



# ArchiveUsers 3

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Manual

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**NETSEC**

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<b>General .....</b>	<b>4</b>
What is Archive Users?.....	4
Where do I install Archive Users? .....	4
System Requirements .....	5
Exchange Impersonation in Exchange 2007 .....	6
Exchange Impersonation in Exchange 2010 & 2013 & 2016.....	6
<b>Setup .....</b>	<b>7</b>
<b>Configuration .....</b>	<b>8</b>
ObjectPicker .....	8
Choose .....	8
Search .....	9
Get info .....	9
Remove.....	9
Settings .....	10
Export Mailbox .....	10
Mailbox settings: prohibit send and receive at (KB).....	10
Mail Flow Settings: Message Size Restrictions.....	10
Sending Maximum Message Size.....	10
Receiving Maximum Message Size .....	11
Export user to txt .....	12
Hide from Address Lists .....	12
Move Home Folder .....	12
Move stored data from group based network drive.....	13
Move Profile Path .....	13
ZIP all Data.....	13
Move User to OU .....	13
Deactivate User .....	13
Mark when deactivated.....	14
Delete User.....	14
Exchange .....	15
Target.....	16

Save & Run .....	17
Logs .....	18
Help .....	18
<b>Licensing .....</b>	<b>19</b>
Trial Mode .....	19
Add a License .....	19
<b>Commandline parameters .....</b>	<b>20</b>
<b>Troubleshooting and Support.....</b>	<b>21</b>
Known Issues .....	21
MAPI_E_NOT_FOUND .....	21
The message exceeds the maximum supported size.....	22

## General

### What is Archive Users?

ArchiveUsers is our solution to assist you archiving users that left your company. This task includes their mailbox, profile path, home folder, Active Directory user-object. This way you may meet all challenges you face regarding regulatory compliances such as HIPAA, FDA, PCI or SOX.

Each process will end up including an audit-safe log-file showing all tasks that have been done. The whole user information will be zipped into one single file you may store where you want.

### Where do I install Archive Users?

You can install Archive Users on any server or workstation within your Windows domain. You will need to have access to the Exchange Server and the Active Directory with the corresponding permission.

## System Requirements

We have designed Archive Users to work with all Exchange versions starting at 2007 SP1<sup>1</sup>.

It is also possible to install Archive Users in a virtual environment. Here is a complete list of what is necessary for the successful usage of.

1. Processor  
A minimum of a dual-core processor is required
2. Memory  
A minimum of 2 GB RAM is required to run Archive Users
3. Disk Space  
Archive Users requires about 20 MB of HDD space, excluding the generated user archives which vary in size.
4. Operating System  
Archive Users supports the following Operating Systems:
  - Windows 7 SP1
  - Windows 10
  - Windows Server 2008 SP2
  - Windows Server 2008 R2 SP1
  - Windows Server 2012
  - Windows Server 2012 R2
  - Windows Server 2016
5. Other Requirements
  - .NET Framework 4.5.1

All recommended Windows Updates

Mapi32 must be available, either

- Microsoft Messaging API and Collaboration Data Objects 1.2.1

**Note:** You should reboot your computer after installing MAPI/CDO 1.2.1

or

- Outlook  
A 32-bit version of Outlook is required, because we do not support 64-bit Outlook.

**Note:** Outlook must be configured so that the Default Profile opens the ArchiveUsers account mailbox.

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<sup>1</sup> MICROSOFT WILL STOP SUPPORTING EXCHANGE 2007 ON THE 11TH APRIL 2017. AS MUCH AS WE WOULD LIKE TO KEEP COMPATIBILITY UP FOR ALL VERSIONS, WE CANNOT SUPPORT AN ENVIRONMENT, WHICH IS NO LONGER SUPPORTED BY THE MANUFACTURER.

## Exchange Impersonation in Exchange 2007

The service account user must have the following permissions:

- Ms-Exch-EPI-Impersonation
- Ms-Exch-EPI-May-Impersonate

**Note:** The following Exchange-Management-Shell command must be run:

```
Get-ExchangeServer | where {$_.IsClientAccessServer -eq $TRUE} |  
ForEach-Object {Add-ADPermission -Identity $_.distinguishedname -User  
(Get-User -Identity User1 | select-object).identity -extendedRight ms-  
Exch-EPI-Impersonation}
```

**Note:** Replace User1 with the ArchiveUsers service account.

```
Get-MailboxDatabase | ForEach-Object {Add-ADPermission -Identity  
$_.DistinguishedName -User User1 -ExtendedRights ms-Exch-EPI-May-  
Impersonate}
```

**Note:** Replace User1 with the ArchiveUsers service account

For more information, see

[http://msdn.microsoft.com/en-us/library/bb204095\(v=exchg.80\).aspx](http://msdn.microsoft.com/en-us/library/bb204095(v=exchg.80).aspx)

## Exchange Impersonation in Exchange 2010 & 2013 & 2016

**Note:** The following Exchange-Management-Shell command must be run:

```
New-ManagementRoleAssignment -Name:impersonationAssignmentName  
-Role:ApplicationImpersonation -User:serviceAccount
```

Exchange Impersonation enables a caller to impersonate a given user account. This enables the caller to perform operations by using the permissions that are associated with the impersonated account, instead of the permissions that are associated with the caller's account.

For more information, see

[MSDN Library - Configuring Exchange Impersonation](#)

## Setup

This will install and register all the components necessary to run Archive Users on your server or workstation. Setup will place a shortcut on your desktop.

The executables are stored by default in C:\PROGRAM FILES (X86)\NETsec ArchiveUsers, but you may change this during setup routine. This folder will be removed if you uninstall the software.

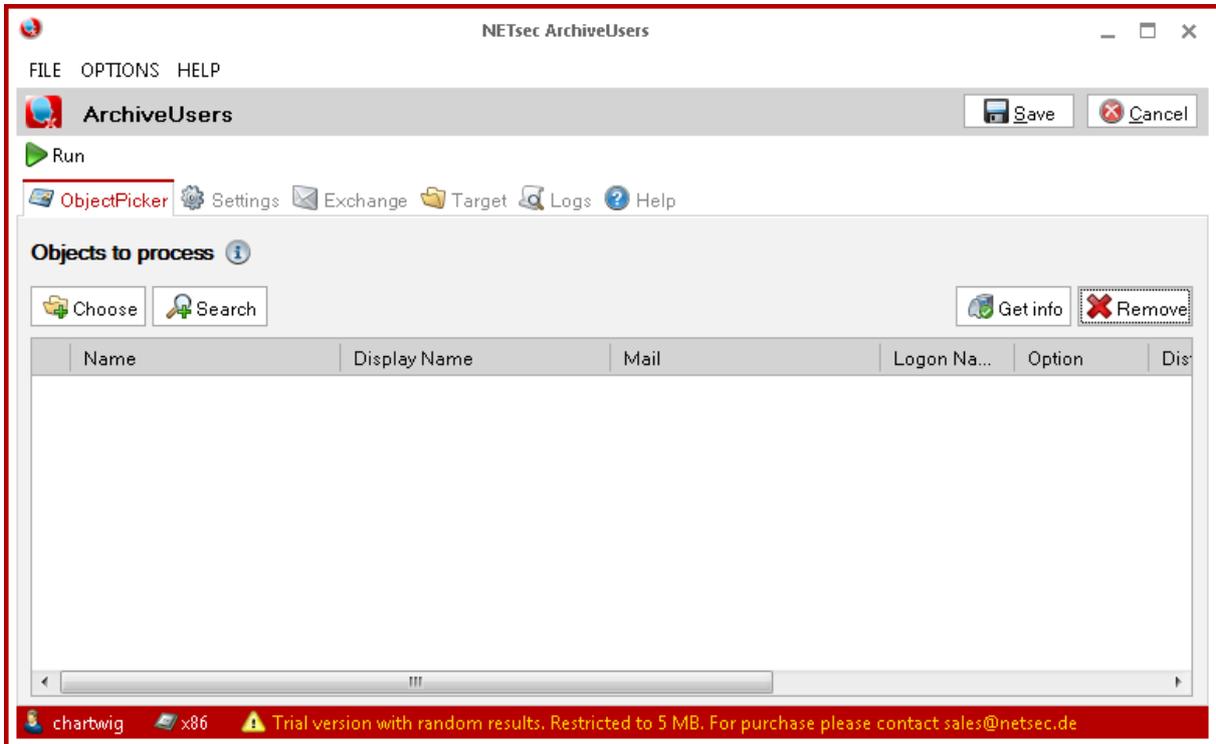
Files containing your configured policies, logfiles and so on are placed in folder %PROGRAMDATA%\NETsec\ArchiveUsers.

