

Symantec Enterprise Vault™

Setting up SMTP Archiving

10.0

Symantec Enterprise Vault: Setting up SMTP Archiving

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Contents

Technical Support	3
Chapter 1	
About this guide	9
Introducing this guide	9
Where to get more information about Enterprise Vault	9
“How To” articles on the Symantec Enterprise Support site	11
Enterprise Vault training modules	11
Comment on the documentation	12
Chapter 2	
Setting up SMTP archiving	13
About Enterprise Vault SMTP archiving	13
Setting up Enterprise Vault SMTP archiving	16
Setting up the Microsoft SMTP Server for SMTP archiving	18
Installing the Enterprise Vault SMTP archiving components	18
About the SMTP archiving configuration file	19
SMTP archiving configuration file example	20
SMTP archiving configuration file entries	21
Setting up the holding area	25
SMTP archiving holding area requirements	25
About the folders in the SMTP archiving holding area	26
Creating the folder structure in the SMTP archiving holding area	28
Enabling and disabling SMTP archiving	29
File System Archiving requirements for Enterprise Vault SMTP archiving	31
Index	35

About this guide

This chapter includes the following topics:

- [Introducing this guide](#)
- [Where to get more information about Enterprise Vault](#)
- [Comment on the documentation](#)

Introducing this guide

This guide describes how to set up Enterprise Vault so that you can archive SMTP messages from other messaging servers.

Where to get more information about Enterprise Vault

[Table 1-1](#) lists the documentation that accompanies Enterprise Vault.

Table 1-1 Enterprise Vault documentation set

Document	Comments
Symantec Enterprise Vault Help	Includes all the following documentation so that you can search across all files. You can access this file by doing either of the following: <ul style="list-style-type: none">■ On the Windows Start menu, click Start > Programs > Enterprise Vault > Documentation.■ In the Administration Console, click Help > Help on Enterprise Vault.
<i>Introduction and Planning</i>	Provides an overview of Enterprise Vault functionality.

Table 1-1 Enterprise Vault documentation set (*continued*)

Document	Comments
<i>Deployment Scanner</i>	Describes how to check the prerequisite software and settings before you install Enterprise Vault.
<i>Installing and Configuring</i>	Provides detailed information on setting up Enterprise Vault.
<i>Upgrade Instructions</i>	Describes how to upgrade an existing Enterprise Vault installation to the latest version.
<i>Setting up Exchange Server Archiving</i>	Describes how to archive items from Microsoft Exchange user mailboxes, journal mailboxes, and public folders.
<i>Setting up Domino Server Archiving</i>	Describes how to archive items from Domino mail files and journal databases.
<i>Setting up File System Archiving</i>	Describes how to archive the files that are held on network file servers.
<i>Setting up SharePoint Server Archiving</i>	Describes how to archive content from Microsoft SharePoint servers.
<i>Setting up SMTP Archiving</i>	Describes how to archive SMTP messages from other messaging servers.
<i>Administrator's Guide</i>	Describes how to perform day-to-day administration, backup, and recovery procedures.
<i>Reporting</i>	Describes how to implement Enterprise Vault Reporting, which provides reports on the status of Enterprise Vault servers, archives, and archived items. If you configure FSA Reporting, additional reports are available for file servers and their volumes.
<i>Utilities</i>	Describes the Enterprise Vault tools and utilities.
<i>Registry Values</i>	A reference document that lists the registry values with which you can modify many aspects of Enterprise Vault behavior.
Help for Administration Console	The online Help for the Enterprise Vault Administration Console.
Help for Enterprise Vault Operations Manager	The online Help for Enterprise Vault Operations Manager.

For the latest information on supported devices and versions of software, see the *Enterprise Vault Compatibility Charts* book, which is available from this address:

<http://www.symantec.com/docs/TECH38537>

“How To” articles on the Symantec Enterprise Support site

Most of the information in the Enterprise Vault administration manuals is also available online as articles on the Symantec Enterprise Support site. You can access these articles by searching the Internet with any popular search engine, such as Google, or by following the procedure below.

To access the “How To” articles on the Symantec Enterprise Support site

- 1 Type the following in the address bar of your Web browser, and then press **Enter**:
http://www.symantec.com/business/support/all_products.jsp
- 2 In the Supported Products A-Z page, choose the required product, such as Enterprise Vault for Microsoft Exchange.
- 3 In the **Product Support** box at the right, click **How To**.
- 4 Search for a word or phrase by using the Knowledge Base Search feature, or browse the list of most popular subjects.

Enterprise Vault training modules

The Enterprise Vault Tech Center (http://go.symantec.com/education_evtc) provides free, publicly available training modules for Enterprise Vault. Modules are added regularly and currently include the following:

- Installation
- Configuration
- Getting Started Wizard
- Preparing for Exchange 2010 Archiving
- Assigning Exchange 2007 and Exchange 2010 Permissions for Enterprise Vault

More advanced instructor-led training, virtual training, and on-demand classes are also available. For information about them, see http://go.symantec.com/education_enterprisevault.

