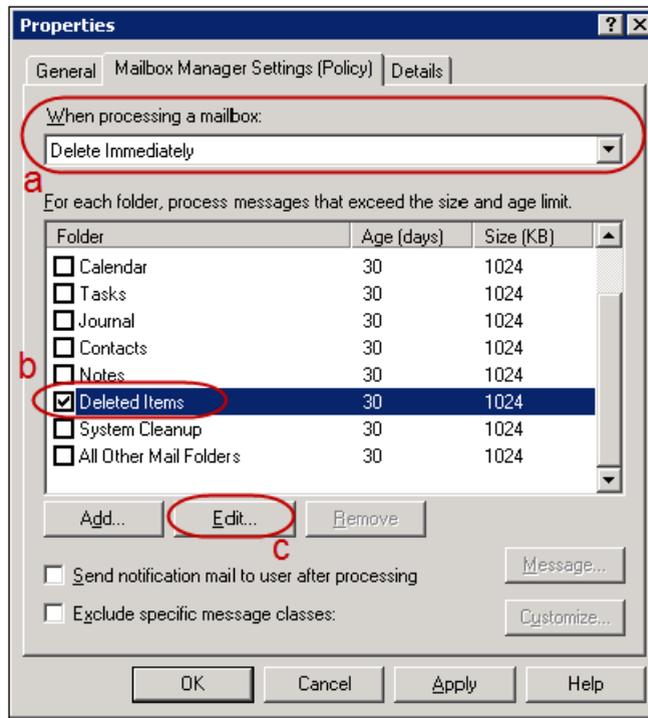
6. After selecting your filter fields, which display in the **Conditions** field, click **Find Now**.



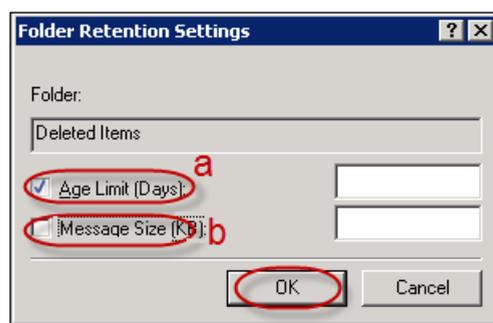
7. Your search results display. Click **OK**. A warning dialog will appear. Since this is a new policy and only applies to one user, click **OK**. The **Find Exchange Recipients** dialog box will close.



- In the **Properties** dialog box, select the **Mailbox Manager Settings (Policy)** tab. Select **Delete Immediately** from the "when processing a mailbox" drop-down menu **(a)**. **Clear all folders** except the **Deleted Items** folder, from within the list **(b)**. Confirm the **Deleted Items** folder is selected and click **Edit (c)**.



- In the **Folder Retention Settings** dialog box, select the **Age Limit** checkbox and **enter an appropriate age limit** into the available field **(a)**. Deselect the **Message Size** checkbox **(b)**. Click **OK** to close the dialog box.



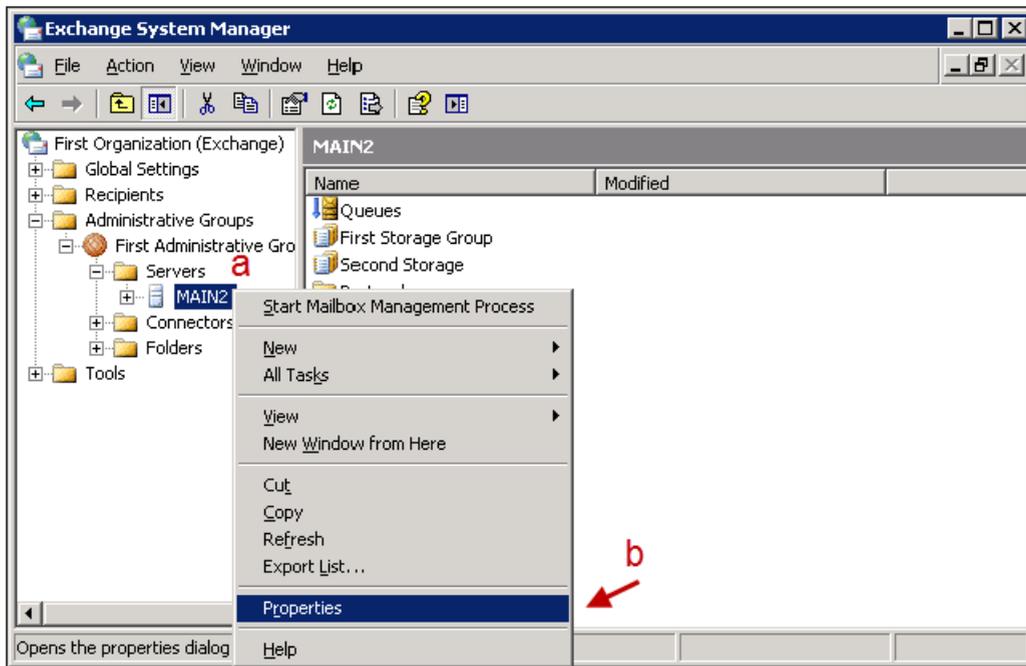
- In the **Recipient Policies** details pane, right click the policy you just created, and then click **Apply this policy now**. A message prompts you to confirm the update. Click **Yes**.
- Once you create a **Policy**, you must schedule when it runs on the **Journaling Mailbox Server**, explained in step nine below.

Schedule mailbox manager to run recipient policies

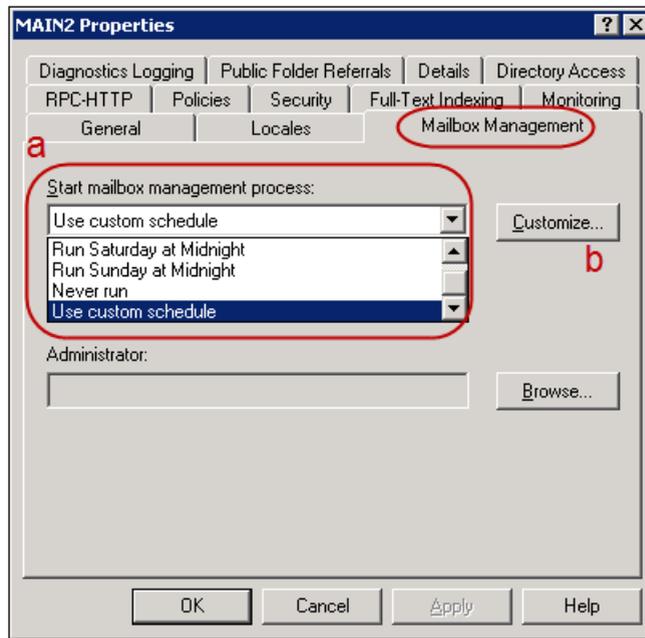
Once you create and configure a Mailbox Recipient Policy-- completed in Step Eight above – you need to schedule the Mailbox Manager. If you do not schedule the Mailbox Manager to run your policy, your configurations won't take effect and the Mailbox Recipient Policy isn't applied.

To schedule the mailbox manager to run automatically, follow these steps:

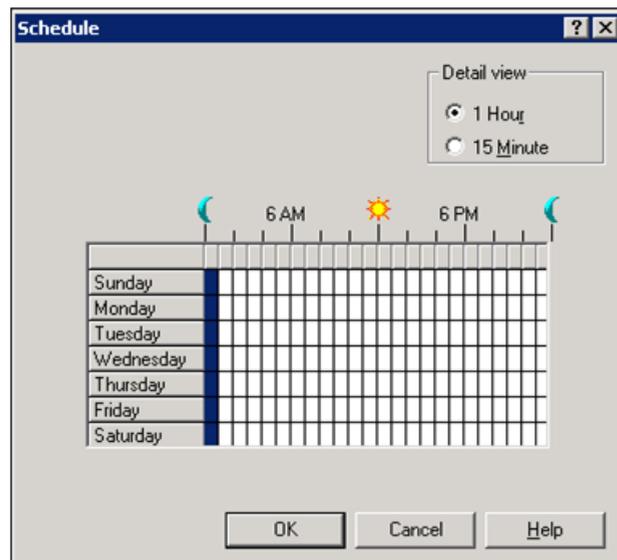
1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.
2. Right-click the **Server** that is hosting the mailbox for which you want to run the Recipient Policy **(a)** and click **Properties** **(b)**.



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 **(a)**. To create a custom schedule, select **Use custom schedule** from the drop-down menu and click **Customize (b)**.



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**.



Note

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

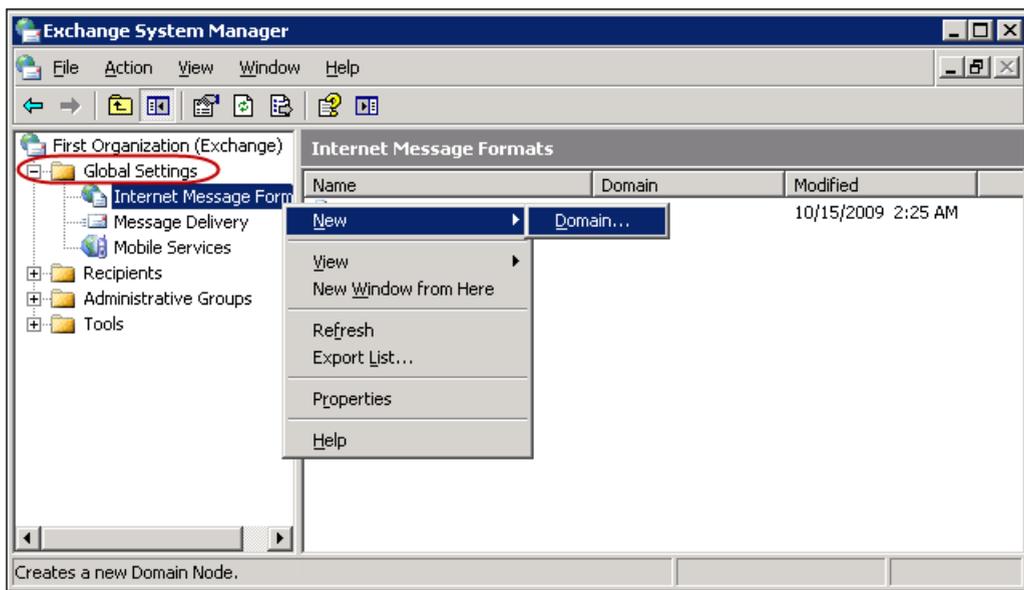
Disable NDRs (non-delivery reports)

You must disable NDRs for the domain to which you are journaling; this is the same domain entered in the address space when creating the SMTP connector.

