

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:

 Download the exejcfg.exe file from Microsoft by clicking on the following link or copying and pasting it into your web browser. <u>http://www.microsoft.com/downloads/details.aspx?familyid=e7f73f10</u> 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.

	Choose Directory For Extracted Files	×
	Choose Directory For Extracted Files C\Documents and Settings\CSAdmin1\Desktop	_
Exejcfg.EXE	Ok Cancel Browse	

- 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.
- 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.

Properties	? ×
General Database Limits Full-Text Indexing Details F	olicies
Name: No Journaling	
Default public store:	
\MAIN2\First Storage Group\Public Folder Store (MAIN	Browse
Offline address list:	
Default Offline Address List	Browse
Archive all messages sent or received by mailboxes on the	is store
	Browge
 Clients support S/MIME signatures Display plain text messages in a fixed-sized font 	
OK Cancel Apply	Help

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).

No Journaling Properties	×
General Datative Limits Full-Text Indexing Details Policies	
Exchange database:	
C:\Program Files\Exchsrvr\mdbdata\No Journaling5.edb	
C Exchange streaming database:	
C:\Program Files\Exchsrvr\mdbdata\No Journaling5.stm Browse	
Maintenance interval:	
Run daily from 1:00 AM to 5:00 AM	
Time of last full backup:	
Time of last incremental backup:	
Do not mount this store at start-up	
☐ <u>I</u> his database can be overwritten by a restore	
d OK Cancel Apply Help	

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.

😤 Exchange System Manager	
🔁 Eile Action View Window Help	_B×
	1 II
First Organization (Exchange)	No Journaling
Ecipients	Name
🖻 💼 Administrative Groups	There are no items to show in this view.
📄 🍥 First Administrative Group	
Servers MAIN2 Main2 Main2 Main2 Main2 Main2 Main2 Mainbox Store (MAIN2) Deblic Folder Store (MAIN2) Deblic Folder Store (MAIN2) Deblic Folder Store (MAIN2)	
Second Storage Create F	ull-Text Index
Enderson Protocols Start Inc	remental Population
Elders Start Fu	Population
H- Tools Pause P	opulation
Stop Pop	pulation
All Tasks	•
Mounts this store <u>V</u> iew	

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.

🍜 Active Directory Users and Comp	outers		
🥪 Eile Action <u>V</u> iew <u>W</u> indow <u>H</u>	elp		_ _ 8 ×
	n 🕅 🖮 🖓 🍕 🐂		
Active Directory Lisers and Computer			
E Saved Oueries	OSERS 54 ODJECUS		
E a caree caree	Name	Туре 🛆	Description
📋 🔆 💼 Builtin	distro	Distribution Gro	
🗄 🖷 Computers	finance	Distribution Gro	
🕀 🙆 Domain Controllers	Cert Publishers	Security Group	Members of this group are
🗄 💼 ForeignSecurityPrincipals	2 DnsAdmins	Security Group	DNS Administrators Group
Usi Delegate Control	Exchange Enterprise Servers	Security Group	Microsoft Exchange Enter
Find	HelpServicesGroup	Security Group	Group for the Help and Su
	IIS_WPG	Security Group	IIS Worker Process Group
New	Computer	Security Group	Servers in this group can
All Tas <u>k</u> s	Contact	Security Group	Members of this group ha
View	Group	Security Group	DNS clients who are permi
Now Window from Hor	InetOrgPerson	Security Group	Designated administrators
	Query-based Distribution Group	Security Group	All workstations and serve
Export List	MSMQ Queue Alias	Security Group	All domain controllers in th
	Printer	Security Group	All domain guests
	User	Security Group	All domain users
	😼 Shared Folder	Security Group	Designated administrators
	Exchange Domain Servers	Security Group	Microsoft Exchange Domai
	Group Policy Creator Owners	Security Group	Members in this group can
	Schema Admins	Security Group	Designated administrators
	Aaron Seyler	User	•
Create a new object			

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).

New Object - Contact	×
Create in: exch2k3std.local/Users	_
a 🔽 Create an Exchange e-mail address	
Alias:	
JournalingArchive	
E- <u>m</u> ail: C	
Modify	
Associated Administrative Group:	
First Organization/First Administrative Group	
	-
< <u>₿</u> ack <u>N</u> ext> Cancel	

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.