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- Your name.

Email your comment to evdocs@symantec.com. Please only use this address to comment on product documentation.

We appreciate your feedback.

Setting up SMTP archiving

This chapter includes the following topics:

- [About Enterprise Vault SMTP archiving](#)
- [Setting up Enterprise Vault SMTP archiving](#)
- [Setting up the Microsoft SMTP Server for SMTP archiving](#)
- [Installing the Enterprise Vault SMTP archiving components](#)
- [About the SMTP archiving configuration file](#)
- [SMTP archiving configuration file example](#)
- [SMTP archiving configuration file entries](#)
- [Setting up the holding area](#)
- [Enabling and disabling SMTP archiving](#)
- [File System Archiving requirements for Enterprise Vault SMTP archiving](#)

About Enterprise Vault SMTP archiving

The Enterprise Vault SMTP archiving feature enables Enterprise Vault to capture SMTP messages at the point of delivery to a Microsoft SMTP Server. The Enterprise Vault SMTP archiving feature operates independently of the messaging solution that you employ to send messages to the Microsoft SMTP Server. You set up Enterprise Vault File System Archiving (FSA) to archive the captured SMTP messages.

You may have messaging or workflow applications in your organization that use SMTP to communicate with users or other applications. Increased compliance legislation may require you to archive this communication and make it available

for auditing. By using SMTP archiving with FSA, you can capture and store the messages centrally.

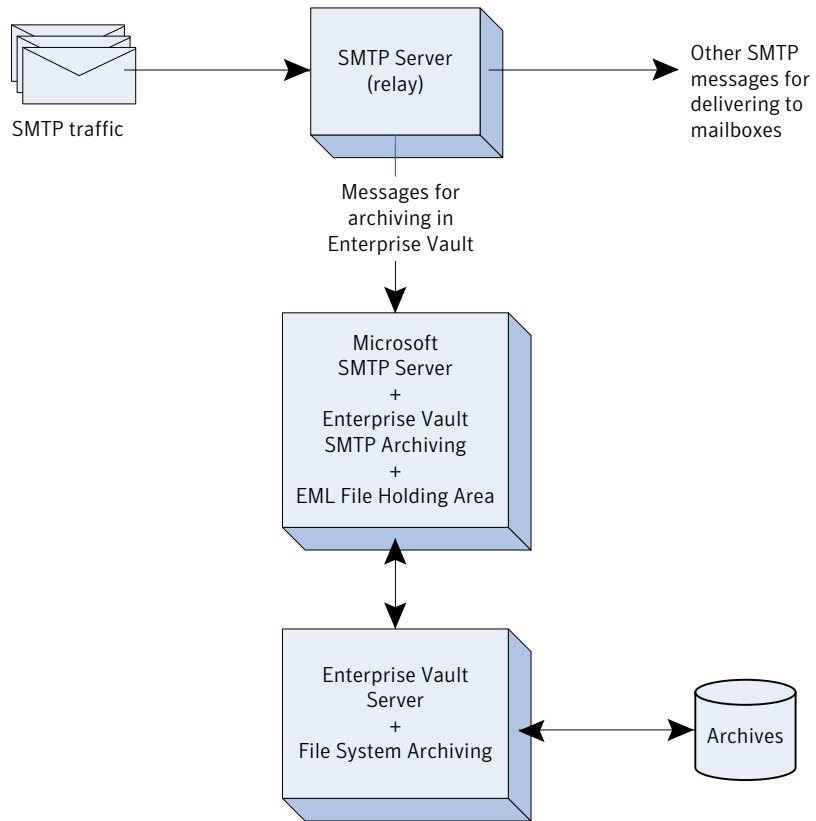
Then you can search, view and, if necessary, restore the messages using Enterprise Vault Search or Archive Explorer clients.

Note the following points about SMTP archiving:

- As SMTP archiving stores messages as EML files, you should not use SMTP archiving to archive MAPI messages.
- You configure Enterprise Vault File System Archiving (FSA) to archive the captured SMTP messages. FSA is not described in this manual. For overview information about FSA, see *Symantec Enterprise Vault Introduction and Planning*. For detailed instructions on how to set up FSA see *Setting up File System Archiving*.
- Enterprise Vault does not index custom SMTP headers (X-headers) with the exception of "x-KVS-MessageType" and "x-EV-evtag-policytype", which are used by Symantec Compliance Accelerator. This means that you cannot use other custom SMTP headers as search criteria in Enterprise Vault searches.

[Figure 2-1](#) illustrates the components of Enterprise Vault SMTP archiving.

