

REDDOXX

MSX-Agent Installation Guide

Version 1026

WWW.REDDOXX.COM

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This issue replaces all earlier ones and orients itself on the appliance with respect to naming.

1 Introduction

1.1 Purpose of this document

The purpose of this document is to make the MS Exchange Administrator familiar with all steps required to download, install and to configure the REDDOXX MSX Agent for email archiving.

1.2 Desired Audience

MS Exchange Administrators.

1.3 Major steps

- Configuring the MS Exchange Server for email archiving
- Installation and configuration of the REDDOXX MSX Agent
- Configuration of the REDDOXX Appliance

2 Configuring MS Exchange Server

2.1 Prerequisites

Before configuring MS Exchange Server for archiving, make sure that the following prerequisites are met:

NOTE

Latest Windows service packs and updates must be installed on every Microsoft Exchange Server according to the respective server version.

The Exchange Server may use only one network interface card and only one configured IP address.

MS Exchange 2000 Server

- MS Exchange Server 2000 Service Pack 3, MS Exchange 2000 Post-Service Pack 3 (SP3) Rollup Patch 6487.1 and Update Rollup for Exchange 2000 (KB870540)

MS Exchange Server 2003

- MS Exchange Server 2003 Service Pack 2

MS Exchange Server 2007

- MS Exchange Server 2007 Service Pack 1
- The Microsoft Exchange Server MAPI Client and Collaboration Data Objects component must be downloaded and installed on MS Exchange Server 2007.

Nur unter Windows 2008 Server erforderlich

- Deactivate IPv6 in the settings of your network interface.
- Create under the Registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip6\Parameters
a field named **DisabledComponents** of type **DWORD** (32-bit) and enter the value **HxFF** (255).
- Reboot the machine.

REDDOXX Appliance

- Build version 1026 must be installed

NOTE

If you want to post archive mailboxes you need to have enough free disk space, for minimum the size of the mailbox to store it temporary locally.
We recommend archiving mailboxes one after one.

2.2 Configuring journaling email archiving

The Configuration of the MS Exchange Server for journaling email archiving consists of the following tasks:

1. Installing and enabling MS Exchange envelope journaling on every MS Exchange Server to enable the MS Exchange email archiving.

NOTE

This task is not required on MS Exchange Server 2007, since MS Exchange envelope journaling is installed and enabled by default.

2. Creating a new journaling mailbox with a new user.
3. Setting the journaling mailbox for every mailbox store.
4. Setting Permissions for the Journaling Mailbox User.
5. Setting the journaling mailbox user account for the REDDOXX MS Exchange email agent.

IMPORTANT

If a new mailbox store is added to the MS Exchange Server, it must be configured to use the configured journaling mailbox. Additionally, the REDDOXX MSX Agent must be configured to run as a local service on the MS Exchange Server and the REDDOXX MS Exchange agent configuration file must be adjusted.

2.2.1 Installing and Enabling Microsoft Exchange Server Envelope Journaling

Installing and enabling MS Exchange Server Envelope Journaling is required only on MS Exchange 2000 Server or on MS Exchange Server 2003. On MS Exchange Server 2007, it is installed and enabled by default. To install and enable Microsoft Exchange Server envelope journaling:

1. Download the Microsoft Exchange Server envelope journaling module `Exejcfg.exe` from the following url:
<http://www.microsoft.com/downloads/details.aspx?familyid=e7f73f10-7933-40f3-b07e-ebf38df3400d&displaylang=en>
2. Double-click the downloaded file to extract it.
3. Open a Command Prompt Window and change to the directory where you want to have the files extracted to.
4. Enable the envelope journaling by running the following command:
`Exejcfg.exe -e`
5. Check if the command responds a successful operation (successfully enabled)

2.2.2 Creating a Journaling Mailbox for MS Exchange Server 2000 / 2003

1. Log on to the MS Exchange Server system as the domain administrator.
2. On the MS Exchange Server system, click **Start**, select **Programs**, select **Administration** and then click **Active Directory Users and Computers**.
3. In the **Active Directory Users and Computers** console, expand the domain and select **Users**.

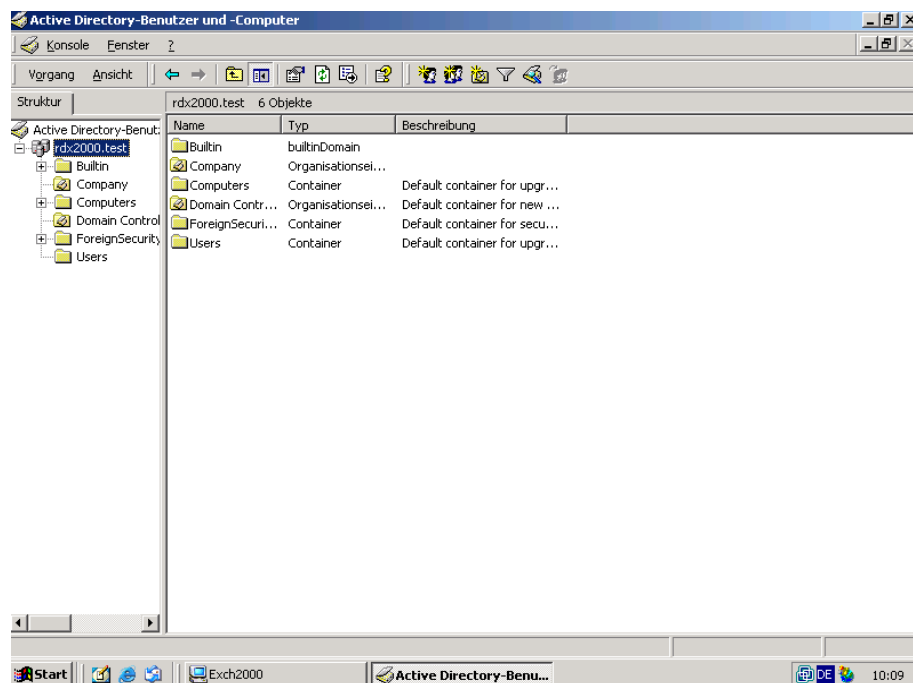


Illustration: Active Directory Users

4. From the **Action** menu, select **New** and then **User**.
5. In the **New Object – User** dialog, enter the name of the journaling mailbox user in the **First name** field (for example, REDDOXX MSX-Agent) and its username in the **User logon name** field (for example, REDDOXXMSXAgent).
6. Click **Next**.

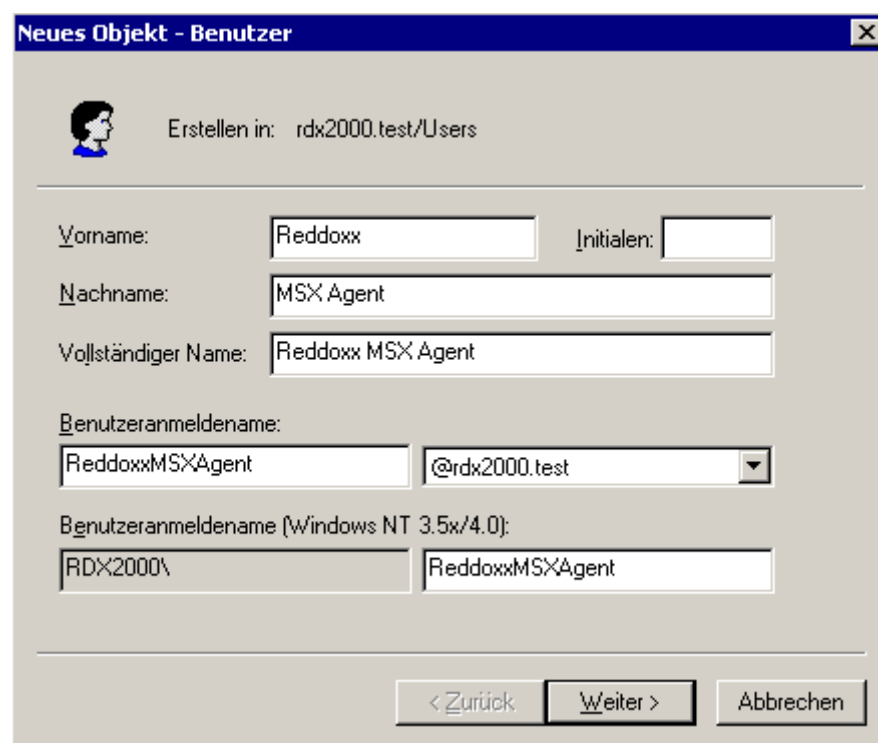
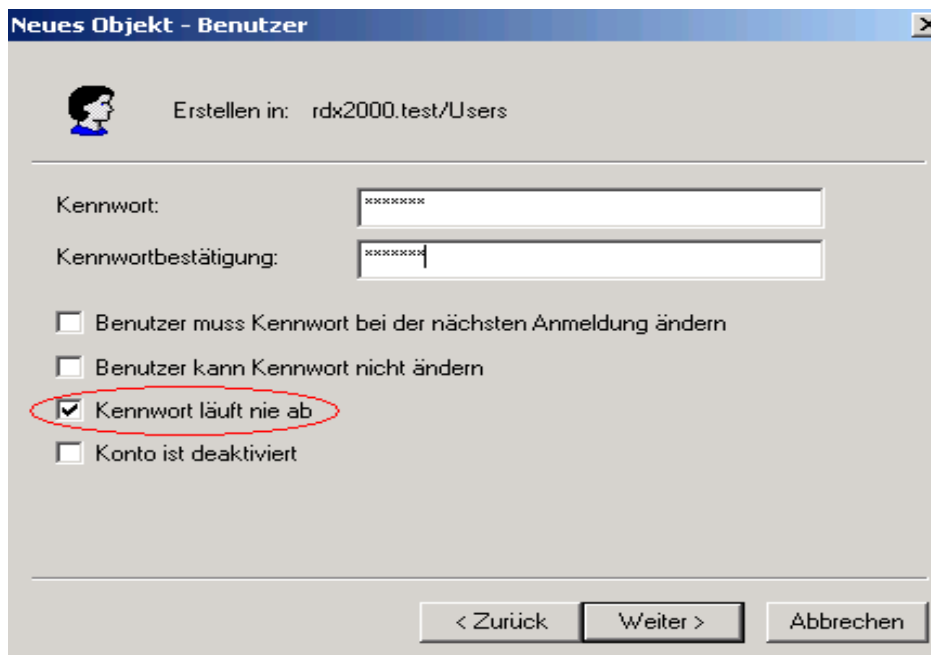


Illustration: New User

- Assign a password to the newly created user by typing the password in the **Password** field and retyping it in the **Confirm** password field. Make sure that the option **User must change password at Next logon** is **NOT** set and that the option **Password never expired** is set. Click **Next**.