NOTE: The folder %PROGRAMDATA% usually is hidden. You may activate the option *SHOW HIDDEN FILES, FOLDERS, AND DRIVES* in folder *OPTIONS* of the WINDOWS EXPLORER.

## Configuration

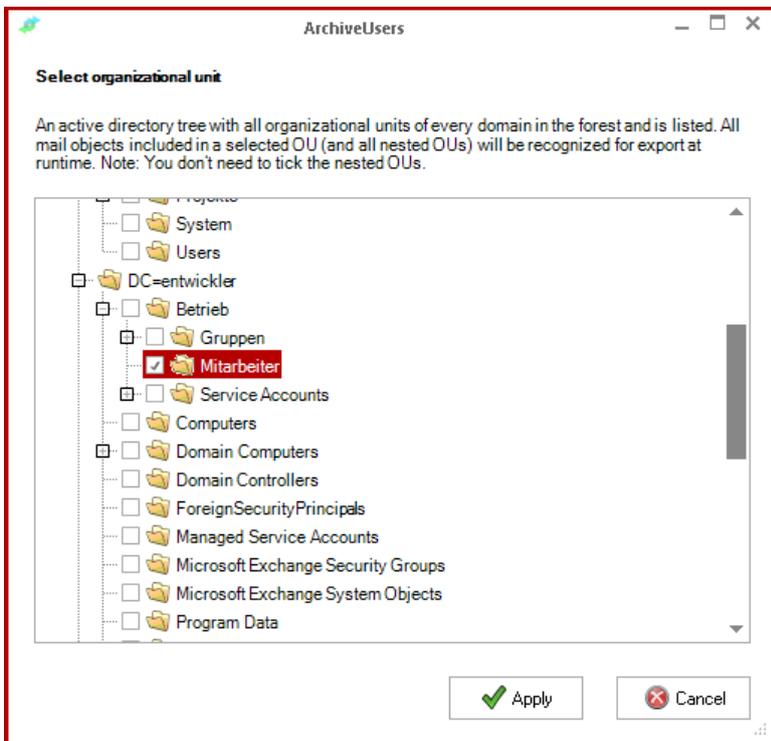
### ObjectPicker

First of all you should select users which should be archived.



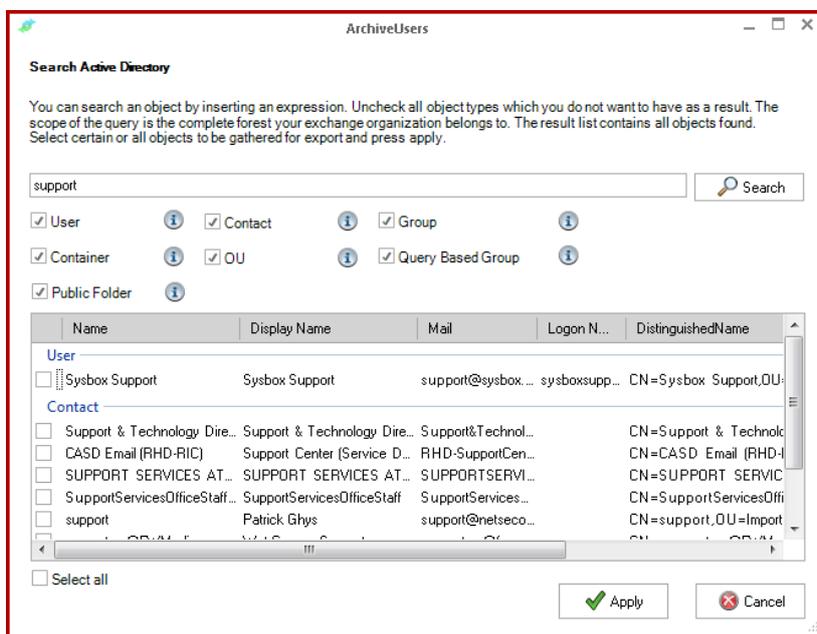
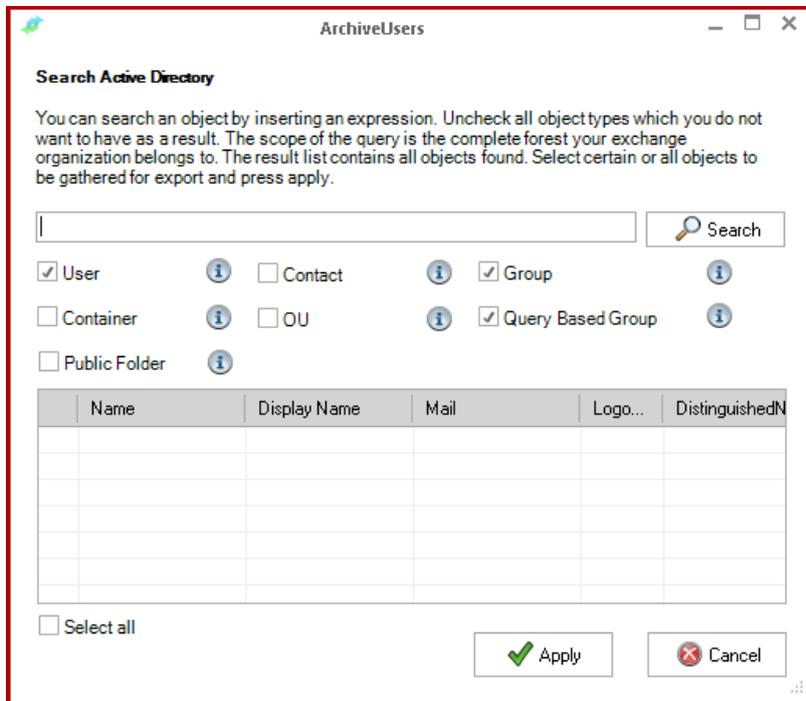
### Choose

By clicking on *Choose* you can select users by OUs.