Internet Address Properties	? ×
General Advanced	
E-mail address:	me@acme.com
OK	Cancel Apply Help

 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).

Internet Address Properties	? ×
General Advance	1
Override Internet Mail Service settings for this recipient	
Message Body	
C Include both Plain Text and HTML	
C <u>P</u> lain Text/UUEncode	
Attachment format for Macintosh files	
BINHEX	
d OK Cancel Apply He	alp



Note

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

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).

New Object - Contact 🛛 🗙
Create in: exch2k3std.local/Users
Create an Exchange e-mail address
SMTP:local-acme@acme.com Modify
Agsociated Administrative Group:
First Organization/First Administrative Group
h
< <u>B</u> ack Next > Cancel

9. Click Finish.

New Object - Contact	×
E Create in: exch2k3std.local/Users	
When you click Finish, the following object will be created:	
Full name: Journaling Archive	<u> </u>
	<u>_</u>
< <u>B</u> ack Finish	Cancel

10. You have successfully created a custom recipient.

Create journaling user mailbox

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

To create a new User Mailbox, follow these steps:

1. Right click on 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 (a). Click Next (b).

New Object - User		×
Create in:	exch2k3ent.local/Users	_
Eirst name:	Journaling Initials:	
Last name:	Mailbox	
Full n <u>a</u> me:	Journaling Mailbox	
<u>U</u> ser logon name: journalingmailbox	@exch2k3ent.local	
User logon name (pre	<u>-W</u> indows 2000):	
EXCH2K3ENT\	journalingmailbox	
	b	-
	< Back Next > Cancel	

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

New Object - User 🛛 🔀
Create in: exch2k3ent.local/Users
Password:
User must change password at next logon
User cannot change password
Password never expires b
Account is disabled
C
< <u>B</u> ack <u>N</u> ext> Cancel

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)**.

New Object - User
Create in: exch2k3ent.local/Users
Create an Exchange mailbox
Alias:
journalingmailbox b
Server:
First Organization/First Administrative Group/MAIN2
Mailbox S <u>t</u> ore:
First Storage Group/Mailbox Store (MAIN2)
First Storage Group/Mailbox Store (MAIN2) First Storage Group/No Journaling
d
< <u>B</u> ack <u>N</u> ext> Cancel

5. Click Finish.



6. You successfully created a new User Mailbox.



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).

Gave and Close &	2) Help
е	
Rule Name (optional)	Journaling Archive
When a message arrives	
Where the	
From field contains	
Subject contains	
Importance is	Any 💌
Sent to	
People or Distribution List	
Or is	Sent only to me
Then	
O Move it to the <u>specifi</u>	<u>ed</u> folder
C Copy it to the <u>specifi</u>	ed folder C
🖸 Delete it	
Forward it to	
b	Keep a copy in my Inbox
~	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

 Open the Exchange System Manager window by selecting Start > All Programs > Microsoft Exchange > System Manager. 2. In the left-hand menu, right-click Connectors.

🖺 Exchange System Manager			
🔁 Eile Action <u>V</u> iew <u>W</u> indow	Help		_ 뭔 ×
← → 🗈 🖬 🙆 😫 😫	•		
First Organization (Exchange)	Connectors		
	Name	Туре	Last Modified
Elipients	Si Outgoing	SMTP Connector	9/22/2010 4:34 PM
Ultgoing			
🗄 🕀 📴 Tools			
E ⊕ → Eolders			
	•		► I

3. Select New and then select SMTP Connector.

😤 Exchange System Manager				
🔁 Eile Action View Window	Help			<u>_8×</u>
← → 🗈 🖬 🖻 😫 🖆	2			
First Organization (Exchange)	Conne	ctors		
	Name		Туре	Last Modified
• Servers	🐉 Out	:going	SMTP Connector	9/22/2010 4:34 PM
E-		CUTD Conceptor		
IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	► Here	SMTP Connector TCP X.400 Connector X25 X.400 Connector		
Refresh Export List		Dirsync Requestor Dirsync Server		
Help				
	1			
Creates a new SMTP Connector.				

