IPSWITCH
IMail Server™

Email Archiving for IMail Server
Getting Started Guide

Copyrights

Update History

July 2008   First Edition v1.8
May 2010   Second Edition v2.1.1
April 2011   Third Edition v2.6.10

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Archiving

In This Chapter

About Archiving

Mail archiving is a new solution that is available to work with IMail Server v10.01 and higher. The IMail archiving plug-in solution works with existing third party archiving vendors. This solution allows more options to our customers for deciding what archiving engine to use. Any third party archive engine that has plug-in capability can be used with IMail Server's archive transport mechanism.

E-mail in recent years has grown tremendously in volumes and usage, with storage requirements increasing by an order of magnitude and more. Businesses today are facing many challenges in managing their growing storage of e-mail with the following issues:

- **Compliance**. E-mail being required to be preserved and proven unalterable for many years based on new compliance regulations.
- **Storage Management**. Tremendous volumes of e-mail to archive, with limited available storage space means that users must periodically either delete e-mail or archive it off-line
- **Search and Recovery**. Troublesome retrieval of e-mail from traditional tape or optical archives due to legal or compliance reasons can end up costing companies large amounts of money.

Third party archiving solutions allows strict e-mail enforcement for retention, monitoring and compliance policies for your whole organization.

Business Benefits

- Preserve and access vital company knowledge
- Monitor and audit employee e-mail communications
- Ensure strict compliance with US and EU legislation (e.g. Sarbanes Oxley Act)
- Protect against lawsuits and legal actions
- Lower the cost of storing e-mails (compression)

- Give users long-term access to their e-mails

Journaling

Journaling for IMail Server was created for archiving to keep a list of actual recipients, to include Blind Carbon Copies (BCC) recipients, lists and aliases. This list is maintained as the message is processed and is applied to the message before it is archived. A message is archived after it has been sent to all valid recipients.

Journaling is used only for archiving.   It is not used if Archiving is not enabled.

Journaling provides the ability to record all e-mail messages otherwise not possible with standard envelope information.

> **Note:** Journaling allows companies to maintain compliance with US and EU legislation, which further protects against lawsuits and legal action.

Spool File Changes

Archiving required the following additions and modifications to IMail Server's processing files in the spool directory.

Journal File

Journaling information is saved to the appropriate journal file when the corresponding message is re-queued.   The journaling information is loaded and used on the next queue run for that message.   The journal file is deleted after the message is archived.

The format of the journal file name is the same as the queue file except the letter "J" is used instead of the letter "D".

Example:

Re-queued message	Q4ff2014c00000003.SMD
Journal file name will be	J4ff2014c00000003.SMD

"Q" File Lines for Archiving

Four "Q" file lines are as follows:

1   The line `"ao1"`.   Is added when a message has been delivered, but not archived.   The IMail Server will attempt to archive the message on the next Queue run.   The IMail Server will not deliver the message again.

2   The line `"D1"`. Is added when a message has been deleted by:

   ▪   SPF (Sender Policy Framework) action or

   ▪   an Antispam Connection Filter.

   The message is deleted once it has been journaled and archived.   No attempt is made to deliver it.

3   `"ar"` line for messages requiring to be archived.

4   `"an"` line for message not requiring to be archived.

Logging Messages

Log messages have been added to the IMail Server logs for archiving. Once installed the following possible log messages will begin to show:

   ▪   Unable to load journal for <body>

   ▪   Successfully loaded journal for <body>

   ▪   Journaled <body>

   ▪   Archived <body>

   ▪   Attempt to archive failed for <body>

   ▪   Save journal for <queue>

   ▪   Unable to save journal file for <queue>

Where <body> is the full path of the body file and

<queue> is the full path of the queue file.

Archive Utility

The command prompt utility will copy and archive all messages currently in MBX files on your IMail Server.

This utility will use either the SMTP-based or Mailbox-based options from the IMail Server Archiving System Settings.

This utility called **"archive.exe"** is located under your IMail Server folder. Using windows explorer go to:

   `"c:\Program Files\Ipswitch\IMail\"` (default installation path)

IMail Admin System Settings for Archiving

In This Chapter

Archiving Transport Mechanism

The IMail Server has Archiving options located at **Web Administration > System > System Settings**, and **Console Administrator > System > Archiving[tab]**. There are two possible archiving settings when using a Third Party Solution. MailArchiva recommends using the SMTP-based option.

Archiving (Installation of Third Party Software required)

⚠️ **Caution:** Do not enable this feature unless a third party archiving engine has been installed, as the Spool Manager will no longer function correctly.

📝 **Note:** A utility exists to archive all messages currently in MBX files on your IMail Server. This utility called **"archive.exe"** is located under ...\IMail directory.

- **None.** (Default Setting)
- **SMTP-based.** This radio button should be checked to enable a third party archiving engine to use the SMTP-based transport mechanism.
- **Server**. Location of third party archiving SMTP gateway server. Enter the valid IP address of the SMTP gateway server, or localhost.
- **Port**. Port setting for your third party archiving server to listen on and communicate with your IMail Server.
- **Recipient**. E-mail address of your third party archiving recipient.
- **Archive Orphaned Messages**. Orphaned files, by default, will not be archived.
- **Mailbox-based.** This radio button should be checked to enable a third party archiving process to deliver e-mail to a specified recipient.
- **Recipient**. Location of mailbox that will accept all archiving from your third party process. This recipient can be any valid user on the primary domain.
- **Archive Orphaned Messages**. Orphaned files, by default, will not be archived.

MailArchiva

In This Chapter

About MailArchiva

Ipswitch Messaging has partnered with MailArchiva a state-of-the-art e-mail discovery and archiving platform system that is tightly integrated into your IMail Server.

In many jurisdictions around the world, the law requires that company e-mails are kept for up to seven years. MailArchiva is designed to help you comply with legislation such as the Sarbanes Oxley act (SOX), Gramm-Leach Bliley act (GLBA) and the Freedom of information act (FOIA).

