



Message Archiving

Lotus Domino Journaling Configuration Guide

For Domino Server 6.5.4 - 8.5

- Google Message Discovery
- Postini Message Archiving



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About This Guide

What This Guide Contains

The *Lotus Domino Journaling Configuration Guide* provides information about:

- How Domino journaling works
- Setting up Domino Server to send copies of email messages to your archive in Message Archiving.

The information in this guide is intended for:

- Administrators of the Message Archiving service
- Administrators of Domino Server

This guide is a supplement to the *Message Archiving Administration Guide*. It assumes that you are familiar with the message security service. For details about using the features and components of that service, refer the *Message Security Service Administration Guide*. These documents are available on the Postini Support Portal. For details, see “How to Get Support” on page 8.

This guide describes how Message Archiving works with Lotus Domino Server and the configurations that Google recommends. Please consult IBM's Web site for the latest configuration and support information for Domino Server and related products.

Related Documentation

For additional information about Message Archiving and your Message Security service, refer to the following related documents, which are available on the Postini Support Portal. For details, see “How to Get Support” on page 8.

Document	Description
<i>Message Archiving Administration Guide</i>	Instructions for setting up Message Archiving on your Message Security service; granting Message Archiving setup, search, and audit privileges to other users; and creating usage reports on Message Archiving storage.
<i>Message Archiving User's Guide</i>	Instructions for searching for, viewing, managing, and exporting archived email messages, IM conversations, and IM file transfers. Also includes instructions for creating archive audit reports, which show the activities that archive users performed in the archive.
<i>Message Security Service Administration Guide</i>	Instructions for setting up and administering your Message Security service, including how to set up your organization hierarchy, create user accounts, grant privileges to users, provide Message Center access to users, configure junk email and virus filters, and create reports.

How to Get Support

Your Message Security service provides several options for getting support for Message Archiving, including:

- Administrator documentation and FAQs
- A searchable knowledge base
- Support tools
- Email support
- Phone support
- Instructor-led and self-paced training
- Account management

To access support resources, go to the Postini Support Portal at:

<https://support.postini.com>

Note: Postini Customer Care does not provide technical support for configuring mail servers or third-party products. Please contact Postini Professional Services Services (professionalservices@postini.com) for consulting services.

How to Send Comments About This Guide

We value your feedback. If you have comments about this guide, please send an email message to:

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In your email message, please specify the section to which your comment applies. If you want to receive a response to your comments, ensure that you include your name and contact information.

Chapter 1

Introduction to Lotus Domino Journaling

What Is Domino Server Journaling?

Domino Server journaling lets you record copies of email communications in your organization and store, or *journal*, them in a *Mail Journaling database*. The process of *journaling* is different from *archiving*. Journaling is simply a means of retaining copies of your users' messages. Archiving, on the other hand, is a means of storing, managing and applying policies to those copies in a separate environment for the purposes of discovery, regulatory compliance, data retention, or server maintenance.

You can journal all messages, or you can create rules to journal only specific messages.

Once you configure journaling on Domino Server, messages are forwarded from the Mail Journaling database to Message Archiving.

What Are the System Requirements for Domino Server Journaling?

Ensure that your Domino messaging environment includes the following components.

Supported Domino Servers

Lotus Domino Server 6.5.4 - 8.5

Required Domino Software for Administrators

- IBM Lotus Notes 6.5.4 - 8.5
- IBM Domino Administrator 6.5.4 - 8.5
- IBM Domino Designer 6.5.4 - 8.5

How Does Domino Server Journaling Work?

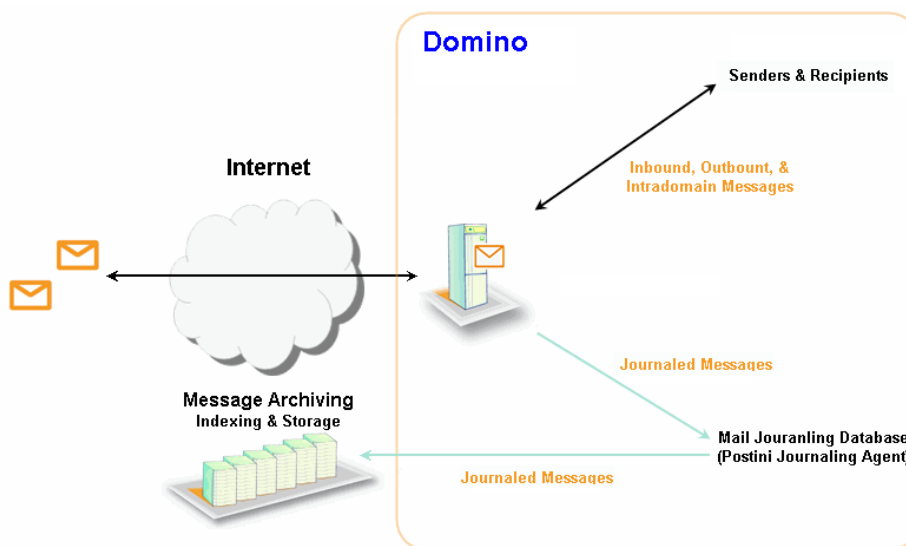
Before you enable journaling, you create a Mail Journaling database, which uses a Postini database template. The Postini template contains the code that implements the Postini Journaling Agent. The Mail Journaling database can be local to a server, or you can create a remote database used by one or more servers.

