

# REDDOXX

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**MailDepot Importer**

Version 1.0

**[WWW.REDDOXX.COM](http://WWW.REDDOXX.COM)**

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

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# 1 Overview

## 1.1 Principal Functions

The MailDepot Importer is designed for the import of large quantities of mails from various types of mail systems to the REDDOXX MailDepot. For example, the MailDepot Importer is capable of retroactively archiving different types of existing mailboxes to the MailDepot.

The MailDepot Importer is capable of processing the following types of interfaces:

- Mailboxes accessed through IMAP protocol
- File import of internet mail files (EML) from a directory
- PST files (MS-Outlook)
- MS Exchange from Version 2003 via HTTP/HTTPS

## 1.2 For whom is this manual intended

This manual is written with the REDDOXX administrator in mind. If mails are to be processed from a MS Exchange Server , then this manual could also be of use for a MS Exchange Administrator..

## 1.3 Prerequisites

To successfully import mails, the following components are necessary:

- A fully functioning REDDOXX appliance which is correctly configured for archiving purposes.
- An activated MailDepot Importer license for the respective REDDOXX appliance.
- A Windows system with .Net 2.0+ , 2 GB RAM, and sufficient hard disk space.
- If using the MS Exchange Import interface, the Exchange Server needs to be correctly configured. Instructions for this are found in Chap. 3.
- The REDDOXX appliance needs to be installed with software version 2028 or newer.
- The container which is to be used for storing the imported mails needs to be created with the MailDepot Importer.

## 1.4 Licensing

A REDDOXX MailDepot Importer license is required for the full usage of the tool. The license needs to be entered and activated in the license depot of the appliance. A trial license is available, which allows you to import 50 already existing mails. After adding the MailDepot Importer License to the REDDOXX appliance in the Administrator GUI, it is necessary to perform a **Restart** of the appliance.

## 1.5 Calculating the import process

The amount of time needed to complete the import process is influenced by several factors. For example, the volume of data, the number of files (mails) to be imported, network connections, the speed of the processor and hard drive of the computers on which the import takes place, or the status of the device on which the original mails are found. Helpful to the import process is when the container for the imported mails is found locally on the same drive of the import computer. (When the import process has finished, the container can then be moved to its final storage destination.) The workspace which acts the go-between for the mails should also be found locally and checked that it has enough disk space available. The speed of the processor plays the most important role in the time it takes to complete the import process. A processor with multiple kernels will greatly increase how fast the process finishes.

The MailDepot Importer will display the progress of the task, or import, after the first mails have been imported.

### 1.5.1 Example of an import

The mails files were imported to a CIFS-Share with a network connection speed of 100 Mbit/second, and the MailDepot and workspace were locally saved.

<b>Hardware:</b>	Intel 4 Kernel CPU Xeon (NetBurst), 4 GB RAM, RAID 5 with 6 SAS-Drives
<b>Amount:</b>	1 Million Mails
<b>Import Method:</b>	File-Import
<b>Time needed:</b>	24 hours
<b>Speed:</b>	10 Mails / Second

## 1.6 Further helpful sources

- REDDOXX MailDepot Converter Manual (ACS Tools)
- REDDOXX Administrator Manual, Chapter 5.5 MailDepot

## 1.7 Best Practice

We recommend the following procedure for a successful MailDepot Import.

1. INSTALLATION

Install the software according to the instructions in Chap. 2.

2. FILE

Start the software and then create a new container, found under *FILE* in the menu or open a previously created container. (The selected container needs to have been created with the MailDepot Importer program.) Existing containers cannot be simultaneously open on the appliance.

3. IMPORT

Create one or more tasks, found under *IMPORT* in the menu. Select the method with which the mails should be imported. If importing from a MS Exchange Server, first configure the MS Exchange Server as described in Chap. 3. Using the Exchange Import Wizard, you can choose between single mailboxes or multiple mailboxes to import.

4. TASK

For the first task, click on *Start prepare*. Observe the status in the right window on the screen. At the end of the preparation cycle, evaluate the status, report, and task log. Note any possible error messages. Error messages are further described in Chap. 5. Repeat this procedure for further tasks.

5. SCHEDULER

When the *Prepare* has successfully completed, you can start the automatic Task Scheduler under *TASK*. This will start all active tasks. Tasks which have completed the *PREPARE* process will be immediately imported. You can program tasks to *PREPARE* concurrently under *EXTRA* → *Settings*. Assess the results upon completion.

## 2 Installation

The MailDepot Importer is a MS Windows program, which runs on Windows versions XP or newer. Both 32-Bit and 64-Bit versions are supported.

### 2.1 Software Requirements

- An installed .NET Framework version 3.5 or newer.
- The disk space needs to have at least 2 GB capacity.
- Use one dedicated computer for the import. Parallel work on this computer should be avoided.
- It is recommended to deactivate the virus scanner on the computer during the import in order to avoid interruptions or shutdowns.
- Depending upon the number of mails, the process can take a long time. Make sure there is enough space available for the import, plus an additional 20%.
- Make sure that the mails server on which the import is taking place has enough power reserves.
- The network connection between all components needs to be stable. The MailDepot Importer and the respective mail server should be located in the same network.

### 2.2 Download

The software for the REDDOXX MailDepot Importer can be downloaded from our support website. Download Center → Tools & Utilities

<http://support.reddoxx.net/downloads>

## 2.3 Setup

1. Start the installation of the MailDepot Importer on a compatible Windows computer. Click on *Weiter* to continue.



Image: Start Setup

2. Confirm the license conditions. Click the box next to *Ich stimme der Lizenzvereinbarung zu*, and then on *Weiter* to proceed with the installation

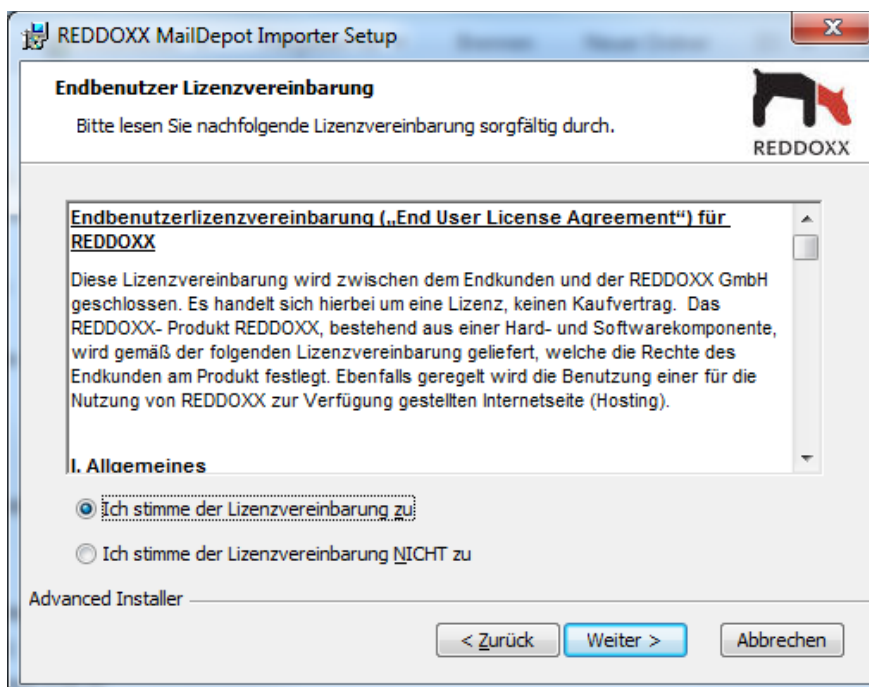
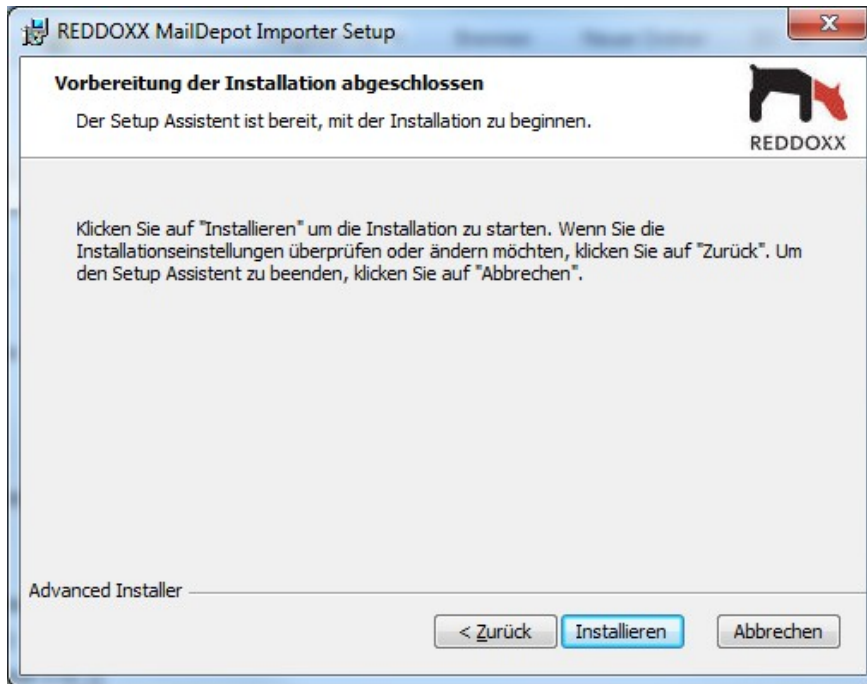


Image: License agreement

3. Start the installation by clicking *Installieren*.



*Image: Installation*

4. Finish the installation by clicking *Fertigstellen*. The program can now be started through the start menu.



*Image: Installation finished*

## 3 Connecting to an MS Exchange Server

### 3.1 Supported MS Exchange Versions

The following types of Exchange servers are supported:

- MS Exchange Server 2003
- MS Exchange Server 2007
- MS Exchange Server 2010

### 3.2 Configuring the MS Exchange Servers

In able to import mails from all available mailboxes found on the Exchange server, certain access permissions need to be granted. The permissions need to be given for one specified user with which you use to access the mailboxes during the import process. The method to grant the permissions varies with each Exchange version.

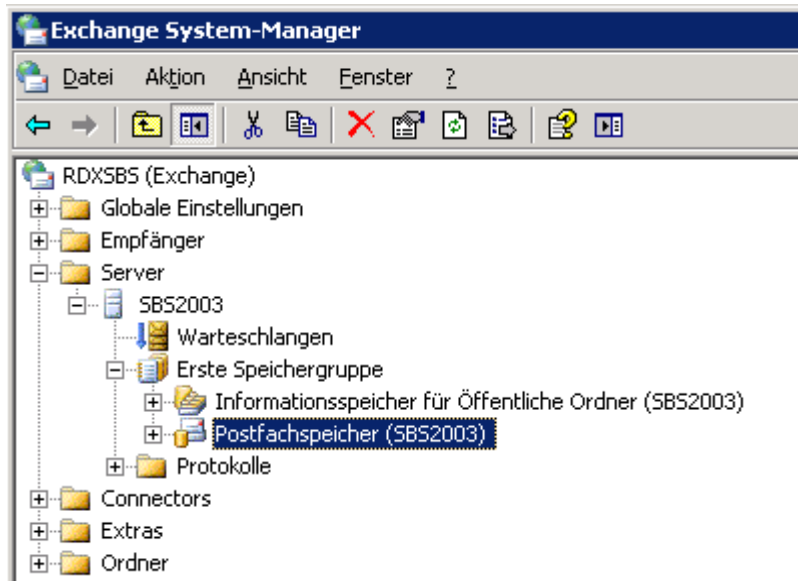
#### 3.2.1 Configuring an MS Exchange Server 2003

##### Prerequisites

- Service Pack 2 for MS Exchange Server 2003 needs to be installed.

##### Configuration

1. Create a user in the **Active Directory** which has access to all mailboxes. Our recommendation: **RdxMaildepotImporter**.
2. Start the **MS Exchange System Manager**.
3. From the navigation tree, select your Exchange server, then Storage Group (for example, First Storage Group), and then Mailbox Store.



*Image: Selecting mailboxes in System Manager*

4. Right click on Mailbox Store, then click on *PROPERTIES*. Open the register card *SECURITY*.
5. Insert the user which you have just created and grant the user the following permissions: *Send As*, *Receive as*. Make sure that for the various options, *DENY* is not activated..

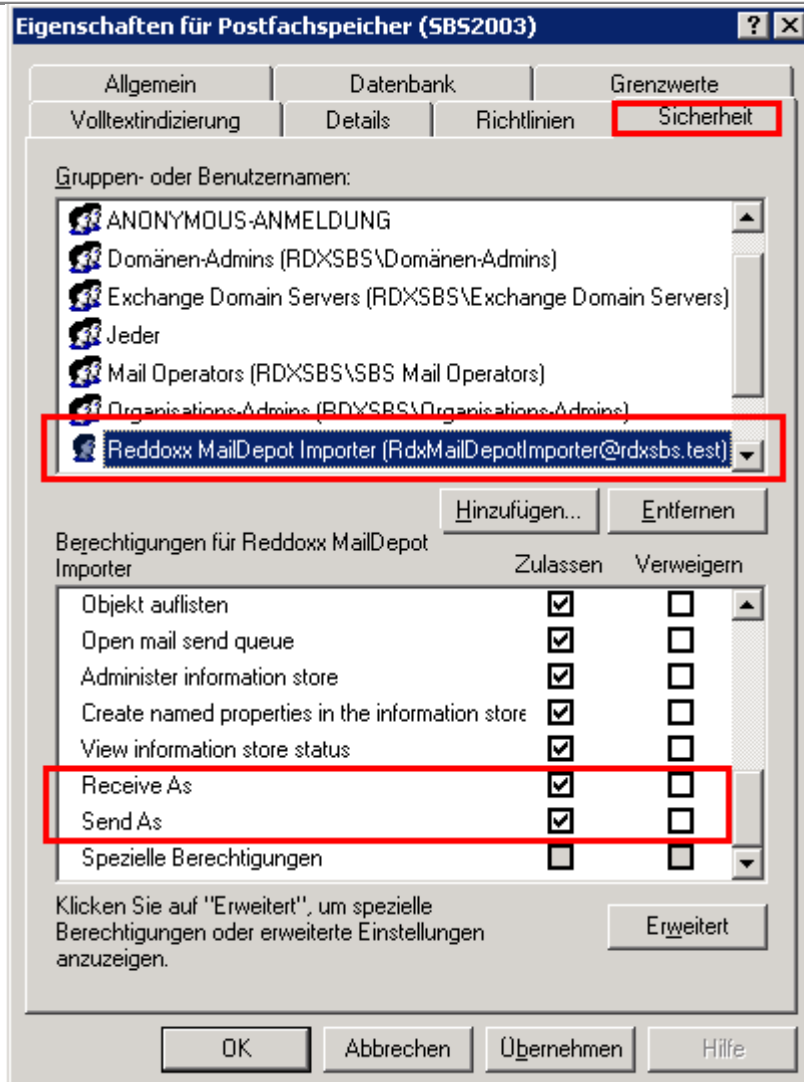


Image: Granting permissions to the user

- Click on OK when you have finished. The configuration is now complete.