4. 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).

Properties ? 🗙
Address Space Connected Routing Groups Delivery Restrictions Content Restrictions Delivery Options Advanced Details General
Name: Journaling Archive
O Use DNS to route to each address space on this connector Forward all mail through this connector to the following smart hosts
Local bridgeheads:
Server Virtual Server
Add <u>R</u> emove
Do not allow public folder referrals
OK Cancel Apply Help

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

Properties	? ×
Address Space Conr Content Restrictions	nected Routing Groups Delivery Restrictions Delivery Options Advanced Details General
<mark>`∭</mark> ame:	Journaling Archive
C Use DNS to route to e Eorward all mail throug Local bridgeheads: a	ach address space on this connector In this connector to the following smart hosts
Server	Virtual Server
Add Berno	ove der referrals
OK	Cancel Apply Help

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.

A	dd Bridgehead	
	5MTP virtual server instances:	
	Server	Virtual Server
Ç	MAIN1	Default SMTP Virtual Server
	*	
	OK.	Cancel Help

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

Properties ? X
Content Restrictions Delivery Options Advanced Details a General Address Space Connected Bouting Groups Delivery Bestrictions
Create, modify, or remove an address space.
Type Address Cost
h
Add Modify <u>B</u> emove
Connector scope
C Routing group
Allow messages to be relayed to these domains
OK Cancel Apply Help

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

Add Addre	ss Space				? ×
<u>S</u> elect an	address type	c			
SMTP X400 MS CCMAIL NOTES GWISE Other					
	\subset	ОК	Cancel	F	lelp

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.



Internet Address Space Properties	? ×
General	
и смтр	
a E-mail domain: Address Space provided to you	
b Cost. 1	
OK Cancel Apply Help	

10. Your new Address Space displays in the Properties window. Only this item should be selected in the Address Space field.

Properties ? X
Content Restrictions Delivery Options Advanced Details General
Address Space Connected Routing Groups Delivery Restrictions
Create, modify, or remove an address space.
Type Address Cost
SMTP acme.com 1
A <u>d</u> d <u>M</u> odify <u>R</u> emove
Connector scope
Entire organization
C Routing group
Allow messages to be relayed to these domains
OK Cancel Apply Help

In the Properties window, click the Advanced tab (a). Click Outbound Security (b).

Properties ? X
General Address Space Connected Routing Groups Delivery Restrictions Content Restrictions Delivery Options Advanced Details Send <u>H</u> ELO instead of EHLO Qutbound Security © Do got send ETRN/TURN when sending messages Additionally request mail at specified times © Reguest ETRN/TURN from different server Server:
Connection time: Run daily at 11:00 PM Customize Specify how to request that remote servers dequeue mail Issue ETRN Domains Issue TURN (Requires Basic or Windows security)
OK Cancel <u>Apply</u> Help

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.

Outbound Secu	rity	×
Anonymous	access	
No user nar	ne or password required	
C <u>B</u> asic authe	ntication (password is sent in clear text)	
User:	<u>M</u> odify	
○ <u>I</u> ntegrated \	Vindows Authentication	
The client a Interface.	nd server negotiate the Windows Systems Security Provider	
Account:	M <u>o</u> dify	
ILS encryp	tion OK Cancel <u>H</u> elp	

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

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

😤 Exchange System Manager			
🔁 Eile Action View Window	v <u>H</u> elp		_8×
	P 🗉		
First Organization (Exchange)	Connectors		
Hereinian Global Settings	Name	Туре	Last Modified
English Servers		SMTP Connector	9/22/2010 4:34 PM
	📳 Journaling Archive	SMTP Connector	10/20/2010 10:17 A
Journaling Archive	1		
	1		
	1		
	1		
	1		
	1		
	1		
l			
		J	



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.