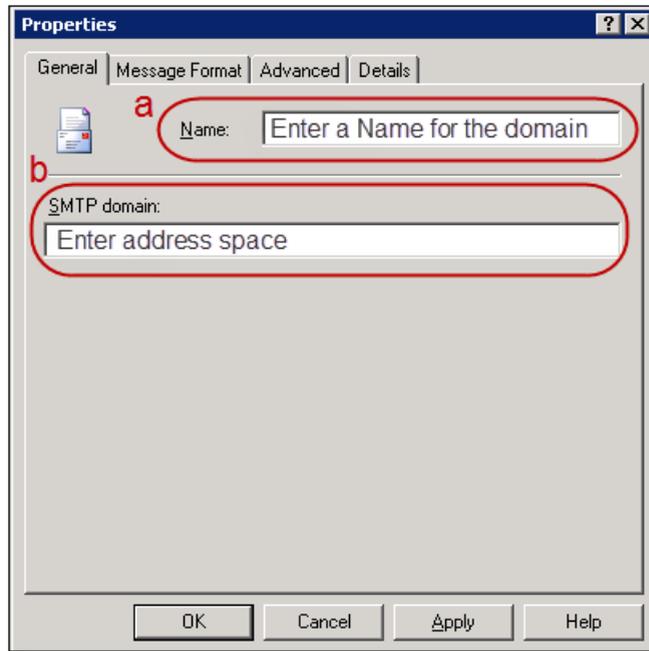
If there are any issues delivering your journaled email messages, this step prevents NDRs from being sent back to the original sender(s) (giving the false impression that their email was not delivered). This step is also necessary for email messages to journal with the message header information in plain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

To create a custom rule to disable NDRs, follow these steps:

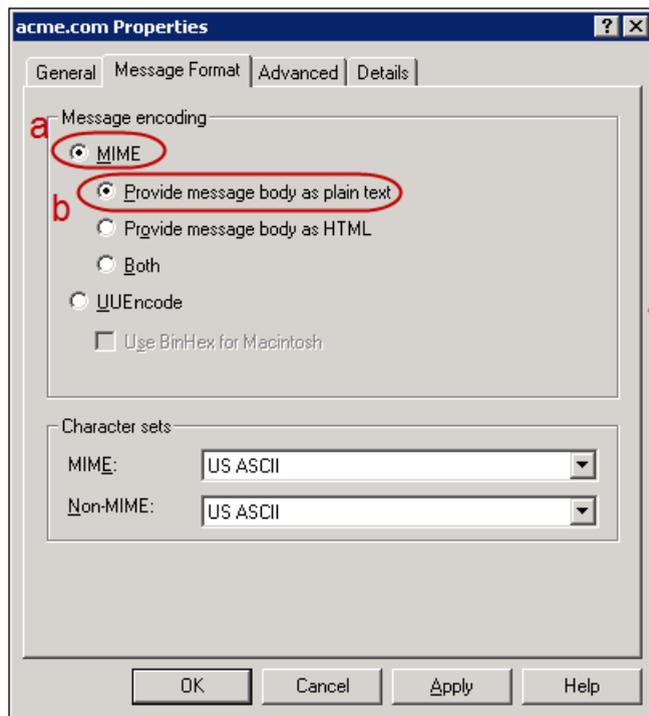
1. Open the **Exchange System Manager** window by selecting **Start -> Programs -> Microsoft Exchange -> System Manager**.
2. Expand the **Global Settings** folder in the left navigation menu, right-click **Internet Message Formats**, then select **New** and then select **Domain**.



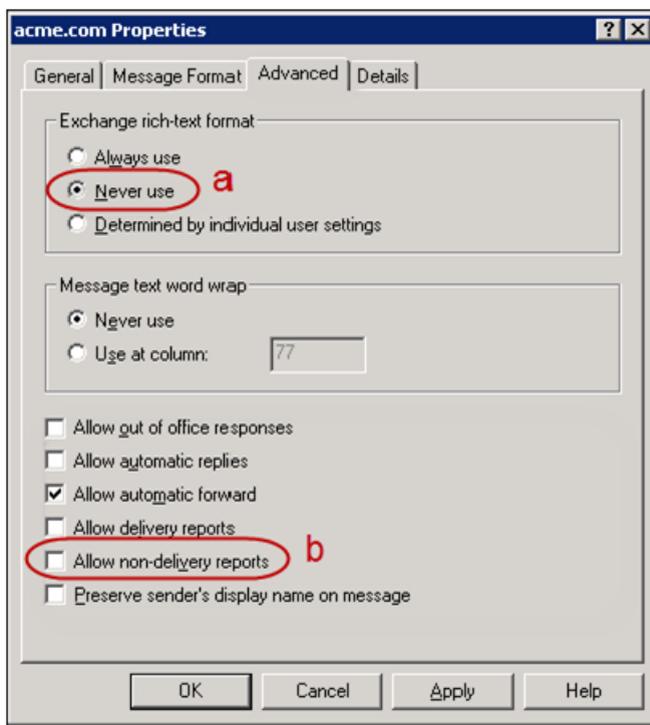
3. In the **General tab** of the Properties window, enter a **Name** for your domain (a) and enter the **Domain (address space)** used to create the SMTP Connector in Step 6 (b).



4. In the **Message Format tab** of the Properties window, select the **MIME** option (a) and then select the **Provide message body as plain text** option (b).



5. In the **Advanced** tab of the Properties window, select the **Never use** option within the Exchange rich-text format section (**a**). Deselect the **Allow non-delivery reports** checkbox (**b**).



6. Click **OK** to close the Properties window. You have successfully disabled non-delivery reports.

Add 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 email-- after a set time determined by each company-- the Administrator will be notified via email.

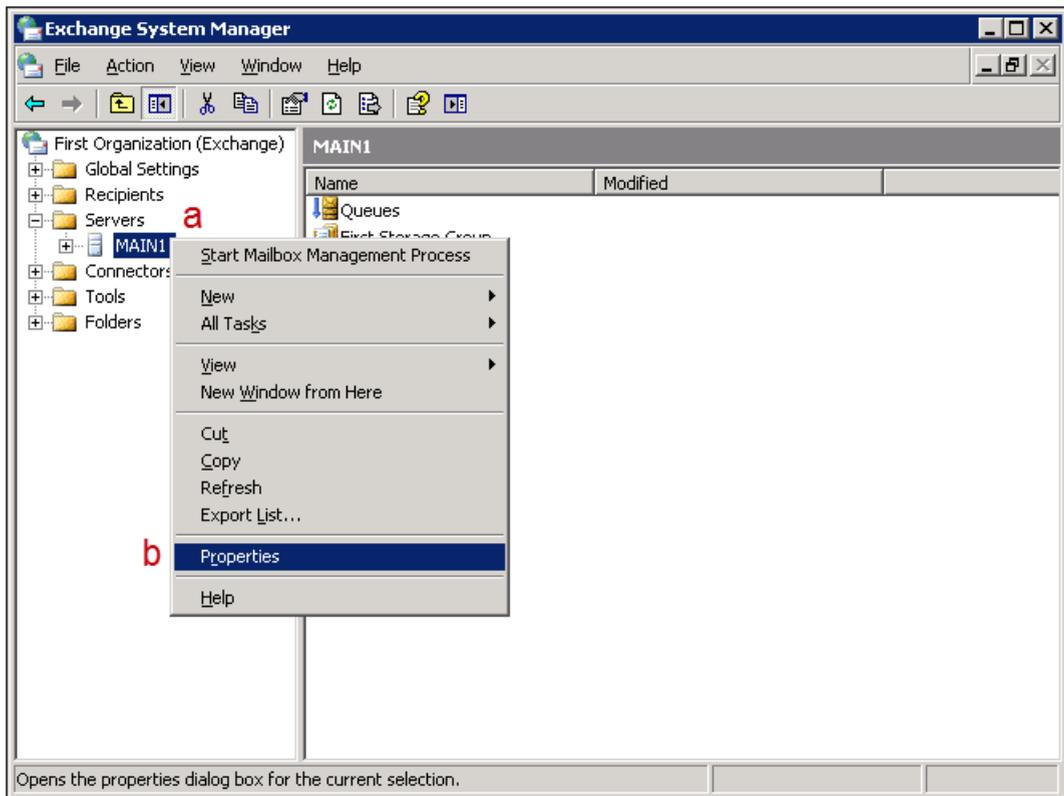


Note

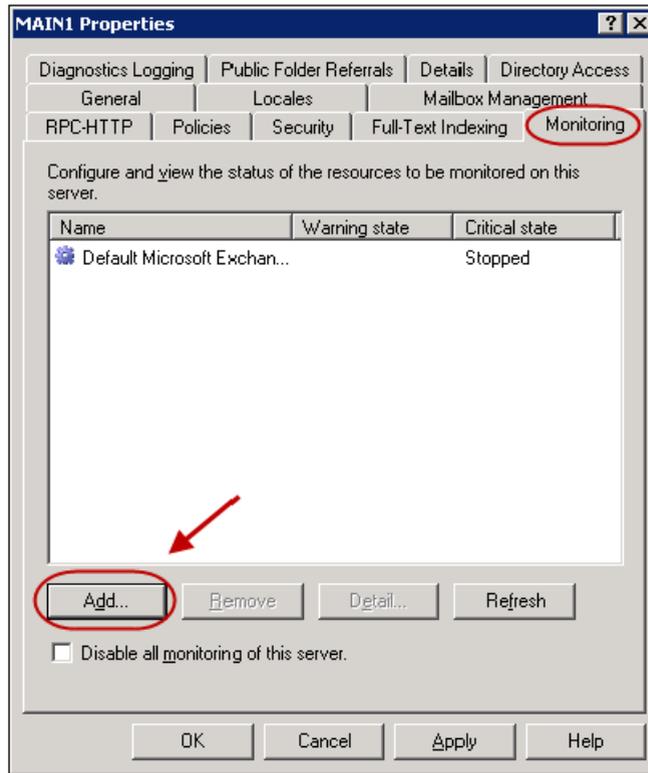
Some message queuing on the server is normal. If unusual queuing patterns occur or large amounts of email queue up, journaling may not be working.

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

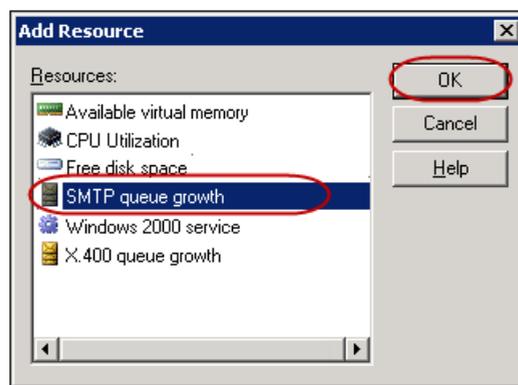
- Expand the **Servers** item in the left navigation pane. **Right-click the server** you wish to monitor **(a)** and select **Properties** from the drop-down menu **(b)**.



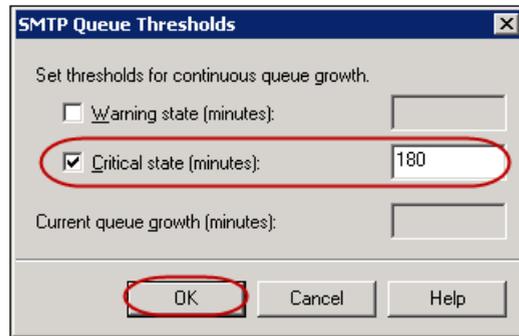
3. Within the **Monitoring** tab, click **Add**.



