



Message Archiving™

Microsoft Exchange Journaling Configuration Guide

For Exchange Server 2007

- Google Message Discovery
- Postini Message Archiving



Google, Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043
www.google.com

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About This Guide

What This Guide Contains

The *Microsoft Exchange 2007 Journaling Configuration Guide* provides information about:

- How Microsoft Exchange Server 2007 journaling works
- Setting up Microsoft Exchange Server 2007 to send copies of email messages to your archive in Postini Message Archiving.

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

Audience

The information in this guide is intended for:

- Administrators of the Message Archiving service
- Administrators of Microsoft Exchange Server 2007

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 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 (postini-professionalservices@google.com) for consulting services.

Disclaimer for Third-Party Product Configurations

This guide describes how our products work with Microsoft Exchange Server 2007 and the configurations that we recommend. These instructions are designed work with the most common Exchange Server scenarios. Any changes to Exchange Server configurations should be made at the discretion of your Exchange Server administrator.

Links to Microsoft's Web site are provided for your convenience. The links and their content may change without notice. Please consult Microsoft's Web site for the latest configuration and support information.

Note: Postini Customer Care does not provide technical support for configuring mail servers or third-party products. In the event of an Exchange Server issue, you should consult your Exchange Server administrator. We accept no responsibility for third-party products. You may also contact Postini Professional Services for consulting services and options.

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Chapter 1

Introduction to Microsoft Exchange Server 2007 Journaling

What Is Microsoft Exchange Server 2007 Journaling?

Microsoft Exchange Server 2007 journaling lets you record a copy of, or *journal*, email communications in your organization and send them to a dedicated mailbox on an Exchange Server. The process of *journaling* is different from *archiving*. Journaling is simply a means of recording your users' messages. Archiving, on the other hand, is a means of storing those copies in a separate environment for the purposes of regulatory compliance, data retention, or server maintenance.

Once you enable journaling on Exchange Server, you can then configure your server to forward journaled messages to Message Archiving.

Exchange Server 2007 and Message Archiving both support only *envelope journaling*. This type of journaling copies the body of an email message and its transport envelope information (P2 header). The envelope information includes the sender and all recipients, including BCC recipients and recipients in distribution lists, which is required data for compliance with most regulations.

Which Messages Does Microsoft Exchange Server 2007 Journal?

Microsoft Exchange Server 2007 offers two types of journaling:

- **Standard journaling**, in which all messages sent from or sent to addresses on a specific mailbox database are journaled
- **Premium journaling**, which offers the following options:
 - **Internal scope**: Messages sent and received within the Exchange 2007 organization are journaled.
 - **External scope**: Messages sent from or sent to addresses outside the Exchange 2007 organization are journaled.
 - **Global scope**: All messages that pass through a Hub Transport server are journaled.
 - **Journal Recipients**: Only messages sent to specific SMTP addresses (mailboxes, contacts, distribution lists) within a scope are journaled. If no recipients are specified, the scope takes precedence.

Notes

- For messages sent to internal mailing lists, Exchange Server adds the expanded list of recipients to the journaled message. However, Exchange Server cannot expand external mailing lists.
- Due to non-compliance issues, Message Archiving does not support journaled messages that are addressed to public folders.
- Generally, for messages sent to or received by multiple recipients, one copy of the message is journaled and archived.
- If you implement the RTM version of Exchange Server, multiple copies of a single sent message are journaled and archived when:
 - The number of addressees exceeds the chipping size. The message is then bifurcated so that each copy meets the chipping-size requirement, and each copy is journaled.
 - Addressees include individual recipients and a distribution group. A copy of the message is created for individual recipients, a copy is created for the distribution group, and each copy is journaled. If either the number of individual recipients or number of recipients in the distribution group exceeds the chipping size, additional copies are created as necessary, and each copy is journaled.
 - Addressees include multiple distribution groups with different group-specific properties. A copy of the message is created for each group, and each copy is journaled. If number of recipients in a distribution group exceeds the chipping size, additional copies are created as necessary, and each copy is journaled.
 - Addressees include alternate recipients. The message is then bifurcated and alternative recipients are included in the second message. Each copy is journaled.
 - Content conversion is required for some recipients. Each copy of the message is journaled.
- If you implement the Exchange Server 2007 Service Pack 1 Update, then multiple copies of a sent message are journaled and archived only when:
 - The number of addressees exceeds the chipping size.
 - A message includes a distribution group as an addressee, and the message is delivered to a Hub Transport server that doesn't function as the expansion server for that distribution group. The message is then forwarded to the appropriate expansion server. The message is journaled on each Hub Transport server.