Norvices				_	
<u>File A</u> ction <u>V</u> iew	Help				
+ → 🔃 😭 🗟) 🗟 😫 🖬 🕨 🔳 💵				
Services (Local)	Services (Local) Resta	rt Service			
	Simple Mail Transfer Protocol	Name A	Description	Status	
	(SMTP)	🎇 Protected Storage	Protects st	Started	
	Chan the semilar	Remote Access Aut	Creates a		
	Pause the service	Remote Access Co	Creates a	Started	
	Restart the service	🎇 Remote Desktop H	Manages a		
		Remote Procedure	Serves as t…	Started	
	Description:	Remote Procedure	Enables re		
	Transports electronic mail across the	🎇 Remote Registry	Enables re	Started	
	network	🎇 Removable Storage	Manages a		
		Resultant Set of Po	Enables a		
		Routing and Remot	Offers rout		
		🎇 Secondary Logon	Enables st	Started	
		Security Accounts	The startu	Started	
		Server 🖓	Supports fil	Started	
		Shell Hardware Det	Provides n	Started	
		Simple Mail Transfe	Transports	Started	
		Sternet Card	Managera		١Č
	Evtended Standard				
J					

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.

🚔 Exchange System Manager	
🔁 Eile Action <u>V</u> iew <u>W</u> indow <u>H</u> elp	_ B ×
← → 🗈 🔟 🐰 🖻 🗡 🖆 😫 😫	
 First Organization (Exchange) Global Settings Recipients Administrative Groups First Administrative Group First Administrative Group First Storage Group Folder Store (MAIN2) Folders Tools 	First Storage Group
Opens the properties dialog box for the current selection.	Help

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)

Mailbox Store (MAIN2) Propertie	5	? ×
Details F General Database	Policies Limits	Security Full-Text Indexing
Mailbox Store (MAIN2)		
Default public store:		
MAIN2\First Storage Group\Publ	ic Folder Store (MAIN2) Browse
Offline address list:		
Default Offline Address List		Browse
Archive all messages sent or re	ceived by mailb	oxes on this store
		Browse
☑ <u>C</u> lients support S/MIME signat	ures	N
🔲 Display <u>p</u> lain text messages in .	a fixed-sized fon	t D
	1	

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

Select Recipient	? ×
<u>S</u> elect this object type:	
User or Other object	<u>O</u> bject Types
Erom this location:	
Entire Directory	Locations
Enter the object name to select (examples):	
Journaling Mailbox	<u>C</u> heck Names
1	
Advanced	OK Cancel

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

Mailbox Store (MAIN2) Properties	? ×
Details Policies General Database Limits Full-	Security Text Indexing
Mailbox Store (MAIN2)	
 Default public store:	
\MAIN2\First Storage Group\Public Folder Store (MAIN2)	<u>B</u> rowse
Offline address list:	
Default Offline Address List	Bro <u>w</u> se
Archive all messages sent or received by mailboxes on the second seco	his store
Journaling Mailbox	Browse
Clients support S/MIME signatures	
Display plain text messages in a fixed-sized font	
OK Cancel Apply	Help



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

🖺 Exchange System Manager			
🔁 Eile Action View Window	Help		_8×
← → 🗈 🖬 🕹 😫	•		
膏 First Organization (Exchange)	Recipient Policies		
E Global Settings	Name	Priority	Last Modified
E Details Templates	🔊 Default Policy	Lowest	11/18/2009 7:57
🕀 🚞 Address Templates			
H All Address Lists			
🕀 🛅 Offline Address Lists			
🕀 泣 Recipient Update Servic			
Administrativ	<u>R</u> ecipient Policy		
Tools View	•	c	
New <u>W</u> indo	w from Here		
Refresh			
Export List.			
Help			
	•		F
Create a new 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** for the policy Name (a). Under **Filter rules**, click **Modify (b)**.

Properties	? ×
General Mailbox Manager Settings (Policy) Details	
Mame: a Journaling Archive	\supset
<u>Filter rules:</u>	
	<u> </u>
	-
Modify	
b	
OK Cancel Apply	Help

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)**.

🍕 Find Exchange Recipients	
<u>E</u> ile <u>E</u> dit <u>V</u> iew <u>H</u> elp	
Find: Exchange Recipients a	
General Storage Advanced	
Field Display Name Condition: Value: Display Name Starts with Journaling Mailbox	Find Now Stop
Condition List:	<u>C</u> lear All
<add above="" criteria="" from="" list="" this="" to=""></add>	ОК

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.**

🍕 Find Exchange Recipients	
<u>Eile Edit Vi</u> ew <u>H</u> elp	
Find: Exchange Recipients	
General Storage Advanced	b
Field	Find Now
	Stop
Condition List:	<u>C</u> lear All
Display Name Starts with Journaling Mailbox	X
	ок

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.