## 3.2.2 Configuring an MS Exchange Server 2007

### Prerequisites

- Administrative access to the MS Exchange 2007 system on which the client-access role is installed
- Domain Administrator Permissions

### Configuration

1. Create a user in the **Active Directory** which has access to all mailboxes. Our recommendation: **RdxMaildepotImporter**.
2. Grant access permissions to this account. Execute the following commands in the **MS Exchange Management** shell:

```
Get-ClientAccessServer `
    | Add-AdPermission -User
RdxMailDepotImporter@domain.tld -ExtendedRights ms-Exch-
EPI-Impersonation
Get-MailboxDatabase `
    | Add-AdPermission -User
RdxMailDepotImporter@domain.tld -ExtendedRights ms-Exch-
EPI-May-Impersonate
```

#### PLEASE NOTE

`RdxMailDepotImporter@domain.tld` is the Windows Domain User in the UPN with which you would like to access the mailboxes. Make sure the User account is not a member of a group with Exchange or Windows Administrator permissions. Match the domain names to your own domains.

### 3.2.3 Configuring an MS Exchange Server 2010

#### Prerequisites

- Administrative access to the MS Exchange 2010 system on which the client-access role is installed
- Domain Administrator permissions or equivalent permissions in order to define or assign Roles and Scopes.
- Remote PowerShell needs to be installed in order to enter commands. Alternatively, access per Remote Desktop to the Exchange Server 2010 should to be available.

#### Configuration

1. Create a user in the **Active Directory** which has access to all mailboxes. Our recommendation: **RdxMaildepotImporter**.
2. Grant access permissions to this account. Execute the following commands in the **MS Exchange Management** shell:

```
New-ManagementRoleAssignment -Name:"Reddoxx Impersonation" `
    -Role:ApplicationImpersonation
-User:RdxMailDepotImporter@domain.tld
```

#### PLEASE NOTE

RdxMailDepotImporter@domain.tld is the Windows Domain User in the UPN with which you would like to access the mailboxes. Make sure the User account is not a member of a group with Exchange or Windows Administrator permissions. Match the domain names to your own domains.

There is a limited number of results which each folder can receive, therefore an error occurs in folders with a large quantity of mails. (The policies already existed in Exchange 2010, but with SP1, the default values were changed and the limits set.)

The following command in the Exchange Management Shell allows you to create a policy in which no limits are set. (This user will need to be replaced with your own.)

```
New-ThrottlingPolicy ReddoxxImport

Get-ThrottlingPolicy ReddoxxImport `
  | Set-ThrottlingPolicy -EWSFindCountLimit $null -EWSPercentTimeInAD 70
  -EWSPercentTimeInCAS 120 -EWSPercentTimeInMailboxRPC 80

Set-Mailbox ReddoxxMSXAgent@sirius-lab.local -ThrottlingPolicy ReddoxxImport
```

---

---

Afterward, when determining the value of the user with this script, the last value "EWSFindCountLimit" should not return a count. You should now be able to import the folder.

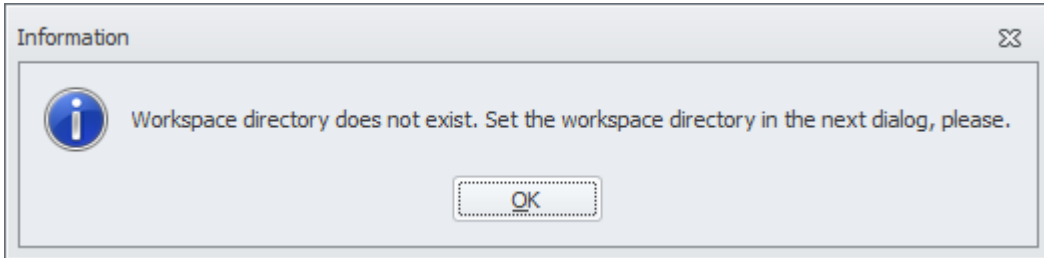
If you would like to erase the policy after the Import process has finished, do this with the following command:

```
Set-Mailbox ReddoxxMSXAgent@sirius-lab.local -ThrottlingPolicy $null
Remove-ThrottlingPolicy ReddoxxImport
```

## 4 The MailDepot Importer

### 4.1 The First Start

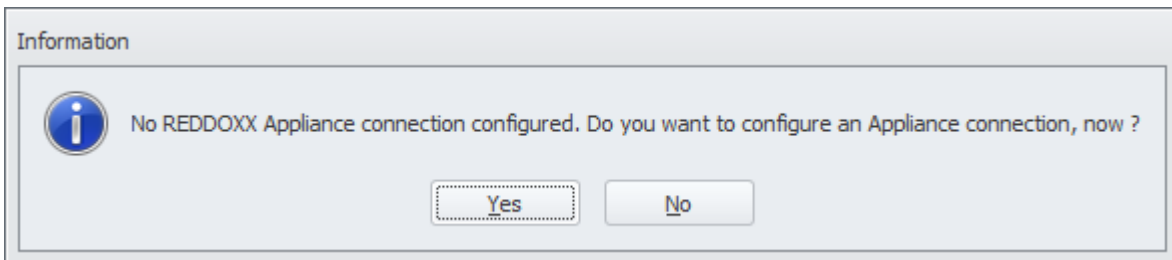
Basic configuration parameters will be need to be set with the first start.



*Image: Workspace selection*

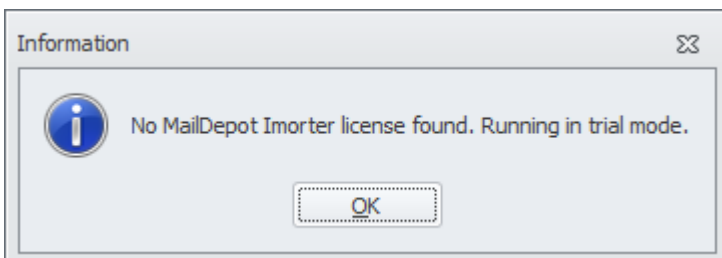
The Workspace Directory will need to be selected. The instructions for this procedure are detailed in Chap. 4.3.4.1.1 Settings.

In the next step, a connection to a REDDOXX Appliance will need to be configured, in order to check the status of the license for the MailDepot Importer.



*Image: Appliance connection*

This step is not mandatory. If a connection is not configured, the MailDepot Importer can be operated in a trial mode. License limitations are discussed in Chap. 1.4 Licensing.



*Image: Trial Mode*

When a connection to a REDDOXX Appliance has been configured, a separate window will open. Further procedures are detailed in Chap. 4.3.4.1.2 Appliance Settings.

**If a connection to a REDDOXX appliance is configured later (under Extra → Settings), and a license already exists, the MailDepot Importer will need to be restarted after the connection test. Only then will the license information be noted.**

## 4.2 The Main Window

After a successful start, the main window of the MailDepot Importer will appear.

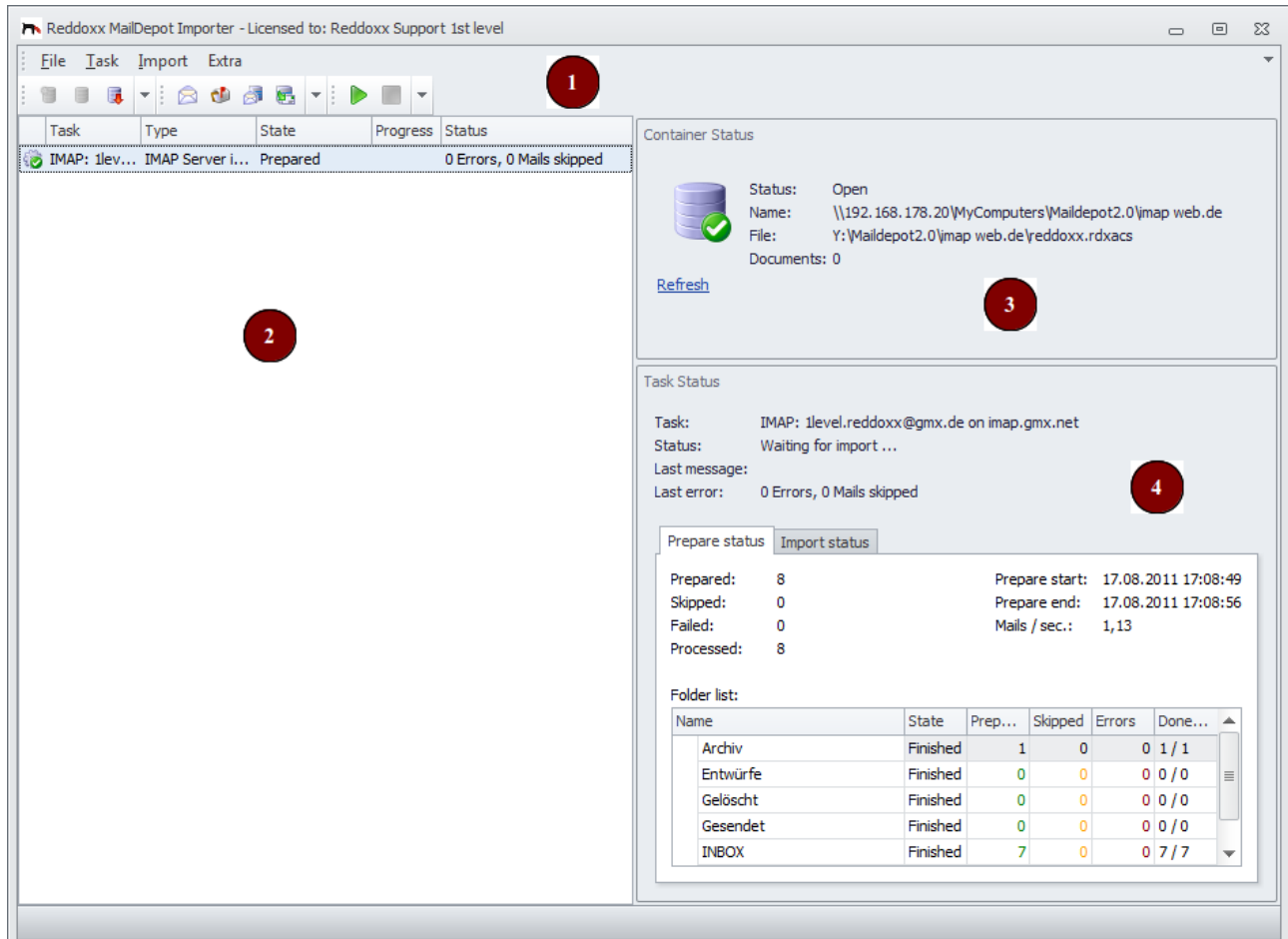


Image: Main Window

The main window is divided into the following parts:

1. Menu and Symbol Bar  
The symbol bar includes the most important tools of the MailDepot Importer.
2. Task List  
The task list shows the import tasks and their current status.
3. Container Status  
Shows the current status of the open containers.
4. Task Status  
Shows the progress of the selected task.

## 4.3 Menu and Functions

### 4.3.1 File

By clicking on *File* in the menu, you are able to create a new container, open an existing container, close an open container. *Exit* will close the MailDepot Importer program.

#### 4.3.1.1 Create Container

This command allows you to create a new container. The imported mails will need to flow into a container created through this command.

#### PLEASE NOTE

Mails can only be imported after creating a container with the MailDepot Importer.

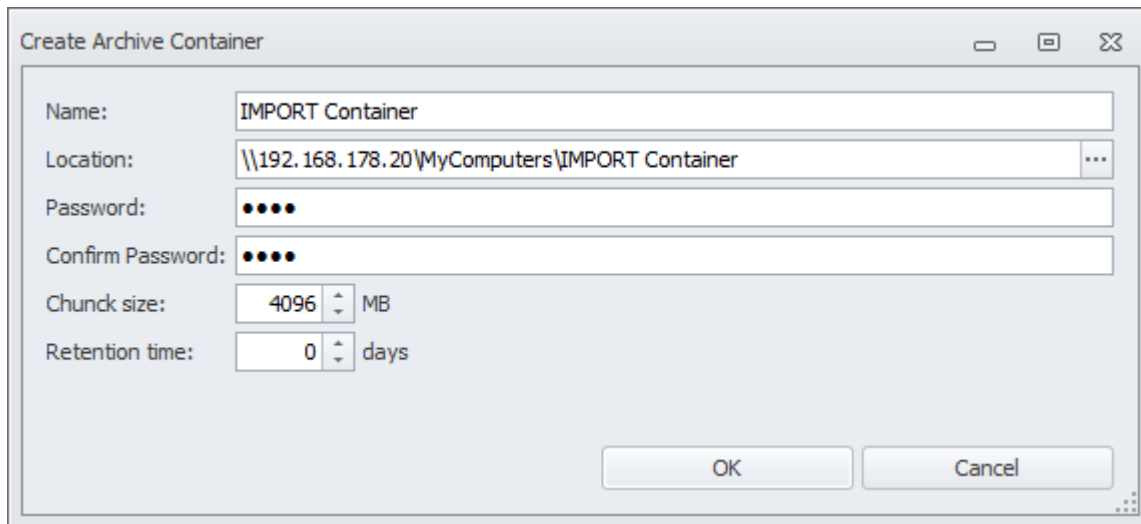


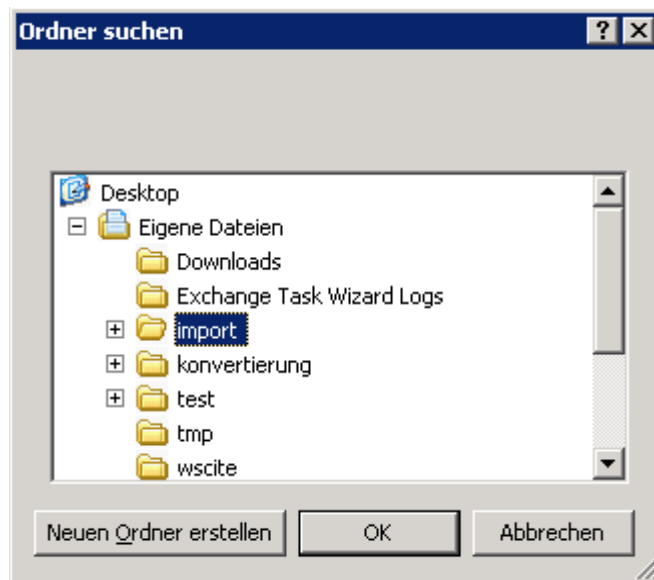
Image: Create Container

#### 1. Name

Enter a name for the container. The name will also be used in the file name found in the file directory. The name of the container can be changed later if necessary.