When journaling is enabled, email that passes through the MAIL.BOX database on a Domino server is examined to see which messages meet the criteria for journaling. Messages that meet those criteria are copied to a Domino Mail Journaling database.

The Postini Journaling Agent periodically forwards journaled messages from the Mail Journaling database to your Postini Archive, and then deletes those messages from the Mail Journaling database.

Domino Journaling Message Flow

The following figure shows the flow of messages through your Domino Server and out to your Postini archive:



What Should I Do Before Setting Up Journaling?

Before you set up journaling on your Domino Server, we recommend that you first do the following:

- Ensure that you have Configuration Settings documents for the servers
- Outline the server mail rules you want to implement for journaling
- Adjust quotas on the mail databases
- Create an additional email account for each user who can search the Postini archive
- Set up TLS (Transport Layer Security)

Configuration Settings Documents

A Configuration Settings document governs mail routing for a Domino server. You can use a single document to govern all your Domino servers, different documents to govern different groups of servers, or a separate document for each server. The server mail rules you use to define journaling are configured within the Configuration Settings document for each server on which you want to journal messages. We recommend using a single Configuration Settings document. You can create that document ahead of time, or during the process of configuring your Domino server for journaling.

Server Mail Rules

You create rules that determine which messages are journaled. You can create a rule that causes all messages to be journaled, or you can create more granular rules to journal only certain types of messages, like messages from specific employees to specific customers. Make some determination about the types of messages you want to journal before you begin configuring your mail rules.

Adjust Mail Database Quotas

Journaling email messages consumes additional Domino Server resources. You can mitigate some of that impact by setting quotas on individual mail file databases. As mail files grow, access to those files consumes more processor, memory, disk I/O, and network-bandwidth resources. Setting quotas on those files can help reduce their demands on server resources.

When you provide Domino users with access to the Personal Archive, messages are stored in and are available from the Personal Archive, eliminating a lot of the need to store messages on your Domino servers. You can then safely set smaller quotas for mail file databases.

For detailed information about setting mail quotas, refer to the developerWorks area of the IBM Web Site:

<http://www-128.ibm.com/developerworks>

<http://www-128.ibm.com/developerworks/lotus/library/domino-mail-quotas/>

For more information about the Personal Archive, refer to the *Message Archiving Administration Guide*.

Create Email Accounts for Users with the Archive Search Privilege

A user who has permission to search your corporate archive can export archived messages by sending them to the Domino email address registered with your Postini Message Security service. If Domino journals messages for that user, each exported message is archived, resulting in *two* archived copies of the message: the original copy in the archive and a copy of the exported message.

If you want to avoid re-archiving messages that users export as attachments:

1. Create an additional, separate email account on your Domino Server for each user who can search your corporate archive.
2. After enabling journaling, create the necessary mail rules to exclude those accounts from the journaling process. (For details, see <http://www.ibm.com/developerworks/lotus/library/Is-D6ServerMailRules>.)

Ensure that you add these new email accounts to your Message Security service, and place them in an organization for which you have turned on archiving. Then grant the **Archive Search** permission to each account's authorization record.

For information about setting up organization hierarchies, refer to the *Message Security Service Administration Guide*.

For instructions about granting Message Archiving privileges, refer to the *Message Archiving Administration Guide*.

Note: If users with the **Archive Search** privilege will export message from the archive by downloading them to a file only—instead of sending them as attachments to their email addresses—you need not set up separate accounts for them. Messages that users download to a file are not re-archived.

Using the TLS Protocol

Message Archiving supports TLS (Transport Layer Security) encryption, providing you with an option to enhance the security of your outbound journaled email messages. The TLS protocol over SMTP is a certificate-based authentication method that provides security-enhanced data transfers by using symmetric encryption keys. Using TLS, however, is *not* required.

If you set up your Domino Server to use TLS encryption, Message Archiving will automatically accept the encrypted messages as they are forwarded by your Domino Server, decrypt them, and then store them in your archive.

You can find detailed information about setting up TLS (SSL) for Domino Server on the IBM Web site (www.ibm.com).