Eile Edit View Help	ts		
Fin <u>d</u> : Exchange Recipients		T]
General Storage Advance	ced		
Field -	Condițion:	Valge:	Find Now Stop
Condition List:		Add <u>R</u> emove	<u>C</u> lear All
Display Name Starts wi	th Journaling Mailbo	×	
Name Alias		Internet E-Mail Address	
2 Journaling Mailbox journ	ialingmailbox	journalingmailbox@loexch03e	nt.com
1 hande) faund			
1 icem(s) round			14

 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).

Properties		? ×	
General Mailbox Manager Settings (Policy) Details			
When processing a mailbox:			
Delete Immediately		<u> </u>	
a For each folder, process messages that	exceed the size	and age limit.	
Folder	Age (days)	Size (KB) 🔺	
🗖 Calendar	30	1024	
🗖 Tasks	30	1024	
Journal	30	1024	
L Contacts	30	1024	
D Notes	30	1024	
Veleted Items	30	1024	
System Cleanup	30	1024	
All Other Mail Folders	30	1024	
Add Edit	emove	✓ Message Cystomize	
OK Cance		y Help	

 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.

? X
Cancel

- 10. 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**.
- 11. 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)**.

MAIN2 Properties
Diagnostics Logging Public Folder Referrals Details Directory Access RPC-HTTP Policies Security Full-Text Indexing Monitoring General Locales Mailbox Management Start mailbox management process: Use custom schedule Customize Run Saturday at Midnight Image: Custom schedule Image: Customize Never run Use custom schedule Image: Custom schedule Administrator: Image: Custom schedule Image: Custom schedule
OK Cancel Apply Help

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 neccessary 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:

- 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**.

😤 Exchange System Manager			
Eile Action View Window ← → 1 € 10 12 12 12 12 12 12 12 12 12 12 12 12 12	v Help		X
First Organization (Exchange)	Internet Message Forma	ts	
Global Settings	Name	Domain	Modified
Message Delivery	<u>N</u> ew ►	<u>D</u> omain	10/15/2009 2:25 AM
	⊻iew New <u>W</u> indow from Here		
. Tools	Refresh Export <u>L</u> ist		
	P <u>r</u> operties		
	Help		
Creates a new Domain Node.			

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).

Properties ?	×
General Message Format Advanced Details	
Bame: Enter a Name for the domain	
SMTP domain:	
Enter address space	
OK Cancel <u>A</u> pply Help	1

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).

acme.com Properti	ies	? ×
General Message	Format Advanced Details	
A Message encod MIME D Provide C Provide C Both C UUEncode	message body as plain text message body as HTML Hex for Macintosh	
Character sets-		
MIM <u>E</u> :	US ASCII	•
<u>N</u> on-MIME:	US ASCI	•
	DK Cancel <u>A</u> pply	Help

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).

acme.com Properties	? ×
General Message Format Advanced Details	
Exchange rich-text format	_
C Always use	
C Determined by individual user settings	
Message text word wrap	— II
Never use	
C Uge at column: 77	
Allow out of office responses	
Allow automatic replies	
Allow automatic forward	
Allow delivery reports	
Allow non-delivery reports b	
Preserve sender's display name on message	
OK Cancel Apply H	elp

6. Click **OK** to close the Properties window. You have successfully disabled nondelivery 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.



1. Open the Exchange System Manager window by selecting Start > All Programs > Microsoft Exchange > System Manager. 2. 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).

🚔 Exchange Syst	item Manager 📃 🗖	×
🔁 Eile Action	<u>Vi</u> ew <u>W</u> indow <u>H</u> elp	×
⇐ ⇒ 🗈 🖬		
🚔 First Organizati	ion (Exchange) MATN1	
🗄 📴 Global Setti	ings Name Modified	=
	A Boundary Marine Andrea	
EI MAIN1	Charle Mailleau Magazaran Discours	
E Connectors		
	Cu <u>t</u>	
	Refresh	
	Export List	
b	Properties	
	Help	
Opens the propertie	es dialog box for the current selection.	