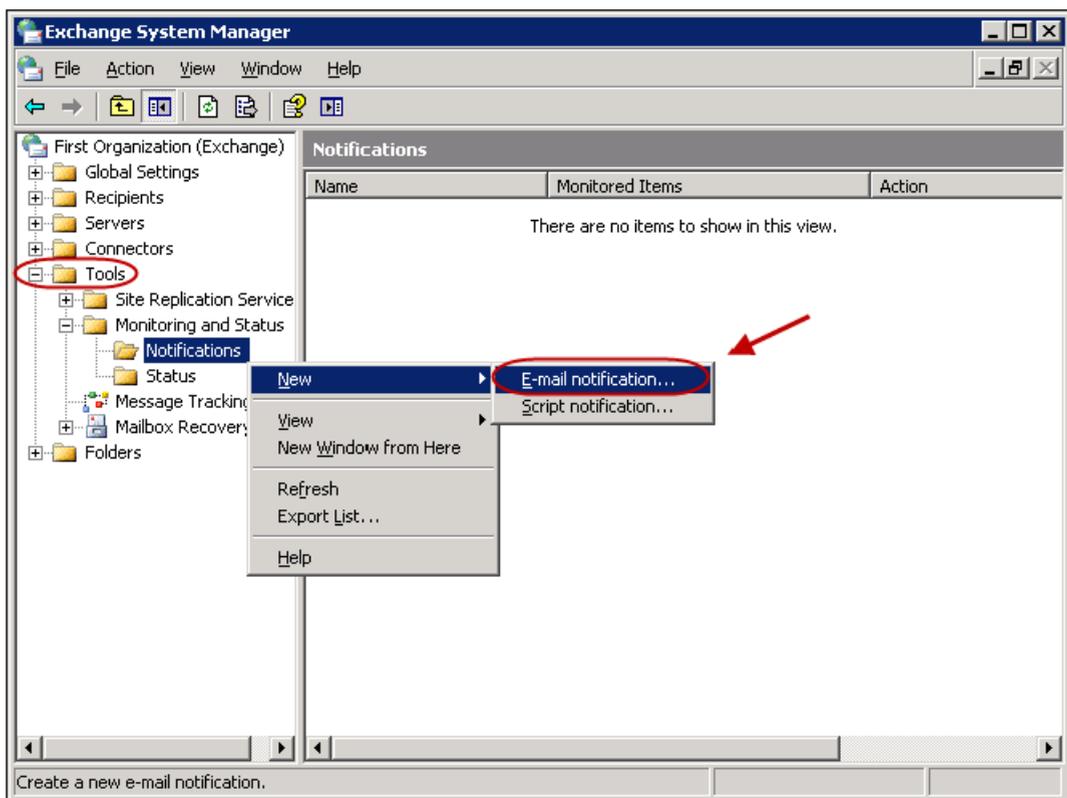
4. In the Add Resource dialog box, select **SMTP queue growth** from within the list and click **OK**.



- In the SMTP Queue Thresholds dialog box, select the **Critical state (minutes)** checkbox and enter **the amount of time** you will allow the queue to build up before being alerted. We recommend **180 minutes**. Click **OK**.

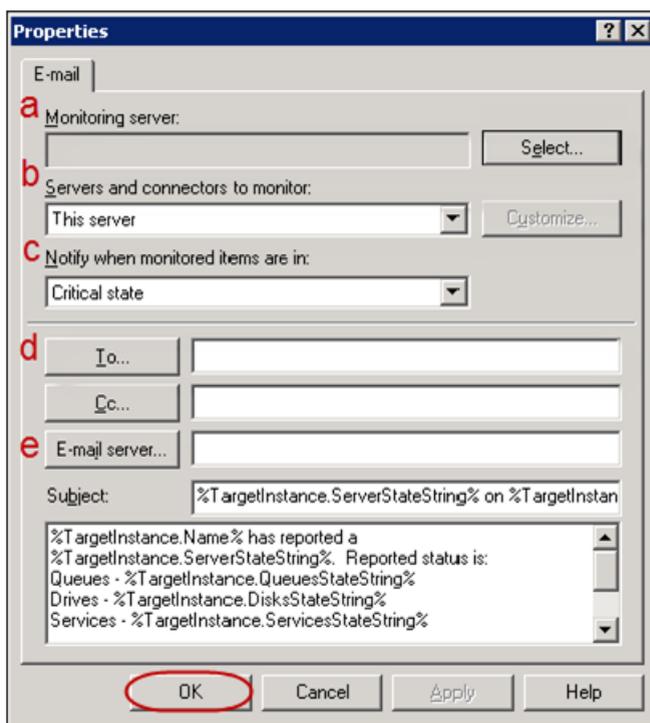


- In the **Exchange System Manager**, go to **Tools -> Monitoring and Status -> Right-click Notifications -> New** and select **Email notification**.



- Enter the following details into the **Properties** window:
 - Enter **Name of your Server** into the Monitoring server field (**a**).
 - Select **This server** from the Server and Connectors to monitor drop-down menu (**b**).

- c. Select **Critical state** from the "Notify when monitored items are in" drop-down menu **(c)**.
- d. In the **To field**, enter the email address(es) you want the notifications sent to **(d)**.
- e. In the **Email server field**, enter the name of your **sending server (e)**.
- f. Click **OK** to close the **Properties** window.



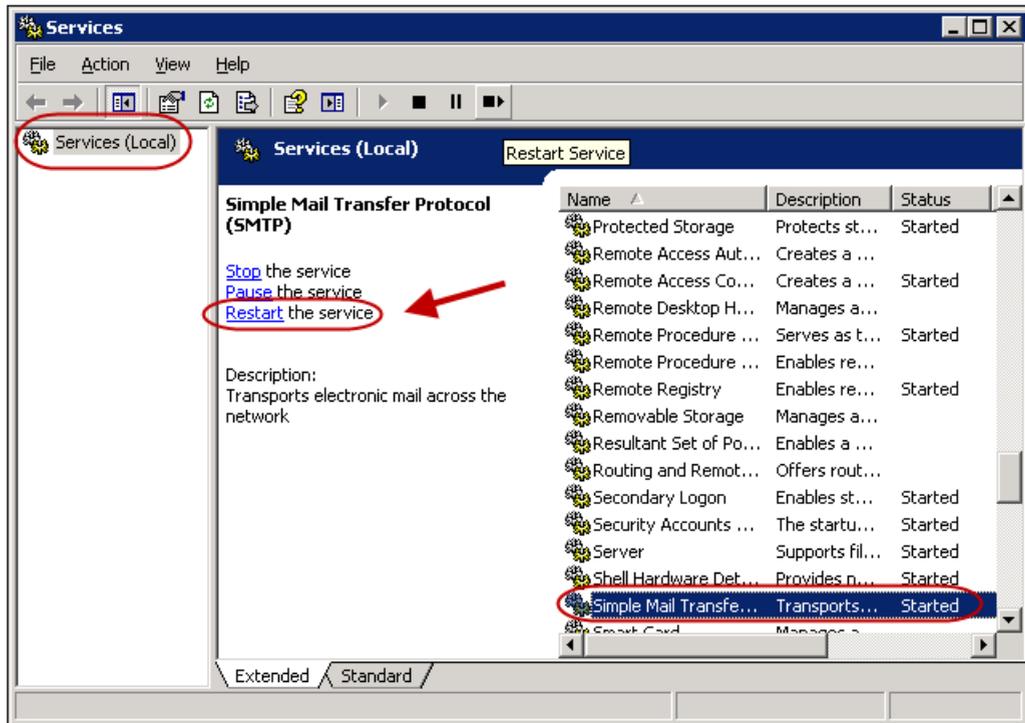
Note

Your Journaling setup is now complete. If you encounter any problems with the journaling process, or if journaling stops, please refer to the [Troubleshooting tips](#) below. If journaling stops for an extended period of time, we cannot recover lost email.

Troubleshooting tips

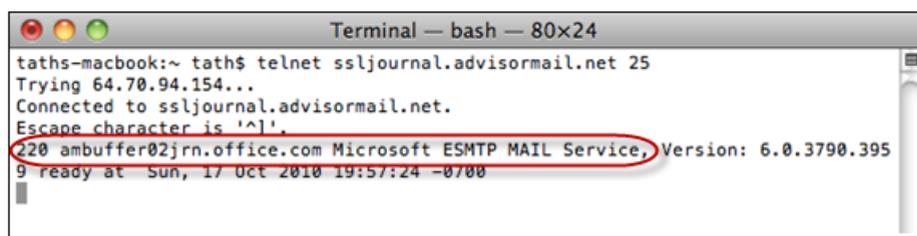
1. Make sure the **Journaling Contact SMTP Email Address** is spelled correctly.
2. Restart the SMTP Services

- a. To restart the SMTP Service: go to **Start**, then **Run**, and type in **services.msc**. The **Services** dialog box displays, which lists all services running on your server. Select **Simple Mail Transfer Protocol (SMTP)** from within the list and click **Restart** in the left-hand navigation menu.



3. Your firewall may be blocking outbound email messages.
 - a. Many firewalls can block email messages sent using TLS encryption, even if they are set to allow all outbound email messages.
 - b. If you have a Cisco firewall, chances are very high that the ESMTP packet inspection is enabled and blocking the TLS encrypted email messages. 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>
4. Verify there are no enabled Send Connectors utilizing the domain name of the contact being journaled to.
5. Check if you are having a connection issue.

- a. Issue telnet to smarthost (i.e. telnet ssljournal.advisormail.net 25) this should return a 220 banner, seen in the figure below.



```
Terminal — bash — 80x24
taths-macbook:~ tath$ telnet ssljournal.advisormail.net 25
Trying 64.70.94.154...
Connected to ssljournal.advisormail.net.
Escape character is '^]'.
220 ambuffer02jrn.office.com Microsoft ESMT MAIL Service, Version: 6.0.3790.395
9 ready at Sun, 17 Oct 2010 19:57:24 -0700
```

6. When adding/removing SMTP connector(s). Make sure to restart SMTP service, explained above and MS Exchange Routing Engine.
7. Email messages are journaling to the Journaling User Mailbox, but no email messages are showing up in your archive
 - a. Check if the Journaling User Mailbox has the Server Side Forwarding setup correctly.
 - b. Automatic Forwarding Rule - Auto forwarding must be enabled on your server. To do this, open the Exchange System Manager and select Global Settings/Internet Message Format/Default and right click to bring up Properties. On the Advanced tab, check the box next to Allow automatic forward and click OK. If you do not want to allow your users to setup forwarding rules, create a new domain rule for Address Space and set it to allow automatic forward. That way, automatic forwards will only work for Address Space.
 - c. Validate there are no transport rules catching the journaling messages.
8. If email messages are journaling, but some or all email messages seem to archive incorrectly, check the following:
 - a. You should not be journaling to a distribution group. You must journal directly to the Journaling Recipient Mailbox.
 - b. Check that you do not have forwarding setup on the Journaling Recipient Mailbox in Active Directory
 - c. Set message format to journal using plain text or HTML

Journaling best practices

1. Contact Archiving Support if you make any changes to your host provider or upgrade your Exchange Server. You will be provided new setup instructions to update your journaling configuration.
2. Setup SMTP Queue Growth Monitoring alerts, completed above, and monitor your Exchange Server for issues.

3. Make sure you have enough storage in your Journaling Mailbox to handle the amount of email messages your organization sends and receives on a daily basis. Refer to the Journal Calculator to determine your company's journal traffic.
4. When adding or deleting a user mailbox on your Exchange Server, make sure you also update that user in the Archive Administration tab.