Chapter 2

Setting Up Lotus Domino Journaling

Overview of Journaling Setup

The following are the basic steps for setting up Domino Server journaling:

1. Install the Postini templates for the Mail Journaling database and the optional Postini Log database.
2. Create the Mail Journaling Database, which will contain your journaled email messages and forward them to your archive.
3. Configure access control for the new Mail Journaling database. To complete this step, you can use the settings that we recommend.
4. Set properties for the Mail Journal database so that it can work with your archive.
5. Create a mail-in database document to identify the Mail Journal database in Domino Directory.
6. Configure Domino Server for journaling. Specify where the Domino Mail Router will send journaled messages, and create the rules that Domino Mail Router will use when processing journaled messages.
7. Optional: Create the Postini Log database to keep a log of the Postini Journaling Agent's activities.
8. Configure the Postini Journaling Agent with the address of your archive.
9. Activate journaling by restarting the Domino Mail Router.

Legal Disclaimer

This guide describes how Postini products work with Lotus Domino Server and the configurations that Postini recommends. These instructions are designed to work with the most common Lotus Domino Server scenarios. Any changes to Lotus Domino Server configuration should be made at the discretion of your Lotus Domino Server administrator.

How to Set Up Journaling on Domino Server

Before completing the following steps to set up journaling and send messages to your archive, ensure that you have completed the following:

- Turn on archiving for your Message Security service user organizations.
- Configure journaling for your Message Security service email configuration organization. Once you complete this configuration, your Message Security service displays the email address for your archive. The format for your archive email address is:

```
archive@your_ID.archive.psmt.com
```

This is the address to which the Domino server will forward journaled messages.

For details, refer to the *Message Archiving Administration Guide*.

- Plan your journaling deployment. For details, see “What Should I Do Before Setting Up Journaling?” on page 13.

Step 1. Install the Postini Templates

Postini provides two database templates that allow the Domino server to work with Postini Message Archiving:

- **Postini Mail Journaling template (postinimailjrn.ntf):** Based on the standard Domino mail-journal template. Use this template to create the Mail Journaling database. This template contains the Postini Journaling Agent, which runs on your Domino server to forward journaled messages to your archive.
- **Postini Log template (postinilog.ntf):** Based on the standard Domino log template. Use this template to create the optional Postini Log database, which logs the activities of the Postini Journaling Agent.

The templates are available from the following links:

- 6.5.4 Mail Journaling template
- 6.5.4 Log template
- 7.0 Mail Journaling template
- 7.0 Log template
- 7.0.2 Mail Journaling template
- 7.0.2 Log template
- 7.0.3 Mail Journaling template
- 7.0.3 Log template
- 8.0.2 Mail Journaling template
- 8.0.2 Log template
- 8.5 Mail Journaling template
- 8.5 Log template

To install the Postini templates:

Copy the templates to the Domino Directory on the Domino server where you will create the Mail Journaling database and the Postini Log database.

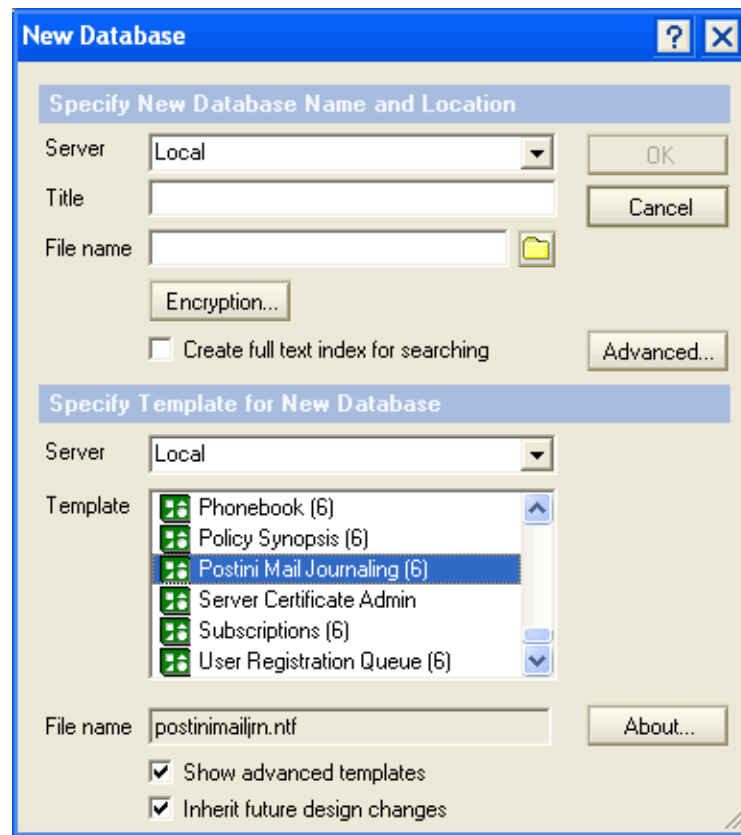
Step 2: Create the Mail Journaling Database

After you install the Postini templates, you are ready to create the Mail Journaling database. Your Domino Mail Router will send a copy of each journaled email message to this database. You need to create the database on the server to which you are sending your journaled email.

To create the Mail Journaling database:

1. Open the Lotus Notes client.
2. Click **File > Database > New**.

The New Database dialog box appears.