Figure 2-1 SMTP architecture



SMTP archiving involves three basic steps:

- You must set up a mechanism to send the SMTP messages for archiving to a Microsoft SMTP Server. The Microsoft SMTP Server must not be configured as a relay, so if necessary you should send copies to it. For example, in [Figure 2-1](#) a third-party SMTP messaging server receives SMTP messages and relays them on to their destinations. For specific message recipient domains, the SMTP server also sends a blind copy (BCC) to the Microsoft SMTP Server for Enterprise Vault SMTP archiving to process.
- You set up a configuration file for SMTP archiving and apply the settings. This enables the feature. SMTP archiving then automatically locates the Microsoft SMTP Server drop folder, and captures and processes all the messages that arrive there. SMTP archiving stores the messages as EML files in a holding area.

You must set up the holding area with a domain root folder for each recipient address domain. You can configure SMTP archiving to create a mailbox folder automatically for each recipient address; otherwise you must create the mailbox folders manually.

Note that SMTP archiving processes the message for the first recipient address only, even if the message contains several recipient addresses.

SMTP archiving stores the messages in the holding area in a subfolder structure as follows:

DomainRoot\MailboxName\Year\Month\Day\Hour

For example:

symantecdomain\j.doe\2009\08\30\09

Note that SMTP archiving uses UTC when creating the date and time subfolders.

- On the Enterprise Vault server you configure FSA to take the EML files from the holding area and store them in archives. In FSA, you configure the holding area folder as an FSA archiving target. FSA creates archives based on the location of archive points in the holding area folder structure.

Archive points are a feature of FSA. FSA creates a new archive when it encounters an archive point in the folder hierarchy of an archiving target. The SMTP archiving configuration file includes an option to create mailbox folders and associated archive points automatically. If you set this option, SMTP archiving creates a mailbox folder for each recipient address, and an FSA archive point for each mailbox folder. This means that FSA creates a separate archive for each mailbox.

If you do not enable automatic mailbox folder creation in SMTP archiving, then you need to create manually the top-level mailbox folders in the holding area, and also the required FSA archive points. Detailed instructions on how to create archive points are given in *Setting up File System Archiving*.

Setting up Enterprise Vault SMTP archiving

The following steps outline the tasks you need to perform to set up SMTP archiving.

Table 2-1 Tasks to set up SMTP archiving

Step	Task	Where to find detailed instructions
Step 1	<p>Ensure that SMTP archiving prerequisites are satisfied for the following:</p> <ul style="list-style-type: none"> ■ The SMTP server computer ■ The SMTP archiving holding area <p>Ensure that FSA prerequisites are satisfied for the following:</p> <ul style="list-style-type: none"> ■ The Enterprise Vault server ■ The SMTP archiving holding area 	See the "Enterprise Vault requirements" section of the <i>Installing and Configuring</i> manual for information on prerequisites for Enterprise Vault, SMTP archiving, and FSA.
Step 2	Set up the Microsoft SMTP Server.	See "Setting up the Microsoft SMTP Server for SMTP archiving" on page 18.
Step 3	Install and configure the Enterprise Vault SMTP archiving components on the Microsoft SMTP Server computer.	See "Installing the Enterprise Vault SMTP archiving components" on page 18.
Step 4	On the Microsoft SMTP Server computer, create a suitable SMTP archiving configuration file.	See "About the SMTP archiving configuration file" on page 19.
Step 5	Create the holding area and its folder structure.	See "Creating the folder structure in the SMTP archiving holding area" on page 28.
Step 6	Run the SMTP archiving configuration process to apply settings in the configuration file, and enable the SMTP archiving feature.	See "Enabling and disabling SMTP archiving" on page 29.
Step 7	On the Enterprise Vault server, configure File System Archiving to archive from the domain root folders of the holding area.	See "File System Archiving requirements for Enterprise Vault SMTP archiving" on page 31.

Setting up the Microsoft SMTP Server for SMTP archiving

When planning and implementing the Microsoft SMTP Server to be used for Enterprise Vault SMTP archiving, note the following important points:

- Check the requirements for the Microsoft SMTP Server computer. See the section "Additional prerequisites for the SMTP archiving" in the *Installing and Configuring* manual.
- Although you can install the Microsoft SMTP Server on the same computer as the main Enterprise Vault server, it is advisable to install it on a separate computer.
- The Microsoft SMTP Server must be the destination messaging server for any SMTP messages to be archived by Enterprise Vault. To achieve this, you need to configure a mechanism to send the messages to the Microsoft SMTP Server for archiving. For example, you can configure a separate gateway mail server to do the following:
 - Receive the SMTP traffic.
 - Relay the messages on to their destinations.
 - For the messages with the recipient address domains that you want to archive, send a blind copy (BCC) to the Microsoft SMTP Server.
- Do not configure this Microsoft SMTP Server to relay messages on to other messaging servers: it should only receive SMTP messages for archiving.
- Ensure that the required domain addresses are configured in DNS.
- When configuring the Microsoft SMTP virtual server in IIS, include a remote domain for each recipient address domain that is used in the messages.
- For instructions on how to configure a Microsoft SMTP Server, see the Microsoft documentation.