What Are the System Requirements for Microsoft Exchange Journaling?

Ensure that your Exchange messaging environment includes the following components:

- Microsoft Exchange Server 2007 Standard or Enterprise Edition
- Journaling agents configured on the appropriate Hub Transport servers
- For premium journaling, you also need the Exchange Enterprise Client Access License (CAL)

Note: Premium journaling can be implemented on Exchange Server 2007 Standard and Enterprise versions.

We recommend that you upgrade your Exchange 2007 environment to SP1. You can find information at the following URL:

<http://www.microsoft.com/exchange/default.mspx>

Important:

- You cannot send journaled messages to your archive using a *mail-enabled public folder* (folder with an email address) on your Exchange Server. You must set up a *journal recipient mailbox* according to the instructions in this guide.

What Should I Do Before Setting Up Journaling?

Before you set up journaling on your Microsoft Exchange Server, Postini recommends that you first plan the deployment of your journaling mailboxes, adjust storage restrictions, create a separate email account for users who can search the archive, and set up TLS (Transport Layer Security).

Microsoft provides extensive information on its Web site (www.microsoft.com) about journaling and how to deploy it to best suit the needs of your organization. For example, the *Overview of Journaling* page in the Microsoft Exchange Server 2007 documentation provides an overview of how journaling works, and provides links to other relevant information. You can find this page at:

<http://technet.microsoft.com/en-us/library/aa998649.aspx>

Plan Your Journaling Mailbox Deployment

A journaling mailbox serves only to collect journal reports. With standard journaling, you configure journaling for each relevant mailbox database. With premium journaling, you configure rules that identify the groups of senders and recipients for whom messages are journaled. Depending on the size of your organization and the configuration of your rules, you may have one or many journaling mailboxes. In circumstances where you have numerous journaling mailboxes with large volumes of journal reports, you may want to dedicate specific resources to those mailbox databases.

Organize Mailbox Databases and Journal Rules

Journaling email messages can impact both the performance of your email server and the amount of outbound corporate traffic on your Internet connection. If you want to archive messages for only a specific set of users on your network, you can use the following options:

- **Standard Journaling:** With Standard journaling, the Journaling agent journals all messages sent to or received from recipients and senders assigned to a particular mailbox database. You can delegate your users to different mailbox databases according to whether or not you want to implement journaling for those users. For example, messages for all users in mailbox database A are journaled, while messages for all users in mailbox database B are not journaled.
- **Premium Journaling:** With Premium journaling, the Journaling agent journals messages according to rules you configure. Journaling rules specify the scope of journaling (global, internal, external), and whether messages are journaled for specific recipients (mailbox, contact, distribution group).
 - **Global** scope covers all messages that pass through a Hub Transport server. Messages processed at the global level may have already been processed at the internal or external level.
 - **Internal** scope covers all messages that are sent and received within the Exchange 2007 organization.
 - **External** scope covers all messages sent and received outside the Exchange 2007 organization.

For example, you can create a rule to journal all internal messages, as well as messages sent to a distribution list of customers outside your Exchange organization.

Identify Journaled Users in Message Archiving

To ensure that all journal reports are properly archived, you need to be sure that all the Exchange users for whom you want to archive messages are added to user organizations in Message Archiving.

When Message Archiving receives journal reports, it compares their sender and recipient addresses with the addresses of the users in the organizations for which you turned on archiving in your Message Security service. Based on this comparison, Message Archiving stores only those journal reports for users who also belong to user organizations for which archiving is implemented.

By the same token, when you implement journaling on Exchange for users who do not belong to Email Security user organizations, the corresponding journal reports are sent to Message Archiving, processed, and then deleted. The handling of nonrelevant journal reports creates needless network traffic and unnecessary processing overhead on your Exchange Server.

Adjust Email Storage Restrictions

Because journaling email messages can increase the message load on your Exchange Server (approximately 15%, according to Microsoft), you might want to set tighter restrictions on the amount of messages users can store or the duration for which users can store messages on your Exchange Server. The performance gains from these restrictions can compensate for the additional load created by journaling.