3. Under Specify New Database Name and Location:

- In the Server field, select the server on which you want to create the database.
- In the Title field, enter the following title (name) for the database: **Domino Mail Journal**.
- In the File name field, enter the following file name: **mailjrn.nsf**.

By default, the file is created in the local Data directory.

To create the file in another local directory, add the drive letter and path to the file name, for example: C:\Databases\mailjrn.nsf.

4. Under Specify Template for New Database:

- In the Server field, select the server on which the template resides.
- Select the check box for **Show advanced templates**.
- From the Template list, select **Postini Mail Journaling (6n)** or **Postini Mail Journaling (7n)**, depending on your version of Domino (6.5.4 - 7.0.3).

5. Click **OK**.

Step 3: Configure Access Control for the Mail Journaling Database

The Access Control List (ACL) for a database controls which users can perform which tasks in the database, and which servers can replicate which data in the database.

To configure the ACL for the Domino Mail Journal Database:

1. Open the Lotus Notes client.
2. Open the Domino Mail Journal database:
 - Click **File > Database > Open**.
 - From the Server list, select the server on which you created the database.
 - In the Filename field, enter **mailjrn.nsf**.
 - Click **Open**.
3. Click **File > Database > Access Control**.
4. Set the user and server access as follows (click **Add** to add users if necessary):

User/Server	Role, Access, and Privileges
Default	Role: None Access: No Access Privileges: Create documents: No Delete documents: No Create private agents: No Create personal folders/views: No Create shared folders/views: No Create Lotus Script/Java agents: No Read public documents: No Write public documents: No Replicate or copy documents: No

User/Server	Role, Access, and Privileges
Anonymous	Role: None Access: No Access Privileges: Create documents: No Delete documents: No Create private agents: No Create personal folders/views: No Create shared folders/views: No Create Lotus Script/Java agents: No Read public documents: No Write public documents: No Replicate or copy documents: No
LocalDomain-Administrators	Role: Admin Access: Manager Privileges: Create documents: Yes Delete documents: Yes Create private agents: Yes Create personal folders/views: Yes Create shared folders/views: Yes Create Lotus Script/Java agents: Yes Read public documents: Yes Write public documents: Yes Replicate or copy documents: Yes

User/Server	Role, Access, and Privileges
LocalDomain-Servers	<p>Role: Admin</p> <p>Access: Manager</p> <p>Privileges:</p> <p>Create documents: Yes</p> <p>Delete documents: Yes</p> <p>Create private agents: Yes</p> <p>Create personal folders/views: Yes</p> <p>Create shared folders/views: Yes</p> <p>Create Lotus Script/Java agents: Yes</p> <p>Read public documents: Yes</p> <p>Write public documents: Yes</p> <p>Replicate or copy documents: Yes</p>
OtherDomain-Servers	<p>Role: None</p> <p>Access: No Access</p> <p>Privileges:</p> <p>Create documents: No</p> <p>Delete documents: No</p> <p>Create private agents: No</p> <p>Create personal folders/views: No</p> <p>Create shared folders/views: No</p> <p>Create Lotus Script/Java agents: No</p> <p>Read public documents: No</p> <p>Write public documents: No</p> <p>Replicate or copy documents: No</p>

User/Server	Role, Access, and Privileges
Administration Server	Role: Admin Access: Manager Privileges: Create documents: Yes Delete documents: Yes Create private agents: Yes Create personal folders/views: Yes Create shared folders/views: Yes Create Lotus Script/Java agents: Yes Read public documents: Yes Write public documents: Yes Replicate or copy documents: Yes

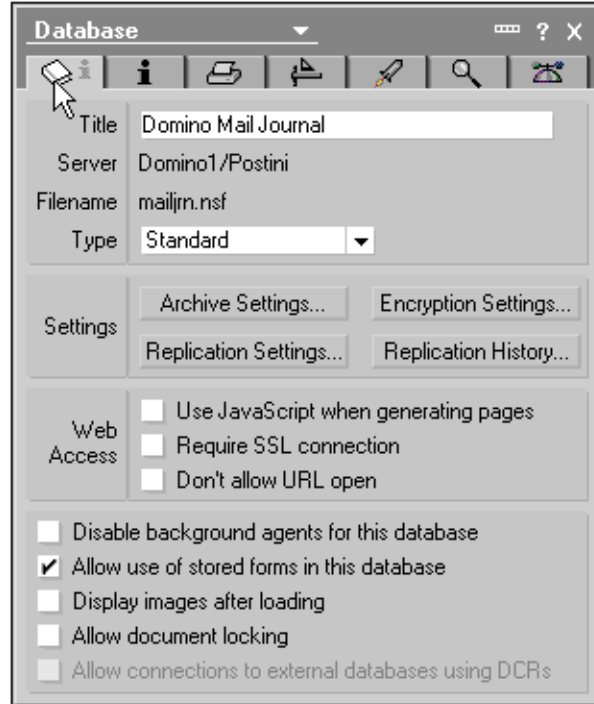
5. Click **OK**.