Archiving

MailArchiva's archive engine is designed to store emails reliably and securely over the long-term.   Data is organized into separate logical volumes that can be rolled over automatically on a monthly, quarterly or annual basis. To facilitate easy maintenance and backup, volume data is spread across a total of 4096 archive files. All archive files are encrypted using AES-128 encryption and are 100% compatible with the WinZip standard.

Discovery

Using MailArchiva's powerful search capabilities, employees and auditors are able to search across millions of archived emails and attachments and locate information needed quickly and easily.

Data Storage

Email data is stored in ZIP archive files (with .zz extension). These ZIP files are encrypted using AES-128 encryption in strict accordance with the Winzip encryption standard. Inside the Zip files, email data is stored as .EML files (Internet mail format RFC822). RFC822 is the industry standard format for storing and transporting email messages. The use of the ZIP and RFC822 standard ensures that all stored email data is easily accessible for as long as needed.

Minimum System Requirements

The MailArchiva Server requires the following hardware and operating system configuration:

- IMail Server V10.01 or later
- Microsoft Windows 2003 Server and Microsoft Windows 2008 Server
- NTFS File Systems required
- **Hardware**
- CPU: 2 GHz CPU core per 500 mailboxes
- RAM: 1 GB (additional 0.3 GB per 500 mailboxes)
- 2 GB hard disk space minimum; RAID support recommended
- **Disk Storage**
- Keep index and store data on separate drives/RAID arrays
- Store your indexes local to your system (searching requires low latency disk access)
- Email can be stored on remote NAS / SAN disks

> **Note:** MailArchiva recommends installing on a dedicated 64 bit OS (as not to be limited to 1.5 GB of RAM).

Upgrading MailArchiva with IMail Server

It is recommended to read *MailArchiva' Documentation and Help http://help.mailarchiva.com/#home* prior to installation.

> **Note:** Please read *MailArchiva Release Notes for v3.0.5*
> *https://www.mailarchiva.com/releasenotes.do?id=328&action=View* latest changes and
> updates.
>
> **Note:** A utility exists to archive all current e-mail messages. This utility called **"archive.exe"**
> and can be located under ...\IMail directory.

Upgrading

> **Important: MailArchiva v3** requires that a new license file. Do not upgrade from V2 until a
> new V3 license file is obtained.
>
> **Warning:** Backup all existing server configuration files. Also, be sure volumes are not placed
> under `"C:\Program Files\MailArchiva"` or `"/usr/local/mailarchiva",` as these
> directories will be deleted during the upgrade process.

To upgrade MailArchiva simply download the latest version and run the installer over the
existing version. The upgrade process will preserve MailArchiva configuration settings.

Active Directory Authentication Changes

> **Note:** If you are upgrading from earlier versions of MailArchiva, you should know that
> MailArchiva's authentication mechanism has changed from Kerberos to NTLM v2
> authentication.
>
> NTLM v2 authentication requires that the service account is a computer account, not a
> normal user account. Thus, to upgrade, you will need to create a computer account in AD, set
> a password on the computer password using the scripts provided, and change the service
> account to service$@business.local. Note the dollar ($) sign in the service account UPN is used
> to denote a computer account (as opposed to a user account in Active Directory).

In Active Directory (AD) authentication mode, the server uses NTLM v2 and LDAP protocols to
authenticate users residing in Active Directory. The login procedure is a five step process:

1 MailArchiva authenticates with Active Directory user using a service computer account
(you'll see later how this computer account is created)
2 MailArchiva searches for the login user in Active Directory using the login name.
3 MailArchiva binds (authenticates) with the login user using the supplied password.
4 MailArchiva assigns a role to the user based on the defined role assignments.
5 MailArchiva extracts the user's email addresses from the mail LDAP attribute for use in
search filtering

In order to authenticate with Active Directory, MailArchiva requires that a new computer
account is created in Active Directory and that a password to the account is set. While it is
possible to create a new Computer using Active Directory Users And Computers, there is
currently no way from the GUI to set passwords on Computer accounts. For this purpose, a
VBS script called ADSetupWizard.vbs is included with the server distributable. The script,

when executed with Domain Administrator privileges, will automatically create a Computer in Active Directory and set a pasword on the Computer account. It will also output the AD configuration settings that are appropriate for your setup.

The procedure for configuring Active Directory authentication is as follows:

1   Included with the MailArchiva server distributable is VBS script called ADSetupWizard.vbs. This script can be found in the following location:

    `C:\Program Files\MailArchiva\Server\ADSetupWizard.vbs`

2   Login to any computer nearby to (and including..) the MailArchiva server as a Domain Administrator. Copy the ADSetupWizard.vbs script from the above location to the local machine and run it.

3   Follow the Wizard instructions to create new "service" Computer account in Active Directory and a set a password on the service account.

4   When the Wizard completes, take note of the settings needed to define the AD settings in MailArchiva.

5   Open the MailArchiva Configuration console, select the Logins menu on the left. Choose Active Directory authentication and enter the settings outputted by the AD Wizard.

6   Next, click the New Role Assignment button to create a mapping between a role in MailArchiva and an Active Directory attribute.

Upgrading from v1.6 or Earlier

Re-Indexing Volumes

To achieve the new performance gains offered with MailArchiva v2.1 and later, it is important to re-index all volumes for correct functionality. Re-indexing is a time consuming process and requires the volume first be closed, before clicking the Re-Index button.