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

MAIN1 Properties		? X
Diagnostics Logging Public Fo General Loca RPC-HTTP Policies Se Configure and view the status of server.	lder Referrals Deta les Mai curity Full-Text In the resources to be n	ails Directory Access box Management Idexing Monitoring monitored on this
Name	Warning state	Critical state
Default Microsoft Exchan		Stopped
Agg Hemove Disable all monitoring of this	server.	Herresh
ОК	Cancel <u>A</u> p	ply Help

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



5. 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**.

SMTP Queue Thresholds	×
Set thresholds for continuous queue growth.	
☑ <u>C</u> ritical state (minutes):	180
Current queue growth (minutes):	
OK Cancel	Help

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

🐂 Exchange System Manager 📃	
😤 Eile Action View Window Help	Ð×
First Organization (Exchange) Notifications	
Global Settings Name Monitored Items Action	
Final Servers There are no items to show in this view.	
Connectors	
Monitoring and Status	
Notifications	
Catus New E-mail notification	
Mailbox Recovers	
E-i Folders New Window from Here	
Refresh	
Crosto a pow o mail patification	

- 7. Enter the following details into the **Properties** window:
 - a. Enter Name of your Server into the Monitoring server field (a).
 - b. 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" dropdown 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.

Properties	? ×
E-mail	
a Monitoring server:	1
Select	t
D <u>S</u> ervers and connectors to monitor:	
This server Customi	ze
C Notify when monitored items are in:	
Critical state	
d <u>Io</u> <u>C</u> c e E-mail server	
Subject: %TargetInstance.ServerStateString% on %Target	tinstan
%TargetInstance.Name% has reported a %TargetInstance.ServerStateString%.Reported status is: Queues - %TargetInstance.QueuesStateString% Drives - %TargetInstance.DisksStateString% Services - %TargetInstance.ServicesStateString%	×
OK Cancel Apply	Help

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.

🍇 Services				_	
<u>File Action V</u> iew	Help				
← → 💽 💕 🗟) 🗟 😰 🖬 🕨 = 🗉 파				
Services (Local)	Services (Local)	rt Service			
	Simple Mail Transfer Protocol	Name 🔺	Description	Status	
	(SMTP)	🎇 Protected Storage	Protects st	Started	
	Chara blas annu dan	🎇 Remote Access Aut	Creates a		
	Pause the service	🎇 Remote Access Co	Creates a	Started	
	Restart the service	🎇 Remote Desktop H	Manages a		
		🎇 Remote Procedure	Serves as t…	Started	
	Description:	🎇 Remote Procedure	Enables re		
	Transports electronic mail across the	🎇 Remote Registry	Enables re	Started	
	network	🎇 Removable Storage	Manages a		
		🆓 Resultant Set of Po	Enables a		
		🎇 Routing and Remot	Offers rout		
		🆓 Secondary Logon	Enables st	Started	
		🆓 Security Accounts	The startu	Started	
		🆓 Server	Supports fil	Started	
		Shell Hardware Det	Provides n	Started	
		Simple Mail Transfe	Transports	Started	
		1 Conset Courd	Managera		التي م
	Extended Standard	<u> </u>			<u> </u>
1					

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



- 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

 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** that contains the mailboxes 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** in the drop-down menu.

🚔 Exchange System Manager		
🔁 Eile Action <u>V</u> iew <u>W</u> indow <u>H</u> elp		_8×
← → 🗈 📧 🐰 🖻 🗙 🖆 🔂 😫	2 📧	
 First Organization (Exchange) Global Settings Recipients Administrative Groups Servers MAIN2 Servers First Storage Group First Storage Group First Storage Public Folder Store (MAIN2) Second Storage Protocols Connectors Folders 	First Storage Group	Dismount Store Create Full-Text Index Start Incremental Population Start Full Population Stop Population All Tasks New Window from Here Cut Copy Delete Rename Refresh
Opens the properties dialog box for the current selection.		Help

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).