## Search

A click on *Search* allows you to search individual objects. You can choose user, container, public folder, contact, OU, group and query based group.



## Get info

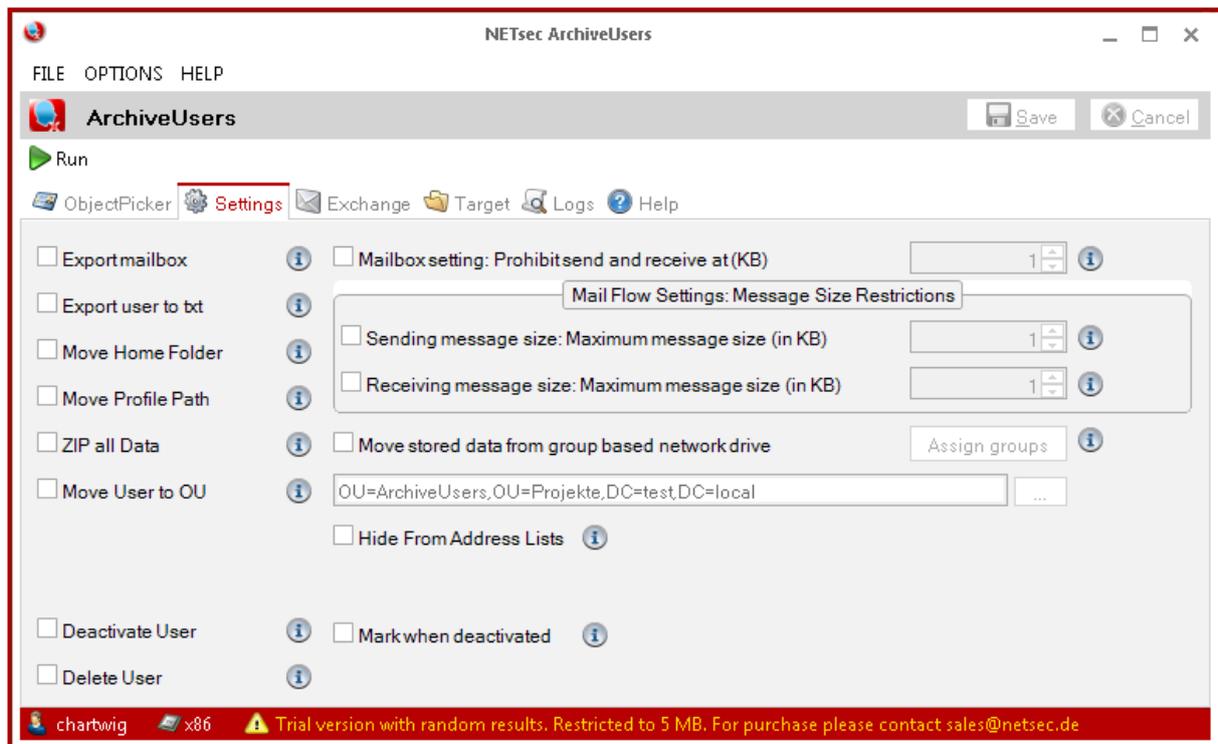
Here you will get specific information about size of mailbox, homefolder and profile.

## Remove

Removes the selected objects from list

## Settings

After selecting the objects you can go to *Settings*, where you choose what shall happen with the selected objects.



### Export Mailbox

The mailbox will be exported into a PST-file. Each mailbox should not have more than 500 folders per level, this can cause issues during the export and the PST-file will not be complete.

### Mailbox settings: prohibit send and receive at (KB)

If the mailbox exceeds the configured size then send and receive is prohibited.

### Mail Flow Settings: Message Size Restrictions

With this options you can control the maximum message size of outgoing and incoming mails.

### Sending Maximum Message Size

This option limits the maximum message size of the outgoing mails. Use this setting to control the size of email messages that can be sent by the user.

You can set the limit in KB.

Note: The sending message size is controlled with the „delivContLength“ attribute.

## Receiving Maximum Message Size

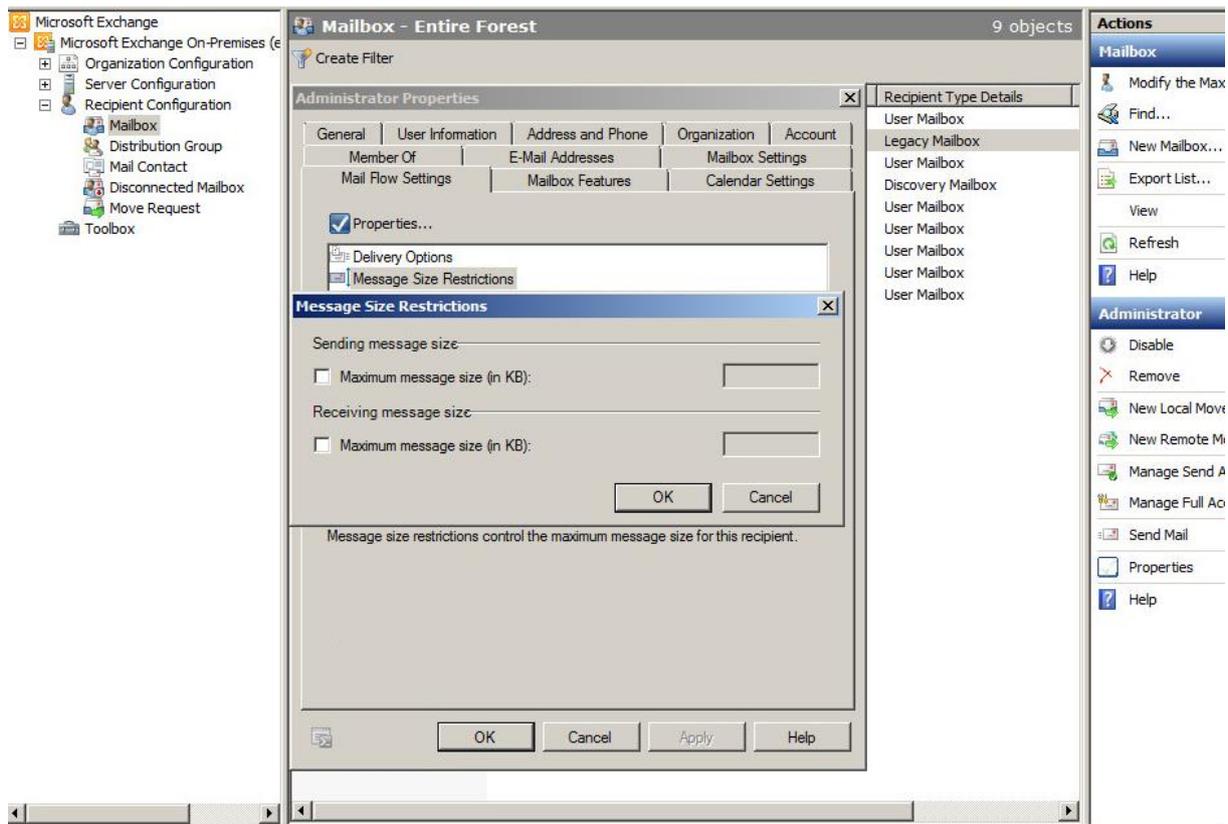
This option limits the maximum message size of the incoming mails. Use this setting to control the size of email messages that can be received by the user.