Installing the Enterprise Vault SMTP archiving components

This section describes how to install the Enterprise Vault SMTP archiving components on the Microsoft SMTP Server computer.

To install the SMTP archiving components

- 1 Save your Enterprise Vault ELS license key file in a temporary location on the Microsoft SMTP Server computer. The Enterprise Vault installation wizard prompts you for the license file during the component installation.

See "Licenses and license keys" in the *Installing and Configuring* manual.

Enterprise Vault licenses are automatically installed by the Enterprise Vault Admin service. To install the SMTP Archiving process on a separate Windows SMTP Server computer, that does not have the Enterprise Vault Admin service, follow the instructions given in the technical note:

<http://www.symantec.com/docs/TECH49767>

- 2 On the Microsoft SMTP Server computer, log on as a user with local administrator privileges.

Close all applications and MMC consoles before you continue.
- 3 Load the Enterprise Vault media.
- 4 Open the Symantec Enterprise Vault folder, and then open the Server folder.
- 5 Double-click `Setup.exe` to start the installation.
- 6 In the component selection window, select the **SMTP Archiving Components** check box.
- 7 Follow the on-screen instructions to complete the installation.

The installation places the following files in the `x64` folder in the Enterprise Vault installation folder, for example, `C:\Program Files (x86)\Enterprise Vault\x64`:

- `EVSMTPArchiveConfig.exe` — The SMTP archiving configuration process.
- `EVSMTPArchiveConfig.ini` — A skeleton configuration file.
- `EVSMTPArchiveSink.dll` — The SMTP archiving process.

See "[Setting up Enterprise Vault SMTP archiving](#)" on page 16.

About the SMTP archiving configuration file

You must set up an SMTP archiving configuration file to provide information to the SMTP archiving process.

Information in the SMTP archiving configuration file includes the following:

- The Microsoft SMTP virtual server associated with the SMTP archiving process (Only one Microsoft SMTP virtual server can be specified in a configuration file).
- The path to the root folder for mailbox folders for each domain (There can be multiple domains specified in a configuration file).
- Whether mailbox folders for domain addresses and archive points, are created automatically under the root folders.
- The indexing level for archive points on auto-enabled mailbox folders for the domain.

You have to specify the name of the configuration file when you run the SMTP archiving configuration process. You can create different configuration files for different SMTP virtual servers.

A skeleton configuration file, `EVSMTPTArchiveConfig.ini`, is installed in the `x64` folder in the Enterprise Vault installation folder when you install the SMTP archiving components. The installation location is typically, `C:\Program Files (x86)\Enterprise Vault\x64`. Edit the skeleton configuration file, or create a new one.

The skeleton configuration file is in INI format with several sections:

- The `[Server]` section contains information related to the Microsoft SMTP virtual server. There can only be one `[Server]` section in a configuration file.
- The `[Domain]` sections contain information for each domain encountered in the recipient addresses.

Note the following:

- Section and attribute names are not case-sensitive.
- White space and blank lines are ignored.
- Comment lines must have a semi-colon in the first non-white space.
- You can specify local drives or UNC hidden or regular shares in the configuration file. However, for security and performance reasons we recommend that you use local paths where possible.
- The configuration file must be saved as a Unicode file.

SMTP archiving configuration file example

Here is an example configuration file that archives messages for two domains, `Domain1.Vault.Local` and `Domain2.Vault.Local`:

```
[Server]
Name=SMTP Virtual Server 1
NonDeliveryFolder=d:\EvMailRoot\ServerNonDelivery
DiskFullRetryLimit=15
DefaultIndexingLevel=SiteDefault

[Domain]
Name=Domain1.Vault.Local
Path=D:\EvMailRoot\Domain1
NonDeliveryFolder=d:\EvMailRoot\Domain1\MailboxNonDelivery

[Domain]
Name=Domain2.Vault.Local
Path=D:\EvMailRoot\Domain2
AutoEnableMbxFolders=True
NonDeliveryFolder=d:\EvMailRoot\Domain2\MailboxNonDelivery
IndexingLevel=Brief
```

The holding area folders are on a local drive (D) on the SMTP archiving computer.

The indexing level set in the Enterprise Vault Site Properties will be used for Domain1, but Brief indexing will be used for Domain2.

For Domain2 mailbox folder creation is auto-enabled, which means that SMTP archiving will create the mailbox folders for this domain in the holding area, and create an archive point for each mailbox folder.

For Domain1 mailbox folder creation is not auto-enabled, which means that the administrator must create the mailbox folders and suitable archive points.

SMTP archiving configuration file entries

The following table lists the possible entries in the SMTP archiving configuration file.

Table 2-2 Entries in the SMTP archiving configuration file

Section	Entry	Required?	Description
Server			Specify one server section per file.