#### Location

Choose the directory in which you would like to create the container. A sub-directory will be created using the name of the container. If enough disk space is available, it is better to save the container locally in order to maximize the import performance. The container can be moved to a network share when the import process has been completed.



*Image: Folder search*

## 2. Password

If you choose to enter a password, the password will need to be entered every time in order to access the container in the future. This applies also when mounting the container in the Container Inventory or when accessing the container with the Offline Reader. A password is optional, leave this field empty when a password is not necessary.

## 3. Confirm password

Re-enter the password in order to avoid mistakes.

### NOTE

Without a password, it will be possible for all users, those which have access to the container directory, to open a copy of the container with the Offline Reader.

## 4. Maximum Chunk Size

Maximum size of the individual data files in one container in Megabytes. If the size of a data file is exceeded, a new data file will be created under the next consecutive number. The default amount is 4096 MB. Adjust the number to the specifications of the file system of your file storage system. For example, if you create a container on physical data storage (ex. CD, DVD with Iso9660 format), you would need to lower the size to 2048 MB.

## 5. Min. Retention Time

Enter the number of days the e-mail(s) should be archived before it can be deleted. This will ensure that the mails in this container cannot be tampered with for at least this period of time.

### 4.3.1.2 Open Container

Opens a container created with the MailDepot Importer. Choose the file *reddox.rdxacs* from the container directory.

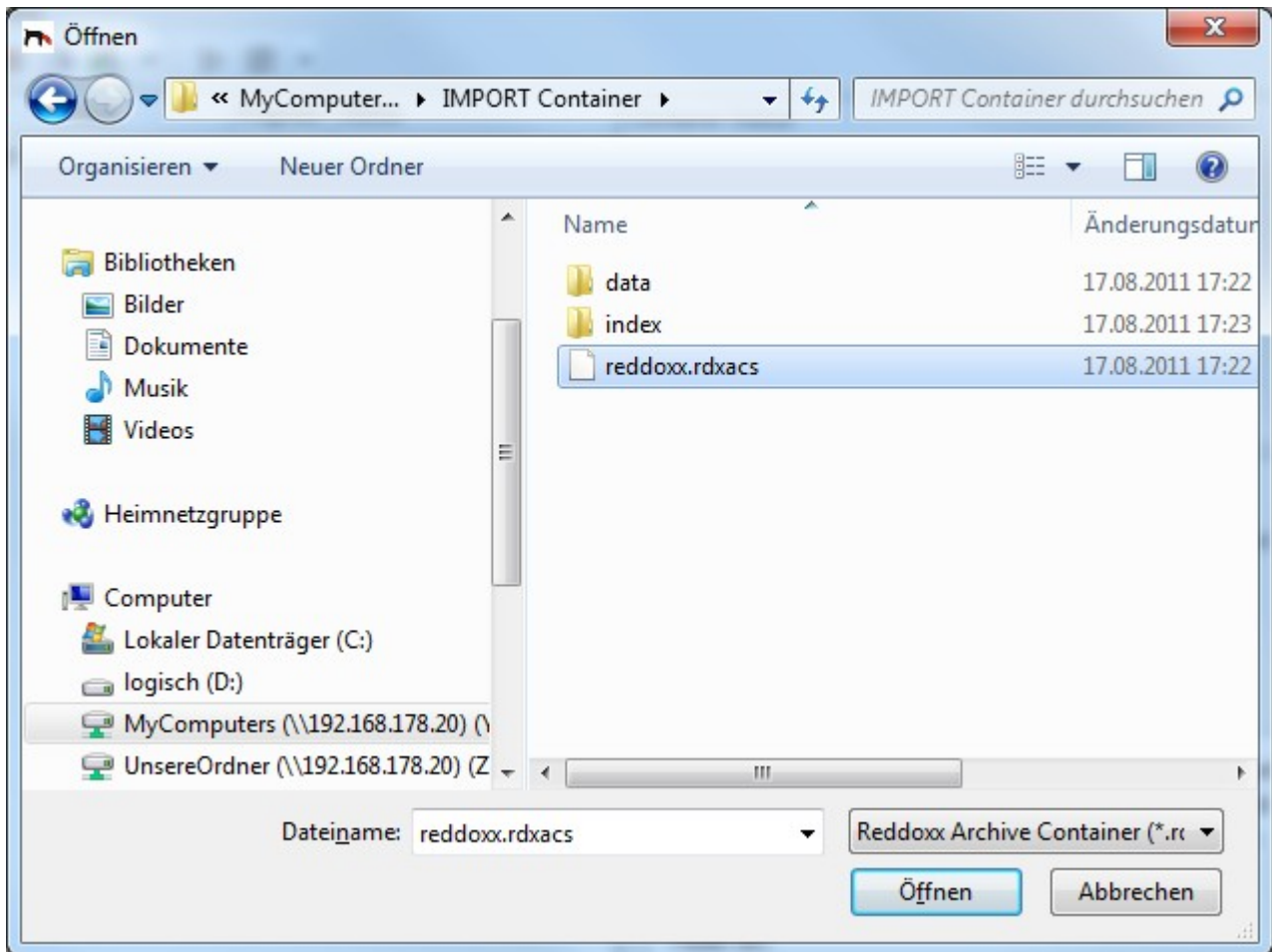
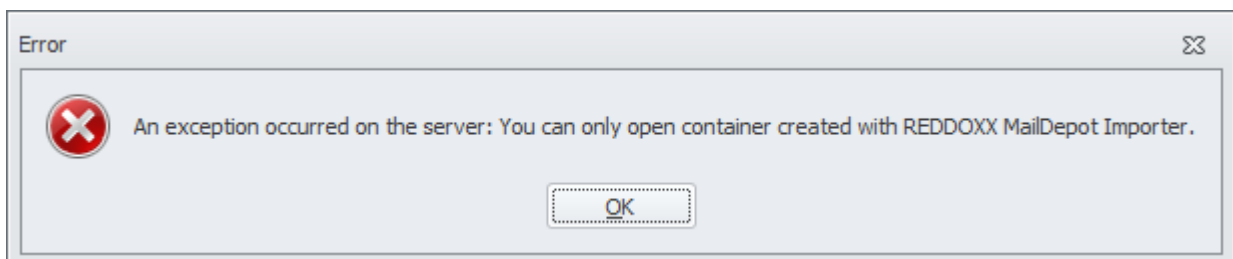


Image: Open Container

If a container which was not created with the MailDepot Importer is chosen, the following error message will appear.



### 4.3.1.3 Close Container

This command will close the currently opened container. Only one container can be open at any given time, it is not possible to have multiple containers open simultaneously.

### 4.3.1.4 Exit

The MailDepot Importer program will be closed.

## 4.3.2 Task

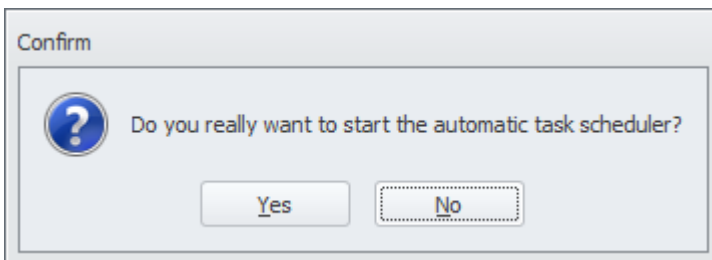
In Chap. 4.3.3 Import , you can learn more about the *Prepare* and *Import* functions.

### 4.3.2.1 Start Automatic Task Scheduler

The Task Scheduler is responsible for executing the composed tasks. This includes the *Prepare* process, as well as the *Import* (indexing and saving) to the container.

***In order for a task to begin, it is necessary that a corresponding source container is open to receive the files.***

Confirm the selection.



*Image: Start Scheduler*

### 4.3.2.2 Stop automatic task scheduler

Selecting this will stop the Task Scheduler. All *Prepare*, as well as *Import*, procedures will be immediately stopped. If the Task Scheduler is stopped before a task has completed, the task will not start from the beginning, but from the point where it was stopped, if and when the Task Scheduler is restarted.

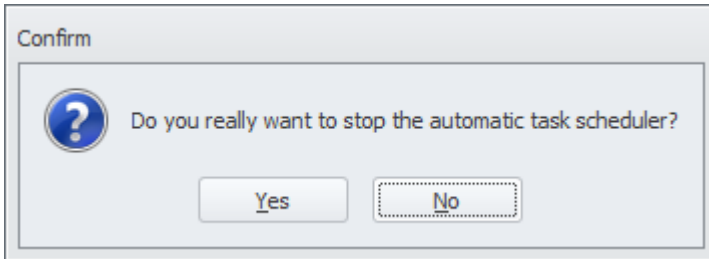


Image: Stop Scheduler

### 4.3.2.3 Start Prepare / Import

The highlighted *Prepare* task or *Import* task will be started by clicking on the **Start Prepare** or **Start Import** command. Only one process can be prepared at any given time when executing either of these commands.

To start the respective process, click Yes in the confirmation window.

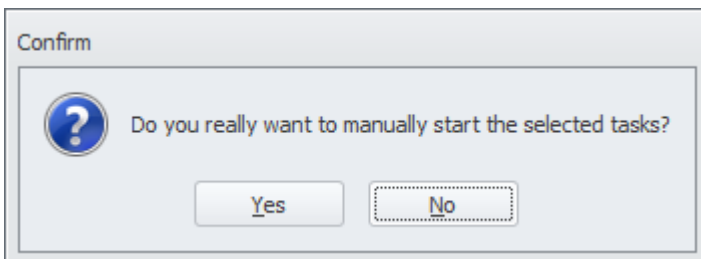


Image: Start Task

When a task is being performed for the first time, a complete *Prepare* cycle is carried out. When the cycle has successfully finished, the following symbol can be seen in the task's title bar.

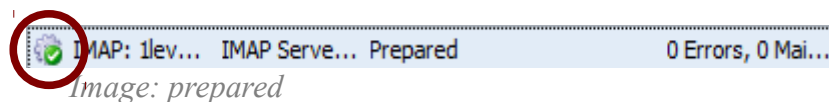


Image: prepared

When the *Import* task has been performed and successfully completed, the following symbol will be displayed in the task's title bar.

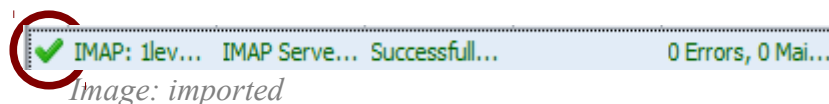


Image: imported

#### 4.3.2.4 Stop Task

By selecting this, the current task will be stopped.

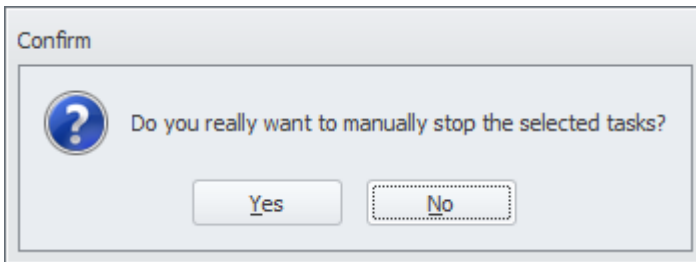


Image: Stop Task

#### 4.3.2.5 Modify Task

Under Modify Task, an existing task can be altered. The basic configuration for composing import procedures is detailed under Chap 4.3.3 Import .

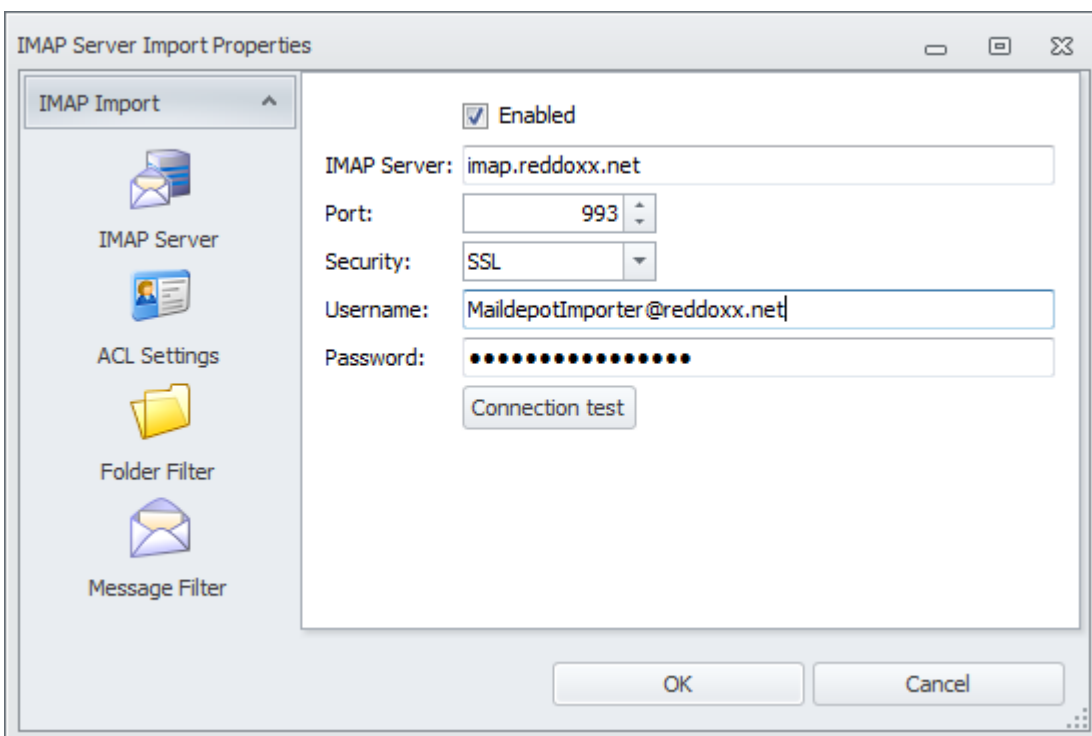
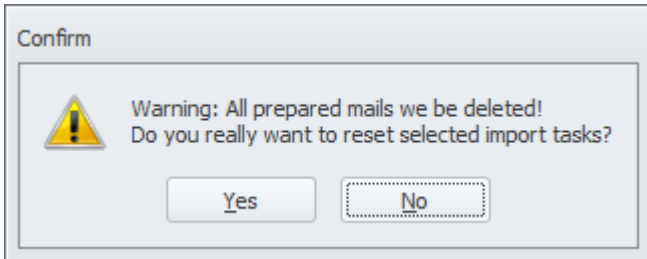


Image: IMAP Server Settings

#### 4.3.2.6 Reset Task

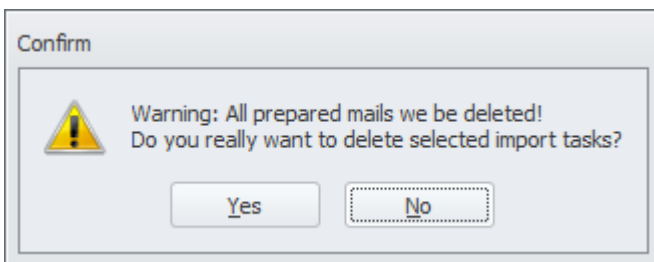
The selected task will be reset. If a task has been started and files have already been moved from their source, these will be **deleted** from the workspace. If *Reset Task* is selected, a warning message will appear which will need to be confirmed in order to proceed with the reset process.