Remove Exchange 2003 envelope journaling setup

To remove the journaling setup from your Exchange 2003 Envelope server, follow these steps:

1. *Removing SMTP growth alert*
2. *Remove Internet message formats domain*
3. *Turn off mailbox management schedule*
4. *Remove the mailbox management policy for cleaning the journaling mailbox*
5. *Deactivate journaling*
6. *Remove the journaling SMTP connector*
7. *Remove the journaling mailbox from active directory*
8. *Remove the journaling contact from active directory*
9. *Remove the extra mailbox store*
10. *Turn off advanced journaling configuration*



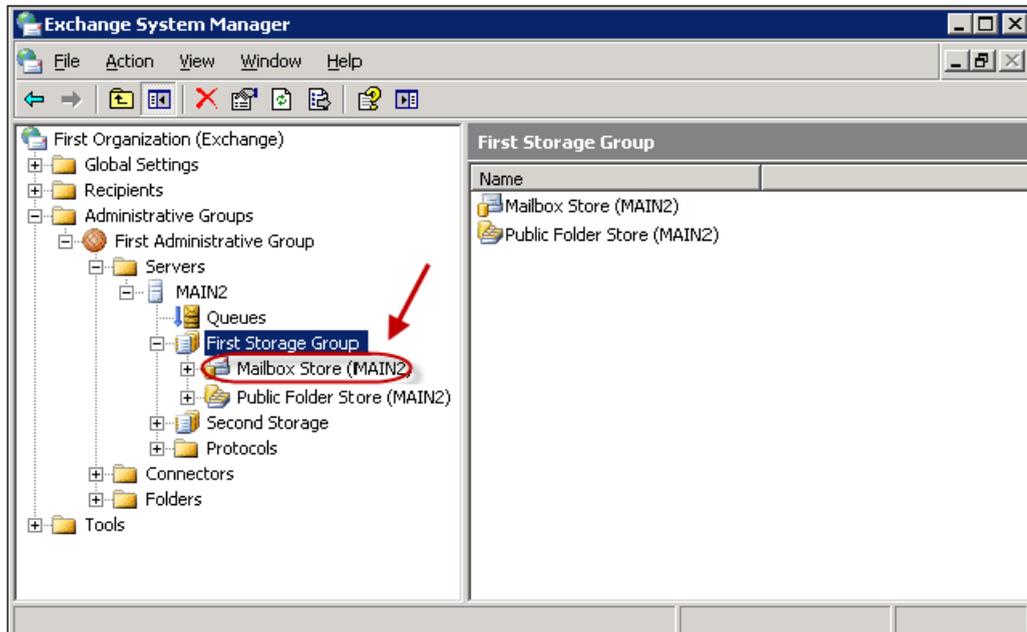
Note

Your Journaling setup is now complete. If you encounter any problems with the journaling process, or if journaling stops, please refer to the Troubleshooting Tips below. If journaling stops for an extended period of time, we cannot recover lost email.

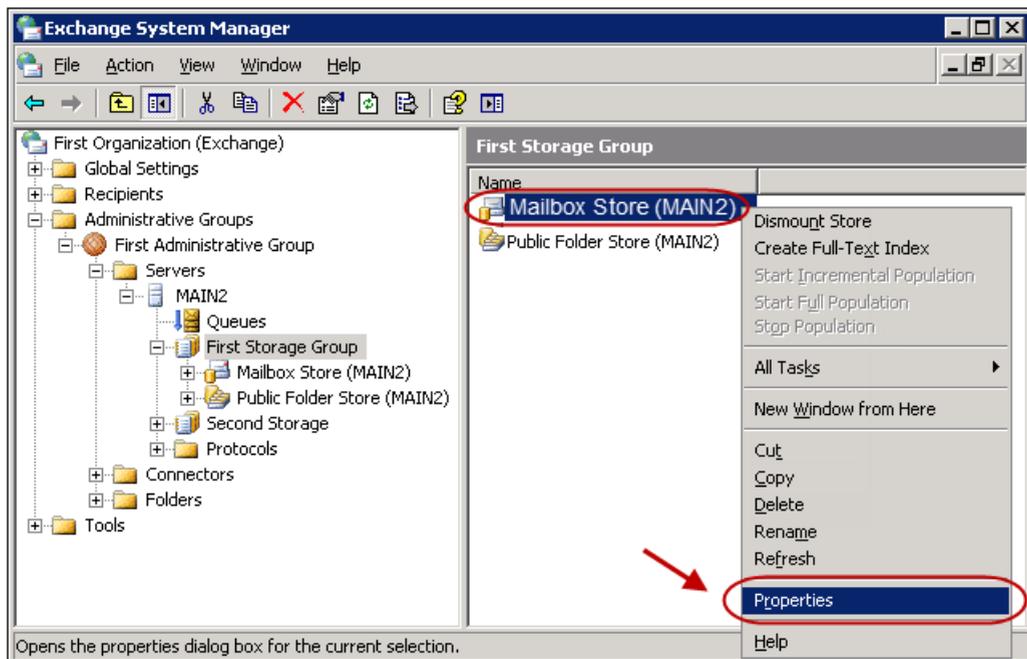
Removing SMTP growth alert

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

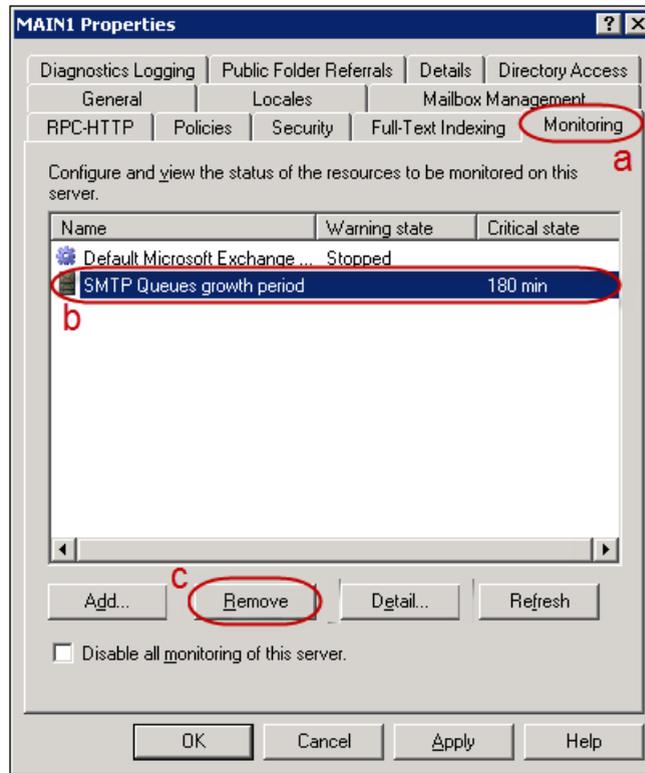
- In the left-hand navigation menu, select **Servers**, select your **server name** and then select the **Storage Group** that contains the mailboxes to which you applied journaling. In this example, it is Mailbox Store (MAIN 2).



- In the right-hand content frame, right-click the **Mailbox Store** to which you applied journaling, from within the list. Select **Properties** in the drop-down menu.



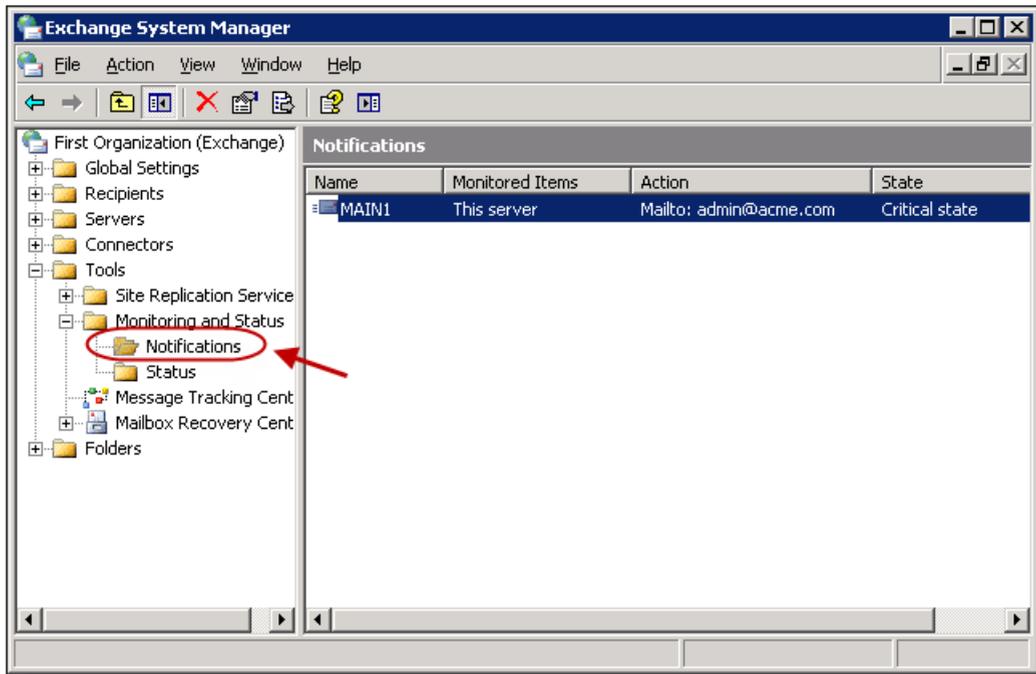
4. Within the **Properties** window, select the **Monitoring tab (a)**. Select the **SMTP Queues growth period** item, with a critical state of 180 minutes, from within the list **(b)**. Click **Remove (c)**.



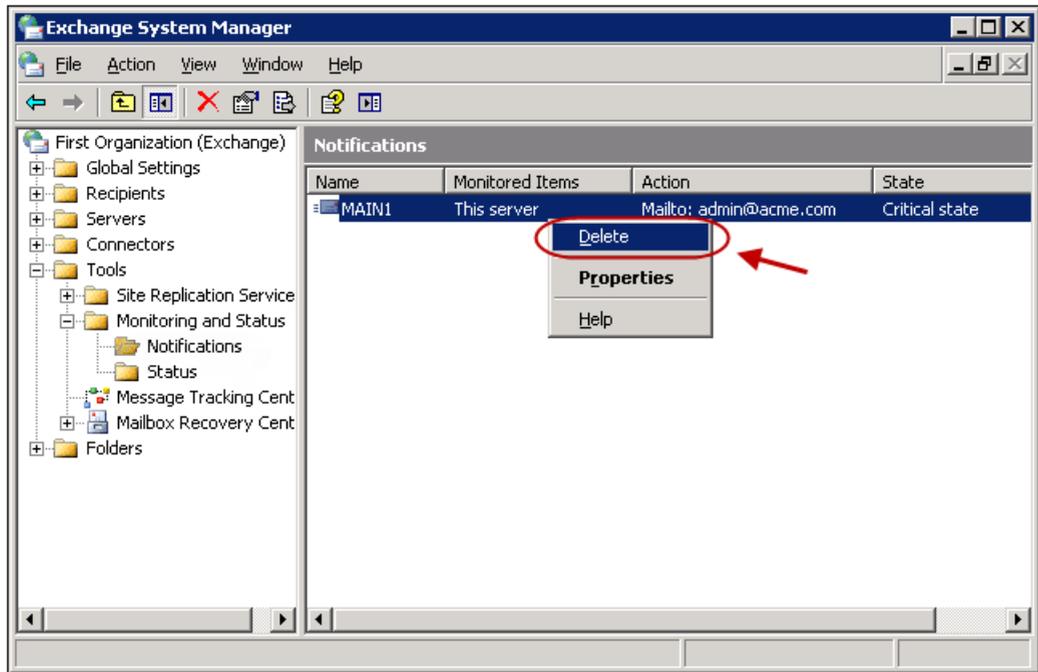
Note

If this queue monitoring item is being used for multiple queue alerts, those other alerts will also stop working after this item is deleted.