The impact of tighter storage restrictions on your users is largely mitigated when you provide your users with access to the Personal Archive in Message Center. When messages are stored in the Personal Archive, there is no longer a need to store them on your Exchange Server. For more information about the Personal Archive, refer to the *Message Archiving Administration Guide*.

Create Email Accounts for Users with Search and Discovery Privileges

Users who have privileges to search your corporate archive or to run investigations of your corporate archive can also export archived messages by sending them to their email addresses. If such a user has an email account for which journaling is enabled, a copy of each message that the user exports to his or her email address is then journaled and archived again.

To avoid re-archiving messages exported from the archive as attachments, you can create an additional, separate email account on your Exchange Server for each user who has access to your corporate archive. Place these accounts in a *separate* mailbox database that is exempt from journaling. For example, you can place these accounts in the same mailbox database as the journal recipient mailbox (see “Plan Your Journaling Mailbox Deployment” on page 13).

Ensure that you add these new email accounts to your Message Security service, and place them in an organization for which you turned on archiving. Then grant the **Archive Search** privilege (and optionally, the **Archive Discovery** privilege) to each account’s authorization record. For instructions on setting up organizations and granting Message Archiving privileges, refer to the *Message Archiving Administration Guide*.

Note: If users with the **Archive Search** and **Archive Discovery** privileges will only export message from the archive by downloading them to a file rather than sending them as attachments to their email addresses, you *do not* need to set up separate accounts for them. Messages that users download to a file are not re-archived.

Set Up TLS on Your Server

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

You can find detailed information about setting up TLS for Exchange Server on the Microsoft Web site (www.microsoft.com).

Chapter 2

Setting Up Microsoft Exchange Journaling

Overview of Journaling Setup

Following are the basic steps for deploying Exchange Server journaling. We recommend this configuration as it lets you to send journaled messages in plain MIME rather than encapsulated in TNEF.

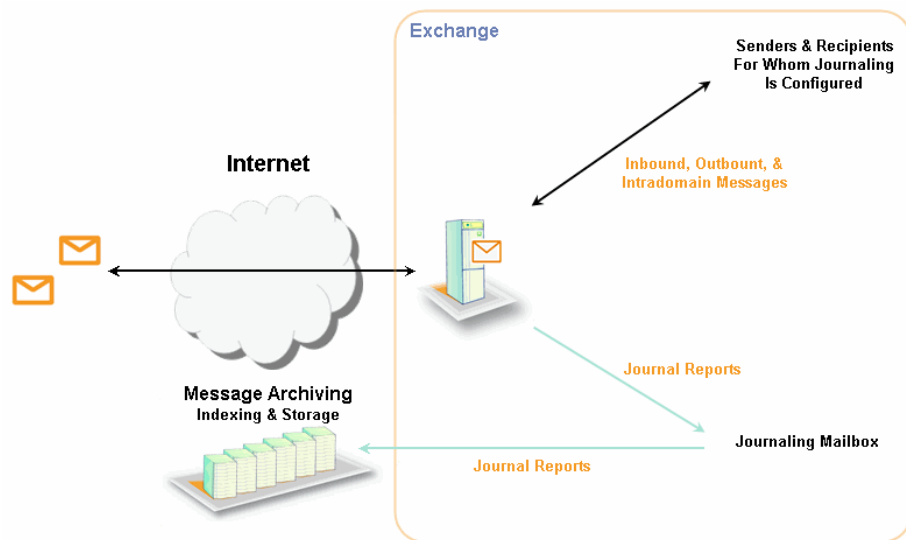
1. Create an SMTP contact with the email address of your Postini archive (which appears in the Administration Console once you set up Message Archiving for journaling).
2. Set up the journaling mailbox. This mailbox, named `AMaster`, receives all journaled email messages.
3. Create a Journal Recipient distribution list (group) in Active Directory.
4. Enable journaling on the Exchange Server that contains the users for whom you want to archive messages.

Note: If you want to apply premium journaling for a specific *list* of recipients, set up a distribution list ahead of time, and during this step, select that list.

5. Create an Exchange Mailbox Manager policy to delete email that's been archived from the journaling mailbox.
6. Remove the journaling mailbox from your Exchange Global Address List as a precaution to prevent users from sending email messages directly to the archive.
7. Set up a delivery restriction for the `AMaster` user to prevent anyone from sending email messages directly to the journaling mailbox.