*Image: Reset Task*

#### 4.3.2.7 Delete Task

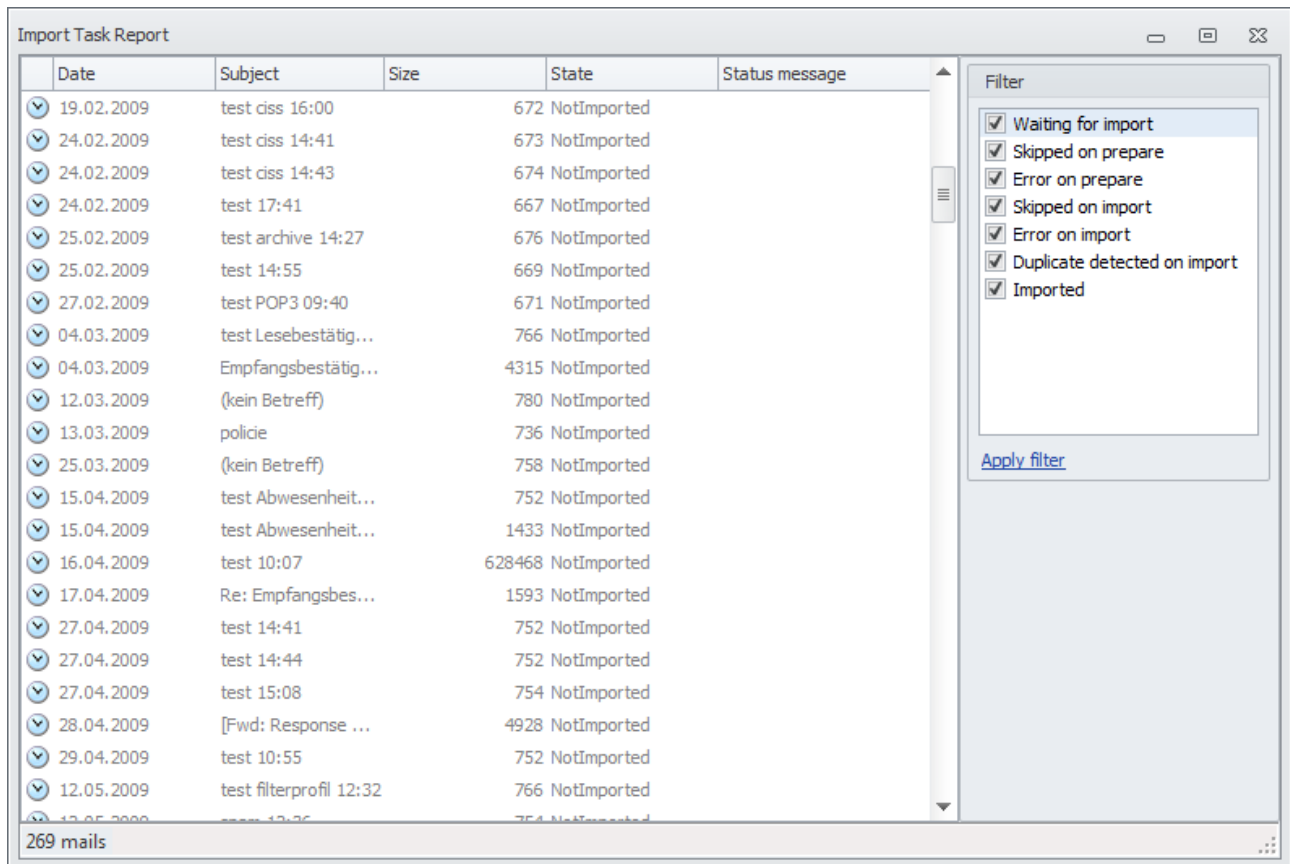
The selected task, together with its properties and previously prepared files will be deleted. If *Delete Task* is selected, a warning message will appear which will need to be confirmed in order to proceed with the delete process.



*Image: Delete Task*

### 4.3.2.8 Report

The results of the *Prepare* process and the *Import* process can be found in the *Report*. Errors which occurred during the individual processes can be controlled here. More detailed information concerning the different steps can be found in the Task Log (==> Log file).



Date	Subject	Size	State	Status message
19.02.2009	test ciss 16:00	672	NotImported	
24.02.2009	test ciss 14:41	673	NotImported	
24.02.2009	test ciss 14:43	674	NotImported	
24.02.2009	test 17:41	667	NotImported	
25.02.2009	test archive 14:27	676	NotImported	
25.02.2009	test 14:55	669	NotImported	
27.02.2009	test POP3 09:40	671	NotImported	
04.03.2009	test Lesebestätig...	766	NotImported	
04.03.2009	Empfangsbestätig...	4315	NotImported	
12.03.2009	(kein Betreff)	780	NotImported	
13.03.2009	policie	736	NotImported	
25.03.2009	(kein Betreff)	758	NotImported	
15.04.2009	test Abwesenheit...	752	NotImported	
15.04.2009	test Abwesenheit...	1433	NotImported	
16.04.2009	test 10:07	628468	NotImported	
17.04.2009	Re: Empfangsbes...	1593	NotImported	
27.04.2009	test 14:41	752	NotImported	
27.04.2009	test 14:44	752	NotImported	
27.04.2009	test 15:08	754	NotImported	
28.04.2009	[Fwd: Response ...	4928	NotImported	
29.04.2009	test 10:55	752	NotImported	
12.05.2009	test filterprofil 12:32	766	NotImported	
12.05.2009	test 12:36	754	NotImported	

269 mails

Image: Import Task Report

There are different filters available to help sort the report:

#### Waiting for Import

The Importer is waiting for the files to be made available from the respective source or server.

#### Skipped on prepare

The Importer skipped the file during the *Prepare* process. The reason is found in the *Status Message* column.

#### Error on prepare

An error occurred during the *Prepare* process. The reason is found in the *Status Message* column.

**Skipped on Import**

The Importer skipped this file during the *Import* process. The reason is found in the *Status Message* column.

**Error on import**

An error occurred during the *Import* process. The reason is found in the *Status Message* column.

**Duplicate detected on import**

A file was recognized as a duplicate file and will not be imported a second time.

**Imported**

The file was successfully imported.

**Apply Filter**

The selected filter will be applied and the results displayed.

**4.3.2.9 Log File**

The different steps of both the *Prepare* and *Import* processes are described in greater detail in the *Log File* of the Importer. Therefore, the *Log File* plays an important role if errors occur during the *Import* process or if certain files are not imported. By selecting *Log File*, the *Log File* will be opened with the file manager (ex. Explorer) of your respective operating system.

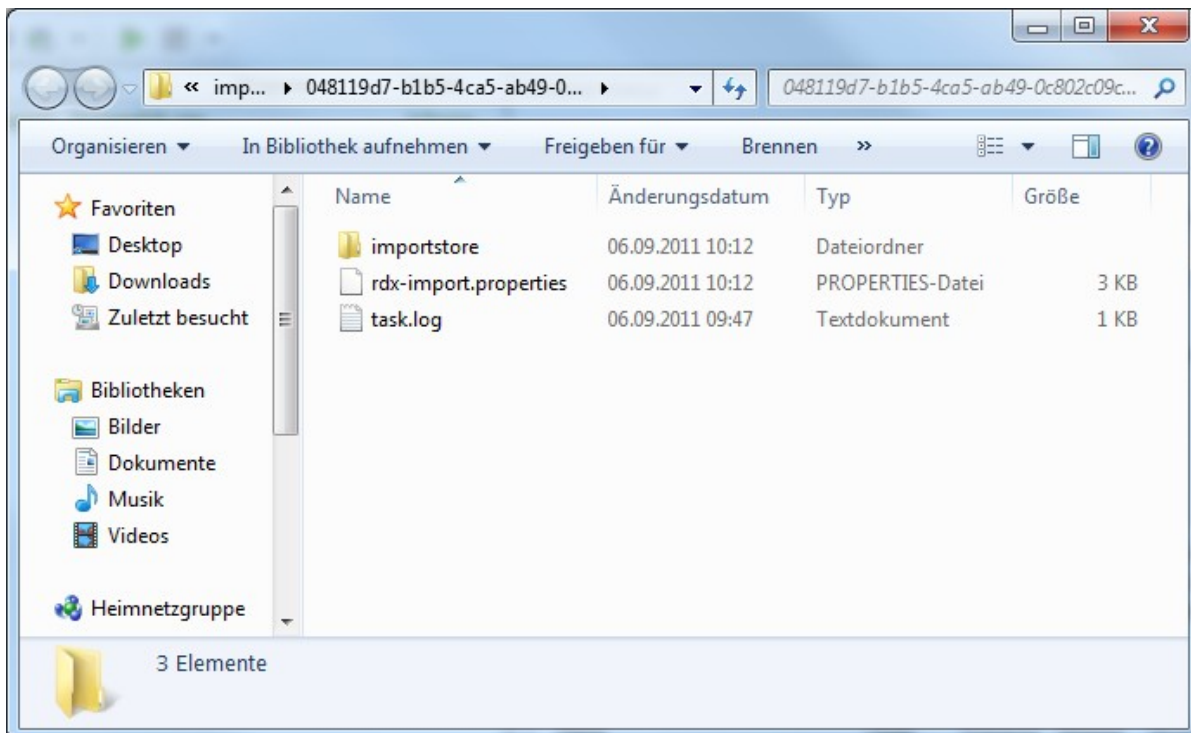


Image: Explorer window with a listing of available files – task.log = log file

With a text editor program, open the file – task.log.

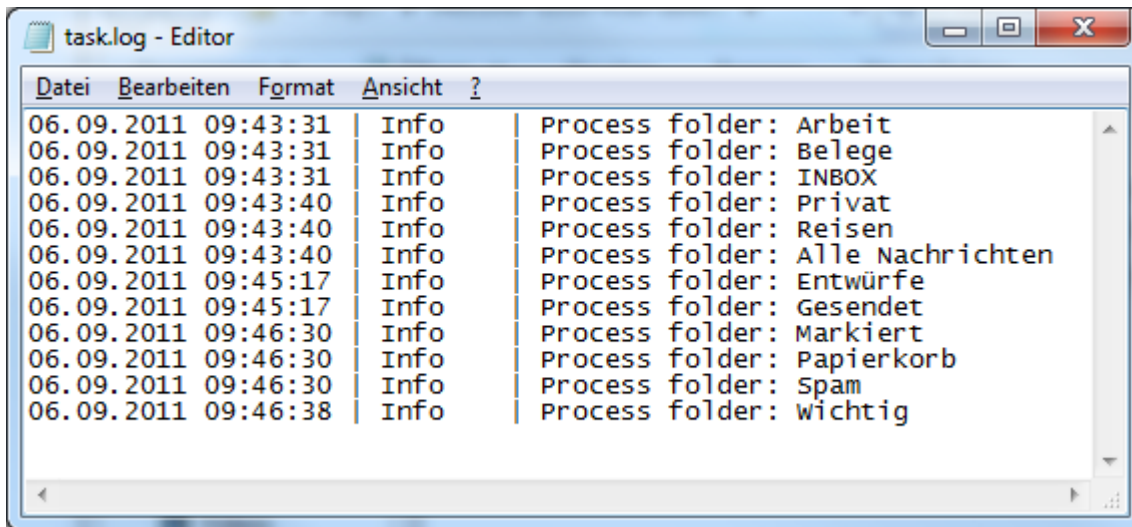


Image: Log File

### 4.3.3 Import

#### General Principles

Under the *Import* menu, you can compose tasks and also define which type of mail files should be imported from the respective choices. The Import process has two phases: the *Prepare* phase and the *Import* phase.

#### 1. Prepare

Mails will be fetched from a predetermined source by composing a *Prepare* task. The mails then land on a waiting list. This is the first step in the archiving process. By selecting *Task Reset*, the waiting list will be deleted and the fetch process repeated. You can perform simultaneous fetch processes by composing parallel tasks (==> Settings).

#### 2. Import

When the *Prepare* cycle has ended, the *Import* can be started in the *Task Scheduler*. If the *Automatic Task Scheduler* is active, the *Import* will automatically start. The mails found on the waiting list will be processed further through this separate function. The indexing and storage of the mails to the container takes place at this point in the cycle. A container needs to be open for the Import phase.

### 4.3.3.1 Import Mail Files

The following file formats are supported for file import:

- Internet E-Mail  
Internet mail files are mostly saved with a “.eml” file extension. This file extension does not necessarily need to be found in the file name, although the format of the file is the deciding factor.
- Outlook E-Mail.  
Standard Microsoft Outlook Mail format.

Choose *Import Mail files* from the menu under *Import*. The following window will appear.