Step 4: Set Properties for the Mail Journaling Database

To set the database properties:

1. Open the Lotus Notes client.
2. Click **File > Database > Open** to open the database.

3. Click **File > Database > Properties** to open the Database properties dialog box.



4. Set the following properties:

Tab	Settings
Basics	<p>Type: Standard</p> <p>Disable background agents for this database: Clear check box</p> <p>Allow use of stored forms in this database: Select check box</p>
Design	<p>Include in multi-database indexing: Clear check box</p> <p>Inherit design from master template: Select check box</p> <ul style="list-style-type: none"> • Template Name: <i><the template you selected when you created the database></i> <p>Allow design locking: Clear check box</p>

Tab	Settings
Launch	<p>When opened in Notes client: Open designated Frameset</p> <p>Name: MailFS</p> <p>Restore as last viewed by user: Select check box</p>
Full Text	Clear check boxes for all options.
Advanced	<p>Don't maintain unread marks: Select check box</p> <p>Allow soft deletions: Clear check box</p>

5. Close the Database properties dialog box.

Step 5: Create the Mail-in Database Document

After you create and configure the Mail Journaling database (Domino Mail Journal), you then have to create the corresponding Mail-In Database document so that the database can receive mail.

To create the Mail-In Database document:

1. Open the Lotus Notes client.
2. Open the Domino Directory:
 - Click **File > Database > Open**.
 - From the Server list, select the server on which you created the Mail Journaling database.
 - From the Database list, select the directory for that server.

For example, if you selected Server01.com, then select **Server01.com's Directory**.
 - In the Filename field, select or enter **names.nsf**.
 - Click **Open**.
3. Open the Mail-In Databases view:
 - In the navigation pane, expand **Configuration**.
 - Expand **Messaging**.
 - Under Messaging, select **Mail-In Databases and Resources**.
4. Click **Add Mail-In Database**.

- Set the following properties for the new Mail-In Database:

Tab	Settings
Basics	<p>Mail-In Name: ..DominoMailJournal (use the .. prefix to separate this database name from others)</p> <p>Description: Domino Mail Journal</p> <p>Internet Access: Leave this field blank</p> <p>Internet Message Storage: Select Prefer MIME</p> <p>Encrypt incoming mail: No</p> <p>Domain: Your Domino domain</p> <p>Server: The full name of the server (for example, Domino1/Postini) on which the Mail Journaling database resides</p> <p>File name: The file name of the Mail Journaling database (mailjrn.nsf)</p>
Administration	Allow foreign directory synchronization: No

- Click **Save and Close**.

Step 6: Configure the Domino Server for Journaling

Journaling is enabled from the Configuration Settings document. If you already have the necessary Configuration Settings document, the following procedures explain how to modify the document to enable journaling. If you do not already have the necessary Configuration Settings document, the instructions for creating one are included in the following procedures.

To configure the Domino server for journaling:

- Open the Lotus Notes client.
- Open the Domino Directory:
 - Click **File > Database > Open**.
 - From the Server list, select the server on which you created the Mail Journaling database.
 - From the Database list, select the directory for that server.

For example, if you selected Server01.com, then select **Server01.com's Directory**.

- In the Filename field, select or enter **names.nsf**.
- Click **Open**.

3. Open the Server Configurations view:
 - In the navigation pane, expand **Configuration**.
 - Expand **Servers**.
 - Under Servers, select **Configurations**.
4. Create or open for edit the All Servers Configuration Settings document.
 - If the document does not exist:

Click **Add Configuration**.

On the Basics tab, select the check box for **Use these settings as the default settings for all servers**.

Save the Configuration Settings document.
 - If the document does exist, select the document, then click **Edit Configuration**.
5. Open the Journaling tab of the Configuration Settings document:
 - Click the **Router/SMTP** tab.
 - Click the **Advanced** tab.
 - Click the **Journaling** tab.
6. Set the values for the following options:

Option	Value
Journaling	Enabled
Field encryption exclusion list	<ul style="list-style-type: none"> • Form • From • Principal • Posted Date
Method	Send to Mail-In database
Mail destination	Domino Mail Journal (the title of the Mail Journaling database)

7. Save the Configuration Settings document.
8. Open the Rules tab of the Configuration Settings document:
 - Click the **Router/SMTP** tab.
 - Click the **Restrictions and Controls** tab.
 - Click the **Rules** tab.
9. Click **New Rule**.
The New Rule dialog box appears.

10. Create the condition to journal all email messages:
 - In the **This rule is** field, select **On**.
 - From the first drop-down list, select **all documents**, then click **Add**.
11. Create an exception to the condition so that messages sent to your Postini Archive email address are not journaled again:
 - In the Create field, select **Exception**.
 - From the first drop-down list, select **To**.
 - From the second drop-down list, select **is**.
 - In the next field (Value to check), enter your Postini Archive email address (`archive@your_ID.archive.psmtpt.com`).
 - Click **Add**.
12. If you created special email accounts for users who can search the archive (“Create Email Accounts for Users with the Archive Search Privilege” on page 14), you need to create another condition/exception pair for each address.

