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IMAP Crawler for Microsoft Exchange 2003 Administrator's Guide

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This manual supports all releases of the Archive Operating System (AOS) until further notice.

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Installing and Configuring the IMAP Crawler for Microsoft Exchange 2003

Mirapoint's IMAP Crawler for Exchange 2003 is an administrative utility designed to *crawl* through a user or multiple user's mailbox and archive messages within folders of the mailbox. It uses Exchange 2003's ability to be able to log into a mailbox using credentials of a single user that has been assigned rights to a mail store using the IMAP4 service.

Mirapoint recommends that Network Administrators use this manual as a reference to configure their Exchange mail stores to work with the IMAP Crawler.

Installing the Crawler

There is no installation process for the Crawler, you only need to meet the system requirements.

The Crawler has the following system requirements:

- Microsoft Windows 2000, XP, 2003/2008, or Vista
- Microsoft .NET Framework 2.0
- Microsoft Exchange 2003 Server (Standard or Enterprise Edition) - IMAP4 configured (with no SSL/TLS)

Configuring and Using the Crawler

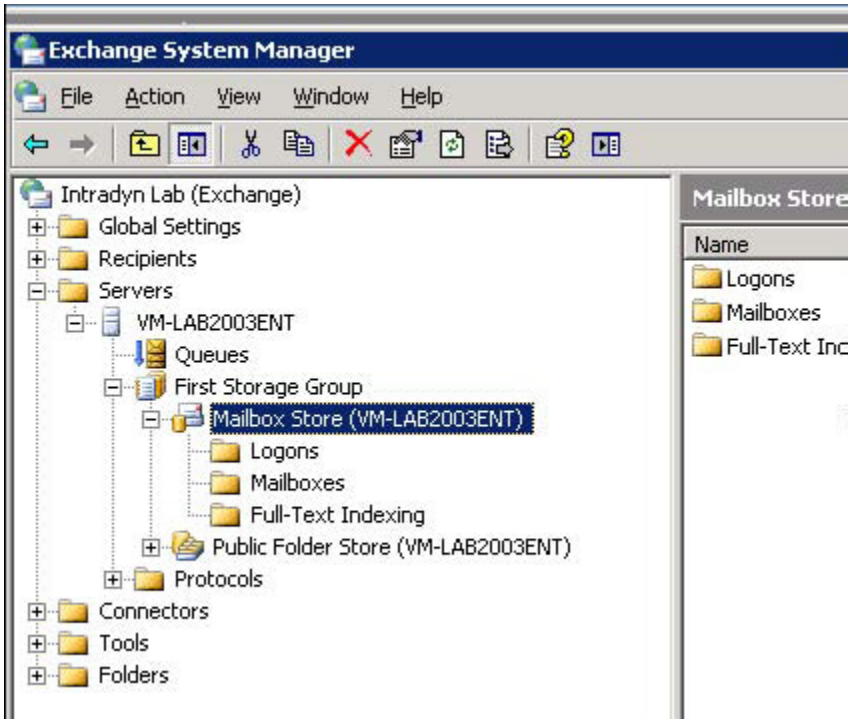
A non-administrator user account is required for the IMAP Crawler. This is due to the fact that, by default, Exchange 2003 implicitly denies the Administrator (or any Domain Administrator account member) the rights to log in to a user's mailbox other than their own. The IMAP Crawler will use this non-administrator account to log in to mailboxes and archive existing mail.

Assigning Crawler Account Permissions

The user account needs *receive as* and *send as* permissions on each Exchange mail store that contains user mailboxes. Mirapoint recommends selecting/creating a user account that does not normally have these permissions on the mail store, so it is easier to remove those permissions once the crawl has completed.