Note: If you are interested in setting up journaling in an environment that includes Exchange 2003 and Exchange 2007 servers, see "Setting Up Journaling in a Mixed Exchange 2003-Exchange 2007 Environment" on page 27.

The following figure is an overview of how Message Archiving works with Exchange Server journaling.



WARNING:

- The order of the steps in this document differs from that provided in the Microsoft documentation. Please follow the order of the steps in this document, to ensure that you set up journaling correctly for Message Archiving.
- Microsoft documentation includes instructions for setting up the SMTP connector for the connection between your organization and your email archive. However, Postini recommends that you *do not* set up this connector, unless your network environment requires one.

Legal Disclaimer

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

How to Set Up Journaling on Microsoft Exchange Server

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

- Turned on archiving for your user organizations and configured journaling for your email configuration organization on your Message Security service. For details, refer to the *Message Archiving Administration Guide*.
- Planned your journaling deployment. For details, see “What Should I Do Before Setting Up Journaling?” on page 13.

Step 1. Create SMTP Contact

Creating the SMTP Contact

To forward all journal reports in your journaling mailboxes to Message Archiving, you need to add a new contact your Microsoft Active Directory, and specify the email address of your archive for that contact. Microsoft refers to this contact as the *custom SMTP recipient*, because the Exchange journaling server will forward all journal reports to your archive address, using SMTP.

Important: Message Archiving automatically generated the email address for your archive when you configured Message Archiving for journaling. To locate this address, in Postini Email Security, go to the *email configuration organization* in your organization hierarchy, and then click the **Archiving** icon.

The format for your archive email address is:

```
archive@your_ID.archive.psmtp.com
```

For details about the configuring journaling for Message Archiving and generating your archive email address, refer to the following:

Message Archiving Administration Guide

Configuring the Message Format Settings for the SMTP Contact

In addition to creating the SMTP contact, you must also configure the message format settings for the contact. In Exchange 2007, journal reports are sent in S/TNEF format. In Exchange 2007 SP1, you have the option to send journal reports in S/TNEF or MIME. We recommend that when you upgrade to Exchange 2007 SP1, you use MIME output for journal reports.

For information about SP1, visit the following URL:

```
http://www.microsoft.com/exchange/default.aspx
```

To create the SMTP contact:

1. Open **Active Directory Users and Computers**.

2. Right-click the organizational unit in which you want to create the contact, point to **New**, and then click **Contact**.
3. Enter the following:
 - **First Name:** Postini
 - **Last Name:** Archive
 - **Display Name:** Postini Archive.
4. Click **OK**.
5. Open the Exchange Management Console on the Mailbox server.
6. Expand **Recipient Configuration**, right-click **Mail Contact**, and then click **New Mail Contact**.
7. Click **Existing Contact**, browse to and select the **Postini Archive** contact you just created, then click **OK**.
8. Click **Next**.
9. For the External Email Address field, click **Edit**, enter the Postini archive email address (`archive@your_ID.archive.psmtip.com` or `archive@your_ID.sys#.archive.psmtip.com`), then click **OK**.

To find your archive email address, open the Administration Console, open the Organization Management page for your email config, and then click **Organization Settings > Archiving**.

Your archive email address may or may not include your system number, depending on when you purchased or renewed your service. Either address format is valid.
10. Click **Next**, then click **New**.

To configure the message format settings for the SMTP contact in Exchange 2007 SP1:

1. Open your Exchange Management Console.
2. Expand **Recipient Configuration**, then select **Mail Contact**.
3. In the result pane, select the SMTP contact.
4. In the action pane, under the SMTP contact, click **Properties**.
5. On the **General** tab, from the **Use MAPI rich text format** list, select **Never**.

With this setting, journal reports are sent in MIME rather than S/TNEF.

Step 2. Set Up the Journaling Mailbox

Based on the number of journaling mailboxes you need, which you determined during your planning, you now need to set up the necessary journaling mailbox databases and journaling mailboxes on one or more Exchange Servers. When setting up a journaling mailbox, you must place it in a mailbox database for which you *do not* plan to turn on journaling. (For information about planning journal recipient mailboxes, see “Plan Your Journaling Mailbox Deployment” on page 13.)