After upgrading follow the steps below:

1   Login and click on the **Configuration** tab,

2   Select **Volumes** from the left navigation panel,

3   Click **Close** for the active volume,

4   Click **Re-index**. Depending on the size of the volume this process may take quite some time.
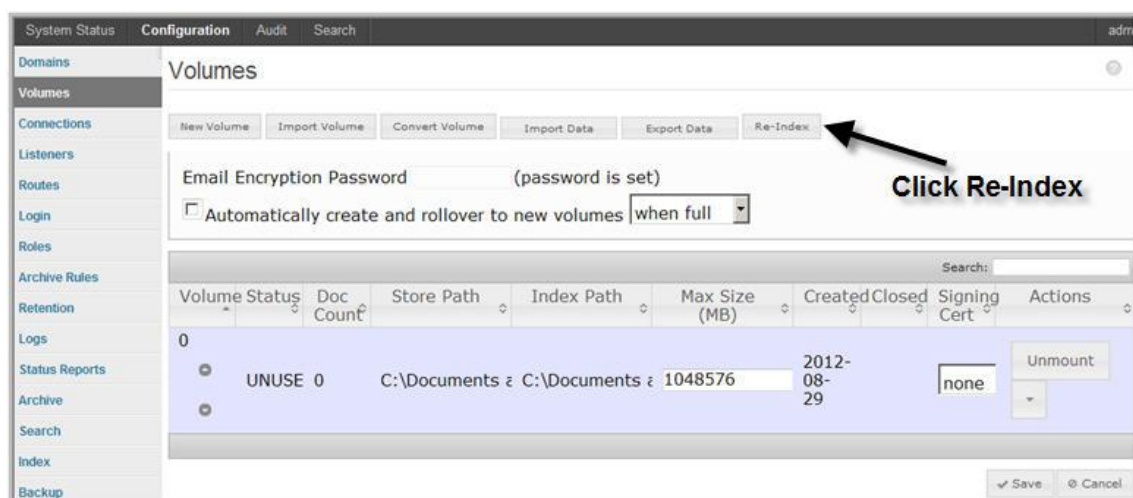
> **Note:** A utility exists to archive all current e-mail messages. This utility called **"archive.exe"** and can be located under ...\IMail directory.

- For more details read *MailArchiva's Documentation and Help http://help.mailarchiva.com/#home.*

Steps for Installing MailArchiva with IMail Server

> **Important:** IMail Server v10.01 or later must be installed to be properly configured with MailArchiva.

- **Step 1. Download MailArchiva**. *Step 1 - Download MailArchiva* (on page 10)
- **Step 2. Installing IMail Web Service**.
- **For IMail Servers v11.5 and later**. Step 2 - Installing IMail Web Service for IMail Servers v11.5 and later.
- **For IMail Servers v10.01 through v11.03**: *Step 2 - Installing IMail Web Service for IMail Servers v10.01 - v11.03* (on page 11)
- **Step 3. Configure your Access.config** after IMail Web Service is installed. *Step 3 - Configuring Access.config* (on page 13)
- **Step 4. Verify your Web Service** authenticates correctly. *Step 4 - Verifying IMail Web Service* (on page 14)
- **Step 5. Install MailArchiva**. Step 5 - Installing MailArchiva
- **Step 6. Configuring MailArchiva Server**. Step 6 - MailArchiva Server Configurations
- **Step 7. Update your IMail Archiving System Settings** by enabling the SMTP-based options. Step 7 - MailArchiva Archiving System Settings

MailArchiva Tips and Recommendations

> **Note:** A utility exists to archive all current e-mail messages. This utility called **"archive.exe"** and can be located under ...\IMail directory.

- MailArchiva installation is not recommended on a FAT drive.
- MailArchiva recommends installing on a separate machine from the IMail Server. If the IMail Server has more than 250 users, or if the server is used for other services.
- It is recommended to review the *MailArchiva Documentation and Help http://help.mailarchiva.com/#home* prior to installation.

Step 1 - Download MailArchiva

> **Important:** IMail Server v10.01 or later must be installed to be properly configured with MailArchiva.

To download the correct version of MailArchiva to work with IMail Server, go to http://myipswitch.com.

Step 2 - Installing IMail Web Service

IMail Web Service requires IMail Server v10.01 or later to be installed for configuring MailArchiva. The IMail Web Service is a web service that implements basic authentication functionality between your IMail Server and MailArchiva. The IMail Web Service must be installed on the same computer as your IMail Server to allow archiving to properly function.

For IMail Servers v11.5 and later

The IMail Web Service is not installed, by default, during the IMail Server installation, unless Custom Setup is selected.

Check for IMailWebService

To check whether the IMail Web Service is installed open your Internet Information Services Manager (IIS) and check for `"IMailWebService"` under **Application Pools**. If your IMail Web Service already exists *continue to Step 3* (on page 13).

Creating IMailWebService

For installations that do not have the IMail Web Service installed, simply rerun your IMail Server installation selecting the `"Modify"` option. Expanding **IMail Server > Web Applications**, select IMail Web Service (which should be showing as disabled) and enable by setting `"This feature will be installed on local hard drive"`, as shown below. Once enabled, click **Next** and complete the installation. Verify, as show above, to "Check for your IMail Web Service" and then *continue to Step 3* (on page 13).

For IMail Servers v10.01 through v11.03

The web service by default is not installed during an IMail Server installation. It is a utility that configures your IIS web site.

Installing IMail Web Service (2003 and 2008 Server) v12

Warning: This utility configures your IIS Web Site for both 2003 Server and 2008 Server only. 2000 Server is no longer supported.

IMail Web Service Installation

1   Login as a system administrator or to an account with system administrator permissions.

2   If default paths were selected during your IMail Server installation, then go to the following directory:
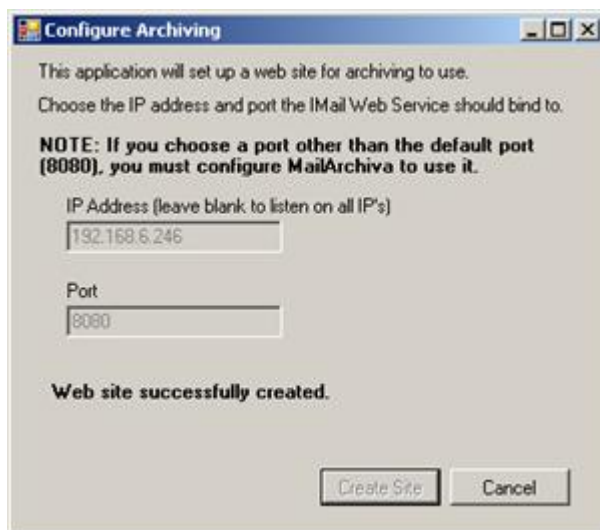
```
c:\Program Files\Ipswitch\IMail
```

3   Look for the "`ArchivingConfigure.exe`" application, and run as command line utility. The following image will appear:

Enter the IP address of your IMail Server, or leave blank to listen on all IP's, click **Create Site**.