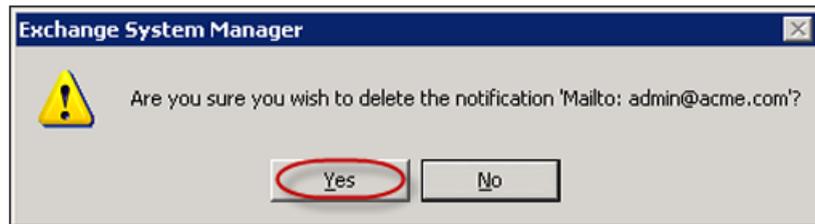
5. In the **Exchange System Manager**, go to **Tools -> Monitoring and Status -> Notifications**.



6. **Right-click any notification items** used for journaling monitoring from within the list. Select **Delete** from the drop-down menu. In this example, the Main 1 server item.



7. Click **Yes** on the resulting warning dialog box.

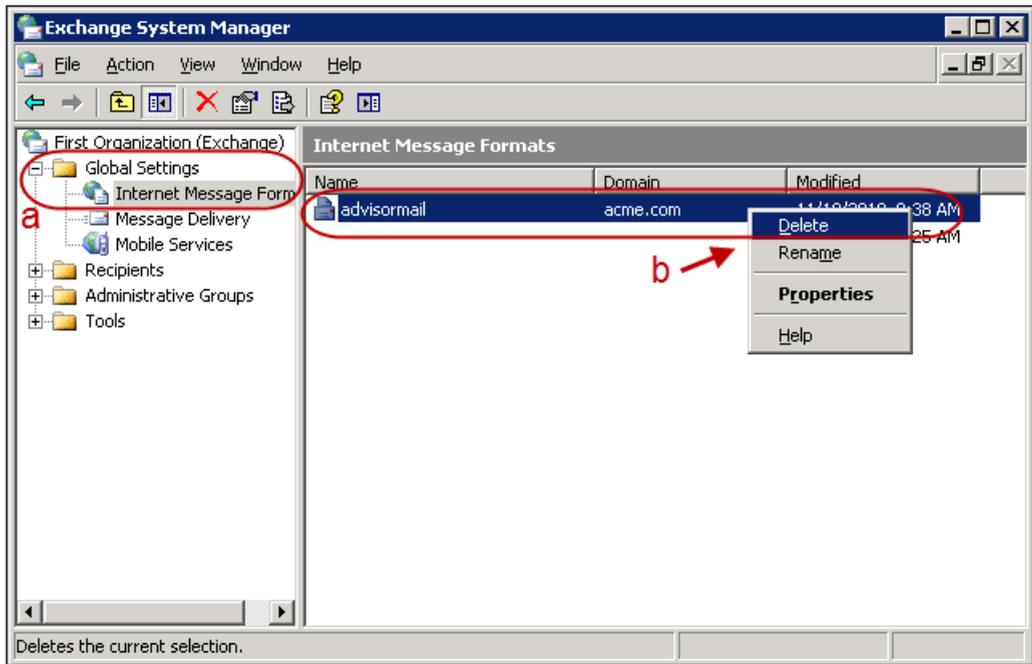


8. **You have successfully deleted the SMTP Growth Alert.** All email notifications retaining to it will stop and the item's configured settings are permanently deleted.

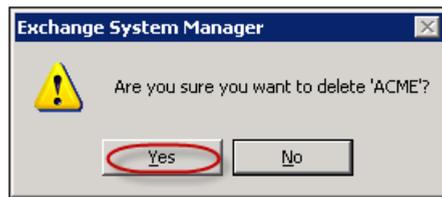
Remove Internet message formats domain

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

2. Select **Global Settings** and then **Internet Message Formats** in the left-hand navigation menu **(a)**. Select the Journaling Archive **domain** from the list; in this example "Acme.com" and click **Delete (b)**.



3. Click **Yes** on the warning dialog box.



4. **You have successfully deleted the Internet Message Formats domain.**

Turn off mailbox management schedule

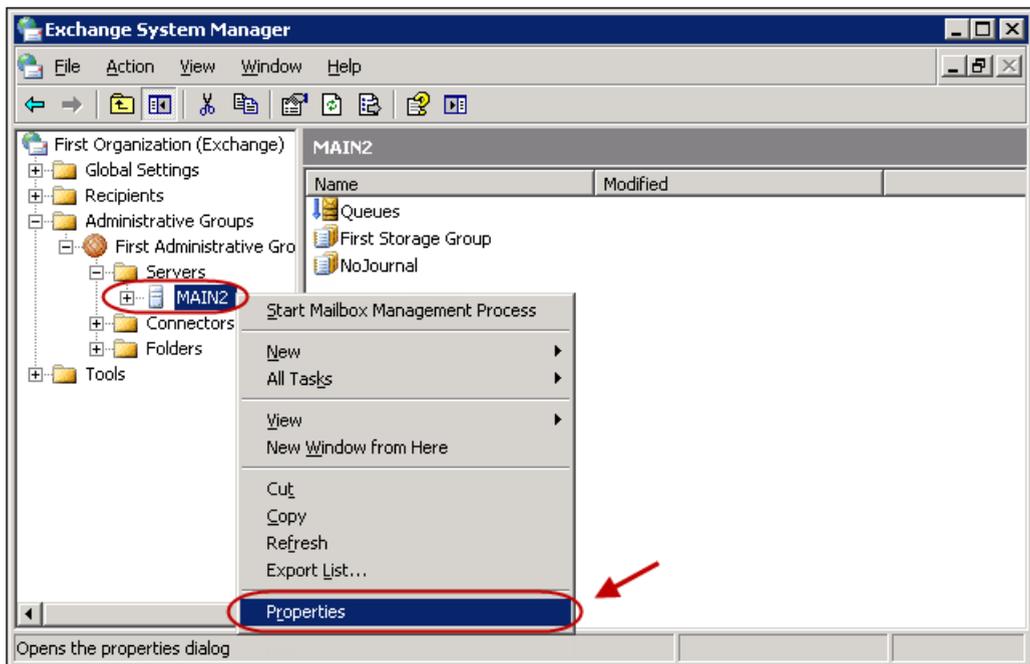


Note

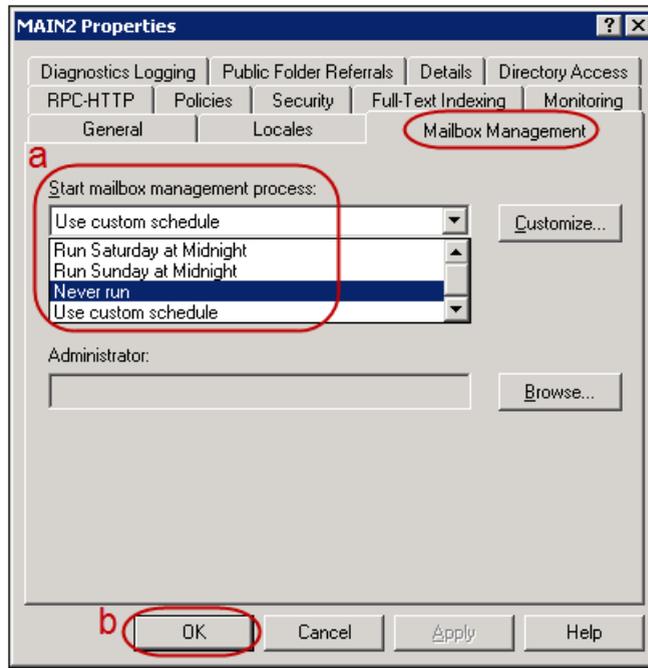
Disabling the Mailbox Management schedule is only recommended if there are no other mailbox management policies that need to run on this schedule.

1. Open the **Exchange System Manager** window by selecting **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**, in this example "Main 2," 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 (a). Click **OK** (b).

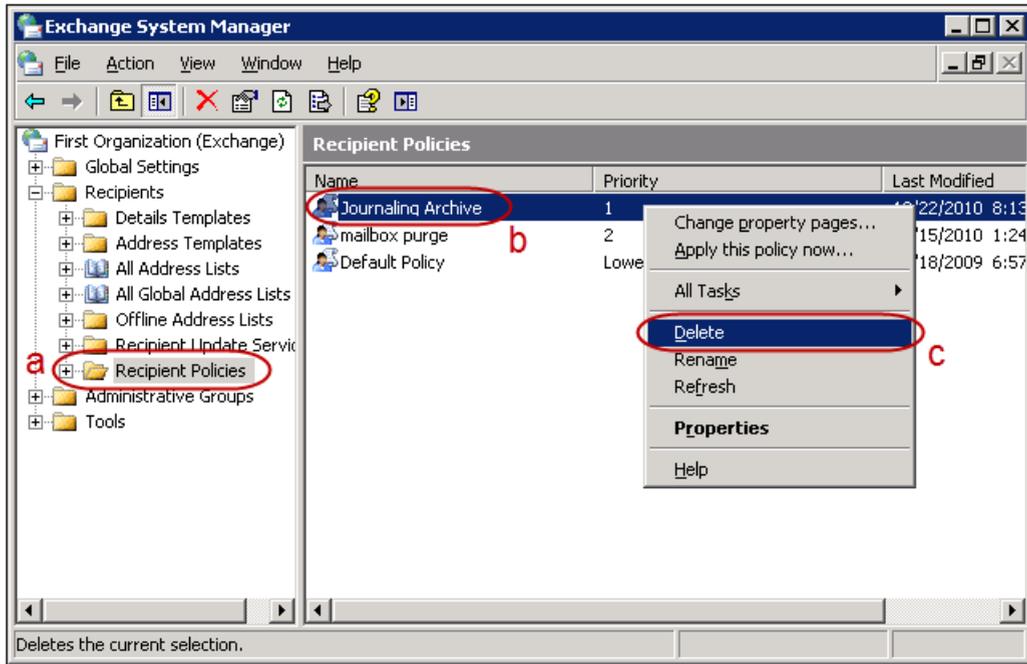


4. You have successfully turned off the Mailbox Management schedule.

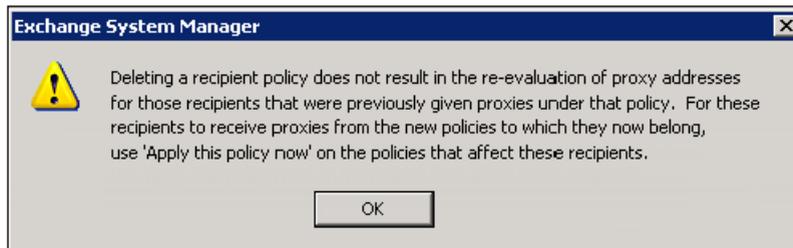
Remove the mailbox management policy for cleaning the journaling mailbox

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

- In the left-hand navigation menu, select **Recipients -> Recipient Policies** *(a). **Right-click the Journaling Archive recipient policy** from within the list (a). Select **Delete** from the drop-down menu (c).



- Click **OK** on the warning dialog.