You can set the limit in KB.

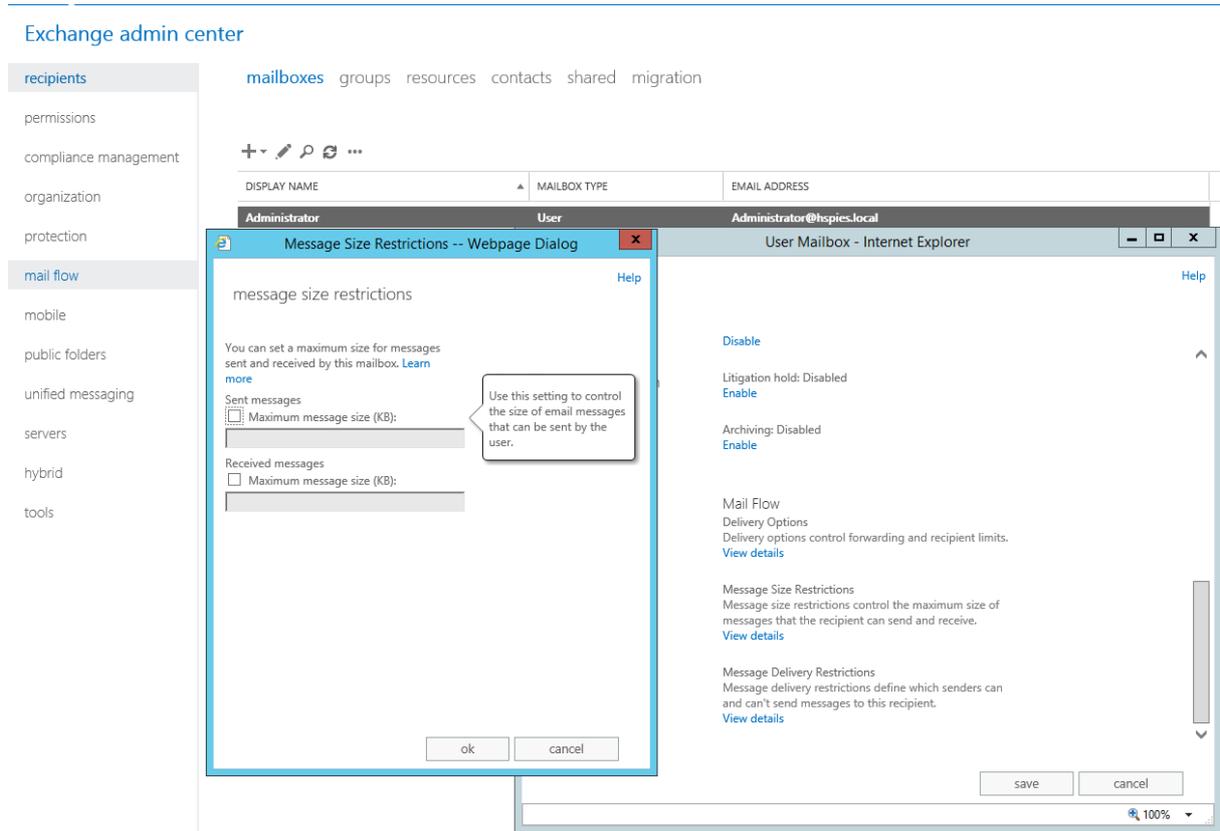
Note: The receiving message size is controlled with the „submissionContLength“ attribute.

You set this options with ArchiveUsers or manually in the mailbox properties in the Exchange Management Console:

Exchange 2010:



## Exchange 2013 & 2016:



### Export user to txt

AD-information (attribute values) are written to a text file.

### Hide from Address Lists

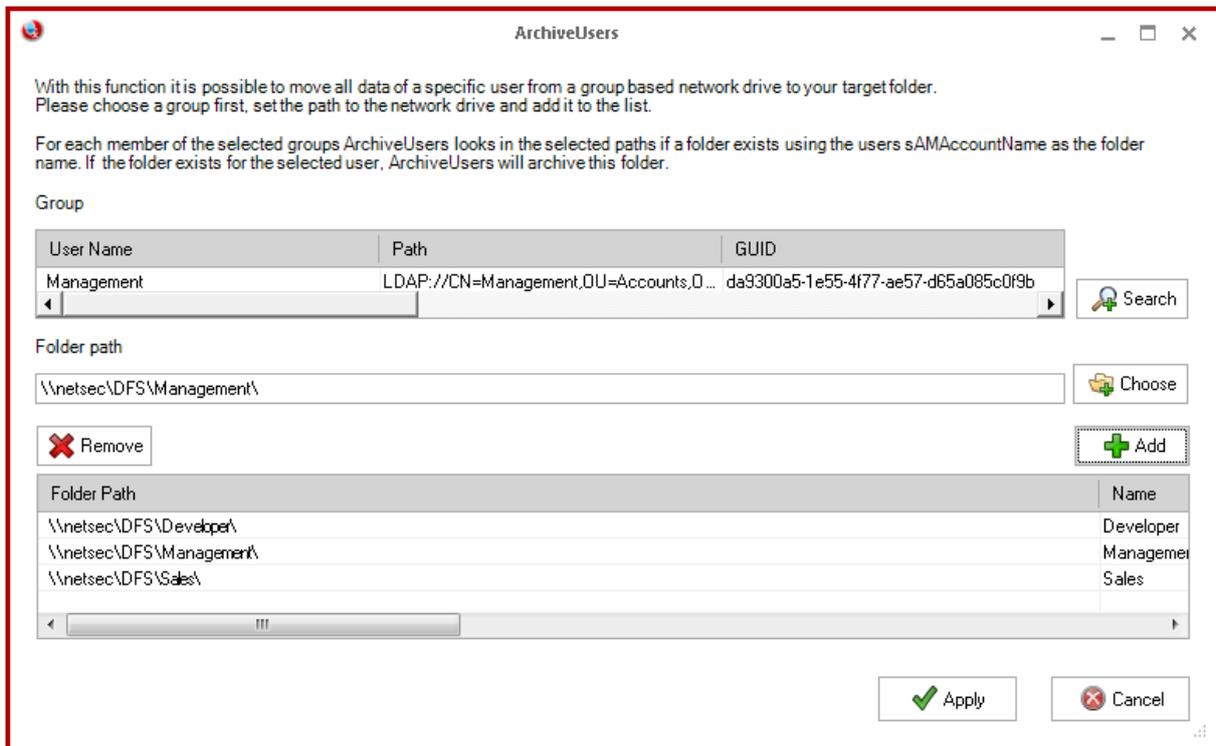
The mailbox will be hidden in Exchange address lists.

### Move Home Folder

The Home-Folder will be moved into the folder configured in TAB „Target“.