For greater security, Postini also recommends that after setting up the Journaling mailbox you also:

- Remove the journaling mailbox from your Exchange Global Address List, as a precaution to prevent users from sending email messages directly to the archive. For more information, see “Step 6: Remove the Journaling Mailbox from the Global Address List” on page 25.
- Set up a delivery restriction for the `AMaster` user, to prevent anyone from sending email messages directly to the journaling mailbox. For more information, see “Step 7: Prevent Mail from Going Directly to the Journaling Mailbox” on page 26.

To set up the journaling mailbox:

1. Open the Exchange Management Console on the Mailbox server.
2. Expand **Recipient Configuration**, right-click **Mailbox**, then click **New Mailbox**.
3. Click **User Mailbox**, then click **Next**.
4. Select **New User**, then click **Next**.
5. Select the OU in which you want to create the journaling mailbox.
6. In the **First Name** field, enter `Archive`.
7. In the **Last Name** field, enter `Master`.
8. In the **Name** field, enter `Archive Master`.
9. In the **User logon name (User Principal Name)** field, enter `AMaster`.
10. Enter and confirm the password for this user.
11. Clear the **User must change password at next logon** check box.
12. Click **Next**.
13. Select the appropriate mailbox database, messaging records management policy, and Exchange ActiveSync mailbox policy, then click **Next**.

14. Review the Configuration Summary. If you need to make changes, click **Back**. When you are satisfied with your configuration, click **New** to create the mailbox.

Step 3: Create a Distribution List for Journaling

You need to create a distribution list of the recipients of journaled messages.

To create the distribution list for journaling:

1. In Active Directory, create a new distribution list (group), and name it Journal Recipient.
2. Add the following members to the distribution list (group):
 - The SMTP contact (`archive@your_ID.archive.psmtip.com`) (that you created in Step 1. Create SMTP Contact)
 - Archive Master (that you created in Step 2. Set Up the Journaling Mailbox)

Step 4: Turn On Journaling

Microsoft Exchange Server 2007 Standard and Enterprise versions each support standard and premium journaling.

To enable standard journaling:

1. Open the Exchange Management Console on the Mailbox server on which you want to enable journaling.
2. Expand **Server Configuration**, then click **Mailbox**.
3. In the result pane, select the server for the mailbox database for which you want to enable journaling.
4. In the work pane, right-click the mailbox database, then click **Properties**.
5. On the General tab, select **Journal Recipient**.
6. For **Journal Recipient**, click **Browse**, select the **Journal Recipient** distribution list (group) (that you created in Step 3: Create a Distribution List for Journaling), then click **OK**.
7. Click **OK**.

All journaled messages for users on this mailbox database are now sent to the Journal Recipient distribution list. Repeat this process for each mailbox database for which you want to enable journaling.

To enable premium journaling:

1. Ensure that the Journaling agent is enabled on the Hub Transport server:
 - Issue the following command to determine whether or not the agent is enabled:

```
Get-TransportAgent
```

If no agent name is returned, the agent is not enabled.

- To enable the Journaling agent, issue the following command:

```
Enable-TransportAgent -Identity "Journaling agent"
```

2. Open the Exchange Management Console on the Hub Transport Server.
3. Expand **Organization Configuration**, then click **Hub Transport**.
4. In the result pane, click the **Journaling** tab.
5. In the action pane, click **New Journal Rule**.
6. Enter a name for the journal rule.
7. For **Send Journal reports to e-mail address**, click **Browse**, then select the **Journal Recipient** distribution group (that you created in Step 3: Create a Distribution List for Journaling).
8. Under **Scope**, select scope of the journal rule.

If you want the rule to apply to a single recipient, for **Journal Messages for Recipient**, click **Browse**, then select the appropriate recipient.

If you want the rule to apply to multiple recipients, for **Journal Messages for Recipient**, click **Browse**, then select the appropriate distribution list.
9. Click **New**, then click **Finish**.

All journaled messages for users on this Hub Transport server are now sent to `AMaster`. Repeat this process for each Hub Transport server on which you want to enable journaling.

Step 5: Create a Policy to Delete Messages from the Journaling Mailbox

To ensure that your Exchange journaling server has sufficient storage space for handling journal reports, you need to create a Managed Content Setting rule to automatically delete all messages from the **Inbox** folder, at an interval you specify.