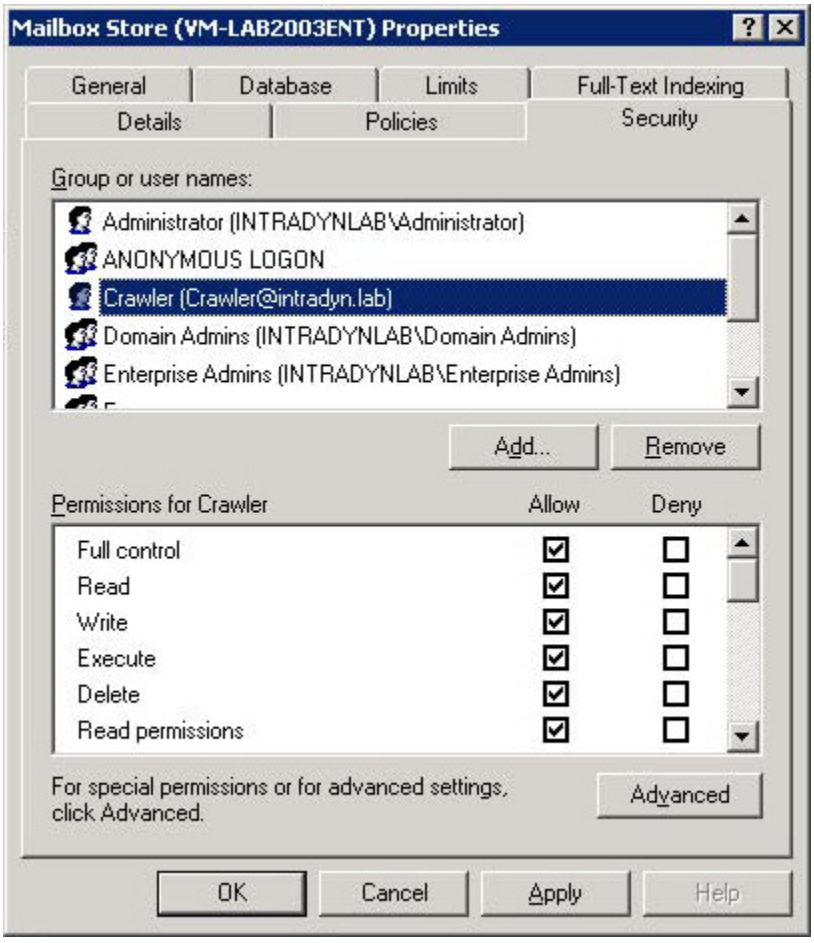
To assign crawler user account permissions:

1. From the Exchange System Manager (ESM), navigate to the **Mailbox Store,** then right-click and select **Properties.**



2. Click the **Security** tab.
3. Click **Add.**

4. Select the account that you are going to use for the Crawler and make sure that **Full Control** is set for the permissions.



5. Repeat this procedure for each mail store if you have Exchange 2003 Server Enterprise Edition and have multiple mail stores.

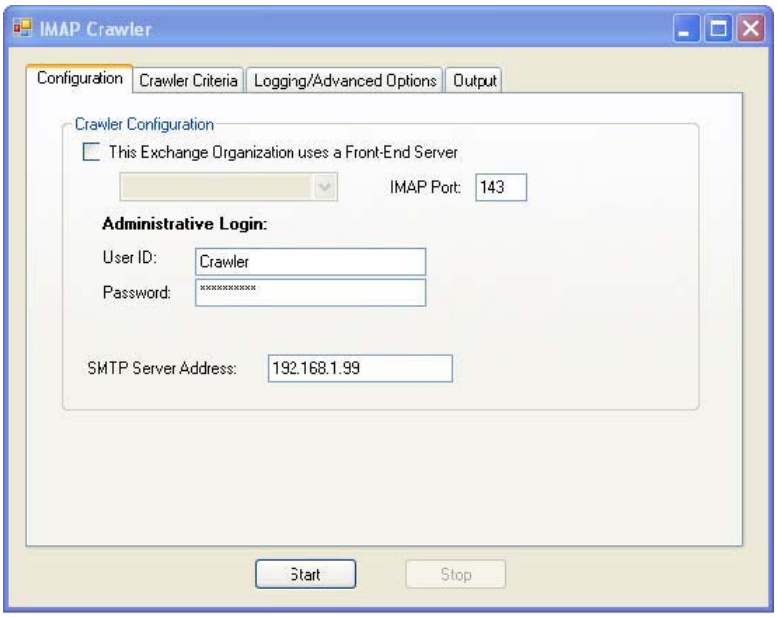
Setting User Account and Front-End Server Options

The IMAP Crawler is Active Directory dependent. It uses Active Directory to obtain information about your Exchange environment and user mailbox information. The Crawler determines which Exchange servers in your environment are to query the Active Directory global group, **Exchange Domain Servers**.

Being a group, it can contain not only computer objects but also user objects. Some administrators erroneously place user account objects in this group in an attempt to fix an issue and do not remove those accounts. The Crawler does not filter out user objects when querying this group and subsequently will display all members of this global group in the application's drop-down menus.