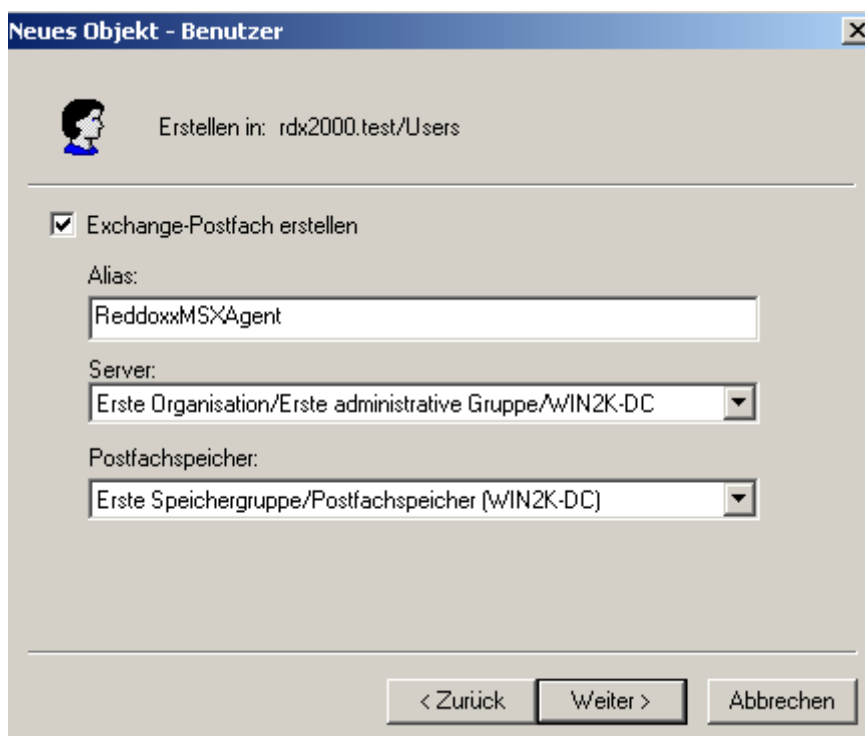


The screenshot shows a dialog box titled "Neues Objekt - Benutzer" with a close button (X) in the top right corner. Below the title bar, there is a user icon and the text "Erstellen in: rdx2000.test/Users". The main area contains two password input fields: "Kennwort:" and "Kennwortbestätigung:", both containing masked characters. Below these fields are four checkboxes:

- Benutzer muss Kennwort bei der nächsten Anmeldung ändern
- Benutzer kann Kennwort nicht ändern
- Kennwort läuft nie ab (this checkbox is circled in red)
- Konto ist deaktiviert

At the bottom, there are three buttons: "< Zurück", "Weiter >", and "Abbrechen".

- Create a mailbox for the newly created user by selecting the option **Create an Exchange mailbox** and leaving the rest of the options selections as they are.
- Click **Next** and then **Finish**.



The screenshot shows the same dialog box "Neues Objekt - Benutzer" with the close button (X) in the top right corner. Below the title bar, there is a user icon and the text "Erstellen in: rdx2000.test/Users". The main area contains a checked checkbox: Exchange-Postfach erstellen. Below this checkbox are three input fields:

- Alias: ReddoxxMSXAgent
- Server: Erste Organisation/Erste administrative Gruppe/WIN2K-DC (dropdown menu)
- Postfachspeicher: Erste Speichergruppe/Postfachspeicher (WIN2K-DC) (dropdown menu)

At the bottom, there are three buttons: "< Zurück", "Weiter >", and "Abbrechen".

IMPORTANT

Do not change any of the properties for the newly created journaling mailbox user

2.2.3 Creating a Journaling Mailbox and MS Exchange Server 2007

1. Log on to the MS Exchange Server system as the domain administrator
2. On the MS Exchange Server system, click **Start** and click **Exchange Management Console**.
3. In the **Exchange Management Console**, expand **Recipient Configuration** and select **Mailbox**.

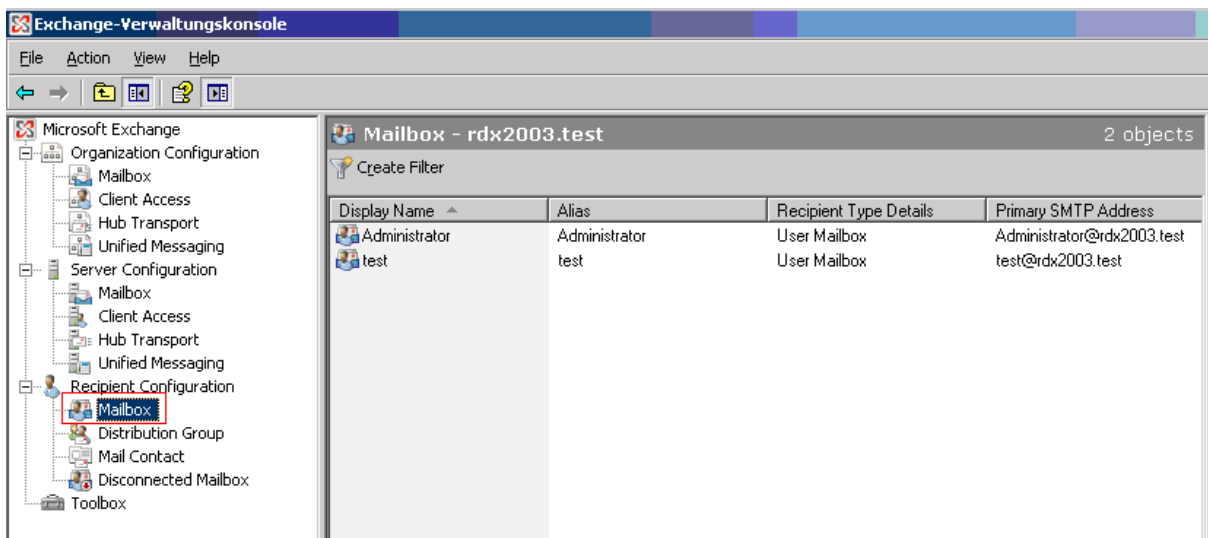


Illustration: Add New Mailbox

4. Under **Actions**, expand **Mailbox** and click **New Mailbox**.
5. In the **New Mailbox** wizard, select **User Mailbox**. Click **Next**.

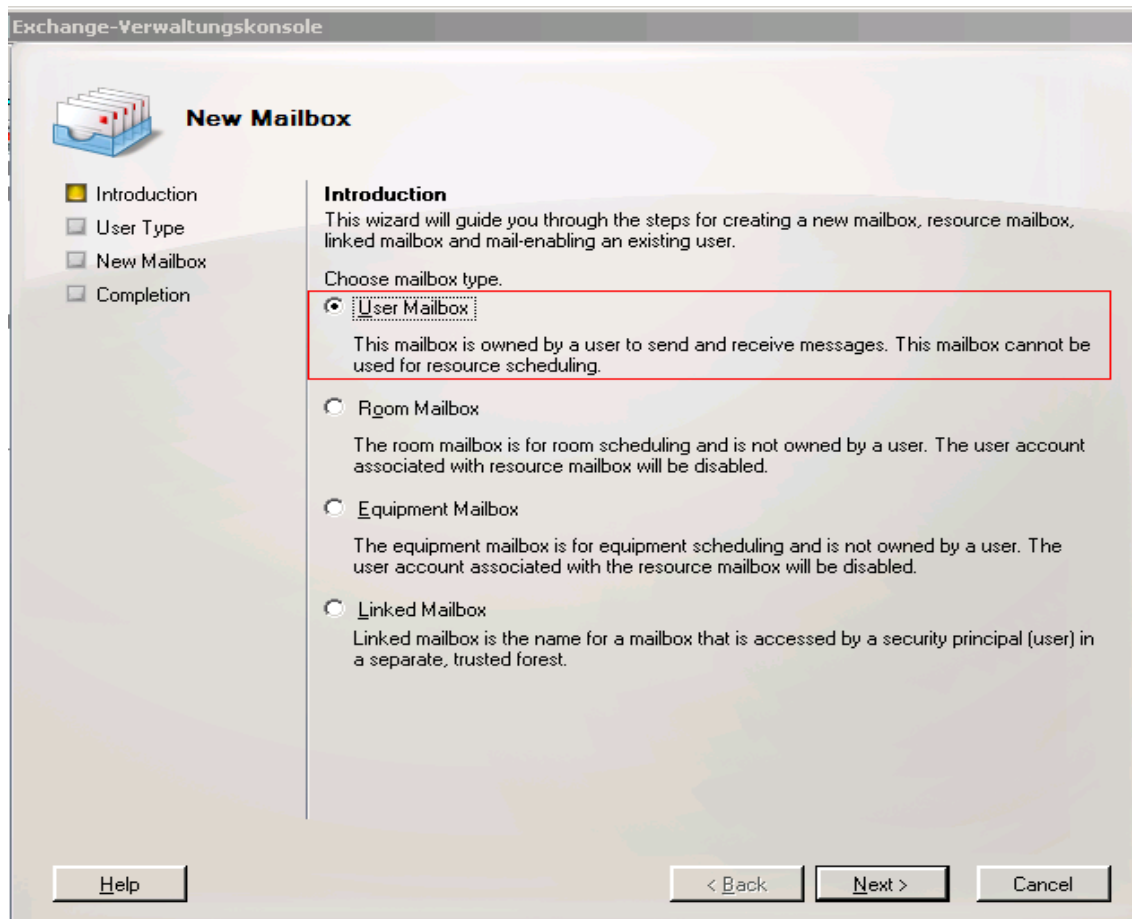


Illustration: New Mailbox Exchange 2007

6. Select **New user**. Click **Next**.
7. Click **Browse** to locate the domain. Enter the name for the MS Exchange Mailbox user in the **First name field** (for example, REDDOXX MSX-Agent) and its username in the **User logon name (User Principal Name)** field (for example, REDDOXXMSXAgent). Select the domain in the drop-down list. Assign a password to the newly created user by typing the password in the **Password** field and retyping it in the **Confirm password** field. Do not select the **User must change password at Next logon** option. Click **Next**.