Note: Postini recommends that you initially set this interval to every 7 days. Then monitor the journaling mailbox size during the first few weeks after you turn on journaling and adjust the interval as needed. If you want to include all journal reports in your scheduled backups, set an appropriate interval to ensure that journal reports are not deleted before the backup runs.

Implementing the deletion of forwarded messages involves the following procedures:

- Create a managed content setting for the Inbox folder.
- Create a managed folder mailbox policy.
- Apply the managed folder mailbox policy to the journaling mailbox.
- Configure the Managed Folder Assistant to run the policy.

To create a managed content setting for the Inbox folder:

1. In **Exchange Management Console**, expand **Organization Configuration**, then click **Mailbox**.
2. In the results pane, click the **Managed Default Folders** tab, then select the **Inbox** folder.
3. In the action pane, click **New Managed Content Settings**.
The New Managed Content Settings wizard opens.
4. In the **Name of the managed content settings to be displayed in the Exchange Management Console** field, enter `Postini Archive Content Setting`.
5. For **Message Type**, select **All Mailbox Content**.
6. Select the **Length of retention period day(s)** check box.
7. Enter the number of days you want to retain messages.
8. From the **Retention period starts** list, select **When delivered, end date for calendar and recurring tasks**.
9. From the **Action to take at the end of retention period** list, select **Permanently delete**.
10. Click **Next**.
11. Click **Next** again to bypass the **Journal** page.
12. Click **New**, then click **Finish**.

To create a managed folder mailbox policy:

1. In **Exchange Management Console**, expand **Organization Configuration**, then click **Mailbox**.
2. In the action pane, click **New Managed Folder Mailbox Policy**.
The New Managed Folder Mailbox Policy wizard opens.
3. In the **Managed folder mailbox policy name** field, enter `Postini Archive Policy`.
4. From the **Specify the managed folders to link with this policy** list, select **Add**.

The **Select Managed Folder** dialog box opens.

5. Select the **Inbox** folder, then click **OK**.
6. Click **New**, then click **Finish**.

To apply the managed folder mailbox policy to the journaling mailbox:

1. In **Exchange Management Console**, expand **Recipient Configuration**, then click **Mailbox**.
2. In the result pane, right-click **Archive Master**, then click **Properties**.
3. Click the **Mailbox Settings** tab.
4. Click **Messaging Records Management**, then click **Properties**.
5. Select the **Managed folder mailbox policy** check box, then click **Browse**.
6. Select **Postini Archive Policy**, then click **OK**.
7. Click **OK** two more times.

To configure the Managed Folder Assistant to run the policy:

1. In **Exchange Management Console**, expand **Server Configuration**, then click **Mailbox**.
2. In the result pane, right-click the Mailbox server that hosts the **Archive Master** journaling mailbox, then click **Properties**.
3. Click the **Messaging Records Management** tab.
4. From the **Schedule the Managed Folder Assistant** list, select **Use Custom Schedule**, then click **Custom**.
5. Under **Schedule**, select the times and days on which you want the managed folder assistant to run.

We suggest you run the assistant during off-peak hours.

6. Click **OK**.

Step 6: Remove the Journaling Mailbox from the Global Address List

In **Step 2**, you set up the journaling mailbox. You now need to remove the journaling mailbox from your Exchange Global Address List as a precaution to prevent users from sending email messages directly to the archive.

To remove the journaling mailbox from the Global Address List:

Use the Set-Mailbox cmdlet to modify the settings for the journaling mailbox so that it is removed from the Global Address List. Issue the following command:

```
Set-Mailbox AMaster -HiddenFromAddressListsEnabled $true
```

Step 7: Prevent Mail from Going Directly to the Journaling Mailbox

In **Step 2**, you set up the journaling mailbox. You now need to set up a delivery restriction for the `AMaster` user to prevent anyone from sending email messages directly to the journaling mailbox.

To set the delivery restriction:

Use the `Set-Mailbox` cmdlet to modify the settings for the journaling mailbox to prevent anyone from sending email messages directly to the that mailbox. Issue the following command:

```
Set-Mailbox AMaster -AcceptMessagesOnlyFrom AMaster
```

Verify Your Setup of Exchange Server Journaling

After you finish setting up Exchange Server journaling, verify that everything is working as expected.