To configure the crawler:

1. Launch the IMAP Crawler application.
2. On the **Configuration** tab, complete the following steps:



   a. If necessary, select the **This Exchange Organization uses a Front-End Server** checkbox, and select the server front-end from the drop-down menu.

      If your Exchange organization contains a front-end server (i.e., OWA, OMA, IMAP or POP3, or external email handler) but no user accounts, then you can specify that server here. Specifying a front-end server will force the Crawler to use that server for all IMAP communications for all accounts; regardless of what mail store the mailbox is located on.

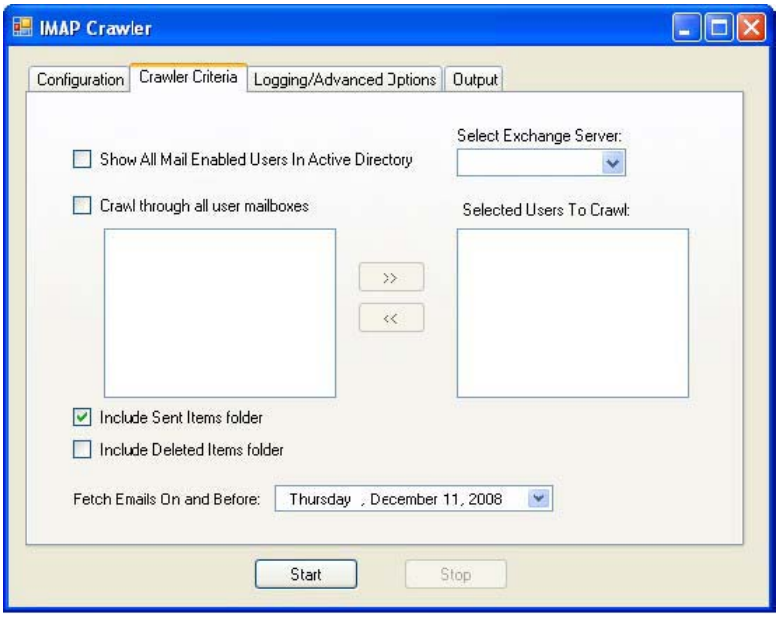
      This is the recommended method for organizations that have multiple mail servers.

   b. In the **IMAP Port** text field, type in the IMAP port number. The default is 143.
   c. Under **Administrative Login**, in the **User ID** text field type in the IMAP Crawler user account
   d. In the **Password** text field, type the password for that user account
   e. In the **SMTP Server Address** text field, type in the IP address of the RazorSafe appliance.

Setting Crawler Criteria Options

The **Crawler Criteria** tab is where you set what mailboxes to crawl, as well as the date criteria. If you select **Show All Mail Enabled Users in Active Directory**, the Crawler will query for and display all mailbox-enabled users in the directory. Selecting a server name from the **Select Exchange Server** drop-down menu will display only those users *homed* on that particular server.

Figure 1 Crawler Criteria tab



If a front-end server was *not* specified on the **Configuration** tab, then the Crawler will query the user account property, **Exchange Home Server**, for the appropriate server to connect to using IMAP.

If IMAP is not enabled on all Exchange servers containing mailboxes you wish to crawl, then the Crawler will not be able to connect and retrieve those messages. This does not apply to front-end/back-end configurations where the front-end acts as an IMAP proxy.

You have the option of selecting the user accounts you wish to crawl, or you can select **Crawl through all user mailboxes**. By default, the **Include Sent Items folder** checkbox is selected and **Include Deleted Items folder** checkbox is left unselected. This is because a user's Deleted Items folder often contains spam (i.e., junk mail) or messages that have a potential virus in them.

The crawler uses the date selected from the **Fetch Emails On and Before** drop-down menu to crawl all emails on and before the date specified, for all folders.