New Mailbox

- Introduction
- User Type
- User Information
- Mailbox Settings
- New Mailbox
- Completion

User Information
Enter the user name and account information.

Organizational unit:
rdx2003.test/Users

First name: Reddoxx Initials: Last name: MSX Agent

Name:
Reddoxx MSX Agent

User logon name (User Principal Name):
ReddoxxMSXAgent @rdx2003.test

User logon name (pre-Windows 2000):
ReddoxxMSXAgent

Password: Confirm password:

User must change password at next login

Illustration: New Mailbox Exchng 2007 password

- Next to the **Mailbox database** field select a mailbox database on the MS Exchange Server which you are configuring. Leave the rest of the options as they are. Click **Next**.

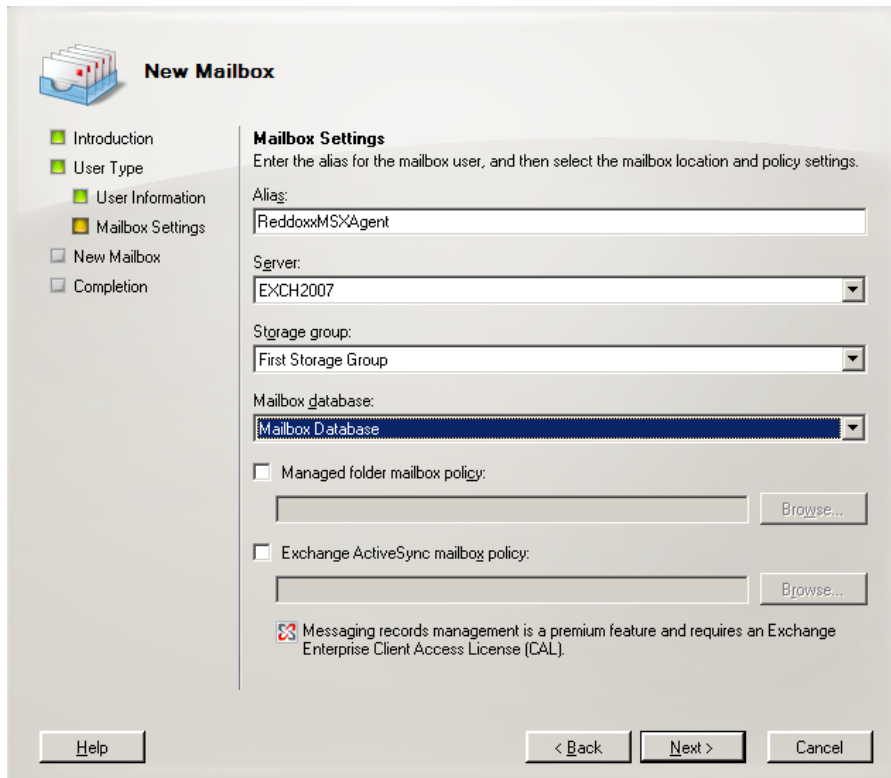


Illustration: New Mailbox Exchange 2007 Database

9. A setup summary is shown. Click **New**.

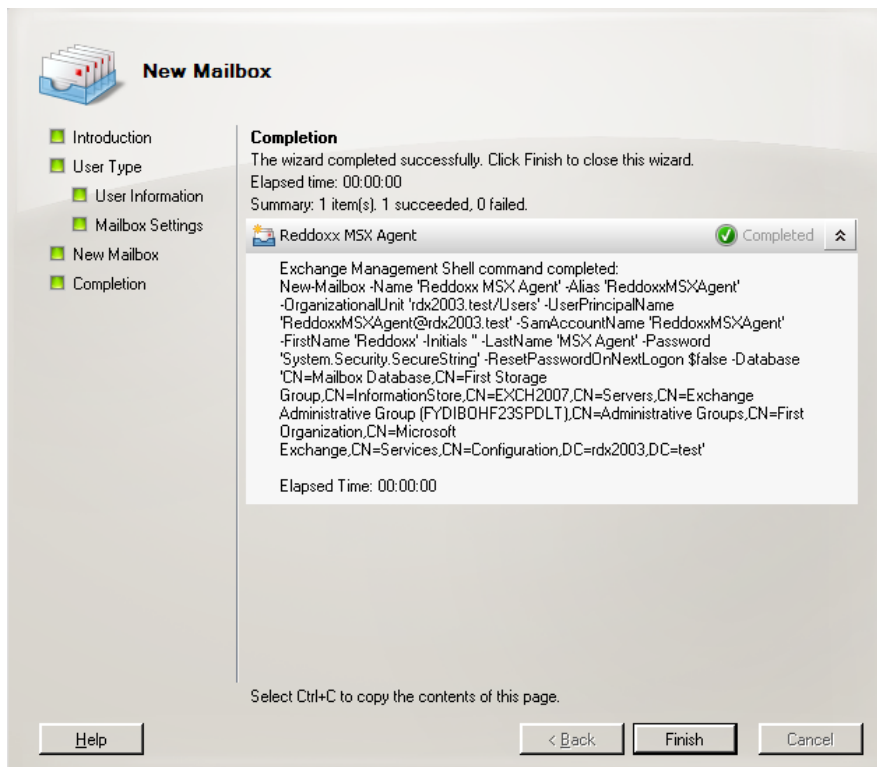


Illustration: New Mailbox Exchange 2007 Summary

10. Click **Finish**.

2.2.4 Setting the Journaling Mailbox for Mailbox Stores

2.2.4.1 Enabling the journaling mailbox for mailbox stores on MS Exchange Server 2000 / 2003

1. Log on to the MS Exchange Server system as the domain administrator.
2. On the MS Exchange Server system, click **Start**, click **Programs**, click **Microsoft Exchange** and then click **System Manager**.
3. In the **Exchange System Manager**, expand **Servers**, expand the MS Exchange Server and the Storage Group with the mailbox store you want to enable the journaling mailbox for. Right-click the mailbox store and select **Properties** from the pop-up menu.
4. In the **Properties** window, click the **General** tab and set the option **Archive all messages sent or received by mailboxes on this store**. Click **Browse** to open, then **Select Recipients** dialog.

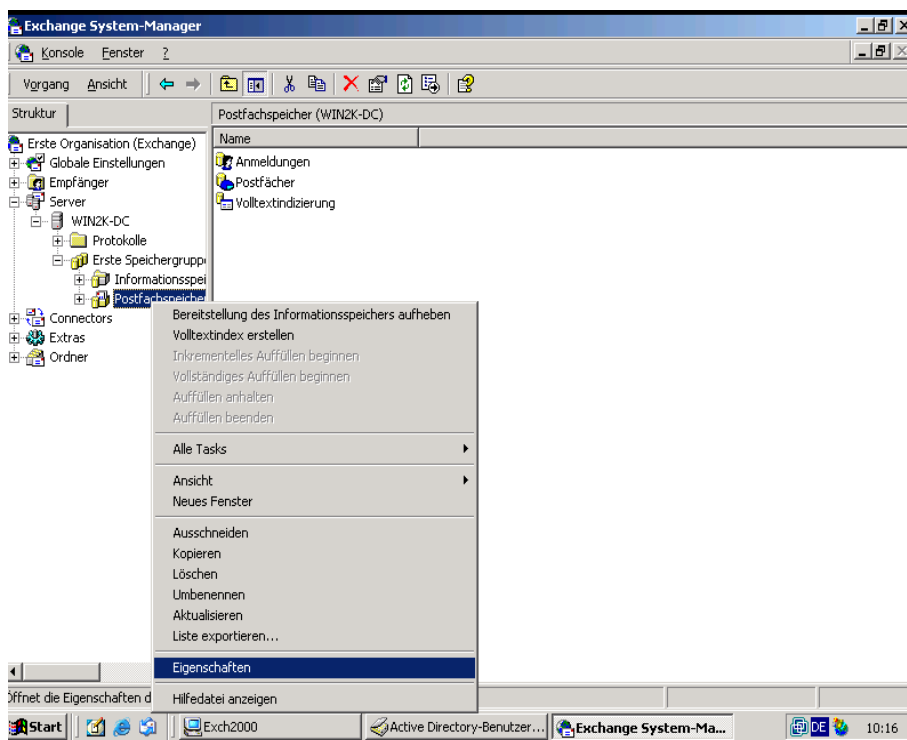


Illustration: Exchange Store Properties

5. In the **Select Recipients** dialog, select the journaling mailbox user you created (for example, REDDOXX MSX-Agent) and click **OK**.