Verify SMTP Contact and Journaling Mailbox

1. Open the Postini Archive contact and verify that you entered the correct email address for your archive.
2. Use the Exchange Management Console to verify that the journaling mailbox resides in its own mailbox database.

Verify Journaling

1. Using Microsoft Outlook, send a test email message to yourself or any user whose mailbox is in a mailbox database for which journaling is turned on. In the CC field of the message, add the address of a distribution list that's set up on your Exchange Server. In the BCC field, add the address of one recipient.
2. On Exchange Server, go to the journaling mailbox and open the journal report for the message you just sent.
3. Verify that the body of the journal report contains the members of the distribution list and the BCC recipient, and that your original message is included as an attachment to the journal report.

Verify Archiving

1. To verify that Message Archiving is archiving journaled email messages from your Exchange Server, send a test email message to a user. Ensure that the user's account on your Postini 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.

Setting Up Journaling in a Mixed Exchange 2003-Exchange 2007 Environment

If you are migrating from Exchange 2003 to Exchange 2007, you can use a mixed journaling environment during the time you have users on both types of servers.

If you are interested in setting up journaling in an environment that includes both Exchange 2003 and Exchange 2007 servers, consult the following information from Microsoft:

<http://technet.microsoft.com/en-us/library/aa997918.aspx>

In addition to the recommendations from Microsoft, we offer the following guidelines to ensure that your Exchange journaling environment is fully compatible with Message Archiving:

1. Route mail coming from the internet to an Exchange 2003 server first.

Why? Having Exchange 2003 process the messages first cuts down on creating duplicate journal reports.

Note: If you use Postini for inbound mail, use the Exchange 2003 server as the inbound server, or create two email configs and distinguish between Exchange 2003 and Exchange 2007 users if required.

2. Place the journal recipient on the Exchange 2003 server only until all users have been moved to Exchange 2007. Do not split the traffic between Exchange 2003 and Exchange 2007 journal recipients.

Why? This is a best practice from Microsoft as there are pitfalls with locating the journal user on Exchange 2007 in a mixed environment.

3. Use only standard journaling during the migration from Exchange 2003 to Exchange 2007.

Why? There is a problem with duplication issues when using premium journaling in this configuration. All mail sent from Exchange 2003 users to Exchange 2007 users is duplicated.

Note: This problem is amplified when Exchange 2007 is the initial server to receive external mail.

4. Follow the instructions in the beginning of this chapter for setting up journaling:

Pay particular attention to:

“Step 1. Create SMTP Contact” on page 19, where you configure the message format settings for the SMTP contact (set Use MAPI rich text format to Never).

This setting ensures that journaled messages are sent in MIME format.

Troubleshoot Exchange Server Journaling Setup

Troubleshooting Steps

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

Check custom SMTP recipient:

In Exchange, check that the email address you specified for the custom SMTP recipient is correct. It must be the address that Message Archiving generated when you configured journaling for Message Archiving. For details, refer to the *Message Archiving Administration Guide*.

Check journaling mailbox:

If the custom SMTP recipient address is correct, use Outlook to log in to the user account for the journaling mailbox that you created. Check that email forwarded from the journaling mailbox is not being returned as “undeliverable.” If messages intended for the archive are being bounced (returned), examine the return notification messages to determine the cause of the problem.

Verify that the mailbox database that contains the Journal-Recipient mailbox *does not* have journaling turned on.

Bounced Journalled Messages

Error Code 554: Cannot relay journal - psmtpt

Your Exchange Server is not on the access control list for Message Archiving, or the IP address of your server has changed since you set up Message Archiving for journaling. You must enter a new journaling configuration entry for your email configuration on your Message Security service. For details, refer to the *Message Archiving Administration Guide*.

Error Code 551: Incorrect IP - psmtpt

An IP Lock for your company’s domain is set up on your Message Security service, but the IP address of your journaling Exchange Server is not within the IP address range of the lock. Use the Administration Console to add the IP address of your journaling server to the IP Lock configuration. For details, refer to the *Message Security Administration Guide*.