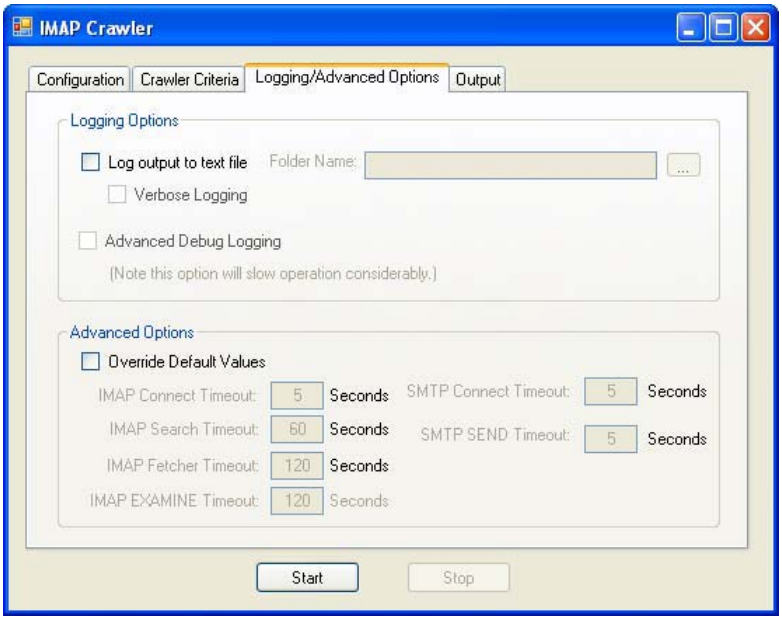
Setting Crawler Logging and Advanced Options

To have the Crawler create a log file of the mailboxes crawled, select the **Log output to text file** checkbox and type in the directory path where the Crawler is to write these logs. You also can select the **Verbose Logging** checkbox to log individual user's sessions.

For advanced troubleshooting, select the **Advanced Debug Logging** checkbox. This feature will log *all* emails and attachments (base-64 encoded) into the mailbox log file.

Advanced logging can create an extremely large log file depending on the amount of emails and attachments there are in the mailbox. It is not recommended to use this option unless being assisted by Mirapoint Technical Support.

Figure 2 Logging/Advanced Options Tab

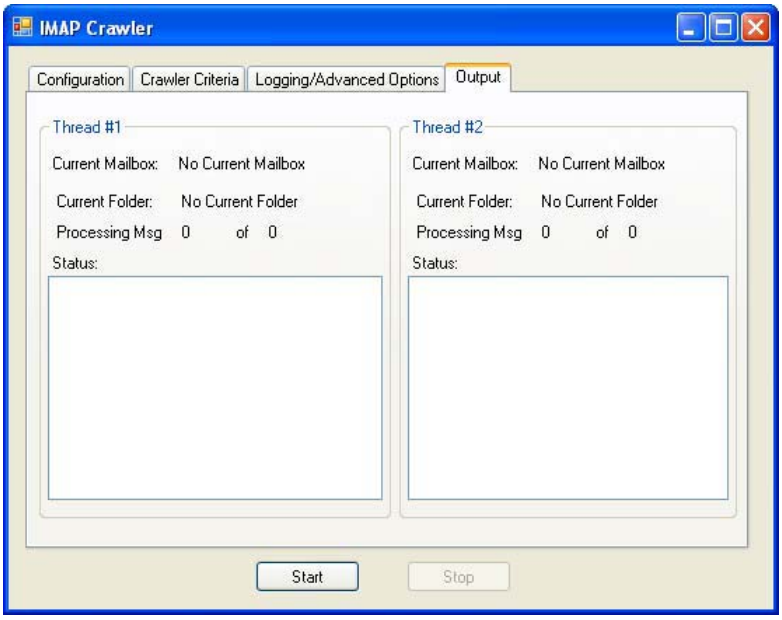


The **Advanced Options** section is used in the event that the Exchange server is heavily utilized. You can adjust the default timeout values IMAP and SMTP operations. However, these options should only be used with the assistance of Mirapoint Technical Support.

Viewing Crawler Output

When you are ready to begin the process, click **Start**. The **Output** tab will display the progress of the current mailboxes being crawled. The Crawler is a multi-threaded application, and it is capable of crawling through two mailboxes at once. The list of selected mailboxes to crawl is split into two separate threads. One thread can complete sooner than the other depending on the amount of mail/attachments there are in any given mailbox.

Figure 3 Output Tab



Skipped Folders

The Crawler will skip the following mail folders:

- Tasks
- Drafts
- Sync Issues
- Outbox
- Calendar
- Journal
- Junk E-Mail
- Notes
- Contacts
- Public Folders
- Quarantine

It will also skip any mail folder that contains the following words in the folder name:

- SPAM
- Calendar
- Contacts
- Deleted Items
- RSS Feeds
- Sync Issues

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