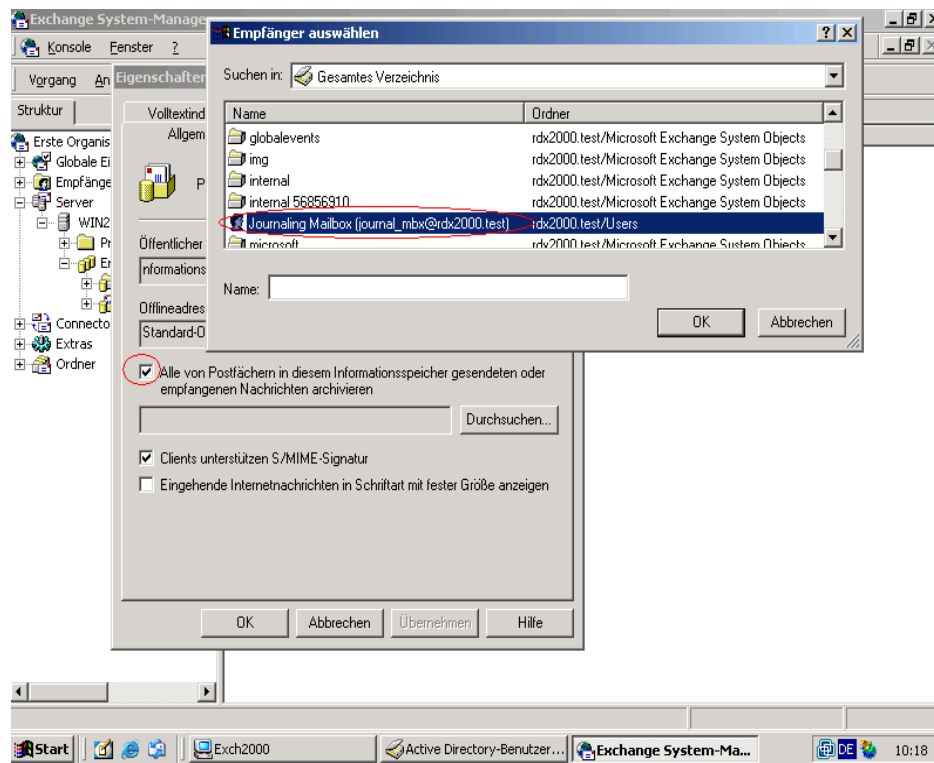


Illustration: Exchange User Selection

NOTE

Repeat this procedure for every mailbox store you want to enable the journaling mailbox for.

2.2.4.2 Enabling the journaling mailbox for mailbox stores on MS Exchange Server 2007

1. Log on to the MS Exchange Server system as the domain administrator.
2. On the MS Exchange Server system, click **Start** and click **Exchange Management Console**.
3. In the **Exchange Management Console**, expand **Server Configuration** and select **Mailbox**.
4. In the central part of the **Exchange Management Console**, select the **Database Management** tab and then expand the Storage Group with the mailbox store you want to enable the journaling mailbox for. Right-click the mailbox store and select **Properties** from the pop-up menu.

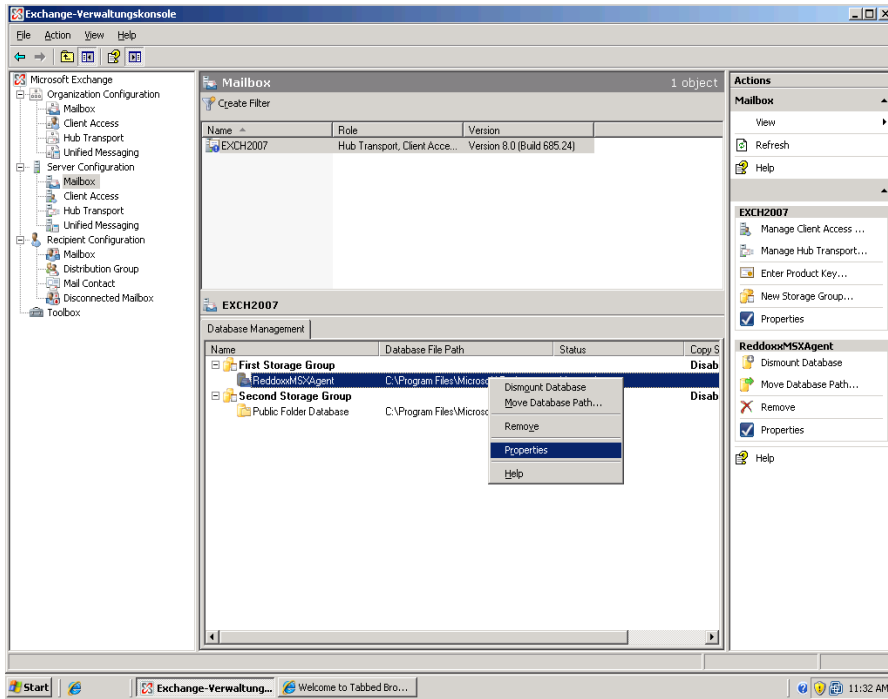


Illustration: Exchange Database Selection

5. In the **Properties** window, select the **General** tab. Select the **Journal Recipient** checkbox and click **Browse** to open the **Select Recipients** dialog.

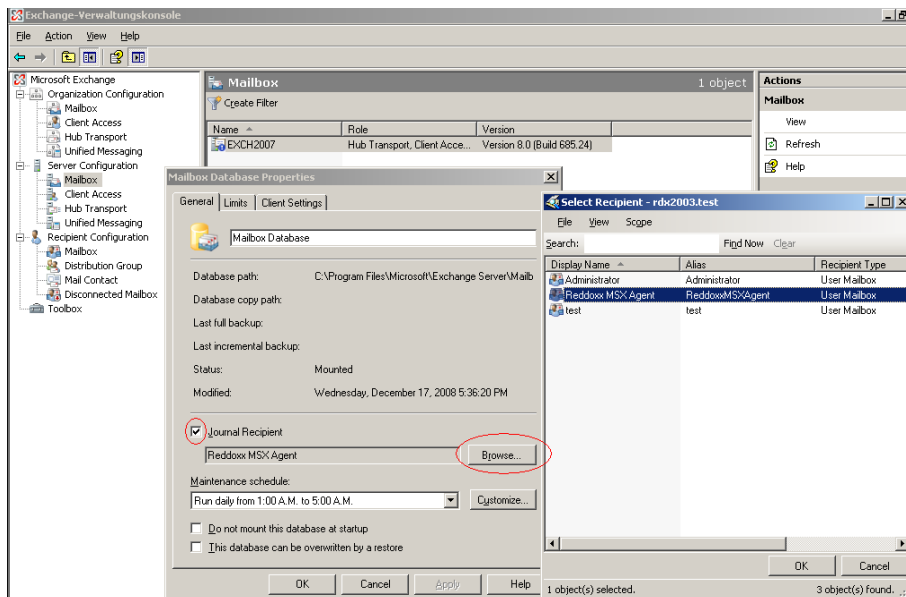


Illustration: Select Recipients

6. In the **Select Recipients** dialog, select the journaling mailbox user you created (for example, REDDOXX MSX-Agent) and click **OK**.
7. In the Properties window, click **Apply** and then **OK**.

NOTE

Repeat this procedure for every mailbox store you want to enable the journaling mailbox for.

2.2.5 Setting Permissions for the Journaling Mailbox User

2.2.5.1 Setting permissions on MS Exchange Server 2000 / 2003

1. Log on to the MS Exchange Server system as the domain administrator.
2. On the MS Exchange Server system, click **Start**, click **Programs**, click **Microsoft Exchange** and then click **System Manager**.
3. Proceed as follows:
 - If you plan to archive all mailbox stores on the MS Exchange Server and you have set the journaling mailbox for all mailbox stores, in the **Exchange System Manager**, expand **Servers**, right-click the MS Exchange Server with email messages you want to archive and select **Properties** from the pop-up menu.
 - If you plan to archive only some of the mailbox stores on the MS Exchange Server and you have set the journaling mailbox only for some mailbox stores, in the **Exchange System Manager**, expand **Servers**, expand the MS Exchange Server and the mailbox stores with emails you want to archive. Right-click a mailbox store with email messages you want to archive and select **Properties** from the pop-up menu.
4. In the **Properties** window, click the **Security** tab and click **Add**.

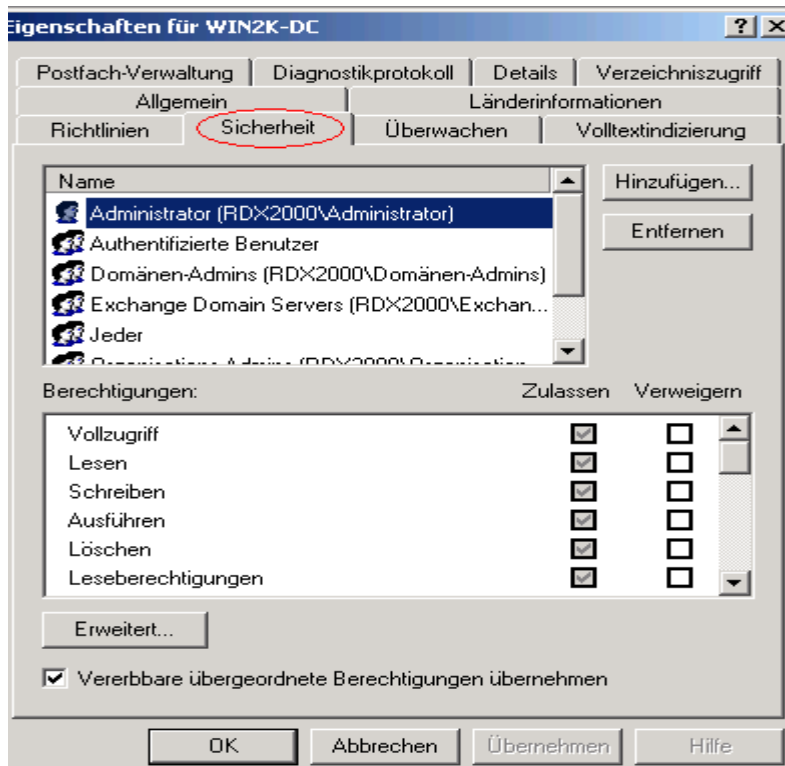


Illustration: Properties Window

5. In the **Select Users, Computers, or Groups** dialog, in the field **Enter the object names to select**, enter the name of the mailbox user you created (for example, REDDOXX MSX Agent) and click **OK**.

