



Crawler for Microsoft Exchange 2007 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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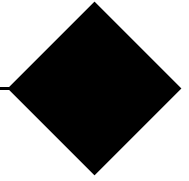
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Installing and Configuring the Crawler for Microsoft Exchange 2007



The Crawler for Exchange 2007 is an administrative utility designed to *crawl* through a single user's or multiple user's mailbox and archive messages within folders of the mailbox. It uses the Exchange Web Services feature, that includes the ability to be able to log into a mailbox using credentials of a single user that has been assigned rights to a single or multiple mailboxes.

Mirapoint recommends that Network Administrators use this manual as a reference to configure their Exchange 2007 server's mailbox security.

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 XP/Vista, Microsoft Windows Server 2003/2008
- ◆ .NET Framework 3.5 SP1
- ◆ Microsoft Exchange 2007
- ◆ 1 GB memory (Recommended)

If you meet the requirements, run the Crawler's Windows executable program on the Windows machine.

A non-administrator account is suggested for the Crawler. Mirapoint recommends creating this account and assigning it permissions to mailboxes, so that when the utility is finished you can easily remove those permissions from the account without impacting other security settings. For more information, see [Assigning Crawler Account Permissions](#) on page 4.

Configuring and Using the Crawler

The Crawler is Active Directory dependent. It will query the directory to obtain a list of available mailbox-enabled user accounts and display the user principal name (UPN). Once the crawl begins, it will query Active Directory to find the appropriate Exchange Client Access Server (CAS) to contact for the current mailbox using Exchange's auto-discovery feature.

It also communicates via SSL to the Exchange CAS and is able to function with private as well as publicly registered certificates. It will attempt to connect to the CAS server via the URL returned from the auto-discovery service, and pass the credentials of the user given FullAccess permission to the mailboxes being crawled. For more information, see [Assigning Crawler Account Permissions](#) on page 4.

The Crawler also provides logging capabilities to assist in keeping track of what mailboxes have been crawled as well as information regarding how many folders/messages, errors, etc.

When you launch the Crawler, it will display an application window with four tabs: **Configuration**, **Criteria**, **Advanced**, and **Output**.

Assigning Crawler Account Permissions

The Crawler's non-administrator account will need *receive as* and *send as* permissions for each Exchange 2007 mailbox you want to crawl. You can assign these permissions using the following Exchange Management Shell command:

```
Get-Mailbox | Add-MailboxPermission -User "User ID" -AccessRights FullAccess
```

Where *User ID* is the user account ID.



This will affect *all* mailboxes on the Exchange 2007 server. To limit the number of users affected, refer to the FILTER commands that are available.

Once you are finished crawling all mailboxes, you can remove the permissions with the following command:

```
Get-Mailbox | Remove-MailboxPermission -User "User ID" -AccessRights FullAccess
```



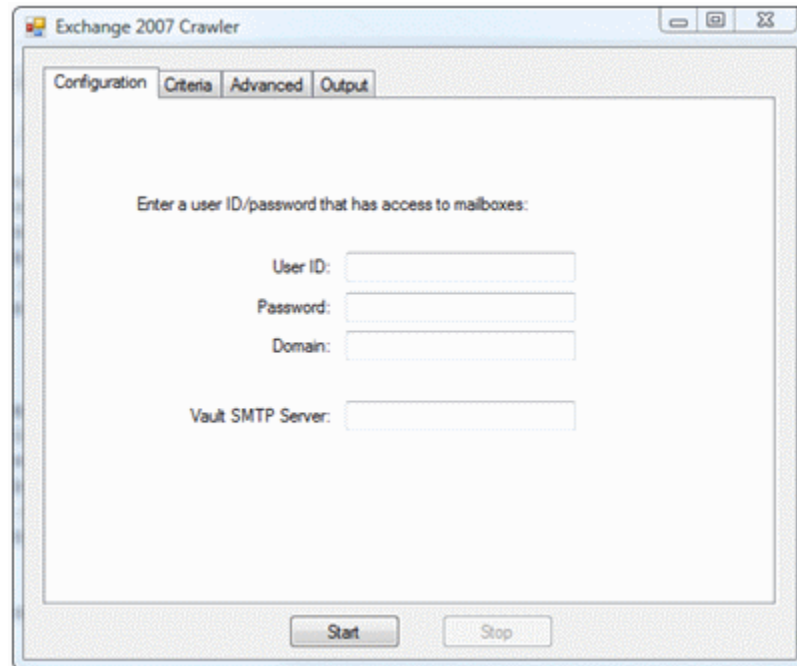
You can also assign permissions to a group object as well.

Setting Crawler User Account and Domain Options

The **User ID**, **Password**, and **Domain** text fields are required. You need to use a user account that has **FullAccess** permissions to the individual mailboxes you want to crawl. For more information, see [Assigning Crawler Account Permissions](#) on page 4.