4   Successful creation of your IIS Archiving Web Site should display as follows:

5   Next, go to *Step 3. Configure your Access.config* (on page 13).

Step 3 - Configuring Access.config

Once the IMail Web Service has been successfully installed, the access.config must be updated to allow authentication functionality between the IMail Server and your MailArchiva Server.

The IP address of your MailArchiva Server must be inserted into the access.config, as follows:

1 "access.config" is located under your IMail Server folder. Using windows explorer go to

"c:\Program Files\Ipswitch\IMail\IMailWebService\App_Data" (default installation path)

2 Open and edit "access.config" using Notepad
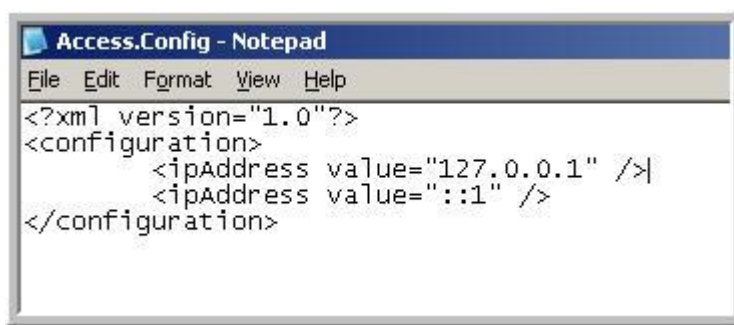
> 📝 **Note:** If the IP Address 127.0.0.1 does not exist as in the above example, it must also be inserted.

3 Copy and paste "<ipAddress value="127.0.0.1" />" directly underneath and replace the 127.0.0.1 with your MailArchiva IP Server Address.
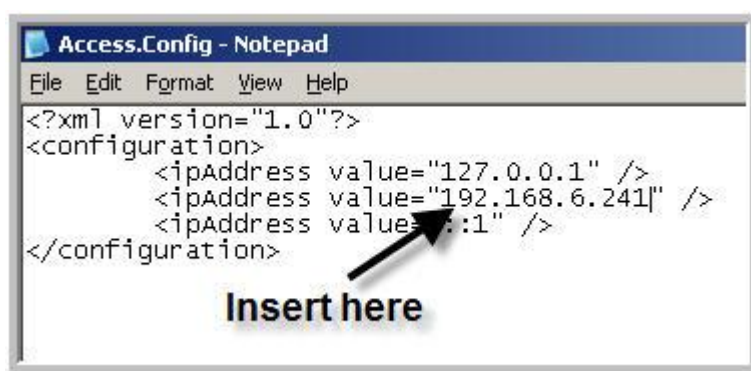

4 Save, and go to **Verifying IMail Web Service** to validate authentication.
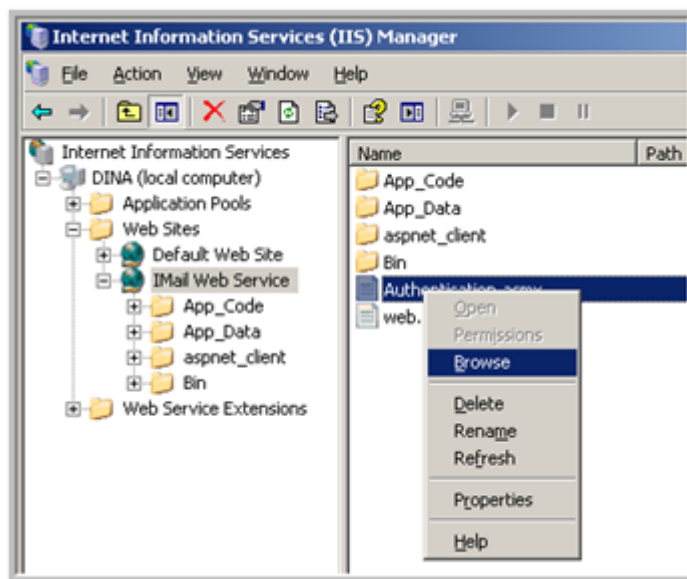
Step 4 – Verifying IMail Web Service

To verify that The IMail Web Service is correct, the following steps can be done to verify basic authentication functionality.

Verify IMail Web Service

1   Login as a system administrator or to an account with system administrator permissions.

2   Go to **Start > Control Panel > Administrative Tools > Internet Information Manager** (IIS), this will open to Internet Information Manager (IIS) panel.

3   Open the folder tree on the left and search for the **IMail Web Service** under **Web Sites.**
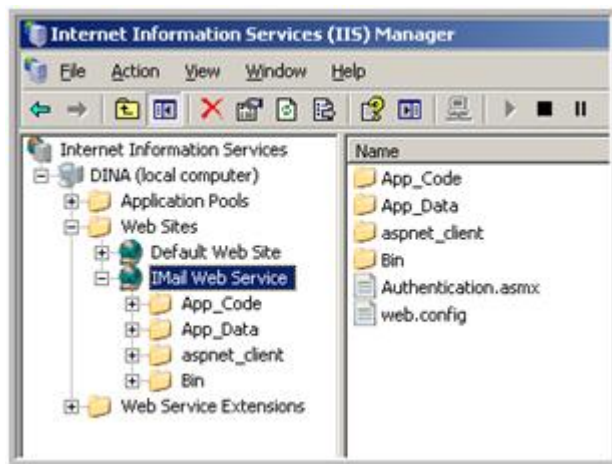
4   Highlight **Authentication.asmx**, right click and select **Browse**.