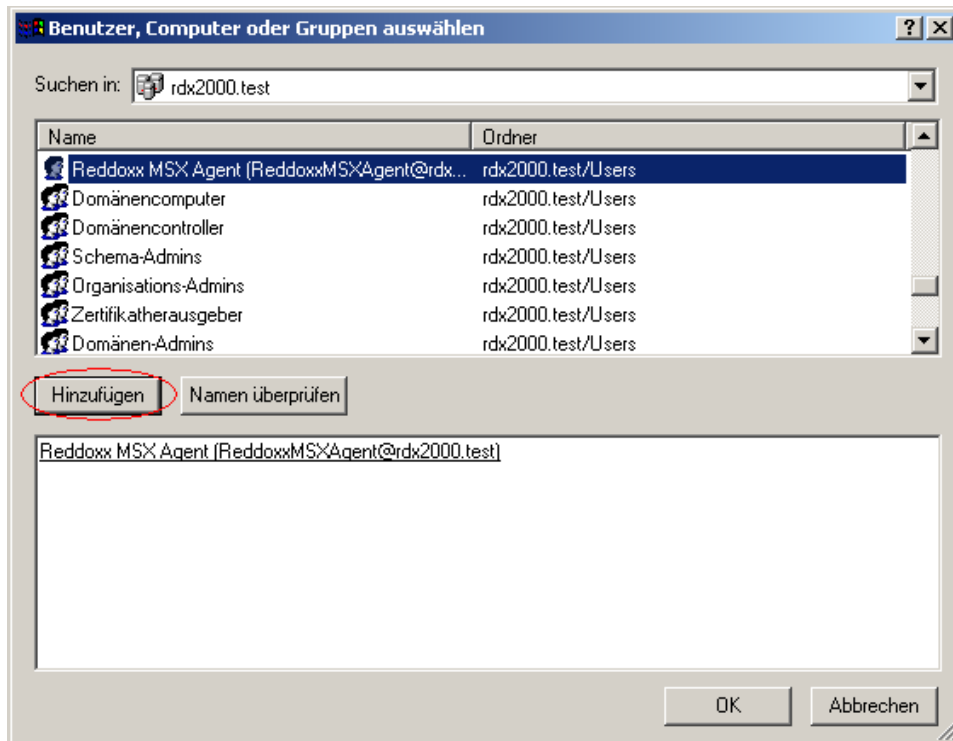


Illustration: Select Object Name

- In the **Properties** window, select the mailbox user you added (for example, REDDOXX MSX Agent Mailbox). In the **Permissions for user** field, set the **View information store status** permission for the mailbox user you added (for example, REDDOXX MSX Agent). Other permissions are not required to be set for the mailbox user. Click **Apply** and then **OK**.

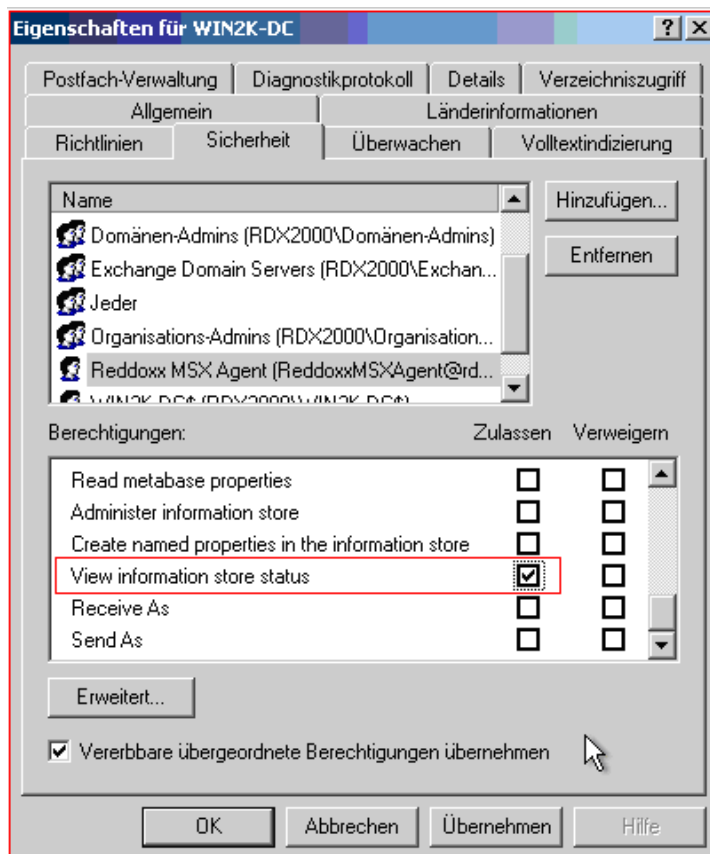


Illustration: Permissions for User

NOTE

If you plan to archive only some of the mailbox stores on the MS Exchange Server, repeat this procedure for all mailbox stores in all Storage Groups you want to archive.

2.2.5.2 Setting permissions on MS Exchange Server 2007

1. Log on to the MS Exchange Server system as the domain administrator.
2. On the MS Exchange Server system, click **Start** and click **Exchange Management Console**.
3. In the **Exchange Management Console**, select **Organization Configuration** and under **Actions**, click **Add Exchange Administrator**.

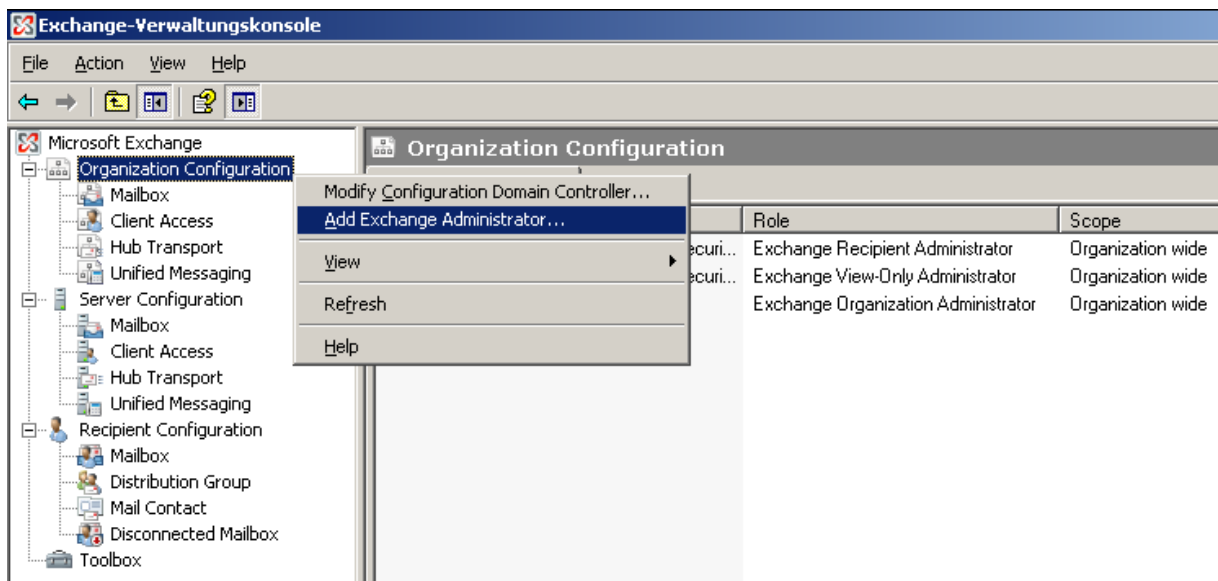


Illustration: Adding Permissions for Exchange 2007

4. In the **Add Exchange Administrator** wizard, click **Browse** and then select the mailbox user you added (for example, REDDOXX MSX Agent). Click **OK**, then select the **Exchange View-Only Administrator** role radio button. Click **Add**.

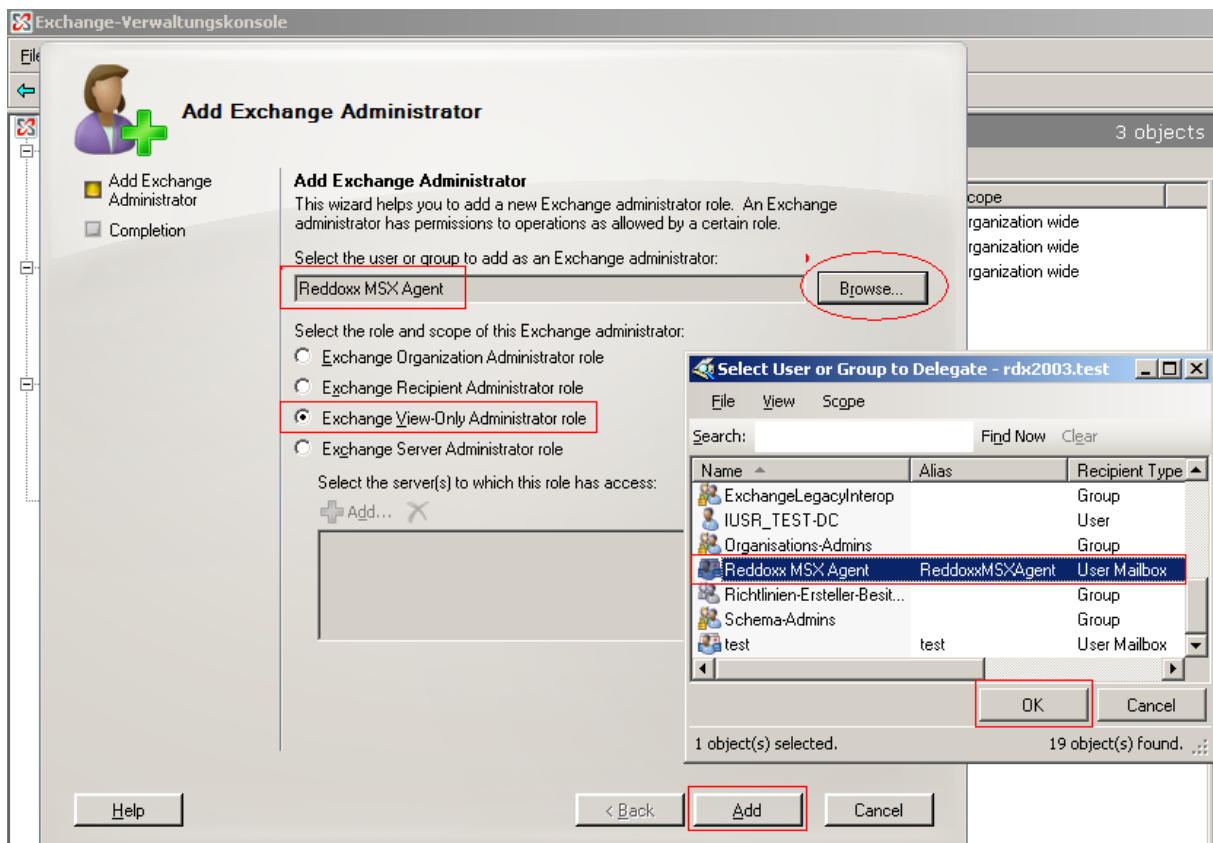


Illustration: Exchange 2007 Role and Scope

5. Click **Finish**.

3 REDDOXX MSX Agent

3.1 Installation of the REDDOXX MSX Agent

1. Download the REDDOXX MSX Agent msi package from the REDDOXX Support Center:

<http://support.REDDOXX.net/downloads.php>

2. When the download process has finished select **Run**.
The REDDOXX MSX Agent Setup wizard opens:



Illustration: REDDOXX MSX Agent Setup

3. Select **Next**
4. The license text window opens. **Read and accept** the **license agreement**, then click **Next**.
5. The default installation path will be displayed. **Check** the default **installation path** and select **Next**.
6. The Setup is now ready to install. Click **Install** to start the installation in the selected folder.
7. The Setup has finished. Leave the **Launch the REDDOXX MSX Agent** checkbox enabled to continue with the configuration.
8. Click **Finish** to complete the REDDOXX MSX Agent Setup Wizard.