Table 2-2 Entries in the SMTP archiving configuration file (*continued*)

Section	Entry	Required?	Description
	Name= <i>servername</i>	Yes	<p>Specifies the name of the Microsoft SMTP virtual server to which SMTP archiving binds. This is the name assigned to the server in the IIS Manager, where the default server has the name "SMTP Virtual Server 1".</p> <p>The server name entered in the SMTP Archiving configuration file must be the same as the one displayed in IIS. The SMTP server name should not contain brackets or special characters. Rename the SMTP server name in IIS as necessary. If multiple SMTP servers are configured in IIS, they must have unique names.</p>
	Priority= <i>n</i>	Optional	<p>Determines when the SMTP archiving process is started in relation to other processes registered against the server. If this entry is absent the default is 32767 (the lowest priority), as no other processes are started after SMTP archiving.</p>
	NonDeliveryFolder= <i>folderpath</i>	Optional	<p>Identifies a folder in which to save messages for unrecognized domains (those not specified in this file). If you do not specify this folder, messages for unrecognized domains are lost.</p> <p>If you specify a folder path you must create the non-delivery folder in the holding area.</p>
	DiskFullRetryLimit= <i>n</i>	Optional	<p>Specifies the number of retry attempts for a message that was not saved because the disk was full. The default value is -1, which means that there is no upper limit.</p>
	DefaultIndexingLevel=Brief, Full, or SiteDefault	Optional	<p>Specifies the default indexing level to set for the archive points on auto-enabled mailbox folders. This value is effective for any domains for which an indexing level is not set explicitly. The default is Full, which enables you to search for phrases in the message content.</p> <p>SiteDefault takes its value from the Enterprise Vault Site Settings.</p>

Table 2-2 Entries in the SMTP archiving configuration file (*continued*)

Section	Entry	Required?	Description
	DefaultIndexSnippetLength= 128 or 1000	Optional	<p>Specifies the amount of preview text that is displayed in a search results list. The value specified can be 128 or 1000 (characters). The default is 128 characters.</p> <p>The size of an index increases when you increase the preview length.</p>
	DefaultIndexAttachmentSnippet= true or false	Optional	<p>Specifies whether preview text is displayed for attachments in a search results list. The default value is "false".</p> <p>Enabling this option increases the size of an index.</p> <p>Note: This option is for a future release – you cannot display the previews in Enterprise Vault 10.0.</p>
Domain			You can specify multiple domain sections in the file.
	Name= <i>domainname</i>	Yes	<p>Specifies the name of an SMTP domain. Messages addressed to this domain are held for archiving.</p>
	Path= <i>folderpath</i>	Yes	<p>Specifies the path to the domain root folder in the holding area.</p> <p>You must create the domain root folder in the holding area.</p>
	AutoEnableMbxFolders=False or True	Optional	<p>If set to True, forces SMTP archiving to behave as follows:</p> <ul style="list-style-type: none"> ■ Create appropriate mailbox subfolders under the domain root folder automatically. ■ Add an archive point on the mailbox folder. <p>If set to False (the default), you must create the mailbox folders and archive points under the domain root folder manually. When a mailbox folder does not exist, then messages are either saved in the non-delivery folder or, if you have not specified that folder, they are lost.</p>

Table 2-2 Entries in the SMTP archiving configuration file (*continued*)

Section	Entry	Required?	Description
	NonDeliveryFolder= <i>folderpath</i>	Optional	<p>Specifies a path for a folder in which to save messages in the following situations:</p> <ul style="list-style-type: none"> ■ Message cannot be saved in the mailbox subfolder, because of a folder access error (such as access denied). ■ The mailbox subfolder does not exist and AutoEnableMbxFolders is not set to True. <p>If you specify a folder path you must create the non-delivery folder in the holding area.</p>
	IndexingLevel=Brief, Full, or SiteDefault	Optional	<p>Specifies the indexing level to set for archive points on auto-enabled mailbox folders for the domain. The default is Full, which enables you to search for phrases in the message content.</p> <p>SiteDefault takes its value from the Enterprise Vault Site Settings.</p>
	IndexSnippetLength= 128 or 1000	Optional	<p>Specifies the amount of preview text that is displayed in a search results list. The value specified can be 128 or 1000 (characters). The default is 128 characters.</p> <p>The size of an index increases when you increase the preview length.</p>
	IndexAttachmentSnippet= true or false	Optional	<p>Specifies whether preview text is displayed for attachments in a search results list.. The default value is "false".</p> <p>Enabling this option increases the size of an index.</p> <p>Note: This option is for a future release – you cannot display the previews in Enterprise Vault 10.0.</p>

Note: Enterprise Vault does not index custom SMTP headers (X-headers) with the exception of "x-KVS-MessageType" and "x-EV-evtag-policytype", which are used by Symantec Compliance Accelerator.