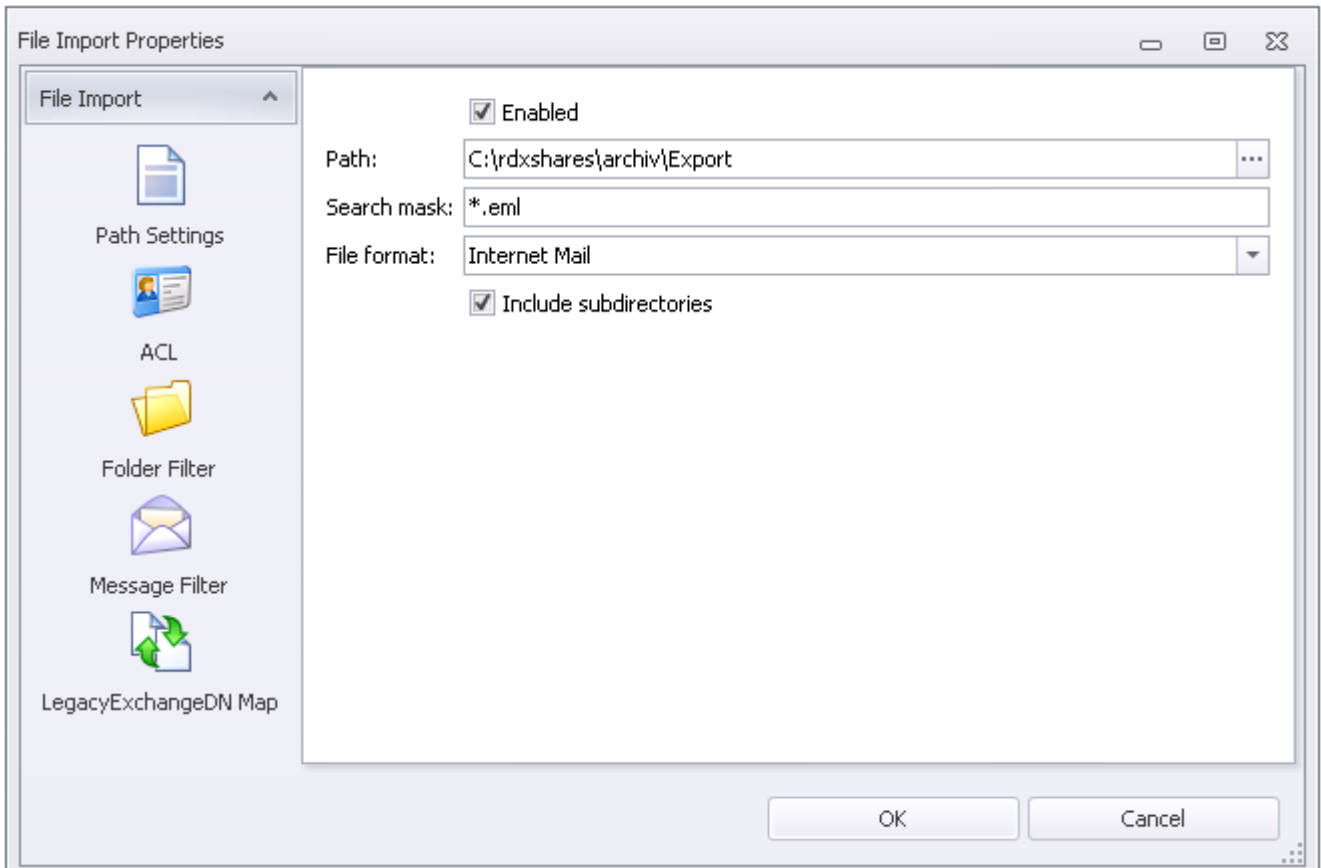


Image: File Import Properties

On the left side under *File Import* are five different settings. Click on the correct symbol and enter the necessary information in the window to the right.

#### 4.3.3.1.1 Path Settings

Under *Path Settings*, you need to enter the directory in which the mails to be imported are found.

##### **Enabled**

The *Task* will be activated and can then be manually started or through the Task Scheduler performed.

##### **Path**

The directory path under which the respective mails are found.

##### **Search mask**

The *Search mask* filters the files according to their file extension. The standard file extensions under which e-mails are classified are:

- .eml : Internet E-mails
- .msg : Microsoft Outlook E-mail files

##### **NOTICE**

For example, internet mail files found on Linux system are not saved with an .eml file extension. Nevertheless, these files can be imported as long as there is a separate file for each e-mail (saved in maildir-format).

MBOX files (several mails in one file) are not able to be imported.

##### **File format**

In this field, you will enter the format under which the mail files are found. The choices are **Internet Mail** and **Outlook Mail**.

##### **NOTICE**

Make sure the correct setting is accounted for, otherwise the e-mails cannot be correctly interpreted.

##### **Include subdirectories**

If this option is selected, all subdirectories will also be included in the cycle. Separate directories can be included or excluded under *Folder Filter* (see following section).

### 4.3.3.1.2 ACL

Access permissions to imported mails can be administered with the ACLs. A user will have one or more e-mail addresses, and when one of these addresses is entered in ACL, the user will have access to the mail in the MailDepot. Normally both the sender and recipient address will be entered in the ACL, since these are found in the header of an internet e-mail. It is possible to manually add addresses.

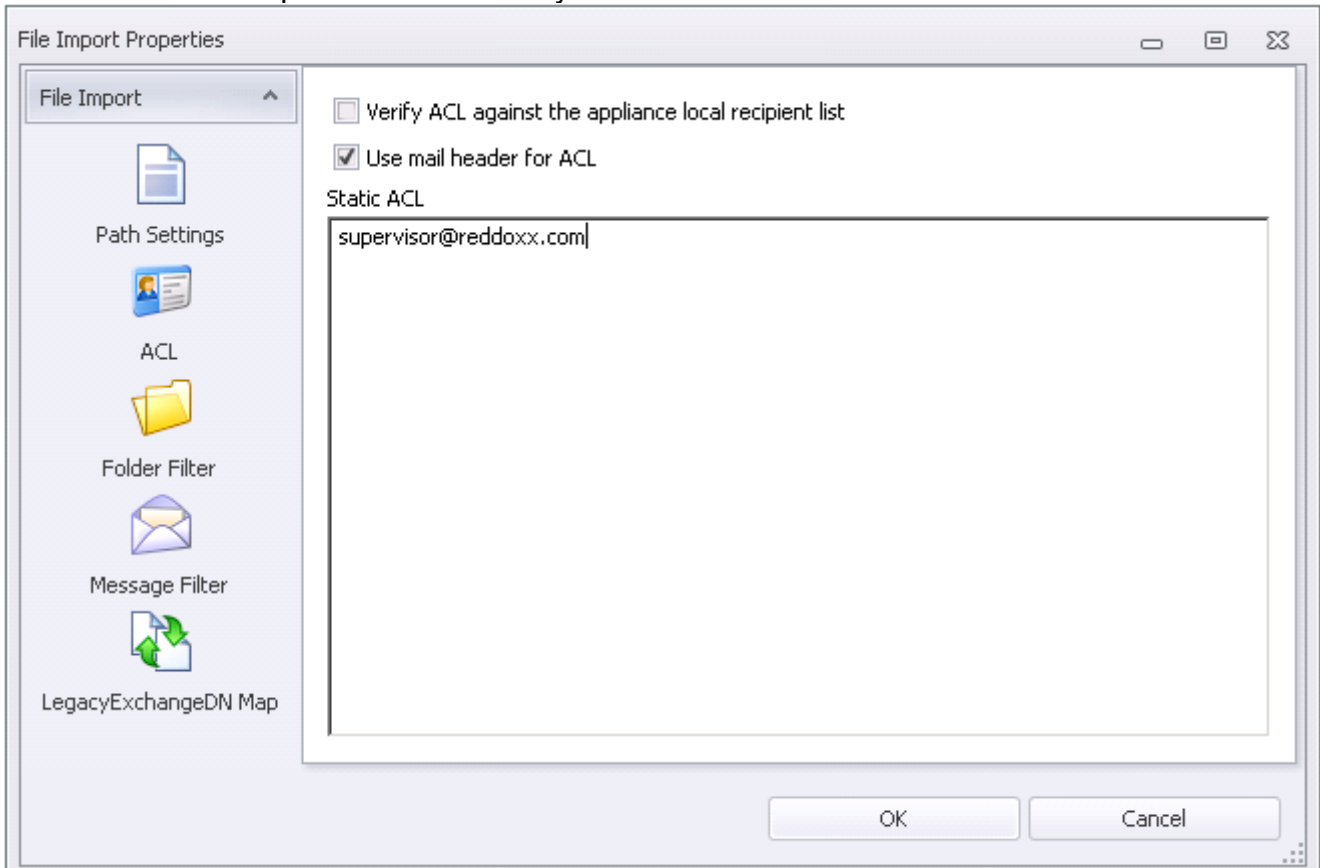


Image: ACL Properties

#### Verify ACL against the appliance local recipient list

The sender and recipient addresses of the imported mails will be verified with the *E-mail Aliases* found in the REDDOXX appliance. Only when these addresses are found in the appliance will the mail be imported. Mails which were not accepted can be examined further in the report.

#### Use Mail Header for ACL

All sender and recipient addresses found in the header will be applied when defining the ACLs. The addresses found in the “To” field, as well as “CC” field, will be taken into account.

#### Static ACL

If additional users should have access to the imported mails, it is possible to manually enter the e-mail addresses in this field.

### 4.3.3.1.3 Folder Filter

The *Folder Filter* allows you to include or exclude certain directories and/or subdirectories during an *Import* cycle. Make sure that the selected path information corresponds with previously entered subdirectories.

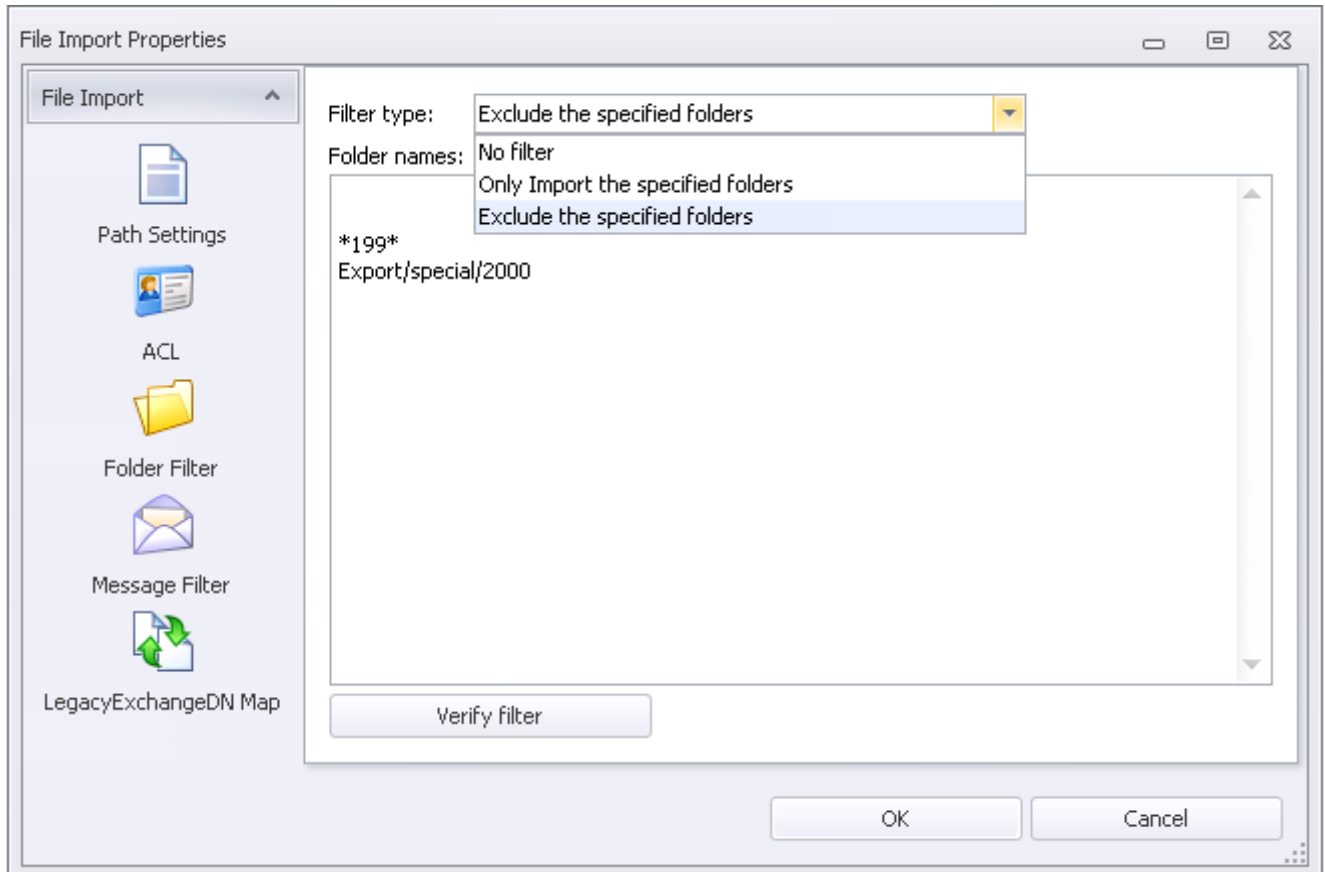


Image: Folder Filter

#### **No Filter**

All mails found in the selected directory will be imported. Any further filter settings will not be observed.

#### **Only Import the specified folders**

Only the listed folder names in the selected directory will be imported.

#### **Exclude the specified folders**

The folder names listed here will be excluded from the *Import* cycle. Note the example in the screenshot above.

### Folder names

Confirms which folders should be included in or excluded from the import cycle. The entry needs to be relative to the folder, that which was given in the path settings. Note the screenshot in which “Export” can be used as an example.

Never begin an entry with a slash (/). A star (\*) is the only symbol allowed and can be used as a wildcard.

### Verify filter

The previously entered filter settings will be analyzed. All directories selected for an import will be listed together with the corresponding filter. Under the column *State*, you can see if the filter will be included in or excluded from the import cycle..