### Move stored data from group based network drive

For each member of the selected groups ArchiveUsers looks in the specified path if a folder exists using the user's sAMAccountName as the folder name. If the folder exists for the selected user, ArchiveUsers will be archived this folder.



Example:

John Dole is a member of the group Sales and has the sAMAccountName jdole.

ArchiveUsers will export the folder \\netsec\DFS\Sales\jdole\ for John Dole, because ArchiveUsers found a folder with the sAMAccountName "jdole" on the network share "\\netsec\DFS\Sales\".

### Move Profile Path

The Profile-Folder will be moved into the folder configured in TAB „Target“.

### ZIP all Data

All archived data is zipped.

### Move User to OU

The selected Active Directory user objects are moved to the configured OU.

### Deactivate User

The selected Active Directory user objects are deactivated.

### Mark when deactivated

The deactivated objects are also tagged with a note (in attribute description).

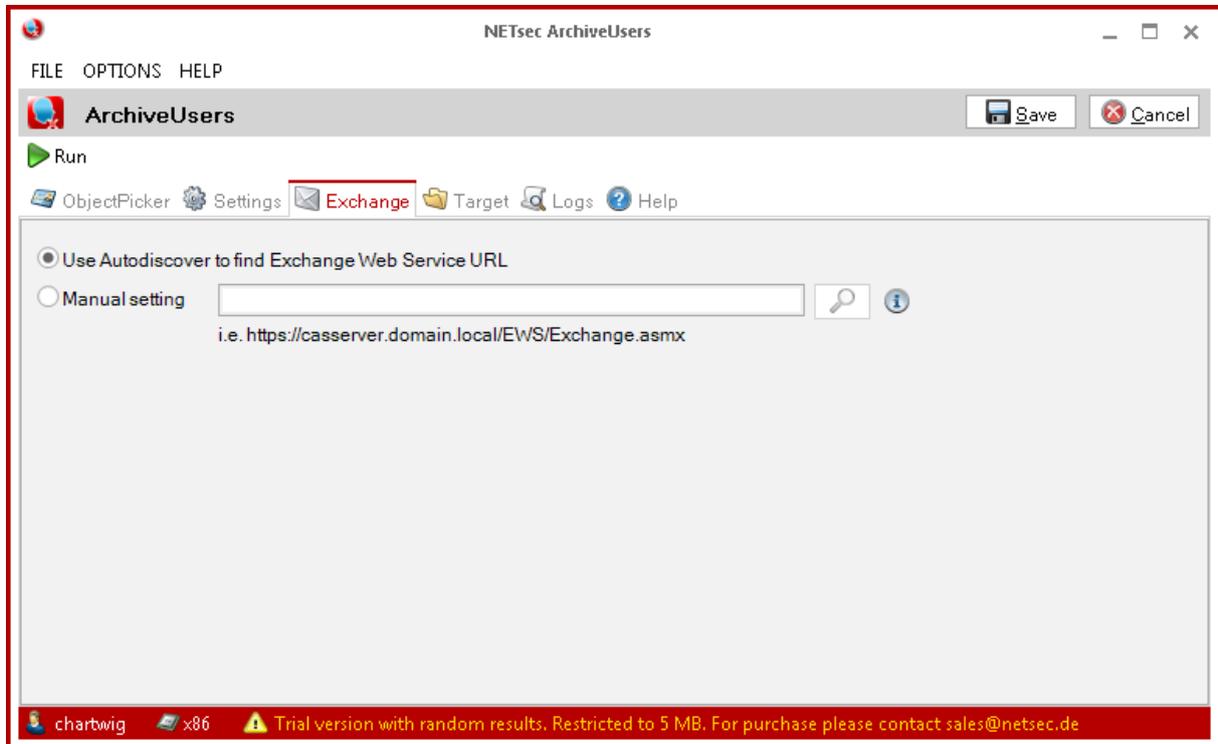
### Delete User

The selected Active Directory user objects are deleted from AD.

**This action should only be taken if all other actions are done without indicating errors.**

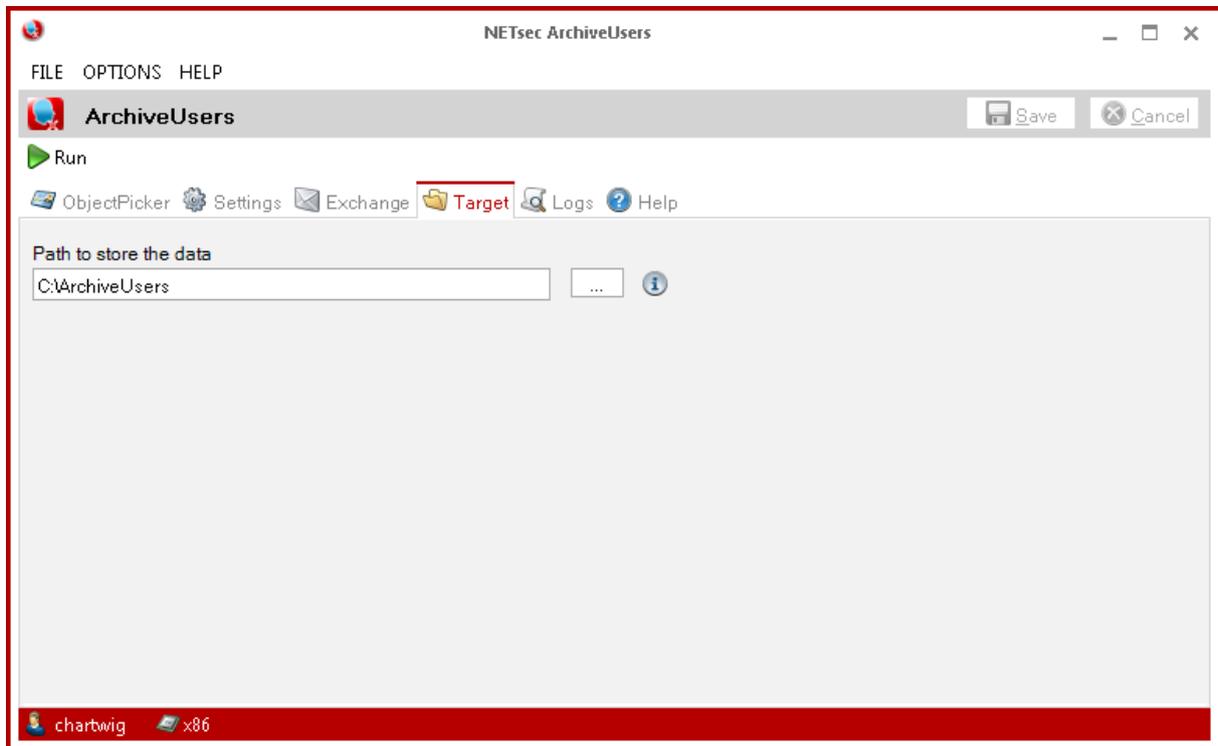
## Exchange

Working with Exchange On-Premise you can choose USE AUTODISCOVER to find the EXCHANGE WEB SERVICE (EWS). If Autodiscover does not work you may set the value for EWS manually. If you click the SEARCH icon then ArchiveUsers tries to discover the Autodiscover settings.