MAIN1 Properties	? ×
Diagnostics Logging Public Folder Referrals General Locales RPC-HTTP Policies Security Full-T	Details Directory Access Mailbox Management ext Indexing Monitoring
Configure and view the status of the resources t server.	o be monitored on this
Name Warning st	ate Critical state
Default Microsoft Exchange Stopped	
SMTP Queues growth period	180 min
Add C <u>Remove</u> Detail	I Refresh
OK Cancel	Apply Help



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

 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)**.

😤 Exchange System Manager			
🔁 Eile Action View Window	Help		_ _ _ _ _ _ _
← → 🗈 🖬 🗙 📽 🗟	1 😫 💵		
First Organization (Exchange)	Internet Message Formats		
	Name	Domain	Modified
A Message Delivery	advisormail	acme.com	Delete
Mobile Services Recipients		b 🥕	Rename
🗄 🛅 Administrative Groups		~	P <u>r</u> operties
🗄 🛄 Tools			Help
Deletes the current selection.	,		

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



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

Turn off mailbox management schedule



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

🖺 Exchange System Manage	er			
🔁 File Action View Window Help				
⇐ ⇒ 🔁 🖬 👗 🖻	📽 🖻 🖻 😫 🖬			
🔁 First Organization (Exchange	MAIN2			
☐ ⊕ ·· 泣 Global Settings	Name	Modified		
Administrative Groups				
📄 😳 First Administrative G	aro Prist Storage Group			
	hauk Mailhau Managarah Duanan			
E Connectors	cart Mailbox Management Process			
Eleft Here Here Here Here Here Here Here Her	jew 🕨 🕨			
N N	jew 🔹 🕨 🕨			
	[opy			
R	tefresh			
E	xport List			
	roperties			
Opens the properties dialog				

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)**.

MAIN2 Properties			? ×
Diagnostics Logging RPC-HTTP Polic General a	Public Folder Ref ies Security Locales	errals Details Dir Full-Text Indexing Mailbox Man	ectory Access Monitoring agement
Start mailbox manage Use custom schedul Run Saturday at Mid Run Sunday at Midn Never run Use custom schedul	ment process: e night ight e		Qustomize
Administrator:			Browse
рбок	Cancel	<u>Apply</u>	Help

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).

😤 Exchange System Manager					
💁 Eile Action <u>V</u> iew <u>W</u> indow	<u>H</u> elp				_ ð ×
⇐ ⇒ 🗈 📧 🗙 😭 👌	🖹 😫 💵				
First Organization (Exchange)	Recipient Policies				
E-Global Settings	Name		Priority		Last Modified
Details Templates Address Templates Address Lists Ald Global Address Lists Ald Global Address Lists Offline Address Lists	Journaling Archive	b	1 2 Lowe	Change property pages Apply this policy now All Tas <u>k</u> s	15/2010 8:13 15/2010 1:24 18/2009 6:57
Recipient Lindate Servic English Recipient Policies Administrative Groups				<u>D</u> elete Rena <u>m</u> e Re <u>f</u> resh	c
🗄 💼 Tools				Properties	
				Help	
	•				
Deletes the current selection.					

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



4. You have successfully removed the Mailbox Management policy.

Deactivate journaling

1. 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).

Ma	ilbox Store (N	1AIN1) Prope	rties		? ×	
	Details General	Database	Policies Limits	 Full	Security Text Indexing	
	Jailt Mailt	oox Store (MAIN	1)			
	Default public s	tore:				
	MAIN1\First 9	Storage Group\F	Public Folder S	tore (MAIN1)	Browse	
	<u>O</u> ffline address	list:				
а	Default Offline	Address List			Bro <u>w</u> se	
Č	Arc <u>h</u> ive all i	messages sent (or received by I	mailboxes on t	this store	
					Browse	
	Clients supp	oort S/MIME sig	inatures			
	🔲 Display <u>p</u> lai	n text messages	s in a fixed-size	d font		
	pC	ОК	Cancel	Apply	Help	

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

😤 Exchange System Manager 📃 🗆 🗙					
🔁 File Action View Window Help					
) F		,		
First Organization (Exchange)	Connectors				
	Name	Туре	Last Modified		
	💱 Journaling Archive	SMTP Connector	11/1/2010 11:09 AM		
	💱 Outgoing	SMTP Connector	9/22/2010 3:34 PM		
 Dournaling Archive Outgoing Tools Folders 	4				
		J			