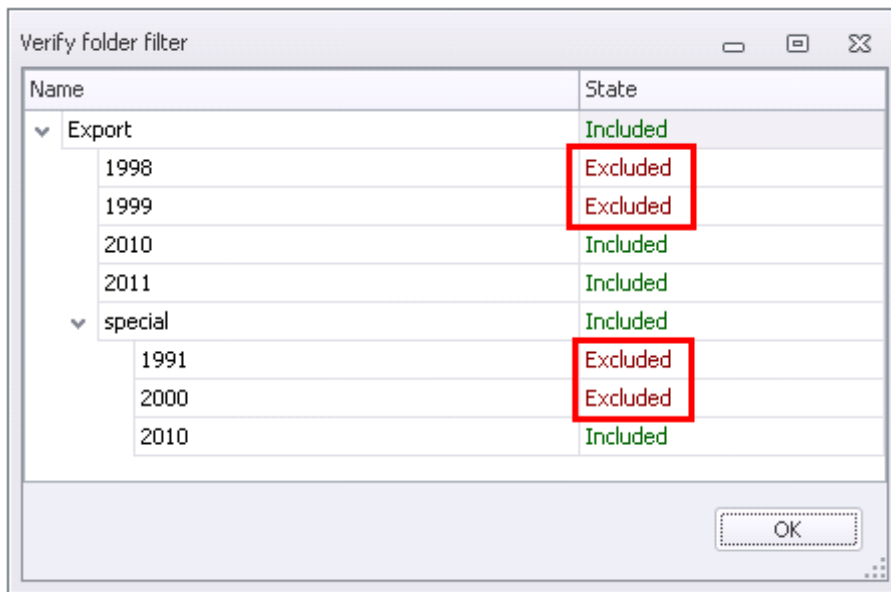


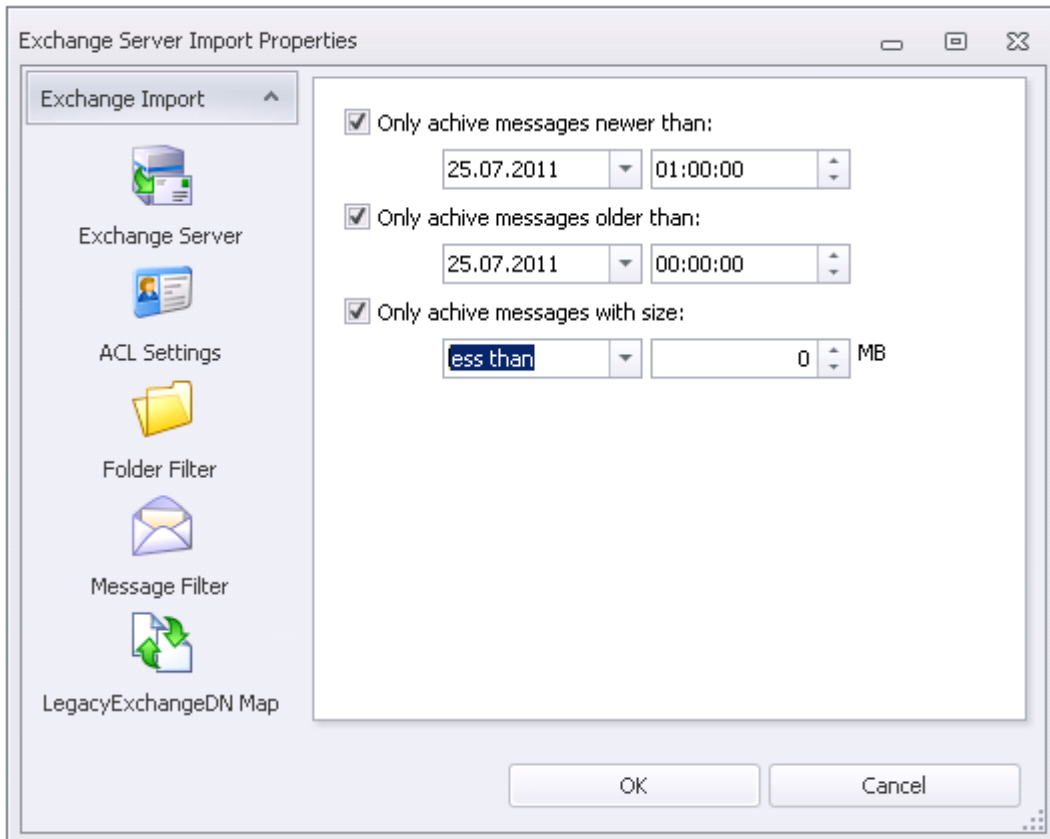
Image: Verify Filter

### NOTICE

When performing the initial Verify Filter command before an *Import Task*, it is important to note the existing framework of the folders. If the framework of the folders is for some reason altered before the *Import Task* is carried out, the existing task will need to be updated to reflect the changes made in the framework of the folders (Modify Task).

#### 4.3.3.1.4 Message Filter

With the *Message Filter*, it is possible to exclude mails which meet certain criteria, such as certain dates or size restrictions.



*Image: Message Filter*

#### **Only archive messages newer than**

Only mails created after a certain date and time will be archived.

#### **Only archive messages older than**

Only mails created before a certain date and time will be archived.

#### **Only archive messages with size**

*greater than*

Only mails which are larger than the size entered will be archived.

*less than*

Only mails which are smaller than the size entered will be archived.

### 4.3.3.1.5 LegacyExchangeDN Map

In order to have access permissions (ACL) to an archived mail in the REDDOXX MailDepot, the mail needs to have an SMTP-based internet e-mail address. In the case of internal MS Exchange mails, especially with older versions (MS Exchange 5.5), SMTP is not used, instead they are based on *Legacy Exchange Distinguished Name* principles.

Please note the following example:

LegacyExchangeDN	SMTP-Address
/o=rdxsbs/ou=first administrative group/cn=recipients/cn=administrator	administrator@rdx-2003.de

In order for the MailDepot to properly sort the users and the SMTP addresses, a translation table (Map), which translates the LegacyExchangeDN addresses to SMTP addresses, is necessary.

With a current Windows server system, the translation may already occur between the Domain Controller and the Active Directory. If certain LegacyExchangeDN addresses are not translated through the current Active Directory, or there are mails from outside systems, it is possible to manually generate a translation table. The SMTP address always determines which user gains access to the archived mail. When the *Prepare* cycle has finished, check to see which addresses could not be converted.

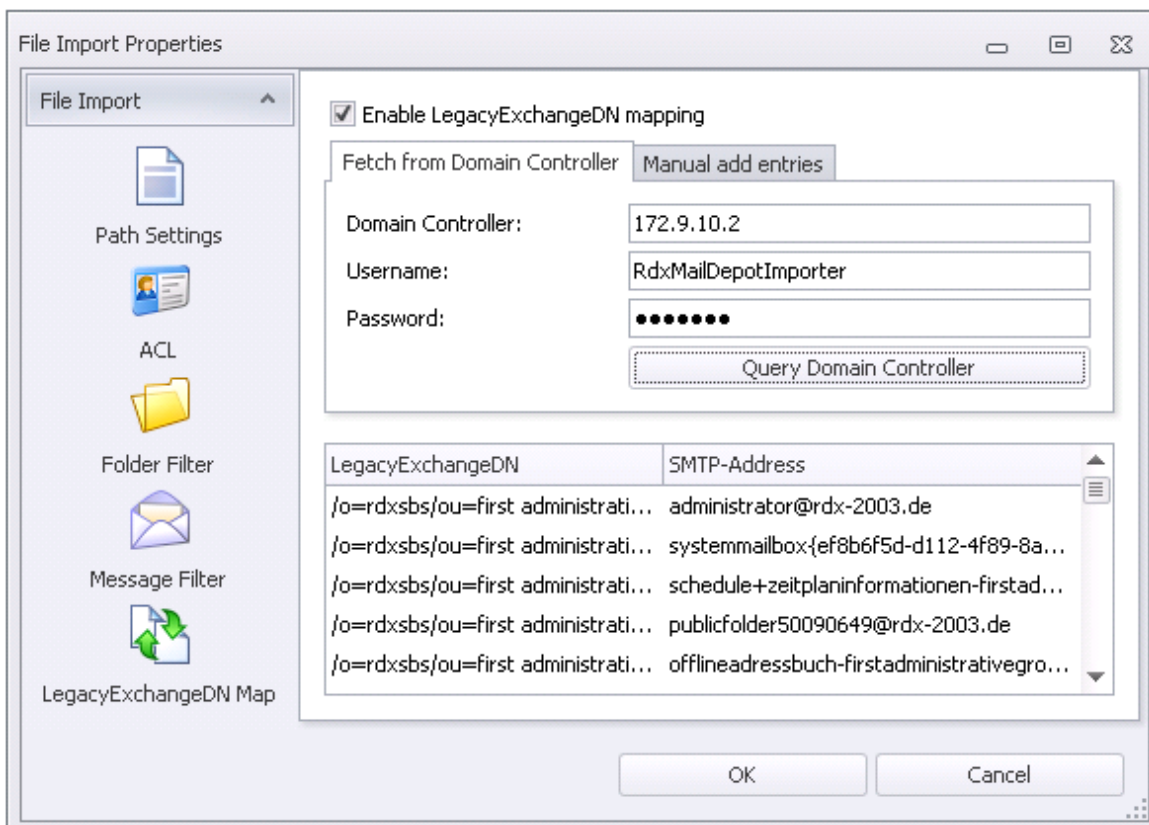


Image: LegacyExchangeDN Map

#### Enable LegacyExchangeDN mapping

By activating this, the automatic translation from LegacyExchangeDN to SMTP addresses will be applied.

## Fetch from Domain Controller

### Domain Controller

Hostname or IP address of the Domain Controller from which the primary SMTP addresses should be fetched, with the aid of the LegacyExchangeDN addresses.

### Username

The username with which the MailDepot Importer can log into the Active Directory.

### Password

The corresponding password for the above user.

### Query Domain Controller

Starts the translation process. All LegacyExchangeDN addresses, together with the matching SMTP address from the Active Directory, will be displayed.

## Manual add entries

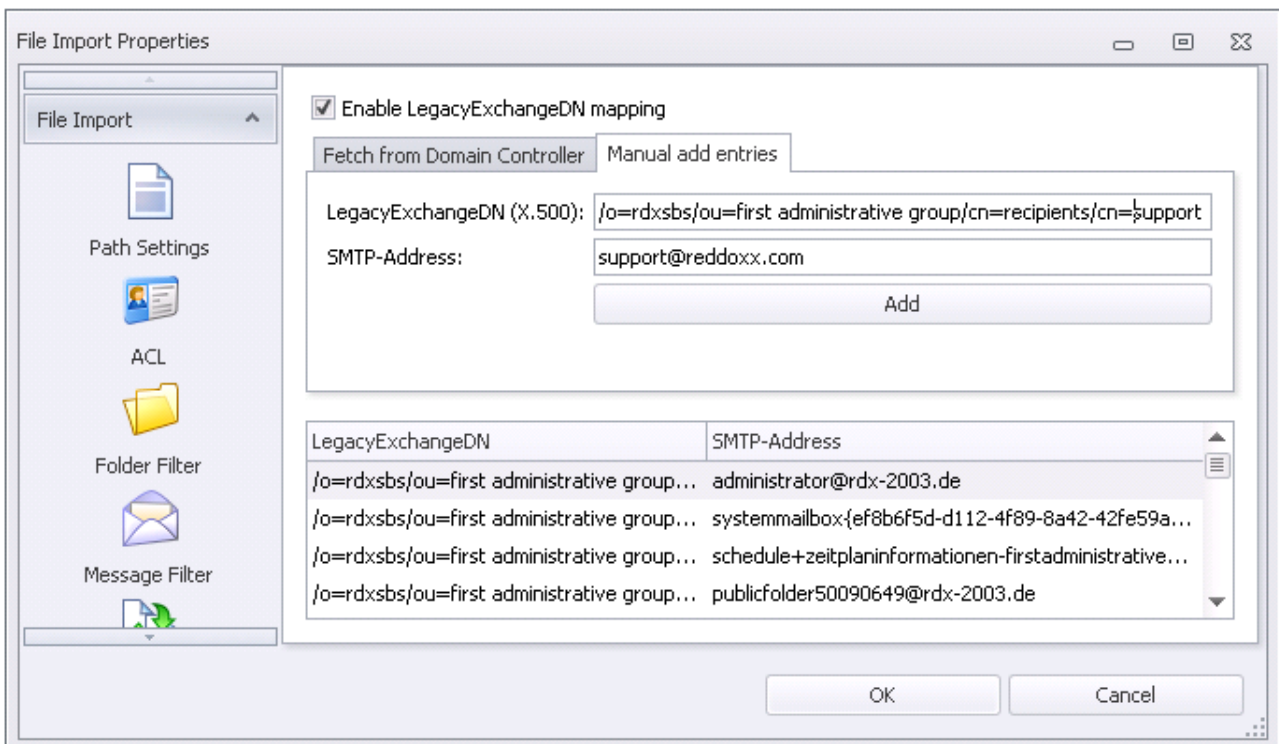


Image: Manually add LegacyExchangeDN map entries

### LegacyExchangeDN (X.500)

Enter a LegacyExchangeDN address. Make sure the correct path and name are given.

### SMTP Address

The SMTP address which should be used to replace the LegacyExchangeDN address.