In this case, repeat Steps 10 and 11.

When repeating Step 11, in the Value to check field, enter the appropriate email address.
13. In the Specify Actions section, select **Journal this message**.
14. Click **Add Action**.
15. Click **OK**.
16. Open the Outbound tab of the Configuration Settings document:
 - Click the **MIME** tab.
 - Click the **Conversion Options** tab.
 - Click the **Outbound** tab.
17. Set the following two options to **Enabled** (enabling the first option displays the second option):
 - Lookup Internet address for all Notes addresses when Internet address is not defined in document
 - Perform exhaustive lookups when converting Notes addresses to Internet addresses
18. Click **Save and Close**.
19. Close the Domino Directory.

Step 7: (Optional) Create Postini Log Database

If you want to log the activity of the Postini Journaling Agent, you need to create the Postini Log database.

To create the Postini Log database:

1. Open the Lotus Notes client.
2. Click **File > Database > New**.
The New Database dialog box appears.
3. Under Specify New Database Name and Location:
 - In the Server field, select the server on which you created the Mail Journaling database (Domino Mail Journal).
 - In the Title field, enter the following title (name) for the database: **Postini Archiving Log**.
 - In the File name field, enter the following file name: **postiniLog.nsf**.
By default, the file is created in the local Data directory.
To create the file in another local directory, add the drive letter and path to the file name, for example: C:\Databases\mailjrn.nsf.
4. Under Specify Template for New Database:
 - In the Server field, select the server on which you created the Mail Journaling database (Domino Mail Journal)
 - Select the check box for **Show advanced templates**.
 - From the Template list, select **Postini Archive Log (6n)** or **Postini Archive Log (7n)**, depending on your version of Domino (6.5.4 - 7.0.3).
5. Click **OK**.

Step 8: Configure the Postini Journaling Agent

Configuration of the agent involves:

- Setting properties in the profile document
- Setting properties of the agent
- Adding the agent server to the Mail Journaling database ACL
- Setting the heap size for the JVM

Setting Profile Document Properties

To set the agent properties in the profile document:

1. Open the Mail Journaling database (Domino Mail Journal).
2. From the Actions menu, select **Modify Postini Properties**.

3. Set the following properties:

Property	Value
Archive Email Address	Your Postini Archive email address (<i>archive@your_ID.archive.psmt.com</i>)
Archive Log DB	postiniLog.nsf
Logging Level	Select one of the following: <ul style="list-style-type: none">• 0 (disabled)• 1 (Warning)• 2 (Debug)

4. Click **Save**.

Setting Agent Properties

To set the agent properties:

1. Open the Mail Journaling database (Domino Mail Journal).
2. Click **View > Agents**.
3. Double-click **postiniArchive**.
The agent properties dialog box opens.
4. Click the **Basics** tab, and in the Runtime section, click **Schedule**.
5. In the *Where The Agent Runs* section, use the *Run on* list to select the server on which the agent resides.
6. Click the **Security** tab.
7. In the *Run on behalf of* field, enter the name of the server on which the agent resides.
8. Under *Set runtime security level*, select **3. Allow restricted operations with full administration rights**.
9. Close the properties dialog box.

Adding the Agent Server to the Mail Journaling Database ACL

To add the agent server to the Mail Journaling database ACL:

1. Open the Mail Journaling database (Domino Mail Journal).
2. Click **File > Database > Access Control**.

3. Click **Basics**, then click **Add**.
4. Enter the server on which the agent resides.
5. Click **OK**.
6. From the *People, Server, Groups* list, select the server name.
7. From the *User type* list, select **Server**.
8. From the *Access* list, select the access level you want to assign to the server.
9. Click **OK**.

Setting the Heap Size for the JVM

The Postini Journaling Agent is a java program, and so relies on the java heap size settings in notes.ini. If the journaled messages exceed the heap size, then when the Postini Journaling Agent tries to process the load, the agent fails. To avoid failure on the part of the agent, Postini recommends the following setting for the heap size:

```
JavaMaxHeapSize=256mb
```

```
JavaMinHeapSize=128mb
```

If the agent fails at any point because the heap size was exceeded, you can adjust these settings as necessary.

Step 9: Activate Journaling

Your next step is to restart the router on the Domino server in order to activate journaling.

To restart the router:

1. Start the Domino Administrator:
For example, on a Windows computer, click **Start > Programs > Lotus Applications > Lotus Domino Administrator**.
2. Click the **Server** tab, then click the **Status** tab.
3. Select the **Server Tasks** view.
4. In the list of tasks, right-click **Router**, then click **Restart Task**.
5. Click **Yes**.