5 Selecting "Browse" will bring up the following page in your default web browser.

Verifying getVersion

To verify that the IMail Web Service is correct, the IMail version should display the IMail Server version as follows:

Verifying Version

1 Click on "getVersion" link, the bottom link on the Authentication screen
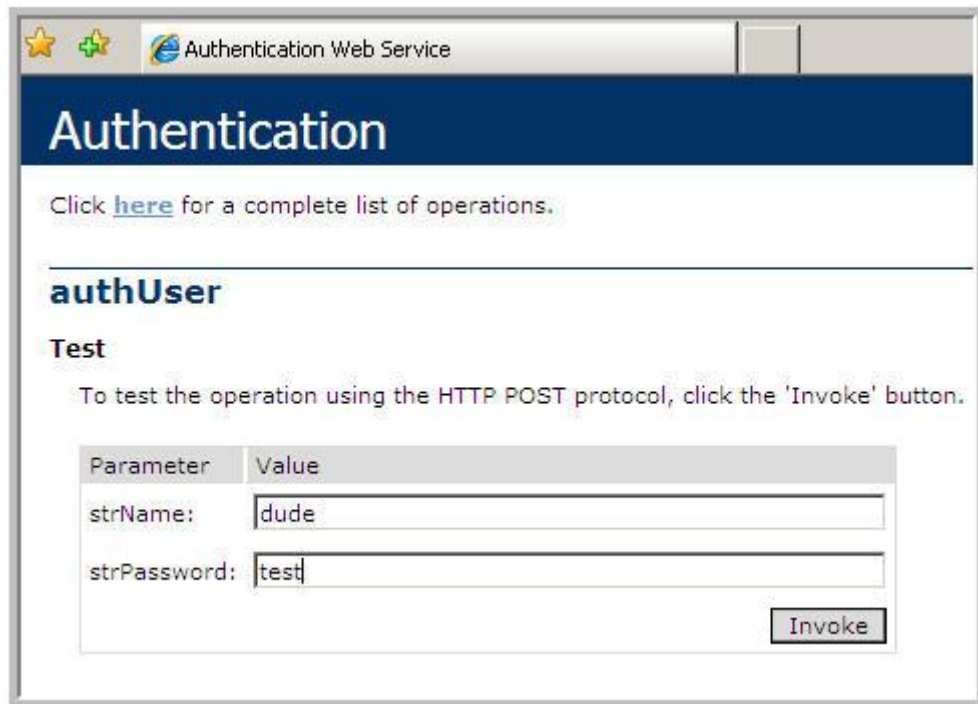

2 **getVersion** page appears, click on **"Invoke"** button.

.

3   **IMail Server** version should appear as displayed above. "X" out of this browser window and return to Authentication page, by clicking on link for **List** of operations or simply click on browser back button.

Verifying authUser

To verify that the IMail Web Service is correct, the IMail version should correctly authenticate a user that exists on your IMail Server as follows:

1   Click on "authUser" link, the top link in the list on the Authentication screen

2 **authUser** page appears, enter valid IMail account user, and password, and click on **"Invoke"** button.

3 IMail version should appear as displayed above. "X" out of this browser window and return to Authentication page, by clicking on link for List of operations or simply click on browser back button.

Troubleshooting Web Service Issues

To assist in possible issues with the initial creation of your IMail Web Service for authenticating to your MailArchiva Server.

Authentication Issues

1 On browsing "Authentication.asmx", and the authentication page does not display.

  ▪ Testing for authentication will only work on the localhost.

  ▪ Verify that Access.config contains the correct IP address of your IMail Server.

  ▪ Try restarting your IIS services, and try again.

2 If your **"getVersion"** link does not display a version.

  ▪ Testing for authentication will only work on the localhost.

  ▪ Try restarting your IIS services, and try again.

  ▪ Be sure that your "access.config" file contains your IMail Server IP address.

  ▪ If a "repair" or "upgrade" was made to your IMail Server, delete your IMail Web Service in IIS manually, and re-run the "ArchivingConfigure" utility to re-create the IMail Web Service.

3 If your **"authUser"** link does not display correctly.

  ▪ Testing for authentication will only work on the localhost.

  ▪ Verify that this user is a valid active user on your primary domain of the IMail Server.

  ▪ If a "repair" or "upgrade" was made to your IMail Server, delete your IMail Web Service in IIS manually, and re-run the "ArchivingConfigure" utility to re-create the IMail Web Service.

Step 5 – Installing MailArchiva

1 Install MailArchiva

Run the MailArchiva Server Setup and follow the instructions on screen. It is strongly recommended that you install both the MailArchiva Server and Application Server components. In the event that you wish to install the server application on an existing instance of Apache Tomcat, you may install the .WAR file on its own.

2 Check Availability of Port 8090

By default, MailArchiva uses port 8090. Before starting the server, ensure that port 8090 is not being used by another application. You can do this by typing `"netstat -abn"` from the console. If port 8090 is in use, edit the following file:

`"C:\Program Files\MailArchiva\Server\conf\server.xml"`

and be sure to change all references from "8090" to the desired port.

3 MailArchiva Initial Configurations

- The first time you open the MailArchiva Console Login it will walk you through a wizard to configure login credentials, Index and Store Paths, and Email Encryption Password.

4 Login to MailArchiva

- Login to MailArchiva console by clicking **Start > Program Files > MailArchiva Console Login.** The MailArchiva login window appears. The MailArchiva service can also be controlled directly from the Windows Control Panel.


Enter `"admin"` as the User Name and the password you set during the wizard setup. Click the **Login** button.