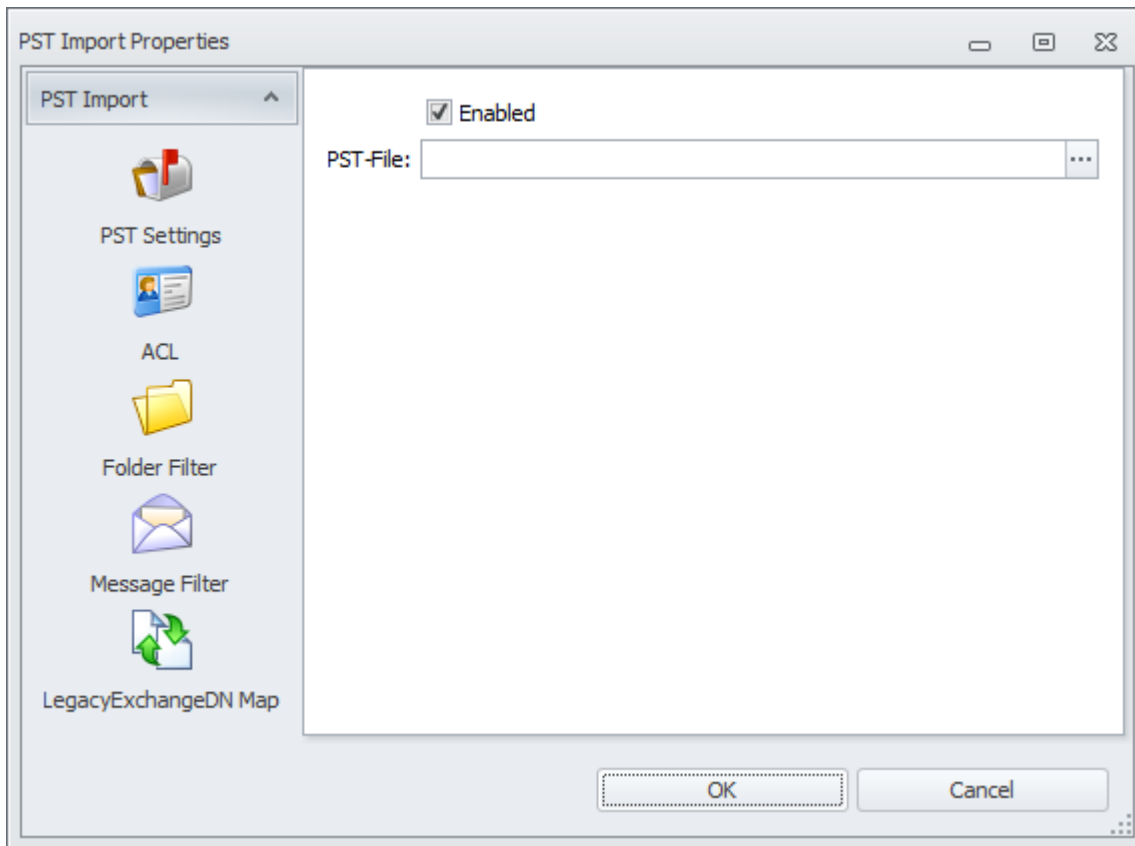
Click on *Add* to add the entry. The new entry will be added to the end of the list. To delete an entry, highlight the address and push DEL or Delete on your keyboard. You can highlight more than one entry if necessary.

Selected entries will remain in the list until they are deleted.

TIP: **CTRL-A + DEL** deletes all entries from the list.

### 4.3.3.2 Import PST-Files

PST files are Microsoft Outlook-based container files. The PST Importer enables PST files to be read from e-mails and added to a REDDOXX Archive container.



*Image: PST Import Properties*

#### 4.3.3.2.1 PST Import Properties

##### **Enabled**

Activates the task so that it will run automatically through the Scheduler or can be manually started.

##### **PST-File**

Select the PST file which should be imported.

#### 4.3.3.2.2 ACL, Folder Filter, Message Filter, LegacyExchangeDN Map

These settings have been previously discussed in Chap 4.3.3.1.2 ACL.

### 4.3.3.3 Import from IMAP Mailbox

Mails written in accordance with IMAP format can be singled out from a mail server and archived in a REDDOXX container with this function.

In the *Import* menu, select *Import from IMAP Mailbox*. The following window will appear.

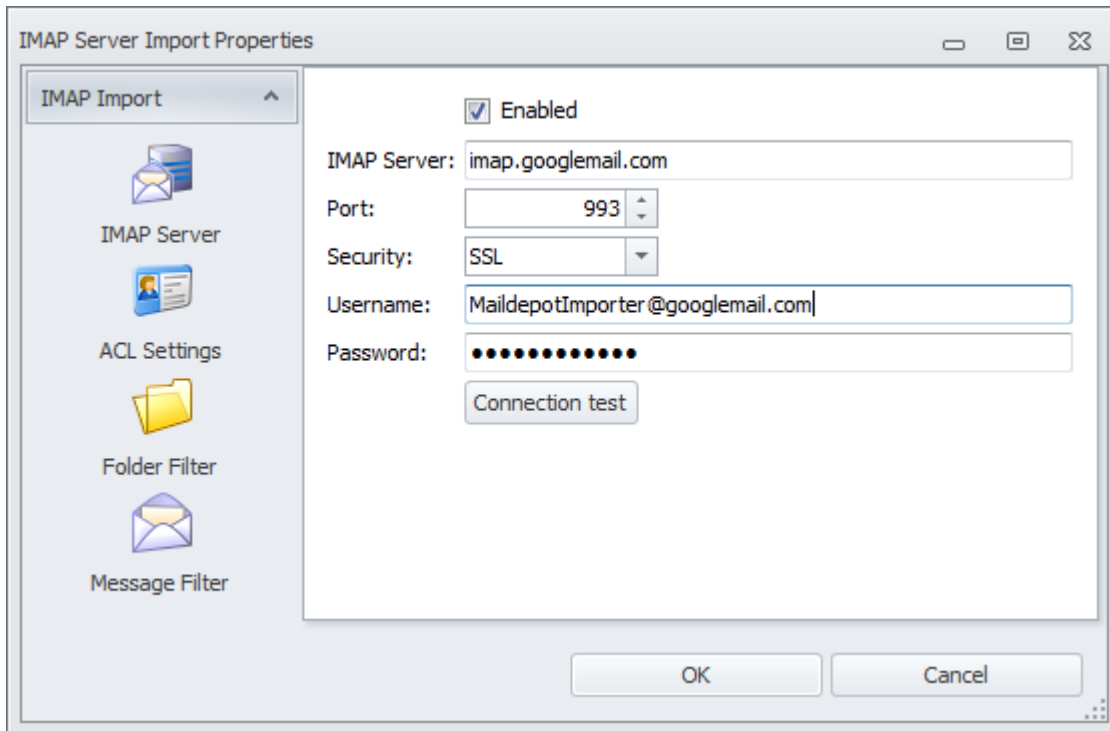


Image: Import IMAP Server Properties

#### 4.3.3.3.1 IMAP Server

##### Enabled

Activates the task so that it will run automatically through the Scheduler or can be manually started.

##### IMAP Server

Enter the respective IMAP server. The hostname or the IP address of the server is allowed.

##### Port

The corresponding TCP port for IMAP needs to be entered. The standard port is **143**. The standard port for SSL transmission is **993**.

**Security**

To secure files during a transmission, the transmission can be encrypted via SSL/TLS. The standard setting is called **SSL**.

**NOTICE**

Make sure that the sending server (here the IMAP server), also supports the respective method of secure transmission. Modern mail servers, for example MS Exchange 2010, have, by default, the unencrypted transmission method (None or Plain) deactivated.

**Username**

A valid username to access the IMAP server needs to be entered.

**Password**

The corresponding password for the above username needs to be given.

**Connection Test**

The connection to the IMAP server will be tested.

**NOTICE**

Make sure that the readout of the IMAP mailboxes on the mail server is not somehow restricted. In the case of large folders, the process can take a longer period of time. Timeouts or limitations on the server need to be avoided.

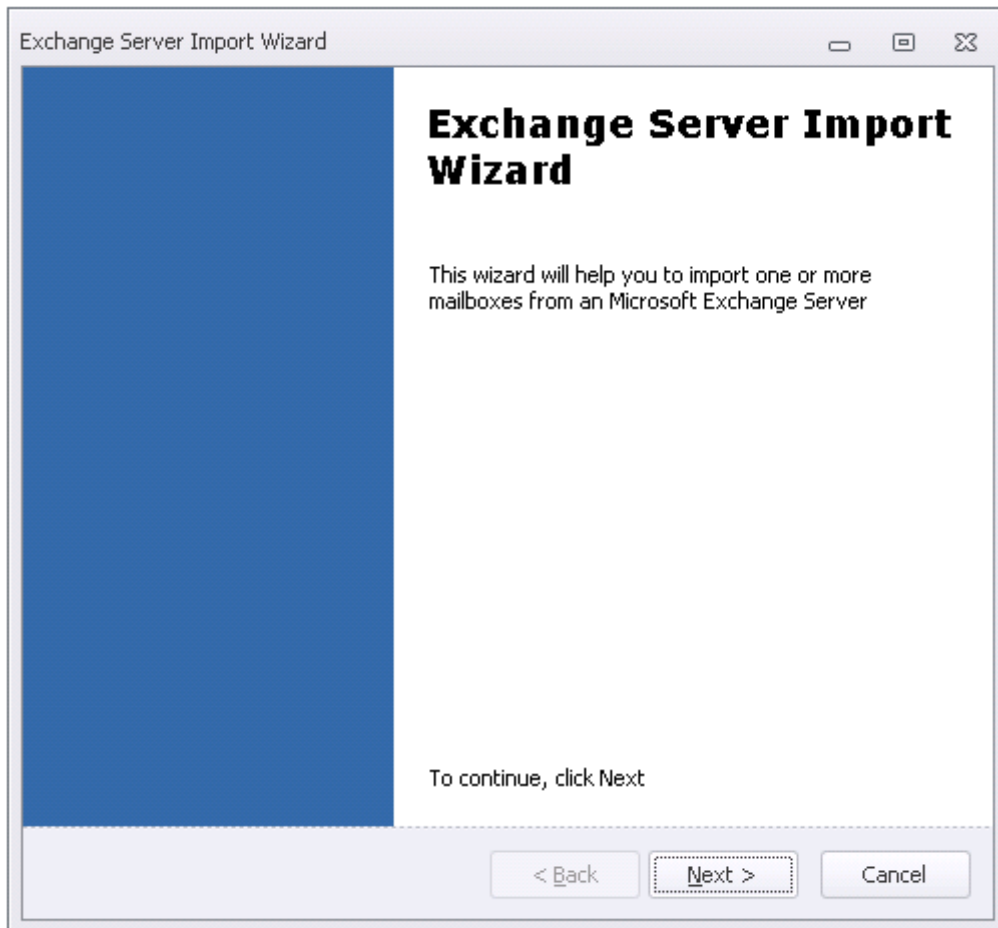
**4.3.3.3.2 ACL, Folder Filter, Message Filter**

These settings have been previously discussed in Chap. 4.3.3.1.2 ACL.

#### 4.3.3.4 Import from MS-Exchange Server

Choose this option to import mailboxes from an MS Exchange Server. The Exchange server Import Wizard provides a list of all mailboxes from which you can choose, which mailboxes to import. Public Folders can also be imported with this tool.

1. Choose MS Exchange Import from the *Import* menu or click on the corresponding symbol in the tool bar.



*Image: Exchange Server Import Wizard initial window*

The Import Wizard will open. Click on *Next* to proceed.

2. Enter the corresponding data to connect to the MS Exchange Server.

Image: Exchange Server Properties

### Domain Controller

Enter the IP address or hostname of the domain controller which authenticates the intended users of the import.

### Exchange Server Version

Choose between *Exchange 2003*, *Exchange 2007* and *Exchange 2010*.

### Protocol:

*HTTP* is for a non-secure connection to the MS Exchange Server. *HTTPS* provides a secure connection to the MS Exchange Server.

### Exchange Server:

Enter the IP address or hostname of the targeted MS Exchange Server.

### Username:

Enter a username which has full access to all mailboxes. In Chap. 3 Connecting to an MS Exchange Server, you can find information regarding access permissions.

### Password:

Enter the corresponding password for the above username.

### 3. Connection Test

Click on *Connection Test* to test the authentication of the user data against the Active Directory. It will also be tested if the user has the required permissions to access the mailboxes on the Exchange Server. Make sure to note both test results.

Click on *Next* to continue.

4. A list of available mailboxes will be shown. Select the mailboxes which should be imported.

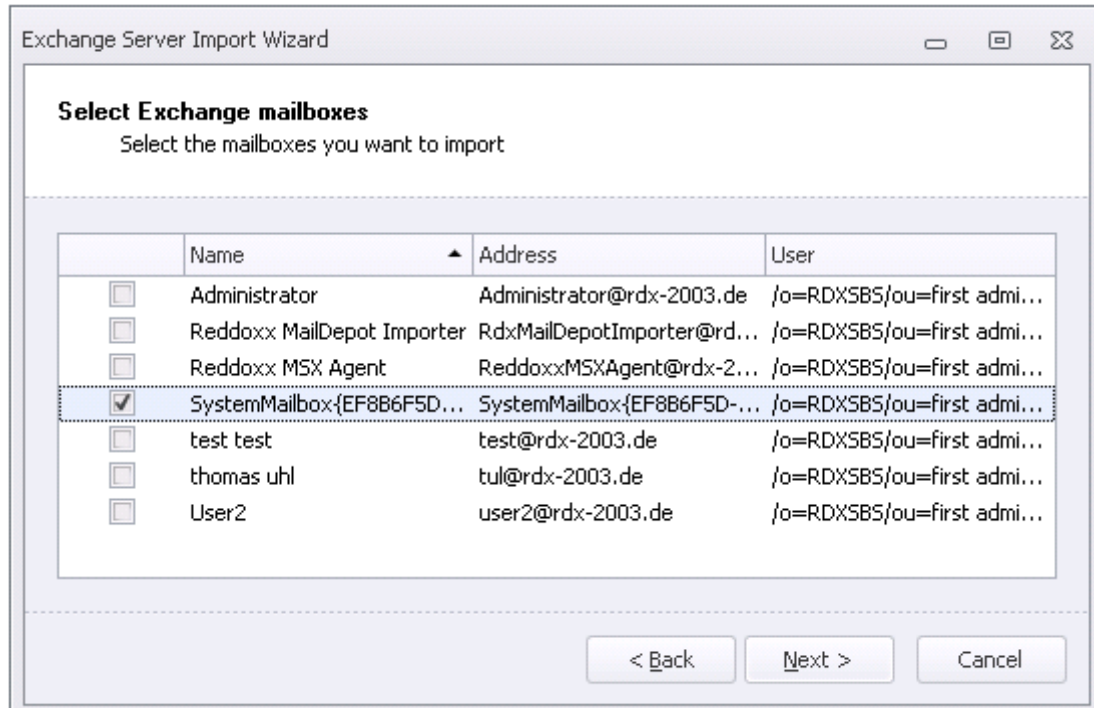


Image: Selection of mailboxes, including Public Folders

#### NOTICE

Public Folders will be shown in the list as **SystemMailbox**. (Note the highlighted example in the above screenshot.)

Click on *Next* to continue.