Verify Domino Server Journaling Setup

After you finish setting up Domino Server journaling, you can verify that messages are being journaled and archived as expected.

Verify Journaling

1. Using your Notes client, send a message to yourself or any user who falls within the scope of your journaling configuration. In the CC field of the message, add the address of a mailing list. In the BCC field, add the address of one recipient.
2. Examine the Mail Journaling database (Domino Mail Journal) to verify that a copy of the message is there. Retrieve the message and verify that all of the intended recipients are listed.

Verify Archiving

1. To verify that Message Archiving is archiving journaled email messages from your Domino server, send a test email message to a user. Ensure that the user's account on your Message Security service resides in an organization for which you turned on archiving.
2. After about 60 minutes, use Message Archiving to search for the message by the recipient's email address, the message's subject, or both. For details, refer to the *Message Archiving User's Guide*.

Note: The time it takes for a message to enter the archive can vary. If the message does not appear in the archive, try searching for it again after another 60 minutes.

Troubleshoot Domino Server Journaling Setup

If you cannot verify that Message Archiving is archiving journaled messages, do the following:

Verify that you configured the Postini Journaling Agent with the correct Archive Email Address.

If you entered this address incorrectly, the agent cannot send the journaled messages to your archive.

Refer to the instructions for setting the agent properties in “Setting Profile Document Properties” on page 30.

Chapter 3

Monitoring Journaling Performance

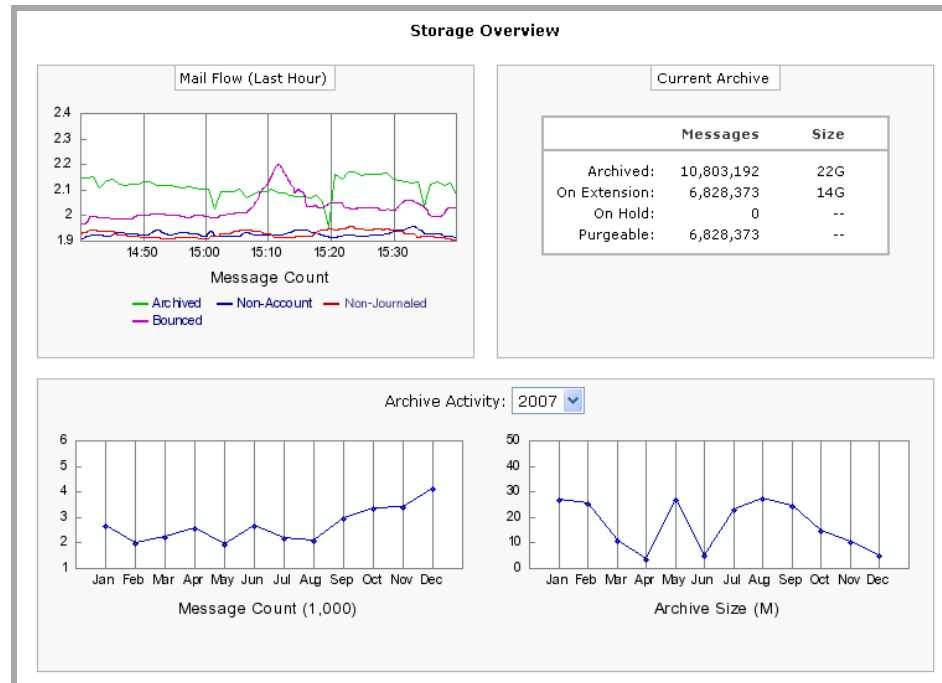
Once you have successfully deployed Domino Server journaling, there are three easy ways to monitor journaling activity and spot potential problems:

- Use the Storage Overview report in Message Archiving
- Use the Inbound Archiving by Domain report in the Administration Console
- Turn on journaling alerts

Use the Storage Overview report in Message Archiving

Message Archiving administrators who have the Archive Search and Archive Reports privileges can view the Storage Overview report, which includes an up-to-the-minute view of your journaling traffic.

To view the Storage Overview report, log in to Message Archiving, click the **Reports** tab, then click **Storage Overview** in the Navigation panel.



The **Mail Flow (last hour)** panel graphs the following data for journaled messages for the last hour:

- **Green/Archived:** Number of messages successfully archived.
- **Blue/Non-Account:** Number of messages not archived because there is no corresponding account in the system. These messages are dropped unless Non-account archiving is enabled for an org.
- **Red/Non-Journaled:** Number of messages sent to the archive in an invalid format. This is often due to non-envelope journaling. A virtual recipient (`nonenvelopejournal@archive.psmt.com`) is added to the messages' meta data. You can search the archive for these messages by searching for messages that have the recipient `nonenvelopejournal`.
- **Magenta/Bounced:** Number of messages bounced. This is often due to not having entered your journaling server's IP-address range correctly when you created the Journaling Configuration.
- **Blank:** Indicates there is no journal traffic.