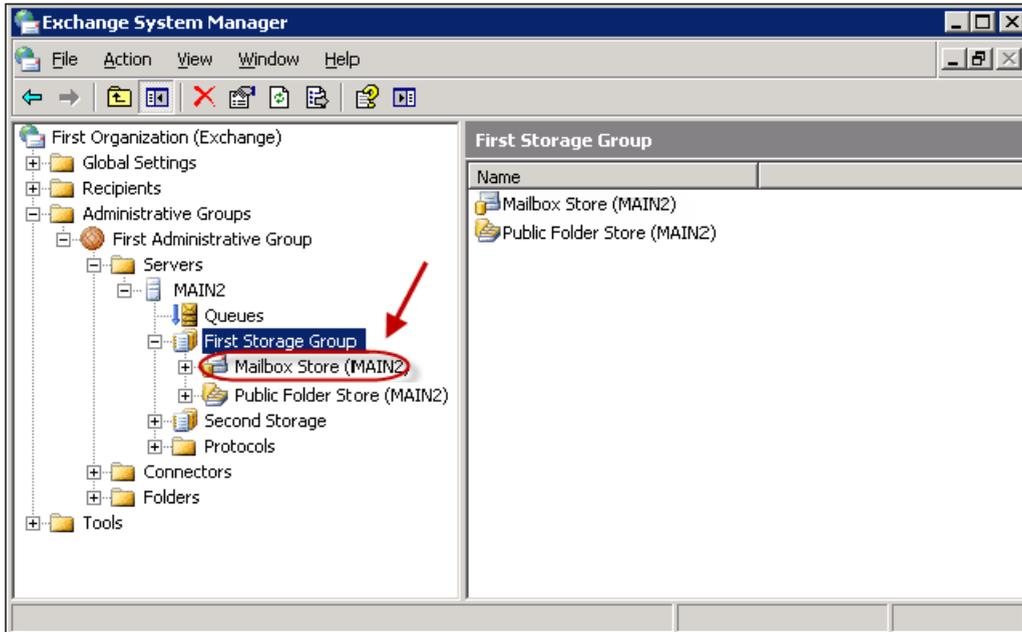


- You have successfully removed the Mailbox Management policy.

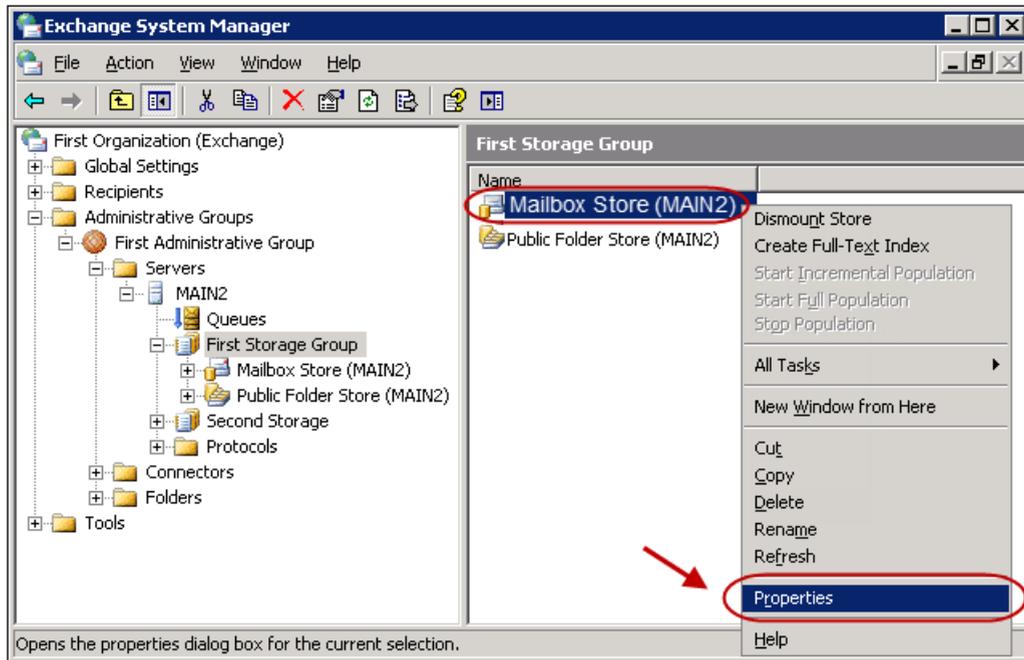
Deactivate journaling

- Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

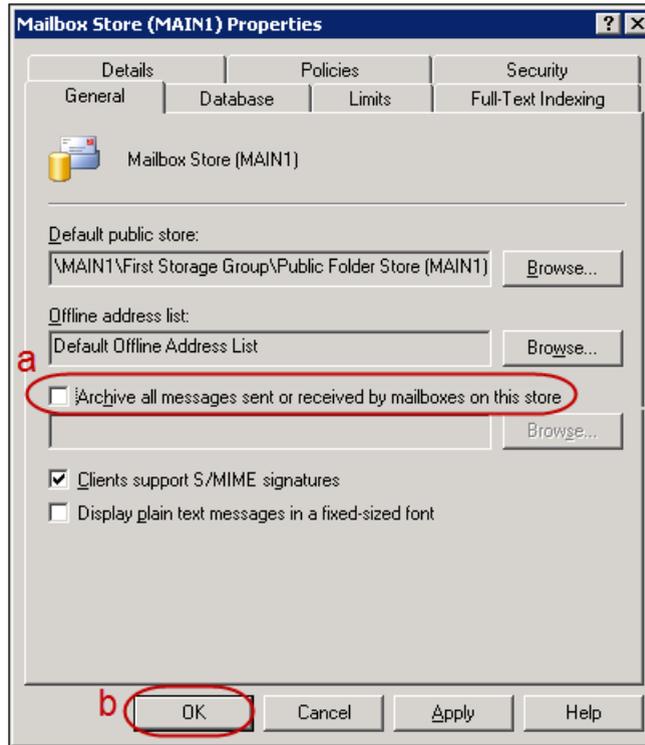
2. In the left-hand navigation menu, select **Servers**, select your **server name** and then select the **Storage Group** to which you applied journaling. In this example, it is Mailbox Store (MAIN 2).



3. In the right-hand content frame, right-click the **Mailbox Store** to which you applied journaling, from within the list. Select **Properties** from the drop-down menu.



4. Within the **General** tab, deselect the **Archive all messages sent or received by mailboxes on this store** checkbox (a). Click **OK** to close the window (b).

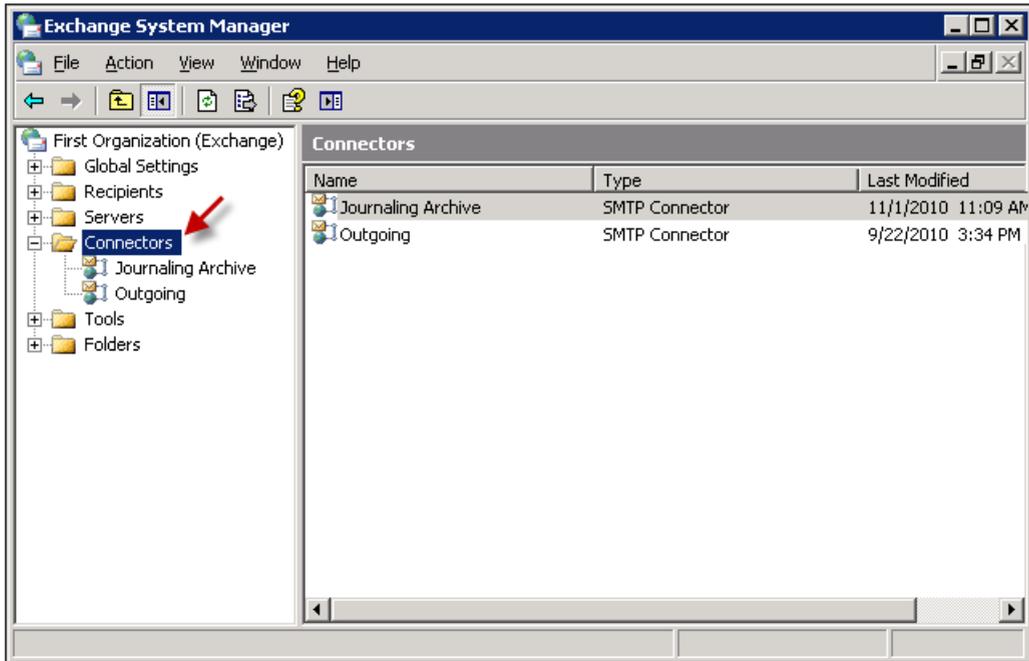


5. You have successfully deactivated journaling.

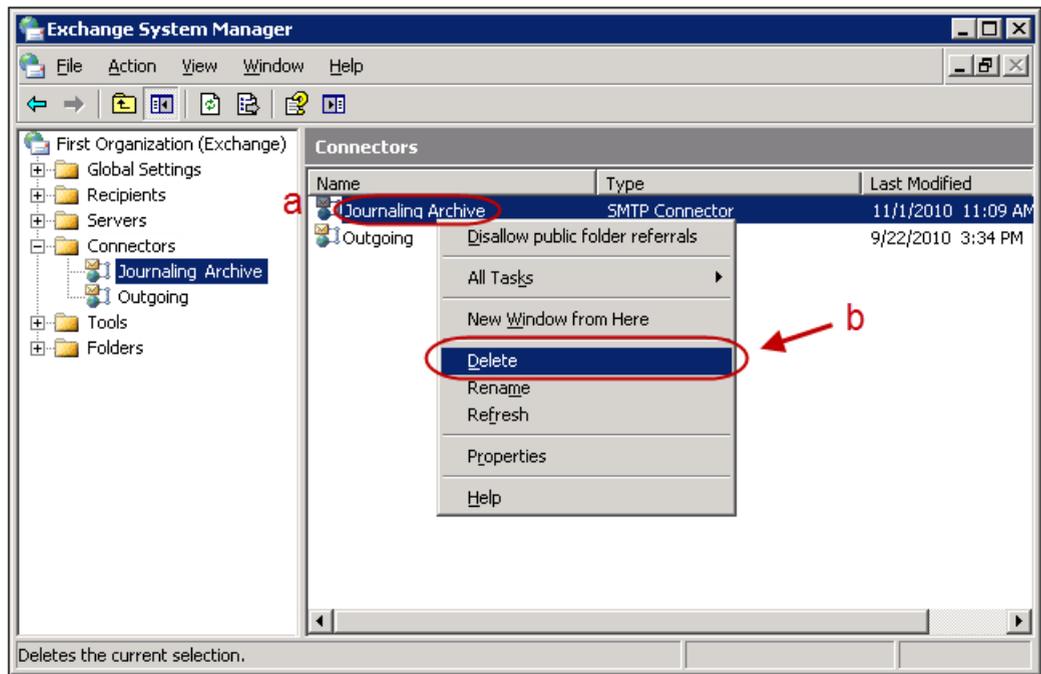
Remove the journaling SMTP connector

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

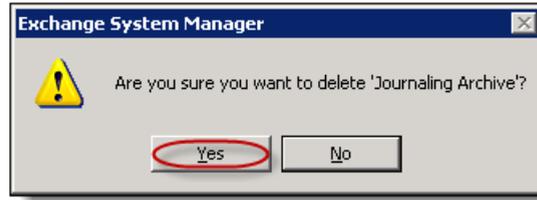
- In the left-hand menu, right-click **Connectors**.



- Right-click the connector called **Journaling Archive (a)** and select **Delete** from the drop-down menu **(b)**.