5. If certain folders should not be imported, you can configure this in the *Folder Filter*.

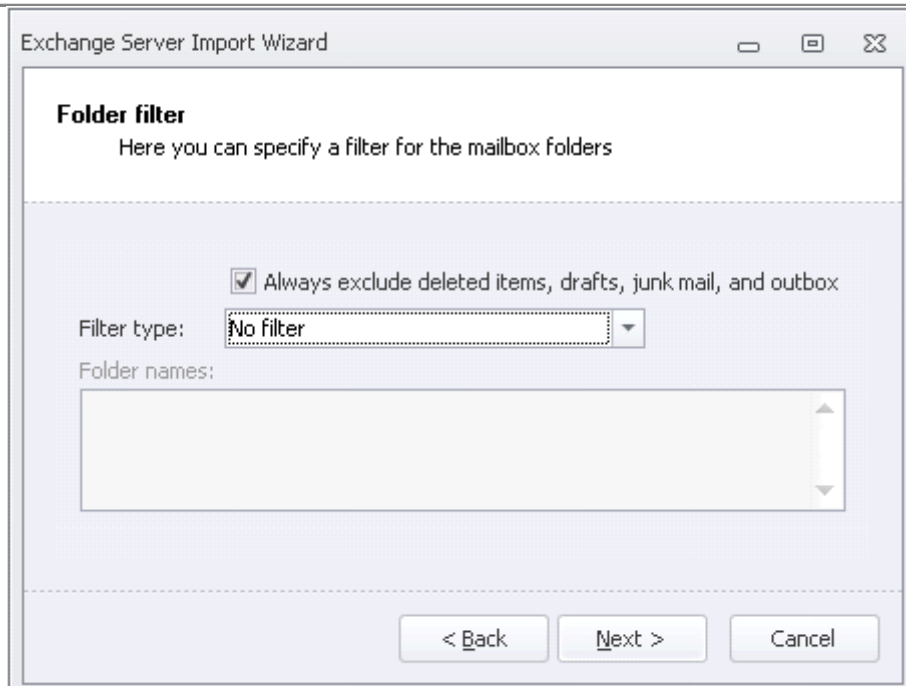


Image: Folder Filter

## Folder Filter

### Always exclude deleted items, drafts, junk mail and outbox

Deleted mails, and mails which are found in the following folders-Drafts, Junk, Outbox-will not be imported if this is checked.

Filter configuration has been previously described in Chap. 4.3.3.1.3 Folder Filter.

## 6. Configure the filter to exclude certain mails from the import.

The screenshot shows the 'Exchange Server Import Wizard' window, specifically the 'Message filter' step. The title bar reads 'Exchange Server Import Wizard'. Below the title bar, the text 'Message filter' is displayed in bold, followed by the instruction 'Here you can specify a filter for the messages'. The main area contains three filter options, each with a checkbox:

- Only active messages older than: [25.07.2011] [00:00:00]
- Only active messages newer than: [25.07.2011] [00:00:00]
- Only active messages with size: [less than] [0] MB

At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a dotted border.

**Message Filter**

Filter configuration has been previously described in Chap. 4.3.3.1.4 Message Filter.

Click on *Next* to continue.

## 7. Configure the Legacy ExchangeDN Mapping.

The screenshot shows the 'Exchange Server Import Wizard' window, specifically the 'LegacyExchangeDN mapping' step. The title bar reads 'Exchange Server Import Wizard'. Below the title bar, the text 'LegacyExchangeDN mapping' is displayed in bold, followed by the instruction 'Here you can create a map for LegacyExchangeDN addresses (optional)'. The main area contains a checkbox:

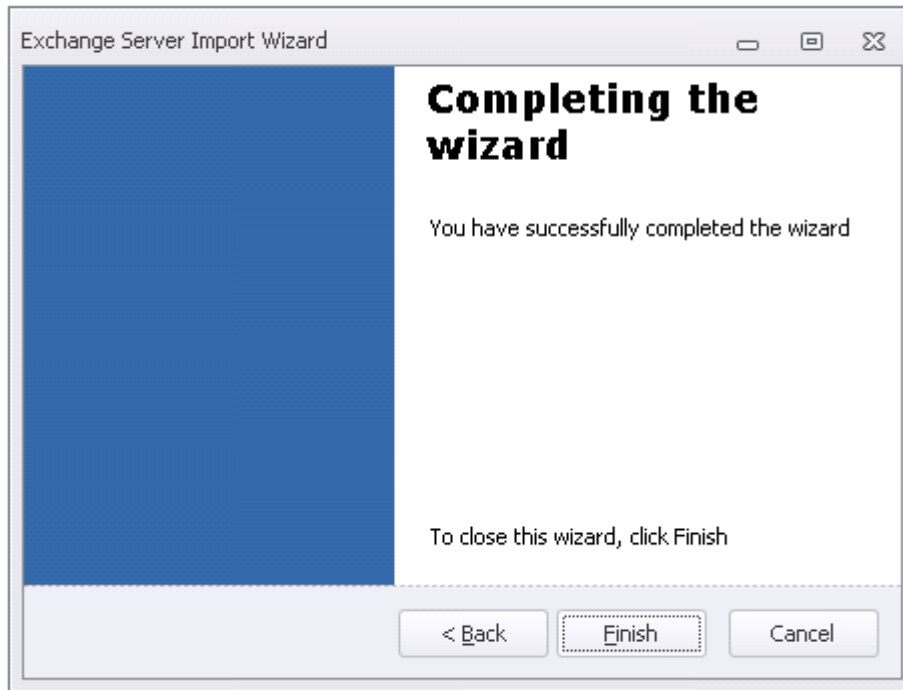
- Enable LegacyExchangeDN mapping

Below the checkbox, there are two tabs: 'Fetch from Domain Controller' (selected) and 'Manual add entries'. Under the 'Fetch from Domain Controller' tab, there are three input fields for 'Domain Controller:', 'Username:', and 'Password:', followed by a 'Query Domain Controller' button. At the bottom of the window, there is a table with two columns: 'LegacyExchangeDN' and 'SMTP-Address'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a dotted border.

## Legacy Exchange DN Mapping

This function has been previously described in Chap. 4.3.3.1.5 LegacyExchangeDN Map. Please refer to this section for further explanation.

Click on *Next*, followed by *Finish* to complete the Wizard.



At the completion of the Import Wizard, a task will be applied to each mailbox. Each task can be separately processed afterward, if necessary. You can now start the importing tasks or check the settings of the tasks if necessary. These are described in the following chapter.

## 4.3.4 Extra

### 4.3.4.1 Settings

In the menu, click on *Extras*, followed by *Settings*, to change the basic settings of the MailDepot Importer, if necessary.

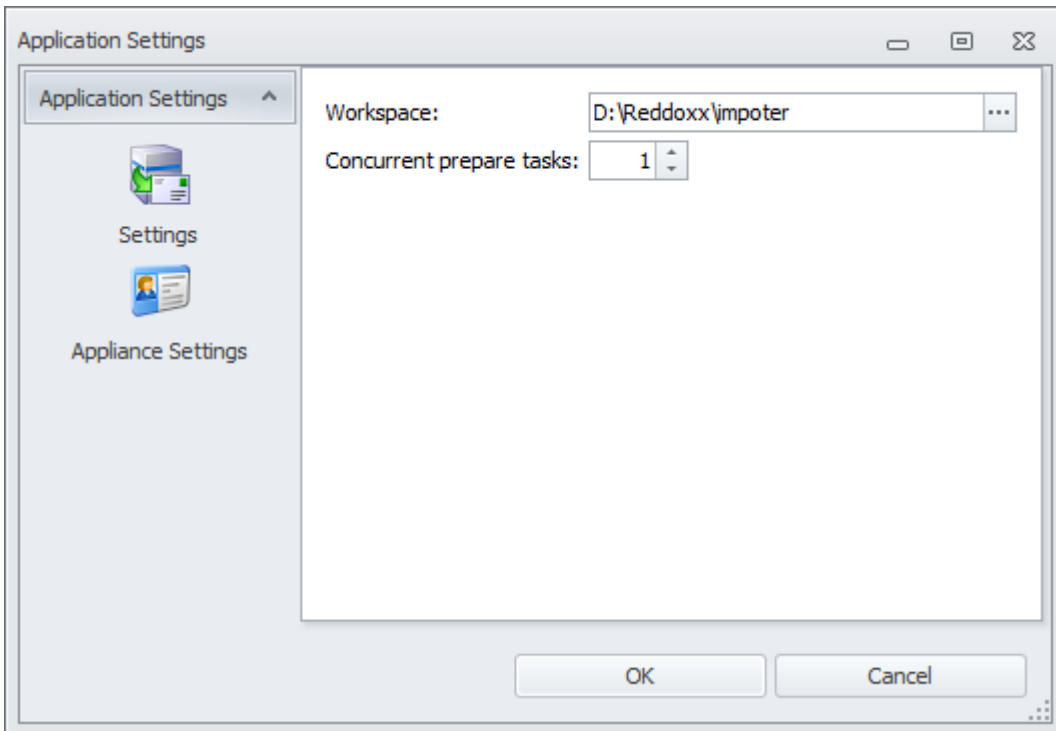


Image: Settings

#### 4.3.4.1.1 Settings

##### Workspace

The path to the Workspace needs to be entered. All files will be saved via this path. You are free to choose a path, but we recommend the path to be on the same host as the MailDepot Importer.

##### IMPORTANT

Make sure the Workspace has enough disk space available for the incoming files (mails).

##### Concurrent prepare tasks

This setting decides how many tasks should run at the same time, depending on the performance strength of the importing computer. The number of *Prepare* tasks which can run simultaneously corresponds with a better and higher performance on the computer. The default value is 1.

### 4.3.4.1.2 Appliance Settings

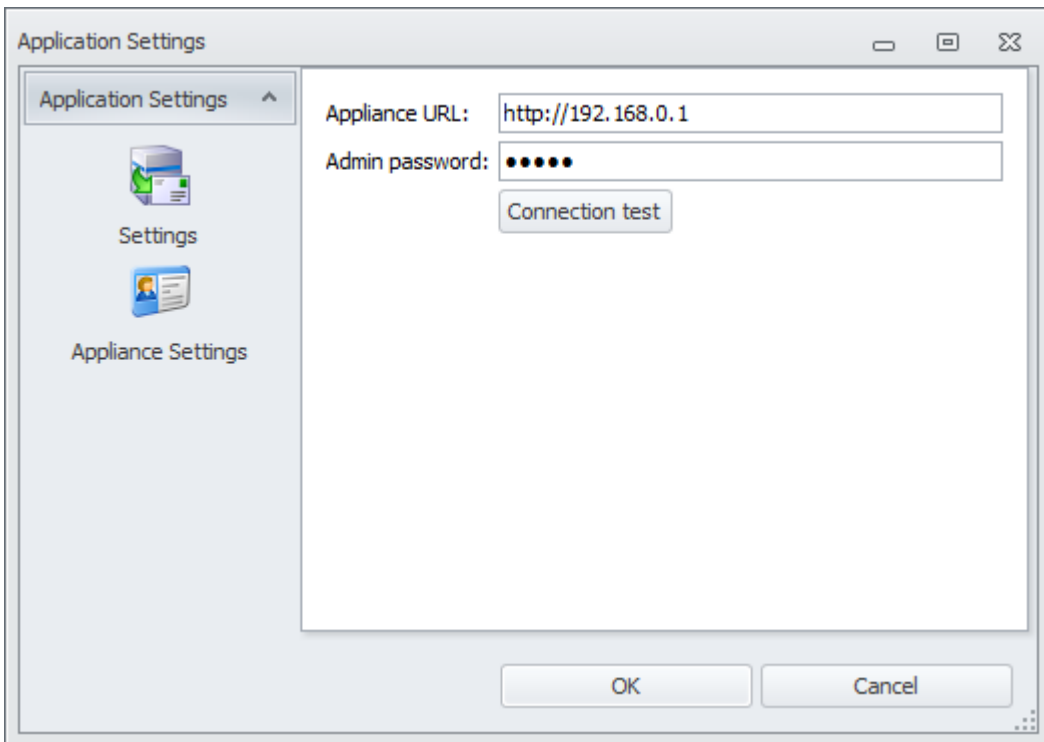


Image: Appliance settings

#### Appliance URL

Enter the URL of your REDDOXX appliance in this field. Use HTTP or HTTPS format. For example: <http://192.168.0.1> , <https://reddoxx>

#### Admin Password

The password of the sf-admin on the respective appliance. (The same password used for the Admin GUI.)

#### Connection Test

The connection to the appliance will be tested.



Finally, the MailDepot Importer will check that the appliance has the proper licenses.

## 5 Troubleshooting and Additional Support

Errors which occur during the *Import* will be shown in the *Task Status* window. Please note the following number and reason for the error.

- **(403) Incorrect**  
The permissions - *Send-As* and *Receive-As* - are missing for the intended user to access the mailboxes on the MS Exchange Server. Check the configuration of the user according to Chap. 3 Connecting to an MS Exchange Server.
- **(440) Login Timeout**  
When this error occurs, you will need to change the transmission protocol from HTTP to HTTPS. At the same time, deactivate the authentication on the Exchange Server.
- **Building message list**

... corresponds to the status of a folder. Look for the following entry in the *Task Log*:

```
27.09.2011 11:18:44 | Info      | Process folder: Gesendete Elemente
27.09.2011 11:18:44 | Error   | Error while process folder: The server is unable
to process the request at this time. Please try again later.
```

The number of results per folder is limited. In the case of MS Exchange 2010 SP1, the number is limited to 1000.

The following command in the Exchange Management Shells allows you to create a policy bypassing this limitation. (You will need to replace the user with your own.)

```
New-ThrottlingPolicy ReddoxxImport

Get-ThrottlingPolicy ReddoxxImport `
    | Set-ThrottlingPolicy -EWSFindCountLimit $null -EWSPercentTimeInAD 70
-EWSPercentTimeInCAS 120 -EWSPercentTimeInMailboxRPC 80

Set-Mailbox RdxMailDepotImporter@mydomain.tld -ThrottlingPolicy ReddoxxImport
```

Afterward, repeat the request for the user with the following script:

```
C:\users\Administrator\Desktop>. \policycheck.ps1
```

and the last value "EWSFindCountLimit", will not return any results. Run the *Import* cycle again.

If you would like to delete the policy after the *Import*, enter the following command:

```
Set-Mailbox RdxMailDepotImporter@mydomain.tld -ThrottlingPolicy $null
Remove-ThrottlingPolicy ReddoxxImport
```

- **Impersonation failed**

Please follow the instructions exactly as described. When configuring the connection to the Exchange Server, make sure that the user which is entered is not in the Admin Group and that the Impersonation is arranged for this user.

- **Identity Exchange Error**

This error is received from the MS Exchange Server and states that the denoted account (ex. RdxMailDepotImporter) cannot access this particular mailbox. Please check the access rights of the mailbox in question to ensure that the REDDOXX has access to the mailbox.

Your Reseller will be able to offer further support if needed.  
When software problems occur, contact the REDDOXX Support Team for further assistance.