Chapter 3

Monitoring Journaling Performance

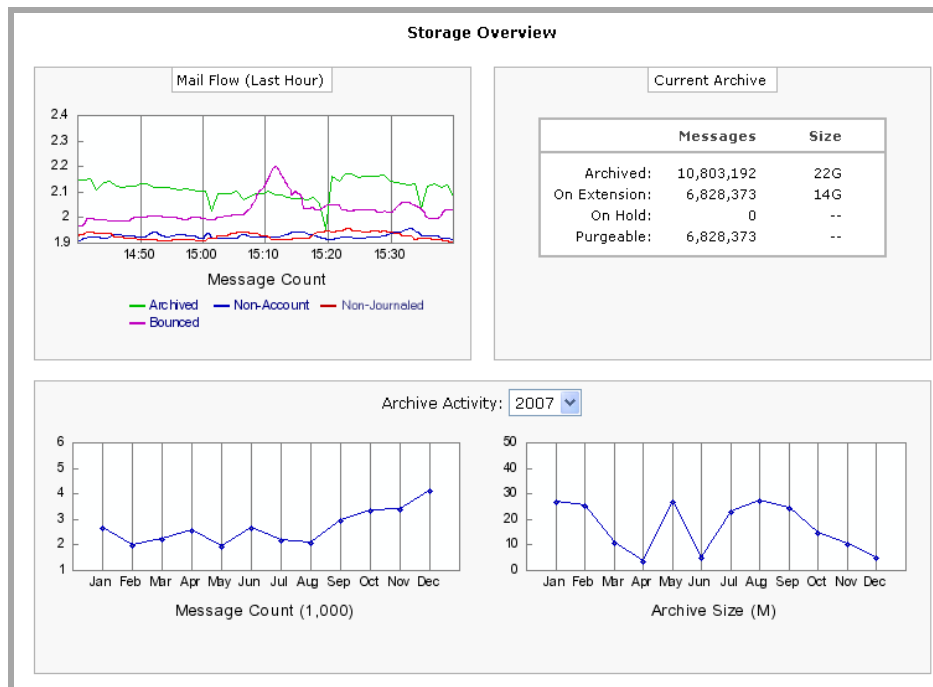
Once you have successfully deployed Exchange Server journaling, there are three easy ways to monitor journaling activity and spot potential problems:

- 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

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"/>	Create an SMTP contact To forward all journaled messages in your journaling-recipient mailboxes to Message Archiving, you need to add a new contact to your Microsoft Active Directory, and specify the email address of your archive for that contact. For more information, see “Step 1. Create SMTP Contact” on page 19.
<input type="checkbox"/>	Set up the Journaling Mailbox Based on the number of journaling mailboxes you need, which you determined during your planning, you now need to set up the necessary journaling mailbox databases and journaling mailboxes on one or more Exchange Servers. When setting up a journaling mailbox, you must place it in a mailbox database for which you <i>do not</i> plan to turn on journaling. For more information, see “Step 2. Set Up the Journaling Mailbox” on page 21.
<input type="checkbox"/>	Create a Journal Recipient distribution list (group) The members of this distribution list receive the journaled messages. For more information, see “Step 3: Create a Distribution List for Journaling” on page 22.
<input type="checkbox"/>	Turn on Journaling Microsoft Exchange Server 2007 Standard and Enterprise versions each support standard and premium journaling. For more information, see “Step 4: Turn On Journaling” on page 22.



Create a Policy to Delete Forwarded Messages from the Journaling Mailbox

To ensure that your Exchange journaling server has sufficient storage space for handling journal reports, you must create a Managed Content Setting rule to automatically delete all messages from the **Deleted Items** folder, at an interval you specify.

For more information, see “Step 5: Create a Policy to Delete Messages from the Journaling Mailbox” on page 23.



Remove the Journaling Mailbox from the Global Address List

In Step 2, you set up the journaling mailbox. You now need to remove the journaling mailbox from your Exchange Global Address List as a precaution to prevent users from sending email messages directly to the archive.

For more information, see “Step 6: Remove the Journaling Mailbox from the Global Address List” on page 25.



Prevent Mail from Going Directly to the Journaling Mailbox

In Step 2, you set up the journaling mailbox. You now need to set up a delivery restriction for the *AMaster* user to prevent anyone from sending email messages directly to the journaling mailbox.

For more information, see “Step 7: Prevent Mail from Going Directly to the Journaling Mailbox” on page 26



Verify Your Setup of Exchange Server Journaling

- Verify the SMTP contact and the journaling mailbox.
- Verify journaling.
- Verify archiving.

For more information, see “Verify Your Setup of Exchange Server Journaling” on page 27.