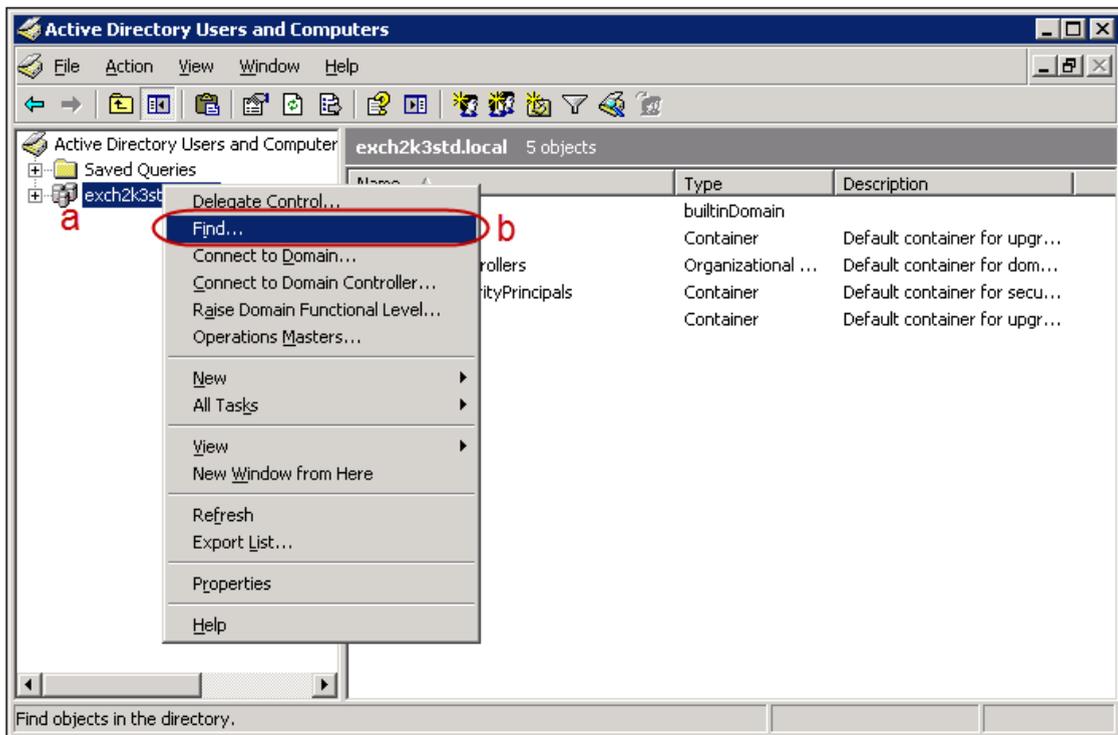
4. Click **Yes** on the resulting warning dialog box.



5. You have successfully removed the Journaling SMTP Connector.

Remove the journaling mailbox from active directory

1. Open the **Active Directory Users and Computers** application by selecting **Start > All Programs > Microsoft Exchange > Active Directory Computers and Users**.
2. **Right-click** the domain where the journaling mailbox is located, within the left navigation pane (a). Select **Find** from the drop-down menu (b).



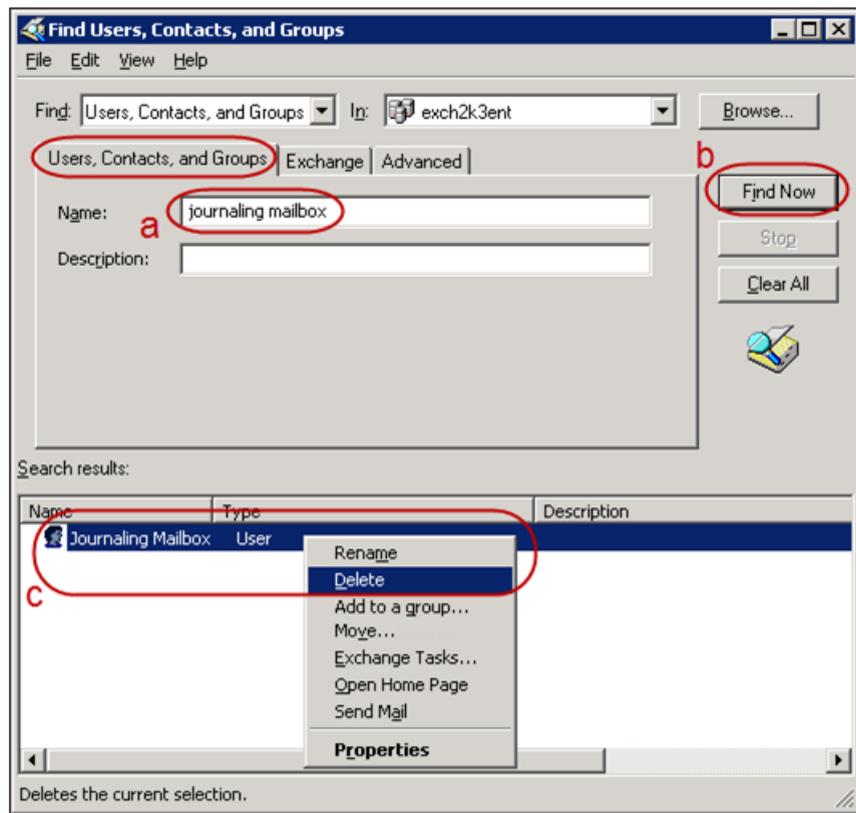
3. The **Find Users, Contacts and Groups** window displays.
4. Within the **Users, Contacts and Groups** tab, enter the following information:
 - a. Enter **Journaling Mailbox** into the Name field (a): this is the name assigned to the Journaling Mailbox in Step Four of the Journaling setup above.

- b. Click **Find Now (b)**.
- c. 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 mailbox **Journaling Mailbox**, try searching under another name or browsing the default OU's it may have been created in.

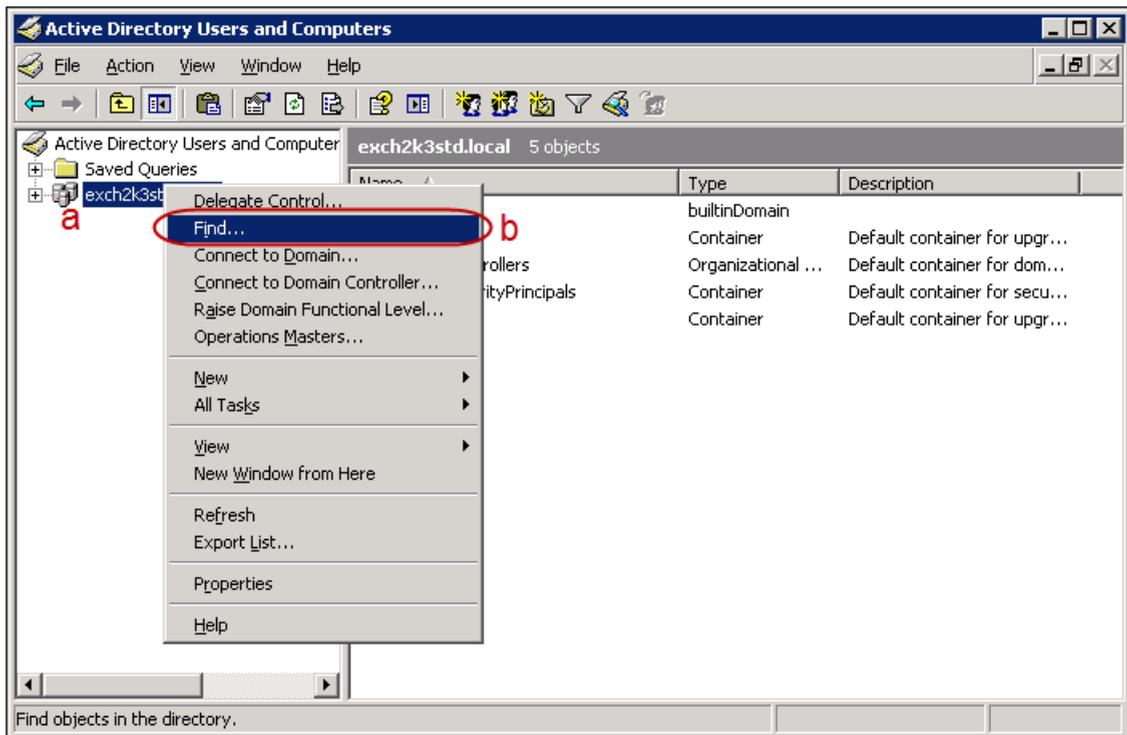


5. You have successfully removed the Journaling Mailbox.

Remove the journaling contact from active directory

1. Open the **Active Directory Users and Computers** application by selecting **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 **(a)**. Select **Find** from the drop-down menu **(b)**.



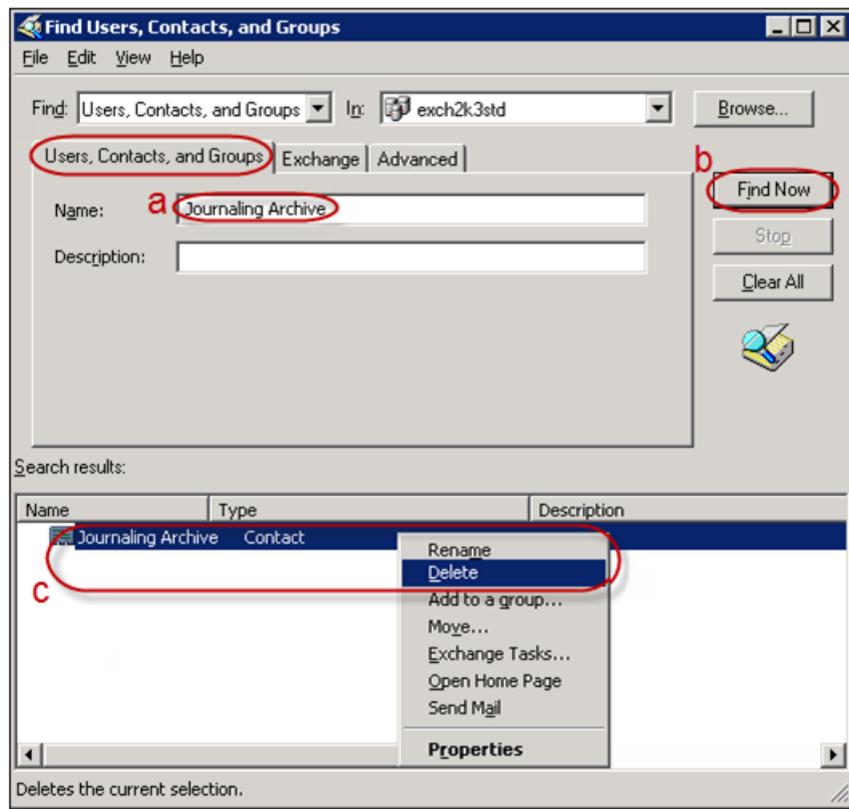
3. The **Find Users, Contacts and Groups** window displays.
4. Within the **Users, Contacts and Groups** tab, enter the following information:
 - a. Enter **Journaling Archive** into the Name field **(a)**: this is the name assigned to the Journaling Contact in Step One of the Journaling setup above.
 - b. Click **Find Now** **(b)**.

- c. The contact **Journaling Archive** displays in the **Search Results** area. Right-click the contact and select **Delete** from the drop-down menu.