Use the Inbound Archiving by Domain report in the Administration Console

You can use the Inbound Archiving by Domain report in the Message Security Administration Console to get a summary of the following data related to journaling:

- **Account Messages:** Messages journaled for active archiving users.
- **Non-Account Messages:** Valid journals for users who do not have archiving enabled. These journals are archived if Non-account Archiving is enabled.
- **Invalid Messages:** Journals that are not in the correct format. These can include status messages sent to the journaling inbox and forwarded to the archive, so a very small number of these does not necessarily indicate a problem. If a large percentage of journal traffic is listed as Invalid, then check your journal configuration.

To view the Inbound Archiving by Domain report:

1. Log in to your Administration Console.
2. Select the appropriate email config.
3. Click the **Reports** tab.
4. Click **Inbound > Archiving > Domain**.

Inbound Archiving by Domain - From 10-04-2009 to 10-04-2009 (1 day)

Domain	Acct Msgs	Acct Bytes	Non-Acct Msgs	Non-Acct Bytes	Invalid Msgs	Invalid Bytes	Total Msgs	Total Bytes
enron.postintraining.com	1,841	44,242,014	0	0	0	0	1,841	44,242,014
Grand Total	1,841	44,242,014	0	0	0	0	1,841	44,242,014

Turn on journaling alerts

You can edit the journaling configuration for an email config to turn on journaling alerts. For information about the options available in a journaling configuration and how to edit one, see the *Message Archiving Administration Guide*.

When you turn on Alert Status for a journaling configuration, you then receive alerts that cover the following conditions:







- Journaled messages from your server are being bounced
Note: This condition occurs when the IP address of the server from which you are sending journaled messages is not listed in the Administration Console. If the system bounces three messages within a minute without receiving any good messages, this alert is issued.
- Journaled messages from your server are not in the correct envelope journal format
- The system has not received any journaled messages from your server for the last 24 hours

Appendix A

Journaling Setup Checklist

Use the following checklist to verify that you have successfully completed all the steps necessary to set up journaling on your Exchange Server.

<input type="checkbox"/>	Install the Postini templates
	<p>Postini provides two database templates that allow the Domino server to work with Postini Message Archiving:</p>
	<ul style="list-style-type: none">• Postini Mail Journaling template (postinimailjrn.ntf)• Postini Log template (postinilog.ntf)
	<p>For more information, see “Step 1. Install the Postini Templates” on page 18.</p>
<input type="checkbox"/>	Create the Mail Journaling Database
	<p>After you install the Postini templates, you need to create the Mail Journaling database. Your Domino Mail Router will send a copy of each journaled email message to this database. You need to create the database on the server to which you are sending your journaled email.</p>
	<p>For more information, see “Step 2: Create the Mail Journaling Database” on page 19.</p>
<input type="checkbox"/>	Configure Access Control for the Mail Journaling Database
	<p>The Access Control List (ACL) for a database controls which users can perform which tasks in the database, and which servers can replicate which data in the database.</p>
	<p>For more information, see “Step 3: Configure Access Control for the Mail Journaling Database” on page 21</p>

	<p>Set Properties for the Mail Journaling Database</p>
	<p>You need to open the Database properties dialog box, and set properties on the Basics, Design, Launch, Full Text, and Advanced tabs.</p>
	<p>For more information, see “Step 4: Set Properties for the Mail Journaling Database” on page 24.</p>
	<p>Create the Mail-in Database Document</p>
	<p>After you create and configure the Mail Journaling database (Domino Mail Journal), you then have to create the corresponding Mail-In Database document so that the database can receive mail.</p>
	<p>For more information, see “Step 5: Create the Mail-in Database Document” on page 26.</p>
	<p>Configure the Domino Server for Journaling</p>
	<p>Journaling is enabled from the Configuration Settings document. You can modify an existing document, or create a new one.</p>
	<p>For more information, see “Step 6: Configure the Domino Server for Journaling” on page 27.</p>
	<p>(Optional) Create Postini Log Database</p>
	<p>If you want to log the activity of the Postini Journaling Agent, you need to create the Postini Log database.</p>
	<p>For more information, see “Step 7: (Optional) Create Postini Log Database” on page 29.</p>
	<p>Configure the Postini Journaling Agent</p>
	<p>Configuration of the agent involves:</p>
	<ul style="list-style-type: none"> • Setting properties in the profile document • Setting the heap size for the JVM
	<p>For more information, see “Step 8: Configure the Postini Journaling Agent” on page 30.</p>
	<p>Activate Journaling</p>
	<p>Restart the router on the Domino server in order to activate journaling.</p>
	<p>For more information, see “Step 9: Activate Journaling” on page 32.</p>



Verify Domino Server Journaling Setup

After you finish setting up Domino Server journaling, you can verify that messages are being journaled and archived as expected:

- Verify journaling
- Verify archiving

For more information, see “Verify Domino Server Journaling Setup” on page 33.