The **Vault SMTP Server** text field sets the destination SMTP address to send these messages to.

Figure 1 Configuration Tab



Setting Crawler Criteria Options

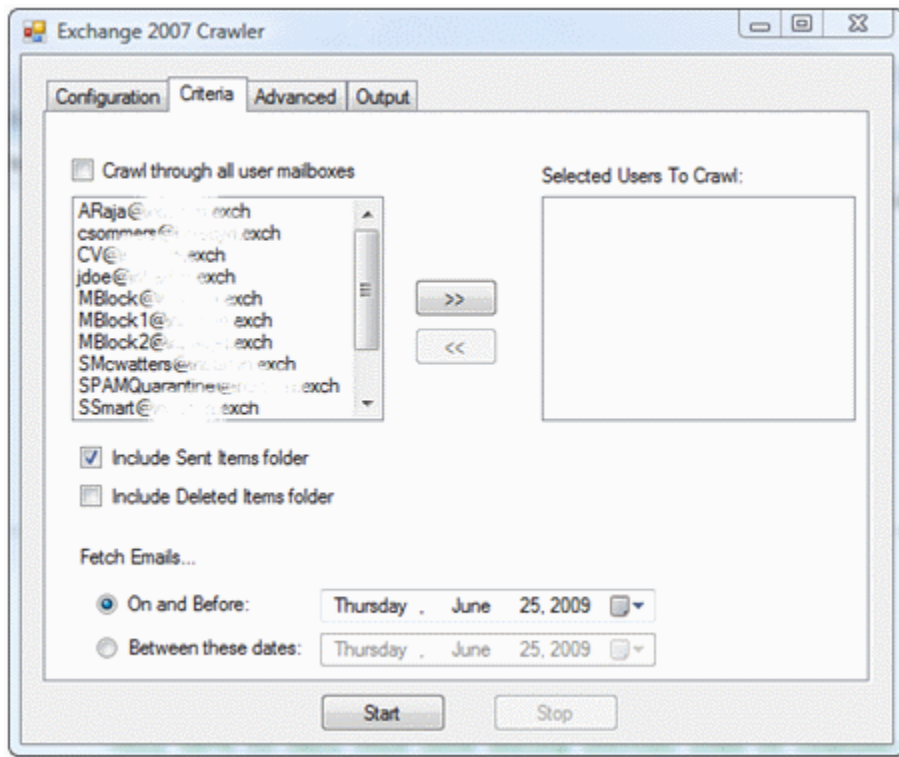
You can select individual user mailboxes from the list. However, if you select the **Crawl through all user mailboxes** checkbox, the **Selected Users to Crawl** list becomes an **Excluded Users** list.

Typically, you will want to exclude the journal mailbox account, and if configured, the Intelligent Message Filter junk mail account in order to avoid archiving unnecessary spam.

The **Include Sent Items** folder checkbox is selected by default. The **Include Deleted Items** folder is not selected by default.

The Crawler also gives you the option of retrieving messages **On and Before** a specific date. If you select the **Between these dates** radio button, the Crawler will pick messages between the two dates (i.e., the date range) specified.

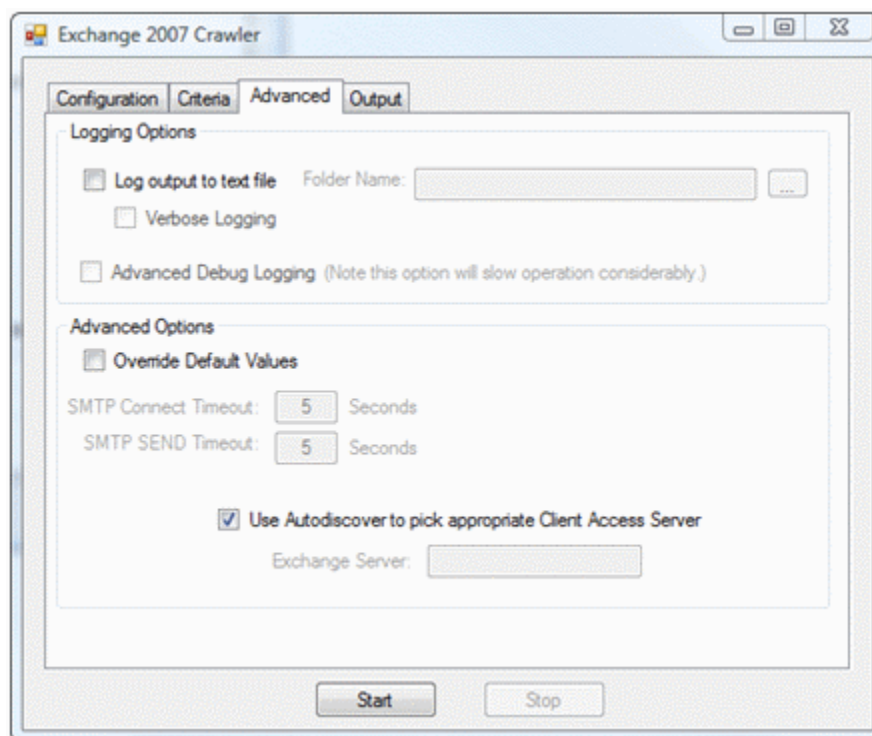
Figure 2 Criteria Tab



Setting Crawler Logging and Advanced Options

To have the Crawler create a log file of the mailboxes crawled, select **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.