Setting up the holding area

You must manually create a holding area for the SMTP messages that FSA is to archive, and then set up a suitable folder structure within it to hold the SMTP files.

SMTP archiving holding area requirements

Enterprise Vault SMTP archiving automatically locates the Microsoft SMTP Server's drop folder – typically `Inetpub\Mailroot\Drop`, and captures the SMTP mail that arrives there. You do not need to specify the location of the drop folder in the `EvSmtpArchiveConfig.ini` configuration file. SMTP archiving processes the messages and saves them as EML files in the SMTP archiving holding area. Enterprise Vault File System Archiving then takes the files from the holding area and stores them in Enterprise Vault.

Note the following points when choosing a location for the holding area:

- Check that the prerequisites for the holding area are fulfilled. Requirements for the holding area are included in the prerequisite information for SMTP archiving.
See the section "Additional prerequisites for SMTP archiving" in *Installing and Configuring*.
- We recommend that the holding area is on a drive that is local to the computer on which the SMTP archiving components are installed. Using a network location for the holding area may affect performance.
- The format of the target location can be FAT or NTFS.
- The holding area must be a share or must be located on a volume that is a share, so that it can be a target for File System Archiving.
- The disk space that is required for the holding area depends on the size of the messages, and the speed at which Enterprise Vault File System Archiving archives the files.
- The following accounts must have Read and Change permissions on the folders in the holding area:
 - The Vault Service account (the account under which File System Archiving runs).
 - The account that SMTP archiving uses to write to the holding area. You define this account when you run the SMTP archiving configuration process. The account must be a standard user account. Do not use the Vault Service account or a local administrator account. You can use the account that IIS uses, which is **LocalSystem**, by default.

About the folders in the SMTP archiving holding area

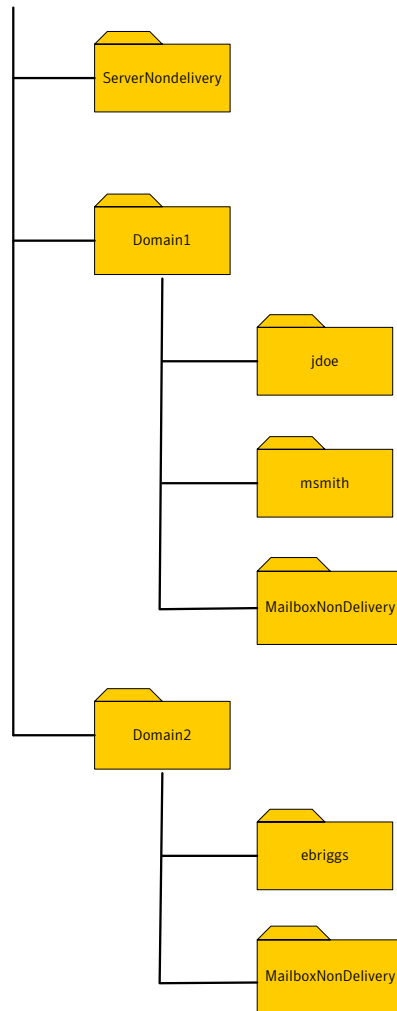
SMTP archiving examines the email address of the first recipient on the message to decide which folder in the holding area to use. Note that the message is processed for the first recipient address only, even if the message contains several recipient addresses.

SMTP archiving selects the target folder for each message as follows:

- It checks to see if a root folder exists for the recipient domain.
- If a recipient domain root folder does not exist, the message is sent to the server non-delivery folder. If the non-delivery folder does not exist, SMTP archiving writes an error to the event log and discards the message.
- Under the appropriate domain root folder, it checks for a mailbox folder for the recipient name.
- If it finds the mailbox folder, the message is stored within that folder.
- If the mailbox folder does not exist and auto-enabling of mailbox folders is on, SMTP archiving creates a new mailbox folder for the recipient name. SMTP archiving then stores the message within that folder.
- If the mailbox folder does not exist and auto-enabling of mailbox folders is off, SMTP archiving sends the message to the non-delivery folder for that mailbox. If the non-delivery folder does not exist, SMTP archiving writes an error to the event log and discards the message.

The SMTP archiving configuration file defines the path to each root domain folder and non-delivery folder.

[Figure 2-2](#) shows an example holding area folder structure.

Figure 2-2 Example holding area folder structure

Under each mailbox folder, SMTP archiving holds the messages within a `\Year\Month\Day\Hour` subfolder structure, not shown in the figure. SMTP archiving uses UTC when creating the date and time subfolders.

If SMTP archiving encounters a Disk Full error for at least one of the folders, it waits for 60 seconds and then tries to store the message again. You can set a limit on the number of times that SMTP archiving retries by specifying the `DiskFullRetryLimit` value in the SMTP archiving configuration file.