Step 6 – MailArchiva Server Configurations

Configuring MailArchiva Server Settings

This final step involves configuring the server. The following tasks are necessary before the server is ready to start archiving e-mails:

- **Installing the license**. MailArchiva comes with a 45 day trial license. To use it beyond this period you must install the license file that was sent to you via e-mail
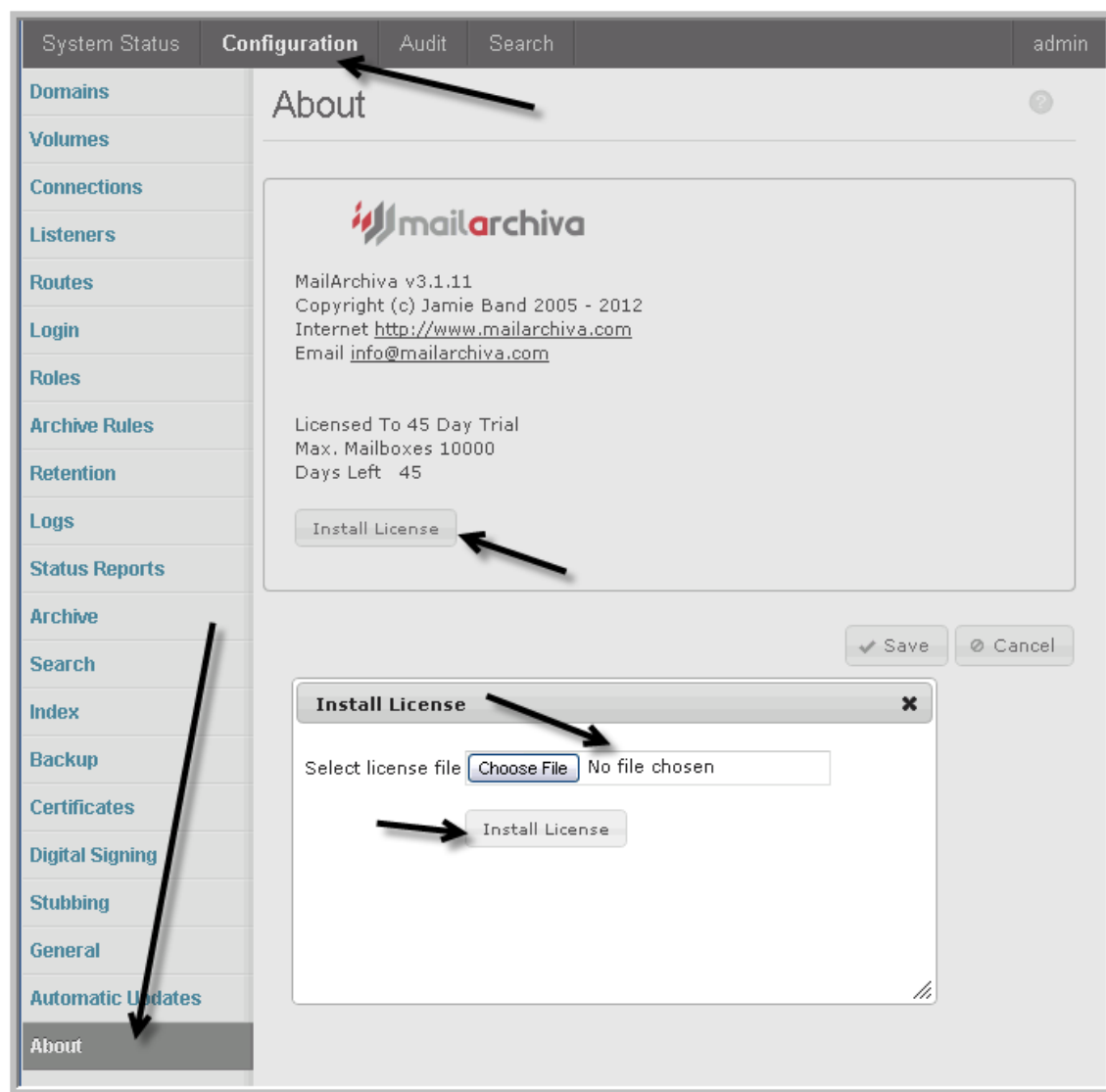
Click **About** from the **Configuration** page.

Next click **Install License**, browse to the license file and click **Install License**.

Click **Save**.

- **Creating one volume**.   Archived e-mails are organized into one or more volumes. Each volume consists of an index and a store. The index is used to enable auditors to perform efficient search queries on the archived data. The store consists of multiple sub-directories where the archived information is kept.

When a creating a volume, the index path and store path can refer to any location on one or more hard disks. Volumes are defined in terms of their order of preference. When a volume has reached its size limit, the server will automatically switch over to the next available volume on the list. This mechanism allows one to archive information on multiple hard disks, without manual intervention.

A Volume was created automatically during the initial configuration. To create another volume, click the **"New Volume"** button on the **Configuration** screen, and a new volume will appear at the bottom of all existing volumes, as shown below.
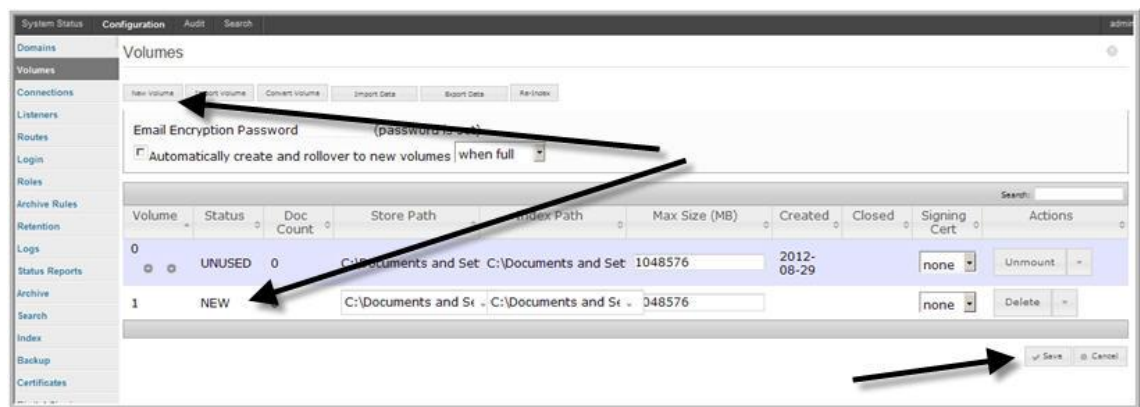
Enter a path for the store and index (e.g. "c:\store" and "c:\index"). When creating more than one volume, click the "Up" and "Down" buttons to organize the volumes into the order of preference.