## Target

Now you have to choose the path where the data will be stored. The folder can be selected in the TAB *Target*.



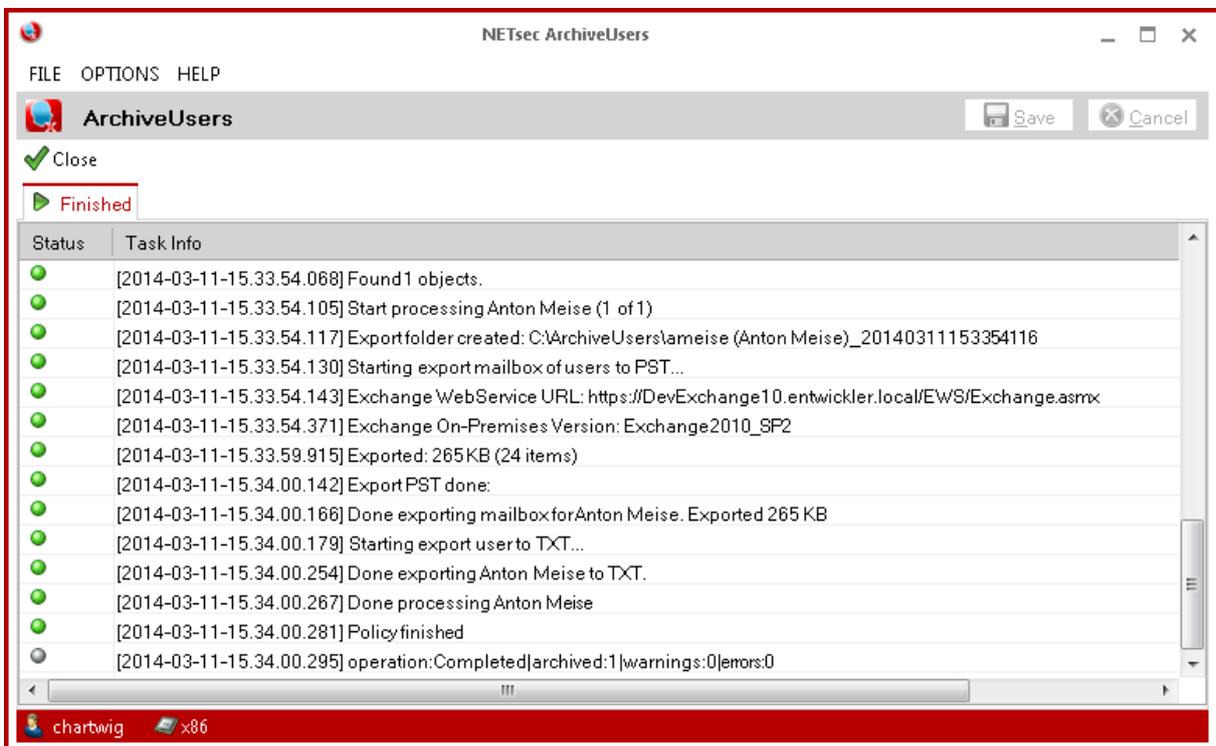
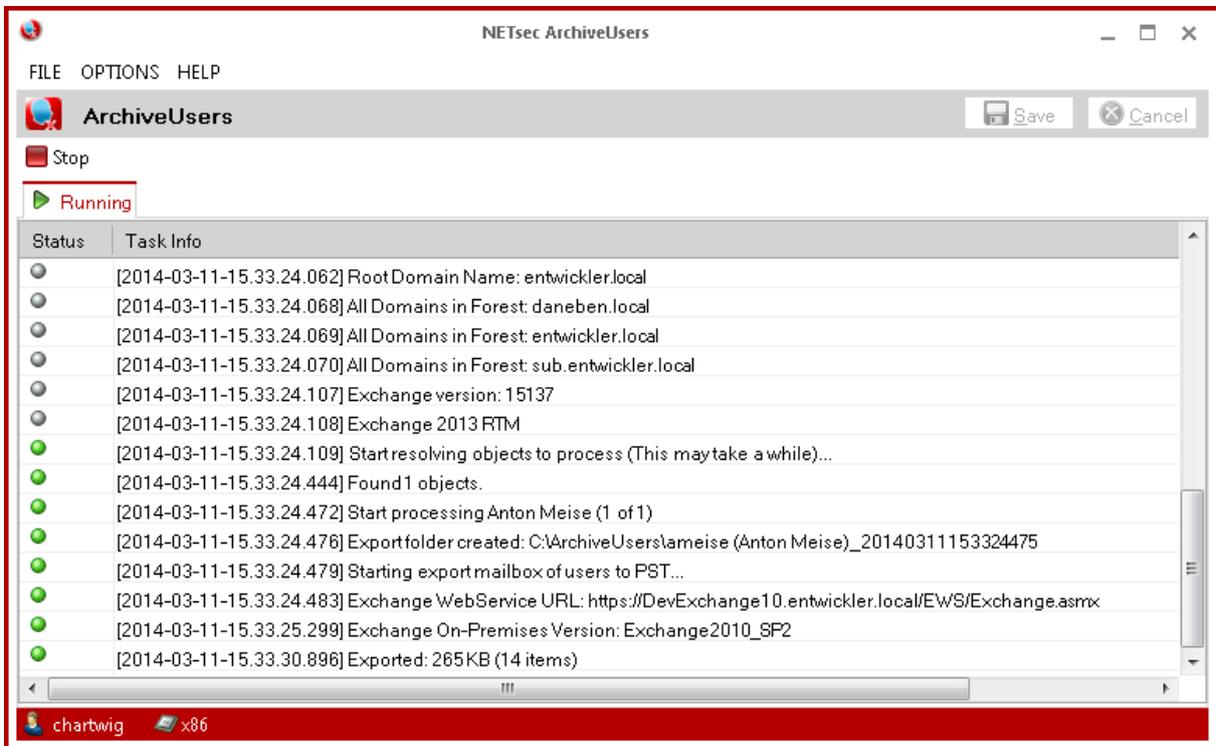
You may also insert a share (i.e. [\\storageserver\archive](#)).

If the target folder is not available at runtime, no action is performed (i.e. no deletion, no move ...)

## Save & Run

After this, the configuration is done, and you only need to click on "Save".

You can start the procedure by clicking "Run".



When finished there will be a summary of everything that happened while exporting.

If the home folder or the profile path doesn't exist, the user will not be deleted, because Archive Users interprets this as an error.

„Close“ brings us back to the main menu.

### **Logs**

Summary of all runs that have been started

### **Help**

Here you can get contact-details, support and this manual.