If SMTP archiving encounters an error, messages are sent to the Enterprise Vault event log. Critical messages are also sent to the following:

- The Windows Application log.
- Microsoft Operations Manager (MOM), if configured.
- Microsoft System Center Operations Manager 2007 (SCOM), if configured.

Creating the folder structure in the SMTP archiving holding area

You must create a folder structure in the SMTP archiving holding area for storing messages.

Before you create the SMTP holding area folder structure you must decide whether you want to auto-enable mailbox folder creation for each message recipient domain:

- If you auto-enable mailbox folder creation, SMTP archiving automatically creates a mailbox folder for each recipient name under the domain root folder in the holding area. SMTP archiving also creates an archive point for each mailbox folder.
- If you do not auto-enable mailbox creation for a domain, you must manually create all the mailbox subfolders when you set up the holding area folder structure. You must also define the archive points manually when you set up File System Archiving to archive the SMTP messages .

To create the folder structure in the holding area

- 1 Within the holding area, create a domain root folder for each message recipient domain.

For example, if the Microsoft SMTP Server receives messages that are addressed to the "symantecdomain.com" domain, you can create a domain root folder with a name such as `symantecdomain`.

You must associate the message recipient domain with the path to the domain root folder in the SMTP archiving configuration file.

- 2 If you specified `AutoEnableMbxFolders=False` for one or more domains in the SMTP archiving configuration file, then you must create a mailbox subfolder for each message recipient under the domain's root folder.

Note: The name of the mailbox subfolder must correspond to the recipient name in the message address.

For example, if you expect to receive messages that are addressed to `j.doe@symantecdomain.com`, create a mailbox folder that is named `j.doe` under your `symantecdomain` domain root folder.

If you choose to create the mailbox folders manually, you must only use the characters that are acceptable in Windows folder names. In particular, the following characters are not permitted:

- \ / : * ? " < > | @
- ASCII codes 0 through 31 and 127

In general, SMTP archiving cannot handle messages with a recipient address that contains any of these characters.

- 3 Optionally, create a server non-delivery folder for any messages with unrecognized recipient address domains (domains that are not listed in the SMTP archiving configuration file).

If you do not create this folder and specify its path in the SMTP archiving configuration file, SMTP archiving loses any associated non-delivered items.

- 4 Optionally, create a mailbox non-delivery folder for each recipient address domain.

If you do not create these folders and specify their paths in the SMTP archiving configuration file, SMTP archiving loses any associated non-delivered items.

Enabling and disabling SMTP archiving

On the SMTP archiving computer you run the Enterprise Vault SMTP archiving configuration process, `EVSMTPArchiveConfig.exe`, to configure and enable Enterprise Vault SMTP archiving. This configuration process registers the SMTP archiving process, `EVSMTPArchiveSink.dll`, and applies the configuration settings in `EVSMTPArchiveConfig.ini`.

To disable the SMTP archiving process, or change the configuration details, you rerun the SMTP archiving configuration process.

You can run the configuration process from the **Start** menu or from a command prompt. The account under which you run this process must be a standard user account with Read and Change permissions to the holding area if it is on a network share. Do not use the Vault Service account or a local administrator account.

Before running the configuration process you need to have set up the following:

- An SMTP archiving configuration file, `EVSMTPArchiveConfig.ini`
- The account under which you want the SMTP archiving process to run

To enable Enterprise Vault SMTP archiving

- 1 Log on to the SMTP archiving computer.
- 2 Do one of the following:

- Click **Start > Programs > Enterprise Vault > SMTP Archiving Configuration**

When you are prompted, enter the name of the required SMTP archiving configuration file, for example `EVSMTPTArchiveConfig.ini`. If the configuration file is not located in the `x64` folder in the Enterprise Vault installation folder, then enter the full path for the required configuration file. For example `C:\Program Files (x86)\Enterprise Vault\x64\EVSMTPTArchiveConfig.ini`.

When you are asked if you want to disable SMTP archiving, enter **N**.

- Or open a command prompt window and change to the Enterprise Vault installation folder.

Then enter the following command:

```
EVSMTPTArchiveConfig config_file
```

Where `config_file` is the name of the required configuration file. The default file is `EVSMTPTArchiveConfig.ini`.

If the configuration file is not located in the `x64` folder in the Enterprise Vault installation folder, then enter the full path for the required configuration file. For example `C:\Program Files (x86)\Enterprise Vault\x64\EVSMTPTArchiveConfig.ini`.

You can register one SMTP archiving process per Microsoft SMTP virtual server instance. If you run the configuration process multiple times against the same virtual server, the previous settings are overwritten.

- 3 You are prompted to specify the domain name and user name of an account under which to run the SMTP archiving process.

- To use the IIS account (**LocalSystem** by default), press return without entering an account.
- To specify an account, enter the domain name and user name in the form `domain_name\user_name`. Enterprise Vault grants this account the right "log on as a batch process" on the holding area computer.