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

🔮 Exchange System Manager				
🔁 Eile Action View Window	<u>H</u> elp			_8×
	2			,
First Organization (Exchange)	Connectors			
Him Global Sectings	Name	Тур)e	Last Modified
E Servers d	Journaling A	rchive SM1	TP Connector	11/1/2010 11:09 AM
Connectors	SlOutgoing	Disallow public folder i	referrals	9/22/2010 3:34 PM
Journaling Archive		All Tas <u>k</u> s	•	
E Tools		New <u>W</u> indow from He	re	b
È ·· 📴 Folders		<u>D</u> elete		
		Rena <u>m</u> e		
		Refresh		
		P <u>r</u> operties		
		Help		
	•			Þ
Deletes the current selection.				

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

- 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 bowsing the default OU's it may have been created in.

🍕 Find Users, Contacts, and Gro	ups		
<u>File E</u> dit <u>V</u> iew <u>H</u> elp			
Find: Users, Contacts, and Groups	💌 I <u>n</u> : 🗊 exch2k3ent	•	Browse
Users, Contacts, and Groups Exc	hange Advanced		b
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🖉 Journaling Mailbox User	Danama		
	Rena <u>m</u> e Delete)	
c	Add to a group		
	Move		
	Exchange Tasks		
	Open Home Page		
	Send M <u>a</u> il		
•	Properties		Þ
Deletes the current selection.			1.

5. You have successfully removed the Journaling Mailbox.

Remove the journaling contact from active directory

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).

left Active Directo	ry Users and Computers			
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Active Directory	y Users and Computer exch2k3std.le	ocal 5 objects		
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	Find Connect to Domain Controller Qonnect to Domain Controller Rajse Domain Functional Level Operations Masters New All Tasks Yiew New Window from Here Refresh Export List Properties Help	b rollers ityPrincipals	DunicinDomain Container Organizational Container Container	Default container for upgr Default container for dom Default container for secu Default container for upgr
Find objects in the d	irectory.			

- 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.



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.

🍕 Find Users, Contacts, and Groups				
<u>File Edit View H</u> elp				
Fing: Users, Contacts, and Groups 💌 In:	exch2k3std		•	Browse
Users, Contacts, and Groups Exchange Adv	/anced			b Find Now
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C	Add to a group	D		
	Mo <u>v</u> e			
	Exchange Tasl	(S		
	Open Home Pa	age		
	Send mail			
•	Properties			Þ
Deletes the current selection.				1.

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. 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).

🚔 Exchange System Manager			
🔁 Eile Action <u>V</u> iew <u>W</u> indow Help			_ ð ×
	? №		
First Organization (Exchange) Global Settings Global Settings Administrative Groups Administrative Groups First Administrative Group First Administrative Group First Storage First Sto	No Journaling Name D	Create Full-Text Index Start Incremental Population Start Full Population Stop Population All Tasks • View • Delete Properties Help	
Mounts this store	-		

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.

Choose Directory For Extracted Files				
Choose Directory Fo	or Extracted Files			
C:\Documents and Settings\CSAdmin1\Desktop				
,			-	
01	Consel	Browne		
UK	Lancel	plomse		

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

🗁 C:\Documents and Settings\CSAdmin1\Desktop\Exejcfg 📃 🛛 🔀					
Eile Edit View Favorites Iools Help					
🕒 Back 👻 🕤 👻 🦻 🔎 Searc	th 🌔 Folders 🛛 🛛	🕸 🌶 🗙 🍤 🔛	•		
Address 🛅 C:\Documents and Set	tings\CSAdmin1\Des	ktop\Exejcfg		💌 🄁 Go	
Name 🔺	Size	Туре	Date Modified	Attributes	
Envelope Journaling.doc	501 KB	Wordpad Document	4/1/2004 5:26 PM		
🗐 eula.txt	14 KB	Text Document	4/1/2004 4:43 PM	A	
Exejcfg.exe	9 KB	Application	4/1/2004 11:59 PM	A	

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.



6. You have successfully removed the Advanced Journaling Configuration.



The removal of your Journaling Setup is now complete.