## Licensing

Our sales team is available by phone [+49 2421 998 78 20](tel:+4924219987820) or e-mail [sales@netsec.de](mailto:sales@netsec.de)

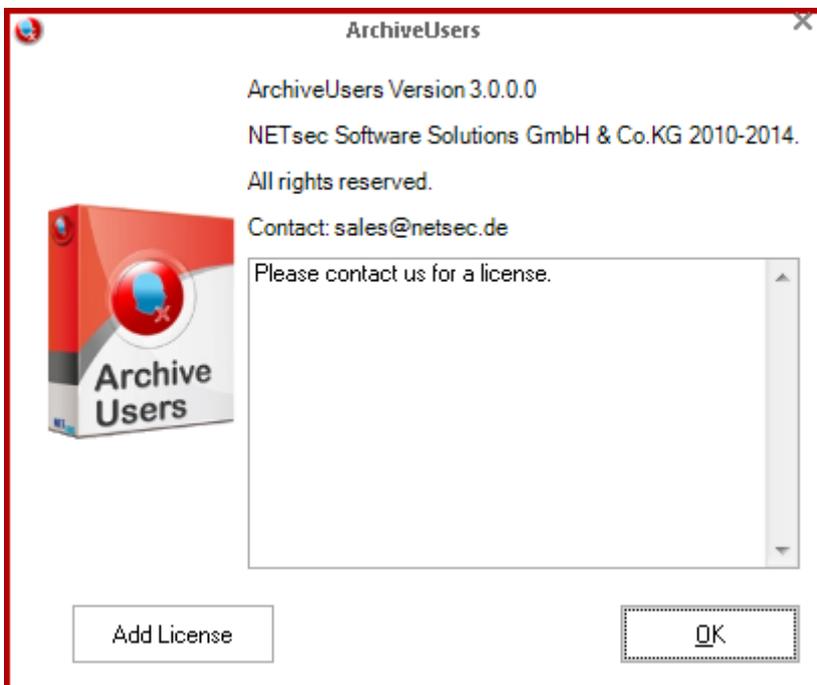
## Trial Mode

In trial mode you are able to archive a maximum of 5 MB. The mailbox, the profile and the home folder must not be larger than 5 MB. Deleting users or moving users to another OU are not possible in the trial mode.

The trial mode is automatically active unless you replace it with a purchased license.

## Add a License

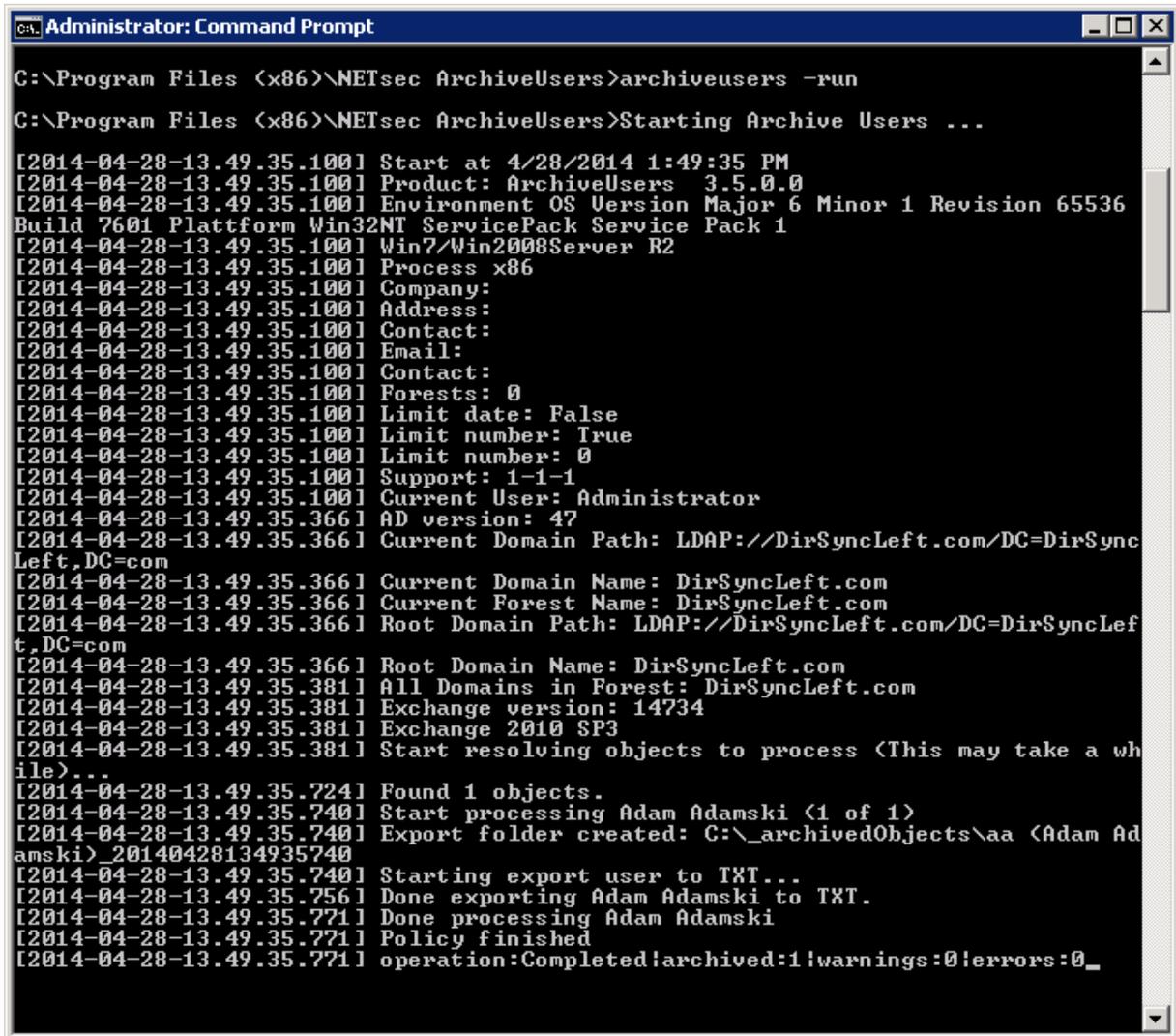
To add a license you have received, simply open the About Box (Help->About), click "Add License", and select the lic-file you got.



## Commandline parameters

If you execute ArchiveUsers.exe without a parameter then the GUI is started.