The REDDOXX MSX Agent is now installed on your system. The configuration dialog now appears as describes in the next chapter.

3.2 Configuring the REDDOXX MSX Agent

1. Launch the **REDDOXX MSX Agent Configuration** under Start – Programs – REDDOXX - if it has not been launched automatically after the setup.

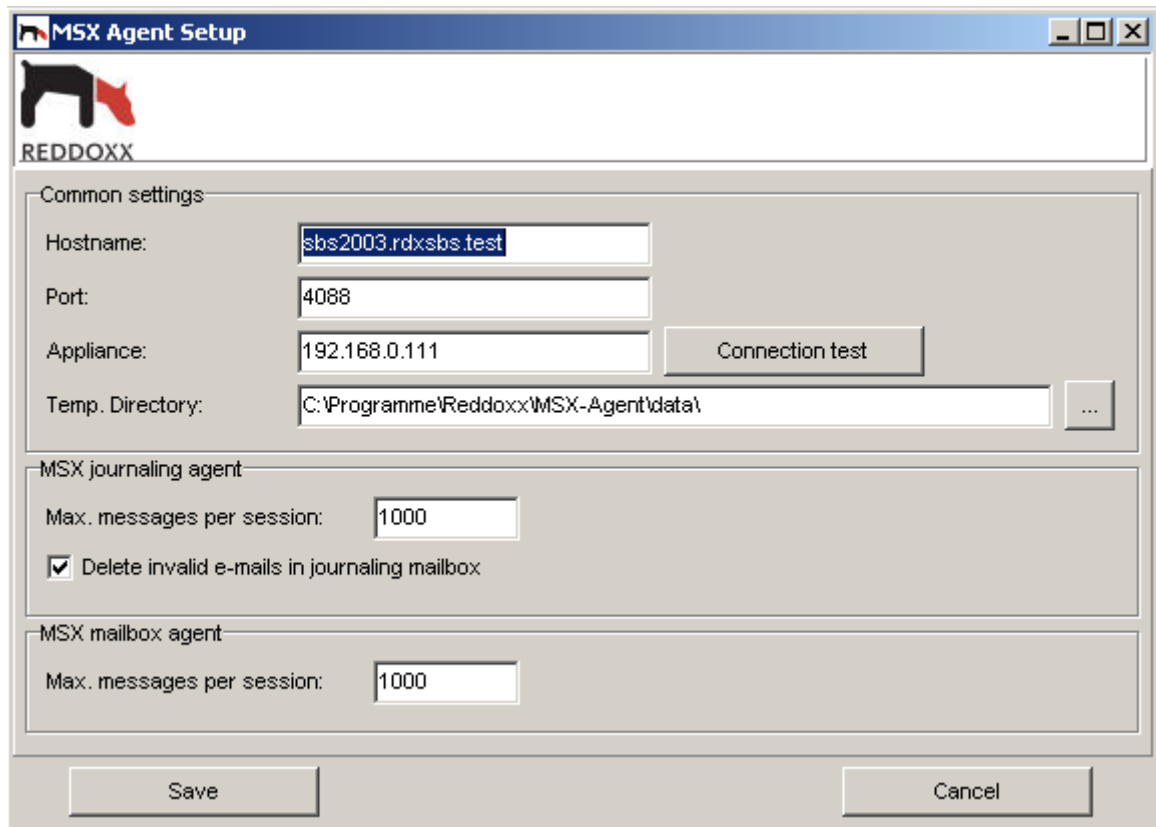


Illustration: REDDOXX MSX Agent Settings

2. **Hostname:** Enter the FQDN (=Fully Qualified Domain Name) of the MS Exchange Server on which this MSX Agent is running. Example exch200X.mydomain.com
3. **Port:** Enter the TCP port on which the MSX Agent will be listening. The default is 4088.
4. **Appliance:** Enter the hostname or IP address of the REDDOXX appliance. Check the connection.
5. **Temp. Directory:** enter the temporary directory for the MSX Agent's output. The temporary directory should have at least 1 GB free space.

MSX journaling agent:

6. **Max. messages per session:** Enter the maximum number of messages that will be archived per session. Default value is 1000.

MSX mailbox agent:

7. **Max. messages per session:** Enter the maximum number of messages that will be archived per session. Default value is 1000.
8. Click **Save**
9. A Dialog appears: **Would you like to restart the service?** Select **Yes**. The agent service restarts and the program exits.

3.3 Setting access rights to the MSX Agent data directory

1. Navigate with the explorer to the temporary directory configured in the REDDOXX MSX Agent Configuration.(Default: C:\Programme\ (x86)\REDDOXX\MSX-Agent\data)
2. Select the folder “data” and right click on it to open up the properties window.
3. Select the Journaling Mailbox User (example: REDDOXXMSXAgent@rdx2003.test)
4. Allow the user to Modify the folder contents.

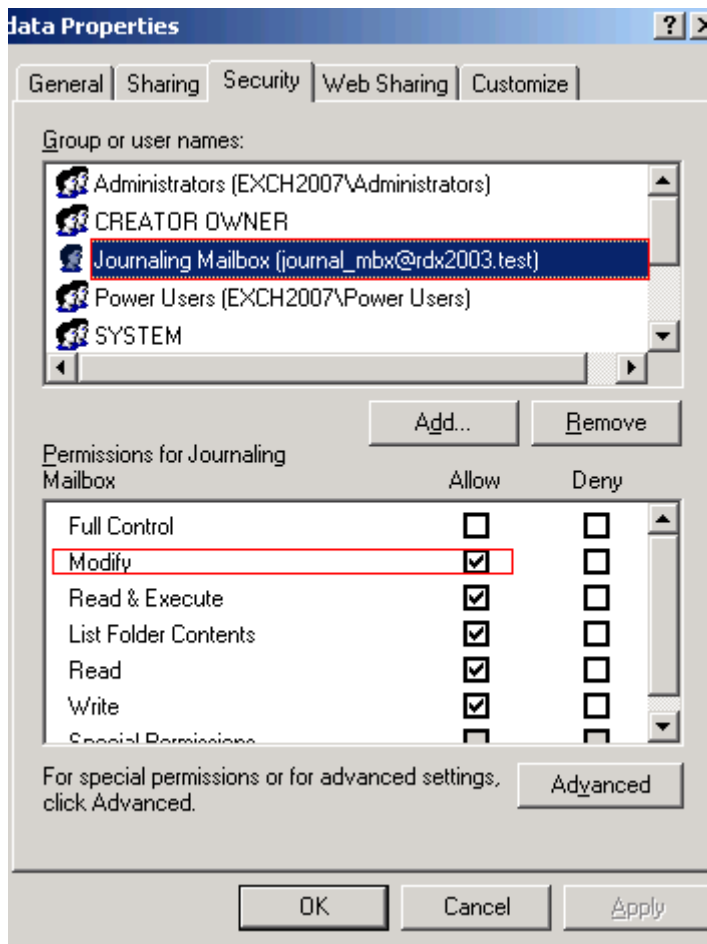


Illustration: Folder data properties

5. Click OK to save the changes.

3.4 Adjusting the account context of the REDDOXX MSX Agent Services

1. Go to Start, Run and enter “services.msc” in the command line
The local service screen opens.

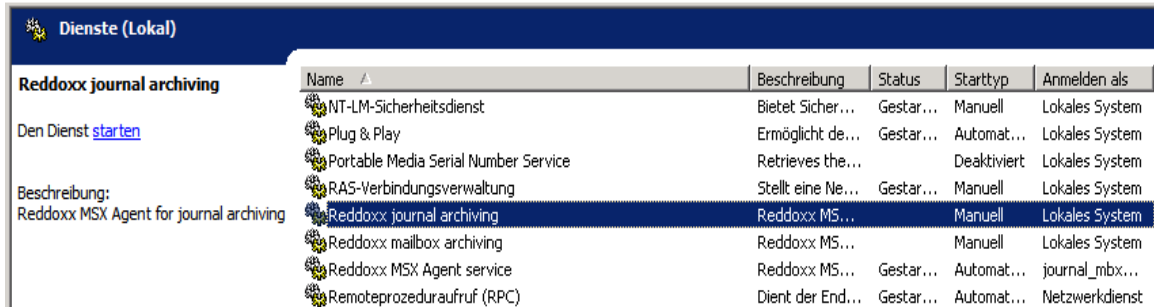


Illustration: Local services

2. Select the REDDOXX journal archiving service from the list of local services and right click on it to open the services' properties menu.
The properties window of the REDDOXX journal archiving service appears.