When a volume is created it is assigned the **"NEW"** status and becomes **"Unused"** after saving, as described in Table 5 below. Volumes have a life cycle of their own. Once the archiving process begins, the server will automatically switch over to the first unused volume on the list. This volume will become the active volume until such time as its maximum size is exceeded, the disk is full, or the volume is manually closed. Once a volume is closed, data can no longer be written to it and it cannot be reopened.

Never store the index data on a remote drive such as NAS. MailArchiva's search engine requires very low latency when accessing the index.

Archive data may be stored on a remote drive since this data is accessed infrequently.

If at any stage during the archiving process, the server finds that an active volume is not available, it will always activate the next unused volume on its list. Assuming there are no remaining unused volumes available, the server will stop the archiving process until such time as a new volume is added.

Volume Status	Description
NEW	The volume has just been created and has not been saved.
UNUSED	The volume has been saved but it does not contain any information.
ACTIVE	The volume is currently being used for archiving purposes.
CLOSED	The volume is searchable, however, no information can be written to it.
UNMOUNTED	The volume is not searchable, nor can it be made active.
EJECTED	Volume was removed without explicitly unmounting it.
REMOTE	The volume's index resides on a remote machine. The volumes store must still be held locally.

Table 5   Volume Status

When using removable disks, it is not recommended to remove the disk containing the active volume data without closing the volume first. You may remove any physical disk containing a closed volume. When doing so, is it usually a good idea to explicitly unmount the volume, although this is not absolutely necessary.

When users search for e-mails, the search is conducted across all active and closed volumes. In the unlikely event that a volume's search index is corrupted, it can be regenerated.

Re-indexing is a time consuming process and is only recommended in the event of data loss.

- **Adding your local domains**. When configuring MailArchiva for the first time, you need to add one or more of your IMail Server domains.   Click on the **"Configuration"** tab, and select **"Domains"** from the navigation bar. Click on "New Domain".
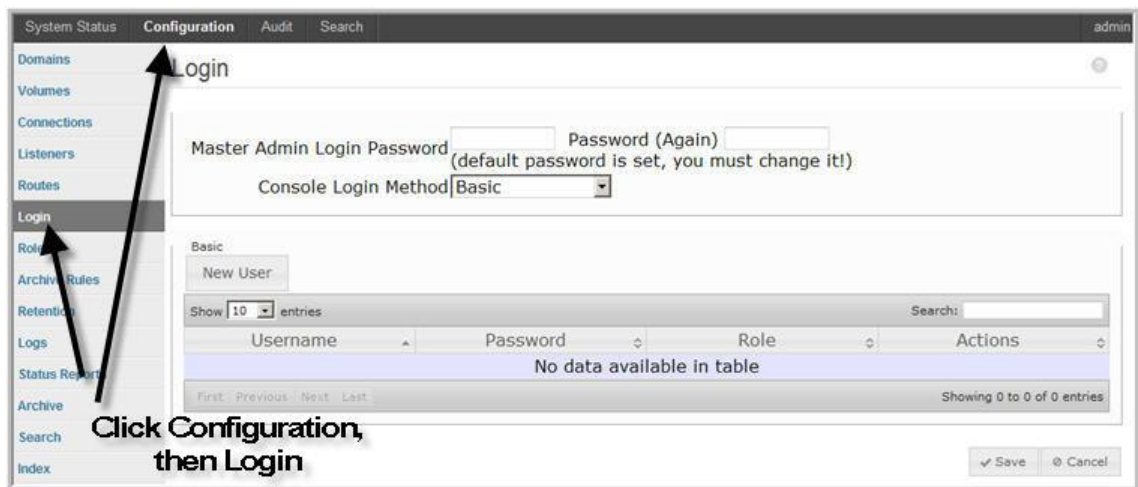
- Click on "New Domain".

An example domain is "company.com" or "company.local". The entered domains are used by the server to assess whether the origin and destination of e-mails are internal or external to your IMail Server. When applying archive rules, the server will match the domain of a given e-mail address with all of the domains entered here. If your IMail Server has a domain called "company.local" and a virtual domain called "company.com", you need to include both these domains.

- **Setting Master Password.** From the Configuration tab, select **Login** from the navigation bar.

Before saving MailArchiva's configuration for the first time, a master admin password is required. This is the password needed to login into MailArchiva's master administrator account. This account has full access to the system (i.e. all privileges are assigned) and is always available.

To login into the master admin account the first time, simply use "admin" as the username and "admin" as the password.

- **Configure Server Address.** Select **Login** from the navigation bar.

Master Admin Login Password. Enter a new password here.

Password (Again). Re-enter the new password for confirmation.

Console Login Method. Select **"IMail"** from drop down menu.

Click **Save**.

▪ **Configuring Administrators and Users**. From the **"Configuration page"**, select **"Login"** from the navigation bar, then click the **"New Role Assignment"** button, and a new Assignment row will appear. See the *MailArchiva Enterprise Edition Administration Guide http://help.mailarchiva.com/#home* for further help and guidance in defining Roles.

Role. Select from the dropdown menu the type of Role to create: `"system"`, `"master"`, `"administrator"`, `"auditor"`, or `"user"`.