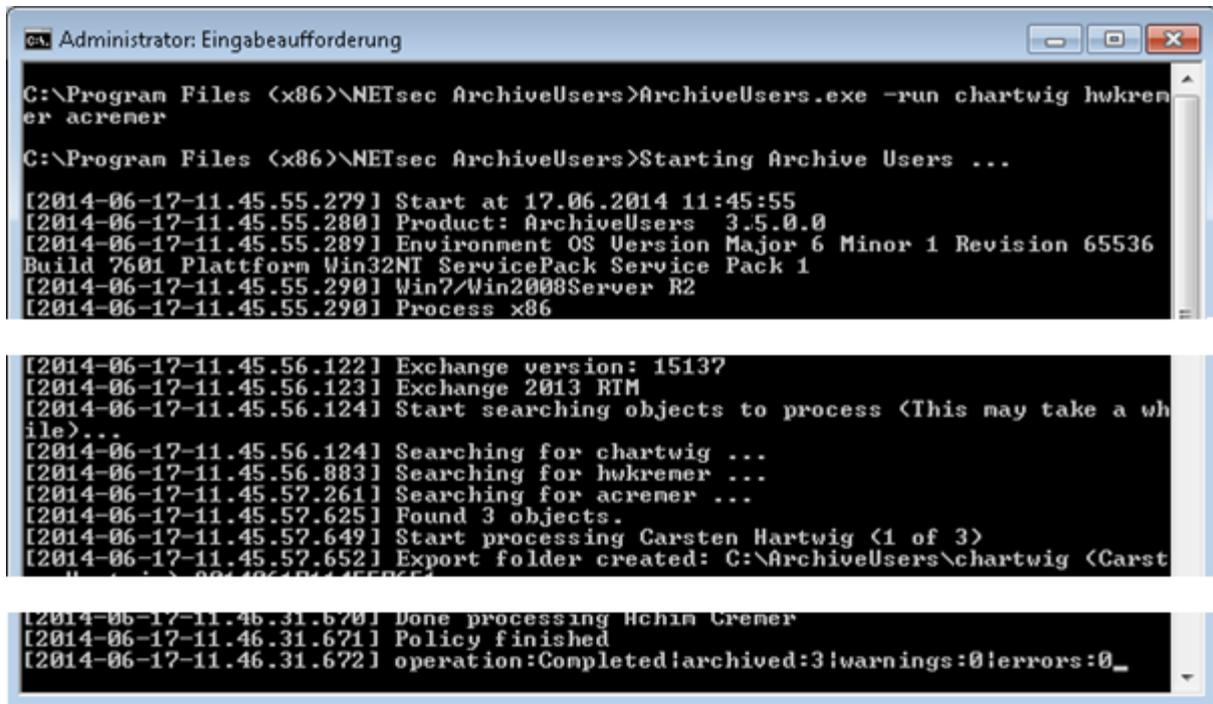
If you execute ArchiveUsers.exe from command line with parameter `-run` then the last saved configuration is used.



```
Administrator: Command Prompt
C:\Program Files (x86)\NETsec ArchiveUsers>archiveusers -run
C:\Program Files (x86)\NETsec ArchiveUsers>Starting Archive Users ...

[2014-04-28-13.49.35.100] Start at 4/28/2014 1:49:35 PM
[2014-04-28-13.49.35.100] Product: ArchiveUsers 3.5.0.0
[2014-04-28-13.49.35.100] Environment OS Version Major 6 Minor 1 Revision 65536
Build 7601 Plattform Win32NT ServicePack Service Pack 1
[2014-04-28-13.49.35.100] Win7/Win2008Server R2
[2014-04-28-13.49.35.100] Process x86
[2014-04-28-13.49.35.100] Company:
[2014-04-28-13.49.35.100] Address:
[2014-04-28-13.49.35.100] Contact:
[2014-04-28-13.49.35.100] Email:
[2014-04-28-13.49.35.100] Contact:
[2014-04-28-13.49.35.100] Forests: 0
[2014-04-28-13.49.35.100] Limit date: False
[2014-04-28-13.49.35.100] Limit number: True
[2014-04-28-13.49.35.100] Limit number: 0
[2014-04-28-13.49.35.100] Support: 1-1-1
[2014-04-28-13.49.35.100] Current User: Administrator
[2014-04-28-13.49.35.366] AD version: 47
[2014-04-28-13.49.35.366] Current Domain Path: LDAP://DirSyncLeft.com/DC=DirSyncLeft,DC=com
[2014-04-28-13.49.35.366] Current Domain Name: DirSyncLeft.com
[2014-04-28-13.49.35.366] Current Forest Name: DirSyncLeft.com
[2014-04-28-13.49.35.366] Root Domain Path: LDAP://DirSyncLeft.com/DC=DirSyncLeft,DC=com
[2014-04-28-13.49.35.366] Root Domain Name: DirSyncLeft.com
[2014-04-28-13.49.35.381] All Domains in Forest: DirSyncLeft.com
[2014-04-28-13.49.35.381] Exchange version: 14734
[2014-04-28-13.49.35.381] Exchange 2010 SP3
[2014-04-28-13.49.35.381] Start resolving objects to process (This may take a while)...
[2014-04-28-13.49.35.724] Found 1 objects.
[2014-04-28-13.49.35.740] Start processing Adam Adamski (1 of 1)
[2014-04-28-13.49.35.740] Export folder created: C:\_archivedObjects\aa (Adam Adamski)_20140428134935740
[2014-04-28-13.49.35.740] Starting export user to TXT...
[2014-04-28-13.49.35.756] Done exporting Adam Adamski to TXT.
[2014-04-28-13.49.35.771] Done processing Adam Adamski
[2014-04-28-13.49.35.771] Policy finished
[2014-04-28-13.49.35.771] operation:Completed!archived:1!warnings:0!errors:0_
```

If you execute ArchiveUsers.exe from command line with parameter -run and the sAMAccountName of users then the last saved configuration is used for these users.



```
Administrator: Eingabeaufforderung
C:\Program Files (x86)\NETsec ArchiveUsers>ArchiveUsers.exe -run chartwig hukremer acremer
C:\Program Files (x86)\NETsec ArchiveUsers>Starting Archive Users ...
[2014-06-17-11.45.55.279] Start at 17.06.2014 11:45:55
[2014-06-17-11.45.55.280] Product: ArchiveUsers 3.5.0.0
[2014-06-17-11.45.55.289] Environment OS Version Major 6 Minor 1 Revision 65536
Build 7601 Plattform Win32NT ServicePack Service Pack 1
[2014-06-17-11.45.55.290] Win7/Win2008Server R2
[2014-06-17-11.45.55.290] Process x86

[2014-06-17-11.45.56.122] Exchange version: 15137
[2014-06-17-11.45.56.123] Exchange 2013 RTM
[2014-06-17-11.45.56.124] Start searching objects to process <This may take a while>...
[2014-06-17-11.45.56.124] Searching for chartwig ...
[2014-06-17-11.45.56.883] Searching for hukremer ...
[2014-06-17-11.45.57.261] Searching for acremer ...
[2014-06-17-11.45.57.625] Found 3 objects.
[2014-06-17-11.45.57.649] Start processing Carsten Hartwig (1 of 3)
[2014-06-17-11.45.57.652] Export folder created: C:\ArchiveUsers\chartwig <Carst
[2014-06-17-11.46.31.670] Done processing Hchim Cremer
[2014-06-17-11.46.31.671] Policy finished
[2014-06-17-11.46.31.672] operation:Completed|archived:3|warnings:0|errors:0_
```

## Troubleshooting and Support

Archive Users technical support team would be happy to assist you if you have any questions or comments.

Please contact us via email: [support@netsec.de](mailto:support@netsec.de)

or by phone: [+49 2421 998 78 16](tel:+4924219987816)

## Known Issues

Here you can find known issues using ArchiveUsers and how to solve these.

### MAPI\_E\_NOT\_FOUND

This error in ArchiveUsers happens if you have multiple MAPI versions installed. If you have installed Microsoft Outlook please uninstall the Standalone MAPI (Microsoft Messaging API and Collaboration Data Objects).

### The message exceeds the maximum supported size

As we use EWS to communicate with the Exchange Server, there is a client-specific message size limit. To solve this issue you have to change these limitations on the Exchange Server.

Follow the link and do the modifications from the section "Exchange Web Services".

[https://technet.microsoft.com/en-us/library/hh529949\(v=exchg.150\).aspx](https://technet.microsoft.com/en-us/library/hh529949(v=exchg.150).aspx)

Please note that changes are only applied after you restart the IIS.