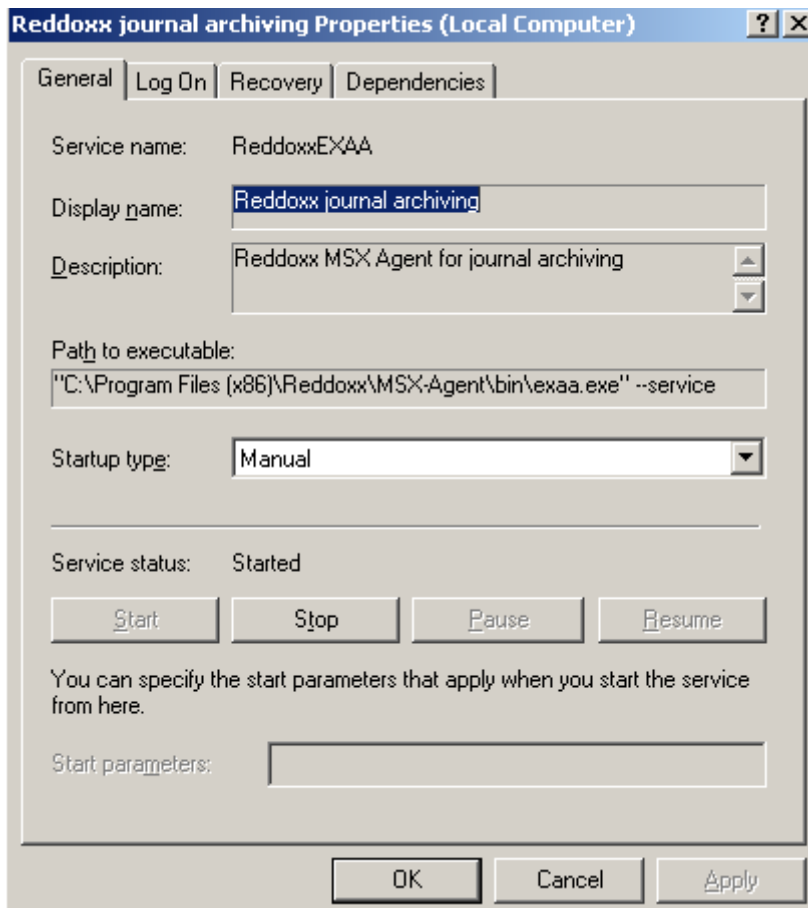


Illustration: Journal Archiving Service Properties

3. Select Startup type **MANUAL**.
4. Select the tab Log On.
5. Change the account context of both REDDOXX MSX Agent services (**REDDOXX journaling archiving** and **REDDOXX mailbox archiving**) from local system account to the user account named **REDDOXXMSXAgent**.

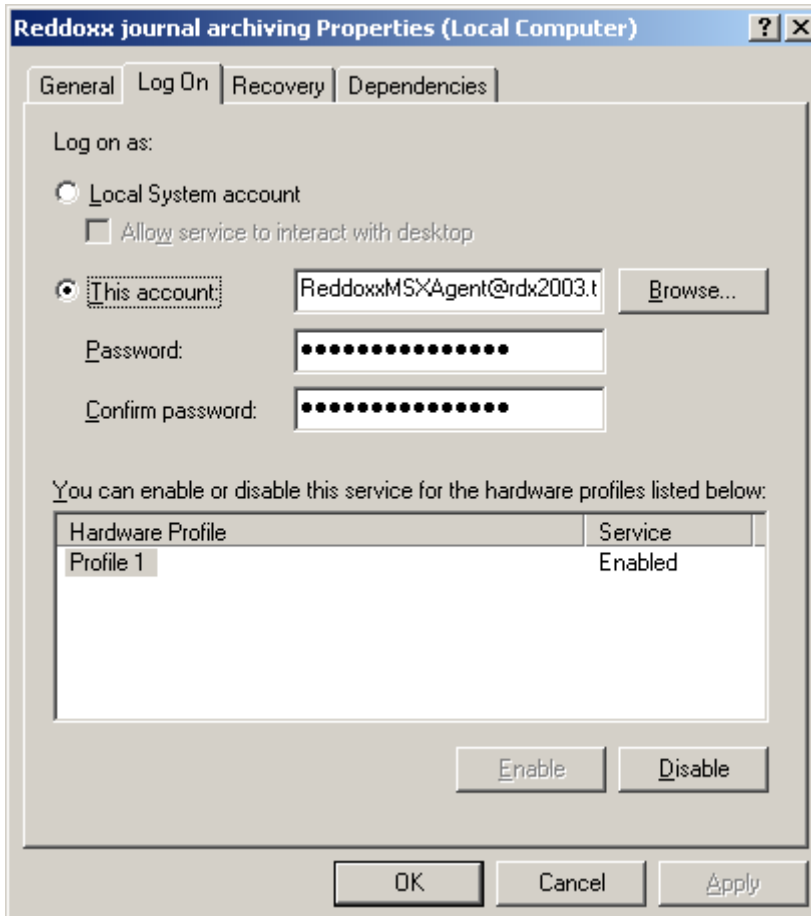


Illustration: Journal Archiving Service Properties Log On

6. Enter and confirm password.
7. Press OK.

A message box appears: Rights to logon as a service has been granted to the account REDDOXXMSXAgent@mydomain.com.

8. Click OK

IMPORTANT

Repeat the steps from **Reddoxx Common Service** also for the **REDDOXX Journal Archiving Service** and the **Mailbox Archiving Service**.

Note, that only 3 Services must have configured a account. The startup type must be set to **MANUAL**.

The **Reddoxx MSX Agent Service** must run under the local system account and the startup type must be set to **AUTOMATIC**.

4 Configuration of the REDDOXX Appliance

This chapter describes the basic functionality to enable mail archiving from the MS Exchange Server. For detailed information on advanced configuration options, for e.g. Archive Policies, please refer to the *REDDOXX Administrator's Manual*.

4.1 MSX Agent Settings

1. Log on to the REDDOXX appliance.
2. Go in the navigation tree to the REDDOXX **MailDepot** and select **Exchange server agents**.
3. Right click on the List Area, right beside or click on the green plus sign above. The following context menu appears.

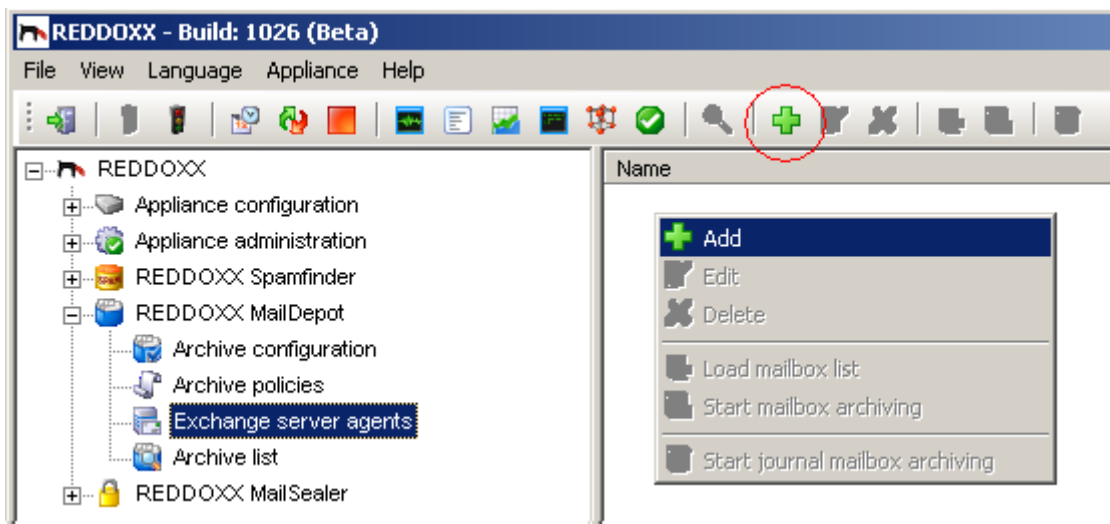


Illustration: Administrator Console – MailDepot – Exchange server agent

4. Select **ADD**
A dialog window opens.

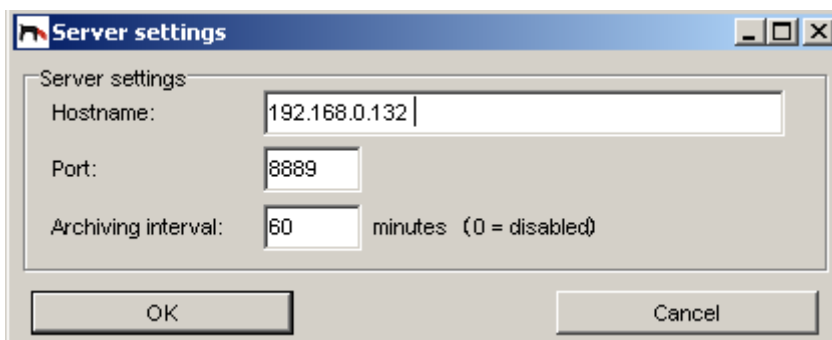


Illustration: Exchange Server settings

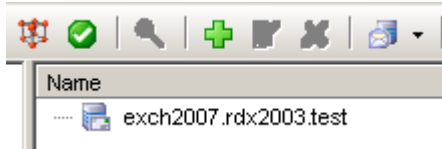
1. **Hostname:**
Enter the hostname or IP Address of the MS Exchange Server
2. **Port:**
The number of the listening port

3. **Archiving interval:**

The time interval during which emails are polled from the MS Exchange server. Default value is 60 minutes. 0 disables the polling.

4. Click **OK**.

If you have entered an IP address, the IP address gets resolved to the hostname of the Exchange Server. The Exchange Server name now is shown in the list area.



4.2 Mailbox Archiving

To archive mails from mailboxes which have been filled up with mails before the journaling was activated, you can archive them using the mailbox archiving feature.