User Selection. Select from the dropdown menu the type of user: `"normal users"`, `"specific user"`, `"domain administrators"`, or `"system administrators"`.

Username. Enter a unique user name for the new role assignment.

Click **Save**.

Test Login. Once the role assignments have been saved, click `"Test Login"` to ensure that your user roles have been configured correctly. Verify that an IMail System Administrator and/or Normal user can login. Should authentication fail, verify that your IMail Web Service is functioning correctly.

▪ **Listener Configuration.** To allow IMail to send messages to MailArchiva for archiving a listener needs to be created.
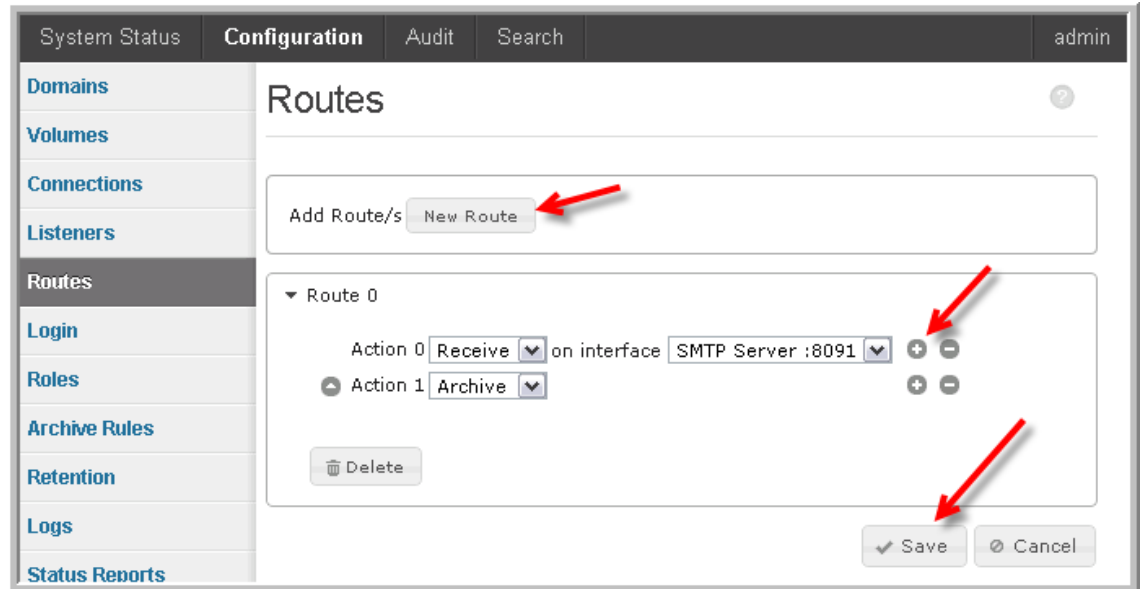
Select **Listeners** from the navigation bar and click **New Listener**.

Enable **Listen for incoming Exchange/SMTP requests**

Leave all other settings at their defaults and click **Save**

- **Route Configuration**

Select **Routes** from the navigation bar and click **New Route**.

Set **Action 0** to **Receive** on the interface (Listener) that was just created, then click **+**.

Set **Action 1** to **Archive** and click **Save**.

- **Configuration Backup**

Once MailArchiva is installed and configured it is important to backup the configuration files. These files store the encryption keys, if this data is lost there is no way to recover it.

On Windows Server 2008 and later the files are stored in **C:\ProgramData\MailArchiva\ROOT\conf**, on Windows 2003 they are stored in **C:\Documents And Settings\All Users\Application Data\MailArchiva\ROOT\conf**.

Back these files up to a safe and secure location.

For further instructions on configuring your MailArchiva Server refer to the *MailArchiva Documentation and Help http://help.mailarchiva.com/#home*.

Step 7 - MailArchiva Archiving System Settings

After downloading and installing MailArchiva the following settings in your **IMail Server > System > System Settings** must be enabled for archiving to begin processing correctly.

> **Important:** The IMail Web Service is not installed by default, and is required when using MailArchiva. *Installing IMail Web Service* (on page 11).

Recommended IMail Server Archiving System Settings for MailArchiva

Log in to the Web IMail Administration after your IMail Web Service was successfully created, and go to **System > System Settings**. Archiving settings for the Console Administration are located under **System > Archiving [Tab].**

MailArchiva recommends using the SMTP-based archiving transport mechanism. This mechanism delivers e-mail to the archiving engine by way of an SMTP Server. Enter the following information:

- **SMTP-based**. Select this radio-box to enable.
- **Server**. Enter the SMTP Server domain name or the valid IP address of the SMTP gateway server.
- **Port**. Default port setting for MailArchiva SMTP Server is 8091. If this port number cannot be used do to conflicts then settings in your MailArchiva configuration settings must be modified. See your *MailArchiva Documentation and Help http://help.mailarchiva.com/#home* for more details.
- **Recipient**. Default recipient is `"archive@mailarchiva.com"`.
- **Archive Orphaned Messages**. By default, orphaned files are not archived.

> 💡 **Tip:** Be sure to restart your **IMail SMTP** and **Queue Manager services** after saving your archive settings.

MailArchiva Tips and Recommendations

> **Note:** A utility exists to archive all current e-mail messages. This utility called **"archive.exe"** and can be located under ...\IMail directory.

- MailArchiva installation is not recommended on a FAT drive.
- MailArchiva recommends installing on a separate machine from the IMail Server, unless the IMail Server has less than 250 users with low volume traffic.

For More Assistance

In This Chapter

Ipswitch Support

The Ipswitch Support Center provides a multitude of product related resources such as Knowledge Base articles, peer support forums, patches and documentation downloads. It also lists Ipswitch's Technical Support staff's contact information, hours of operation, and information about service agreements. You can access the support center at http://www.imailserver.com/support/