Enterprise Vault uses the chosen account until you rerun the SMTP archiving configuration process to disable SMTP archiving, or to change the account used.

The configuration process parses the configuration file and reports any problems. If the parsing is successful, a message is reported in the Enterprise Vault event log when the SMTP archiving process starts.

To disable SMTP archiving

- 1 Log on to the SMTP archiving computer.
- 2 Do one of the following:
 - Click **Start > Programs > Enterprise Vault > SMTP Archiving Configuration**
When you are prompted, enter the name of the required SMTP archiving configuration file, for example `EVSMTPArchiveConfig.ini`. If the configuration file is not located in the `x64` folder in the Enterprise Vault installation folder, then enter the full path for the required configuration file. For example `C:\Program Files (x86)\Enterprise Vault\x64\EVSMTPArchiveConfig.ini`.
You are then asked if you want to disable SMTP archiving. Enter **Y**.
 - Or open a command prompt window and change to the Enterprise Vault installation folder.
Then unregister the SMTP archiving process by entering the following command:

```
EVSMTPArchiveConfig config_file /U
```

Where *config_file* is the name of the configuration file. The default file is `EVSMTPArchiveConfig.ini`.

If the configuration file is not located in the `x64` folder in the Enterprise Vault installation folder, then enter the full path for the required configuration file. For example `C:\Program Files (x86)\Enterprise Vault\x64\EVSMTPArchiveConfig.ini`.

The process parses the configuration file and reports any problems. If the parsing is successful, a message is displayed to indicate that SMTP archiving is disabled. A message is also reported in the Enterprise Vault event log when the process stops.

File System Archiving requirements for Enterprise Vault SMTP archiving

You must configure File System Archiving on an Enterprise Vault server to archive the SMTP messages from the SMTP archiving holding area.

The required steps for setting up File System Archiving for the SMTP messages are given here. Each step refers you to the appropriate section in the *Setting up File System Archiving* manual for detailed instructions.

You need to do as follows:

- On the Enterprise Vault server where File System Archiving is configured, create a File System Archiving task.
See "Adding a File System Archiving task" in *Setting up File System Archiving*.
- Add the computer that contains the holding area as a target file server for File System Archiving. We recommend that you do not use placeholder shortcuts, so you do not need to install the FSA Agent.
See "Adding file servers as archiving targets" in *Setting up File System Archiving*.
- Create a suitable volume policy for archiving the EML files.
We recommend that you configure the volume policy as follows:
 - Disable quotas for the policy.
 - Do not replace the archived items with placeholder shortcuts.
 - Create an archiving rule to archive *.eml files. On the rule's Shortcut Creation tab, select **None. Archive and delete file**.
See "Creating FSA archiving policies" in *Setting up File System Archiving*.
- Add as an FSA target volume the holding area, or the volume that includes the holding area. Apply the volume policy that you created, and select the option to archive the volume.
- If you auto-enabled mailbox folder creation for a domain in the configuration file, SMTP archiving creates an archive point for each mailbox folder automatically. You can manage these archive points in the same way as regular archive points.
- If you did not auto-enable mailbox folder creation for a domain, note the following:
 - You must create the required archive points for the domain's mailbox folders manually. We recommend that you create one archive point and thus one archive for each mailbox folder. This configuration is the default if SMTP archiving creates the archive points automatically.
 - You may want to set the indexing level manually for the domain's archives. When setting the indexing level, choose "Full" if you want to be able to search for phrases in the message content. SMTP archiving sets the indexing level to "Full" for the archives of auto-enabled mailbox folders, by default.

Note: Enterprise Vault does not index custom SMTP headers (X-headers) with the exception of "x-KVS-MessageType" and "x-EV-evtag-policytype", which are used by Symantec Compliance Accelerator.

- Schedule the File System Archiving task so that it archives from the holding area at the required times.
See "Scheduling" in *Setting up File System Archiving*.

Index

A

AutoEnableMbxFolders 23

D

DiskFullRetryLimit 22

E

EvSmtplibArchiveConfig.exe 29

EvSmtplibArchiveConfig.ini 21, 29

F

File System Archiving

archiving SMTP messages 31

H

Holding area for SMTP archiving 25

creating 28

I

IndexingLevel 24

M

Microsoft SMTP Server

setup requirements 18

N

NonDeliveryFolder 22, 24

S

SMTP archiving

auto-enabling mailbox folders 23, 31

command line 29

Configuration file entries 21

configuration file example 20

configuration file requirements 19

configuration file settings 20

configuration utility 29

creating holding area 28

SMTP archiving (*continued*)

error messages 28

FSA requirements 31

holding area 25

holding area folder structure example 26

holding area requirements 25

holding folder permissions 25

indexing level 31

indexing levels 32

indexing of X-headers 24

installing components 18

MAPI messages 14

overview 14

relaying messages 18

setting up 16

setting up FSA for 31

setting up Microsoft SMTP Server 18