Figure 3 Advanced Tab



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. Mirapoint does *not* recommend this option unless being assisted by Mirapoint Technical Support.

Additionally, there are some SMTP timeouts you can override, and finally if the Exchange auto-discover feature is non-functional you can try to manually add the Client Access Server (CAS) information. The format for that location is typically:

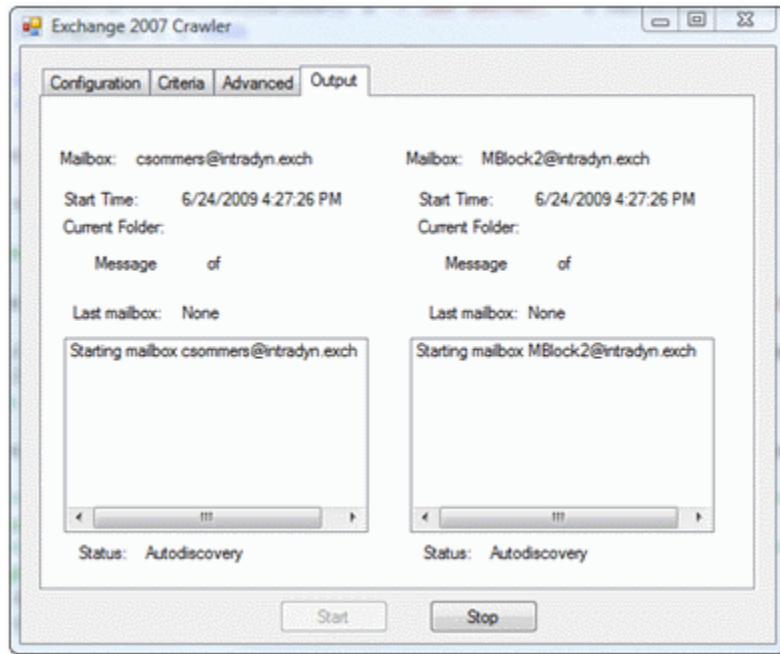
```
https://servername/EWS/Exchange.asmx
```

Where *servername* is the fully-qualified domain name for the CAS.

Viewing Crawler Output

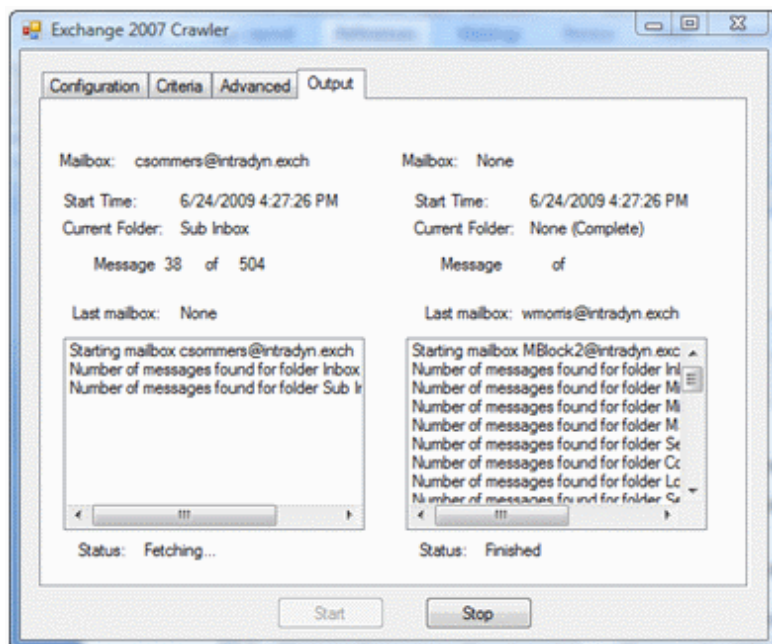
The following examples show the Crawler working on various mailboxes. The list of selected mailboxes to crawl is split into two separate threads. One thread can complete sooner than the other depending on the amount of mail/attachments there are in any given mailbox.

Figure 4 Output Tab - Example Crawl



Here is an example of one thread completing before the other.

Figure 5 Output Tab - Example Crawl 2



Skipped Folders

The Crawler will skip the following mail folders:

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

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

- ◆ Calendar
- ◆ Contacts
- ◆ Deleted Items
- ◆ Infected
- ◆ Quarantine
- ◆ RSS Feeds
- ◆ Spam
- ◆ Sync Issues

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