1. Right click on the hostname of the MS Exchange Server
The following context menu appears:

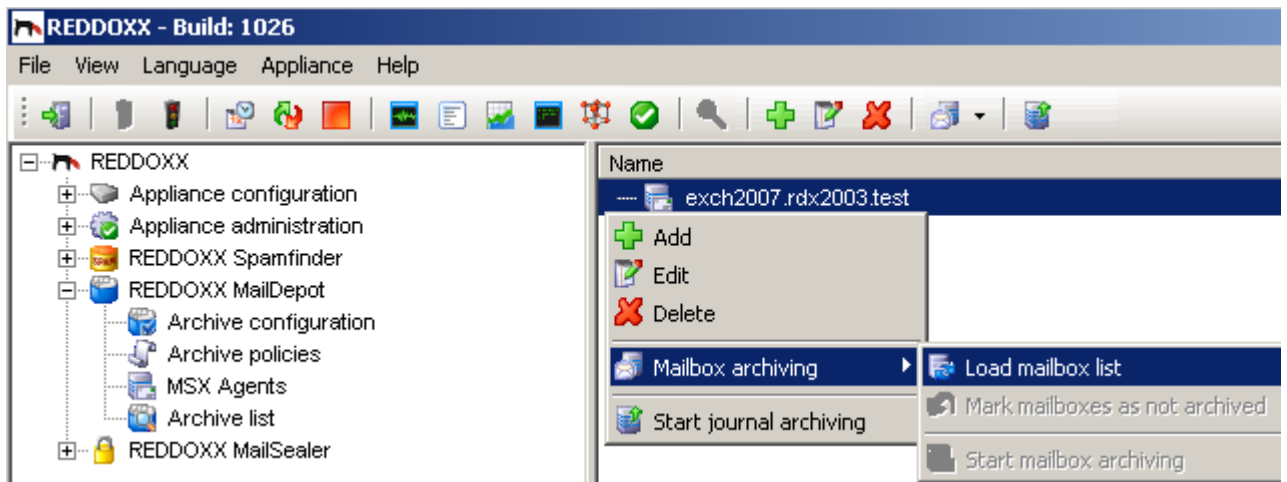
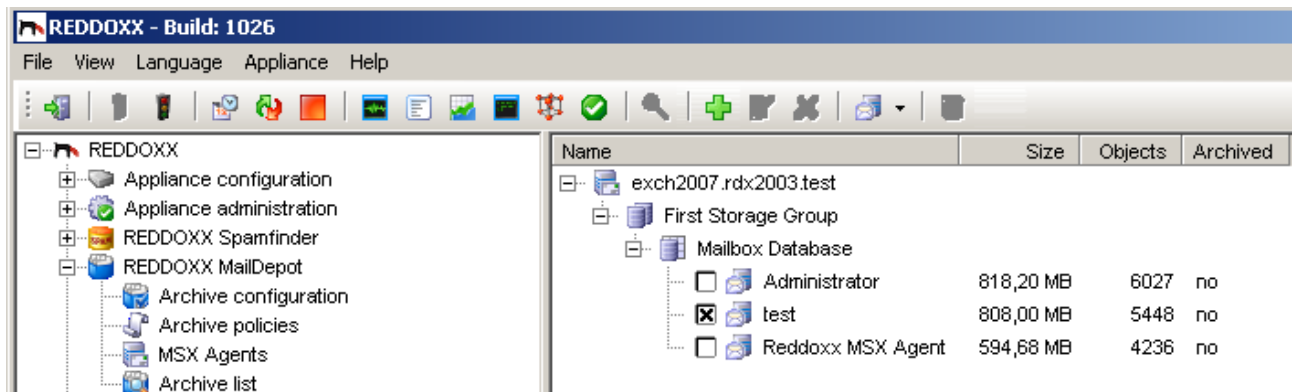


Illustration: Administrator Console Mailbox Archiving

2. Select Mailbox archiving.
3. Select Load mailbox list.
A list of all mailboxes appears:



4. Activate the checkbox the mailboxes you want to archive.
5. Right click on one of the selected mailboxes.
The following context menu appears

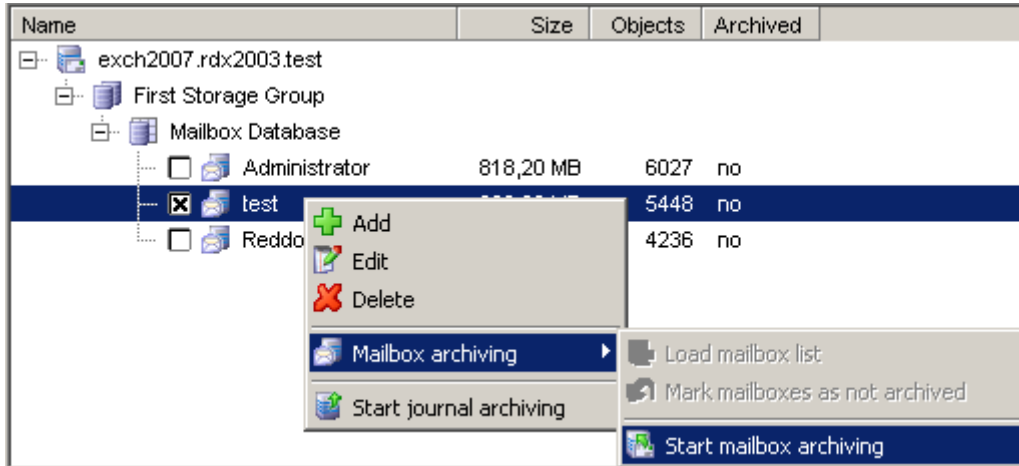


Illustration: Administrator Console Start Mailbox Archiving

6. Select Mailbox archiving, then Start mailbox archiving.
7. Confirm the dialog “Do you really want to archive the mailboxes selected?” with YES

The old email archiving process of the selected mailbox starts. You can follow the live log and check if the mails get archived. Please be patient. The Exchange Server needs some time to prepare archiving. 1000 mails takes about 1 minute to prepare. Then you should see some log entries as shown in the following screenshot.

NOTE

If you want to post archive mailboxes you need to have enough free disk space, for minimum the size of the mailbox to store it temporary locally. Especially Virtual Appliance are often configured with to low disk space. We recommend archiving mailboxes one after one.

Name	Size	Objects	Archived
sbs2003.rdxsbs.test [MB]			
Erste Speichergruppe			
ReddoxxMSXAgent			
Administrator	222,87 MB	2470	yes
SystemMailbox{EF8B6F5D-D112-4F89-8A42-42FE59AA...}	281,80 MB	7346	no
test test	152,92 MB	876	yes
Journaling Mailbox	528,41 MB	8894	no
altmail	92,27 MB	5805	in progress

Time	Process	Log
2008-12-17 10:43:00	FuzzyStore	Update: 6 new patterns loaded.
2008-12-17 10:43:01	MSX-Agent	Archive retention time: 3650 days
2008-12-17 10:43:36	Archive	No policy matched. Message will be archived.
2008-12-17 10:43:36	Archive	Exchange message imported to archived with archive-id: 0000393C
2008-12-17 10:43:36	Archive	No policy matched. Message will be archived.
2008-12-17 10:43:36	Archive	Exchange message imported to archived with archive-id: 0000393D

Illustration: Administrator Console life log

4.3 Journaling Mailbox Archiving

Internal emails are getting archived on a regular basis. The default is each 60 minutes. You can change the value in the **Archive configuration**. You also can force the journaling based archiving.

1. Right click on the hostname of the MS Exchange Server.
The following context menu appears:

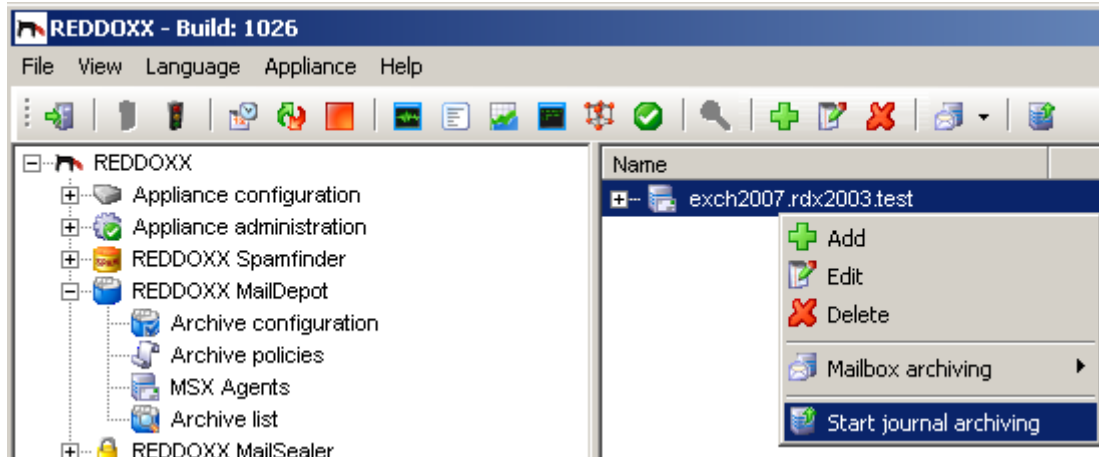


Illustration: Administrator Console: Start journal archiving

2. Select Start journal archiving.

Check the live log protocol for journaling mailbox archiving details.

REDDOXX - Build: 1026

File View Language Appliance Help

REDDOXX

- Appliance configuration
- Appliance administration
- REDDOXX Spamfinder
- REDDOXX MailDepot
 - Archive configuration
 - Archive policies
 - MSX Agents
 - Archive list

sbs2003.rdx:sbs.test

1 entries.

Time	Process	Log
2008-12-17 10:27:38	MSX-Agent	2 new messages found.
2008-12-17 10:27:38	MSX-Agent	0 archived messages found.
2008-12-17 10:27:38	Archive	No policy matched. Message will be archived.
2008-12-17 10:27:38	Archive	Exchange message imported to archived with archive-id: 0000393A.
2008-12-17 10:27:38	Archive	No policy matched. Message will be archived.
2008-12-17 10:27:38	Archive	Exchange message imported to archived with archive-id: 0000393B

Appliance status

REDDOXX version: 1.1.317 / 1026

Appliance uptime: 0:02:01:08

Received: 0 / 0 Byte

Sent: 0 / 0 Byte

AV version: 2008-12-17 10:27:17

MailDennt: enabled

Illustration: Administrator Console Journaling Mailbox Protocol