Note

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



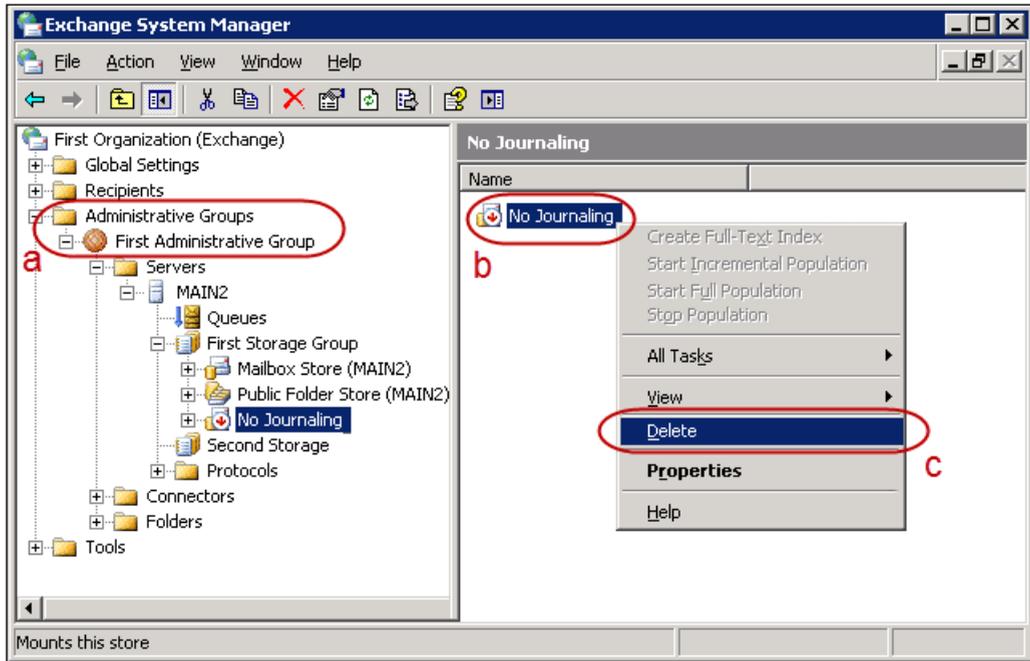
5. You have successfully removed the **Journaling Contact**.

Remove the extra mailbox store

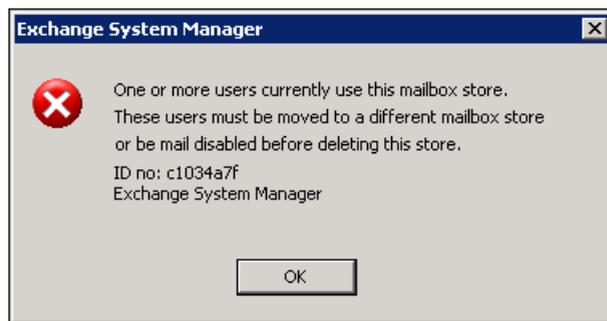
If you are currently deleting the **Journaling** setup on your own mailbox store, that individual mailbox store can also be deleted.

1. Open the **Exchange System Manager** window by selecting **Start > All Programs > Microsoft Exchange > System Manager**.

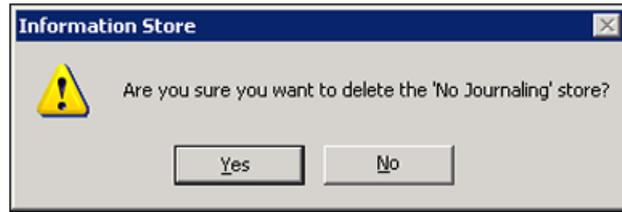
2. Within the left navigation menu, select **Administrative Groups -> First Administrative Group (a)**. Right-click the **No Journaling mailbox store (b)**, which you created in Step Two of the journaling setup above. Select **Delete** from the drop-down menu (c).



3. If there are other users in this mailbox store, you cannot delete the store. The following error message will display.



4. If you are the only user in this mailbox store, you will be able to delete the store. The following confirmation message will display. Click **Yes**.

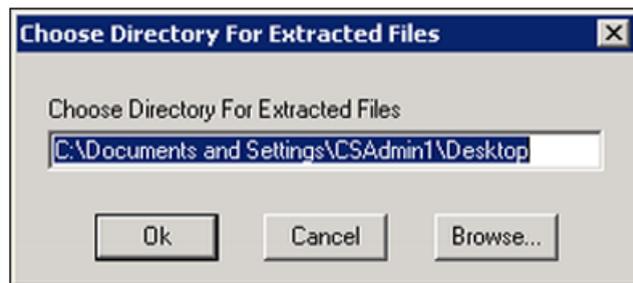


5. **You have successfully removed the Journaling Mailbox Store.**

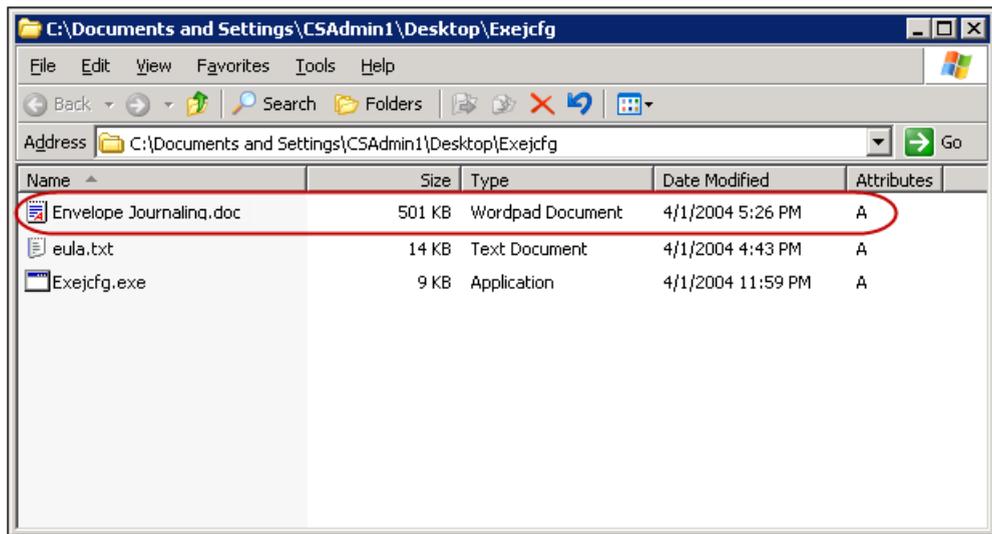
Turn off advanced journaling configuration

Turning off your Exchange server's advanced journaling configuration will prevent any and all envelope journaling processes.

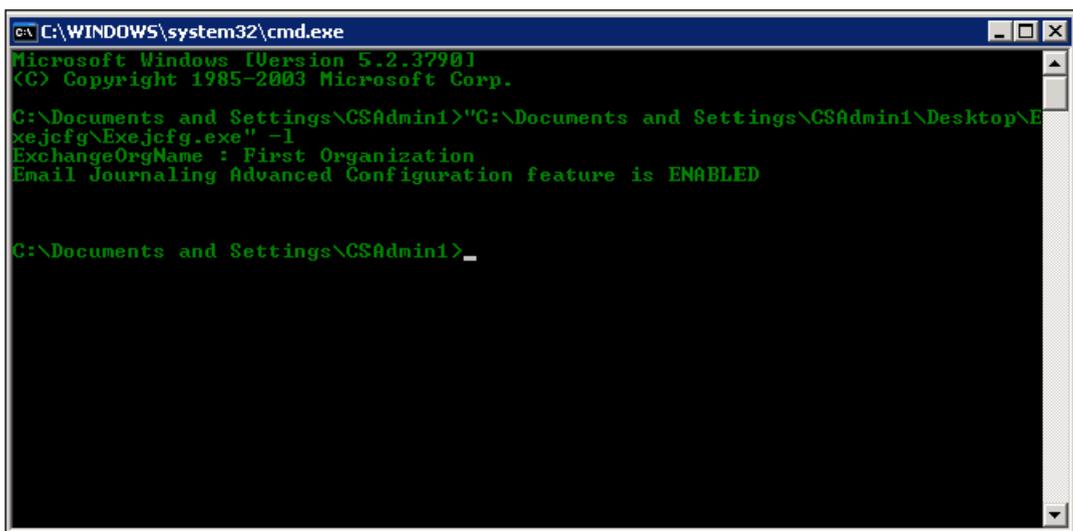
1. **Run the self-extracting executable**, within the Email Journaling Advanced Configuration tool.
2. **Choose directory for extracted files:** Click **Browse** and then click **OK**.



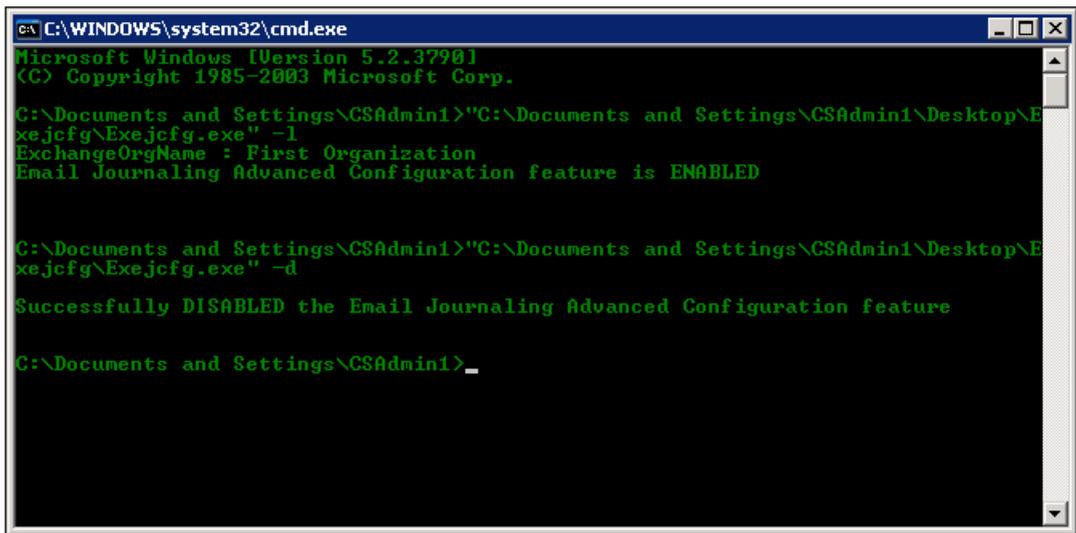
3. **Browse to the folder** where the data has been extracted.



4. **Run the program from the command line with a -l flag to see if it's already been extracted.** The easiest way to do this is to drag the executable icon into the command prompt window, then type -l after executable as in the example below.



5. If the check comes back as enabled, run the command again with a -d flag as in the example below. The command should return a status of disabled.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\CSAdmin1>"C:\Documents and Settings\CSAdmin1\Desktop\Exejcfg\Exejcfg.exe" -l
ExchangeOrgName : First Organization
Email Journaling Advanced Configuration feature is ENABLED

C:\Documents and Settings\CSAdmin1>"C:\Documents and Settings\CSAdmin1\Desktop\Exejcfg\Exejcfg.exe" -d
Successfully DISABLED the Email Journaling Advanced Configuration feature

C:\Documents and Settings\CSAdmin1>_
```

6. You have successfully removed the Advanced Journaling Configuration.



Note

The removal of your Journaling Setup is now complete.
