



Mailbox Archiver

Manual

NETsec

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| | |
|---|-----------|
| General | 4 |
| What is Mailbox Archiver?..... | 4 |
| Where do I install Mailbox Archiver? | 4 |
| System Requirements..... | 5 |
| Permissions | 6 |
| Exchange Impersonation in Exchange Online | 6 |
| Exchange Web Services in Exchange Online..... | 7 |
| PowerShell | 7 |
| Setup | 8 |
| Configuration | 9 |
| Templates | 10 |
| Settings..... | 10 |
| Credentials | 11 |
| Mailbox | 12 |
| Notification | 13 |
| Datasets | 14 |
| Select Mailbox | 15 |
| Select Group | 16 |
| Select Dynamic Distribution Group..... | 16 |
| Ribbon Bar | 17 |
| Run Synchronization | 19 |
| Licensing | 21 |
| Trial Mode | 21 |
| Add a License | 21 |
| Commandline Parameters..... | 22 |
| Limitation | 22 |
| Troubleshooting and Support..... | 23 |
| Known Issues | 23 |
| MAPI_E_NOT_FOUND | 23 |
| Access Denied | 23 |

Could not load file or assembly 'netstandard, Version=2.0.0.0, Culture=neutral, PublicKeyToken=cc7b13ffcd2ddd51' or one of its dependencies. The system cannot find the file specified..... 23

General

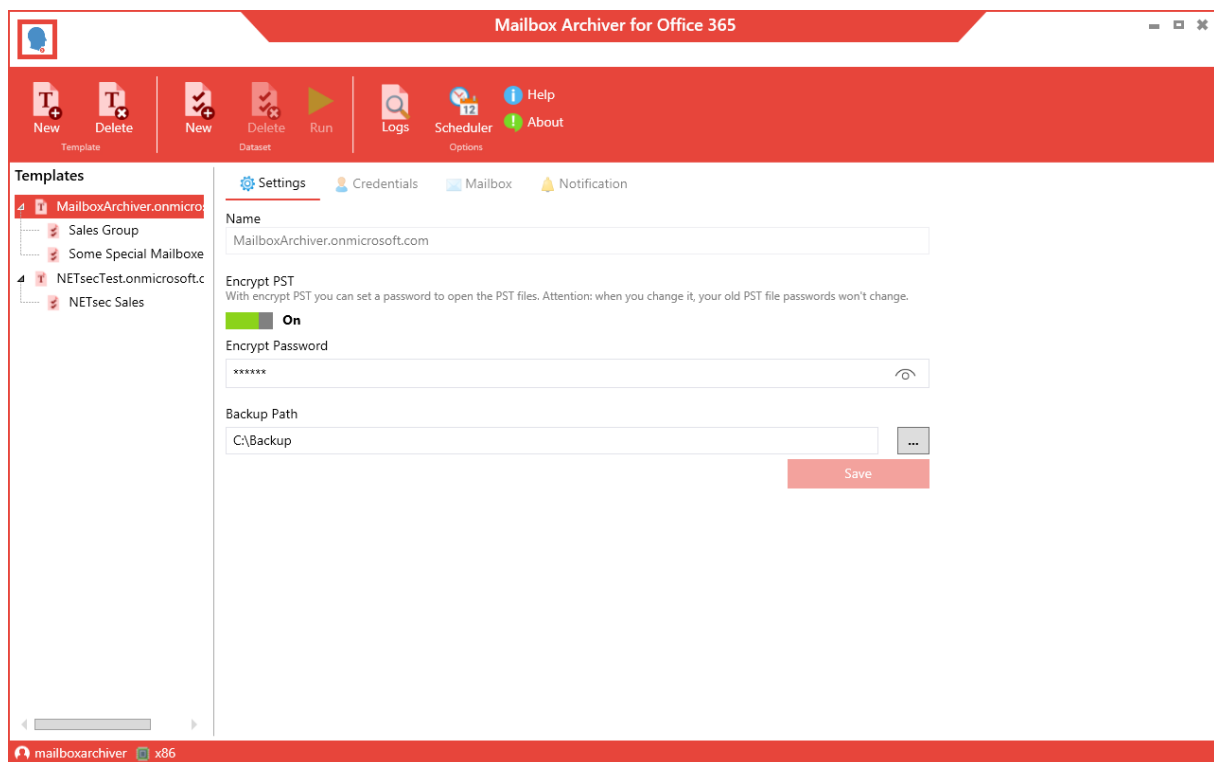
What is Mailbox Archiver?

Mailbox Archiver is our solution to assist you with synchronizing Office 365 mailboxes to an on-premises PST file. This way you may meet all challenges you face regarding regulatory compliances.

Each process will end up including a log file showing all objects that have been processed. As we use synchronization, it is only necessary to transfer differences, which are generally smaller and faster to transfer.

Where do I install Mailbox Archiver?

You can install Mailbox Archiver on any Microsoft Windows (server and client) operating system starting from Windows 7.



System Requirements

We have designed Mailbox Archiver to work with Microsoft Office 365 Exchange Online (Office 365 China and Office 365 Germany included).

It is possible to install Mailbox Archiver in a virtual environment. This is a list of what is necessary for the successful usage of Mailbox Archiver.

| | |
|-------------------|--|
| Processor: | Single Core |
| Memory: | 500 MB RAM |
| Disk Space: | 2.000 MB |
| Operation System: | Windows 7/8/8.1/10 Windows Server 2008 SP2/2008 R2/2012/ 2012 R2/2016 |
| PowerShell: | 5.0 or higher |
| .NET Framework: | 4.7.1 |
| MAPI32: | Microsoft Messaging API and Collaboration Data Objects 1.21 (Standalone MAPI) or Outlook 32-bit. |

Permissions

Exchange Impersonation in Exchange Online

The Exchange Online user that is configured in the template should have the Impersonation Role assigned. Go to your Exchange Admin Center¹ → Permissions → Impersonate Role and add the corresponding user.

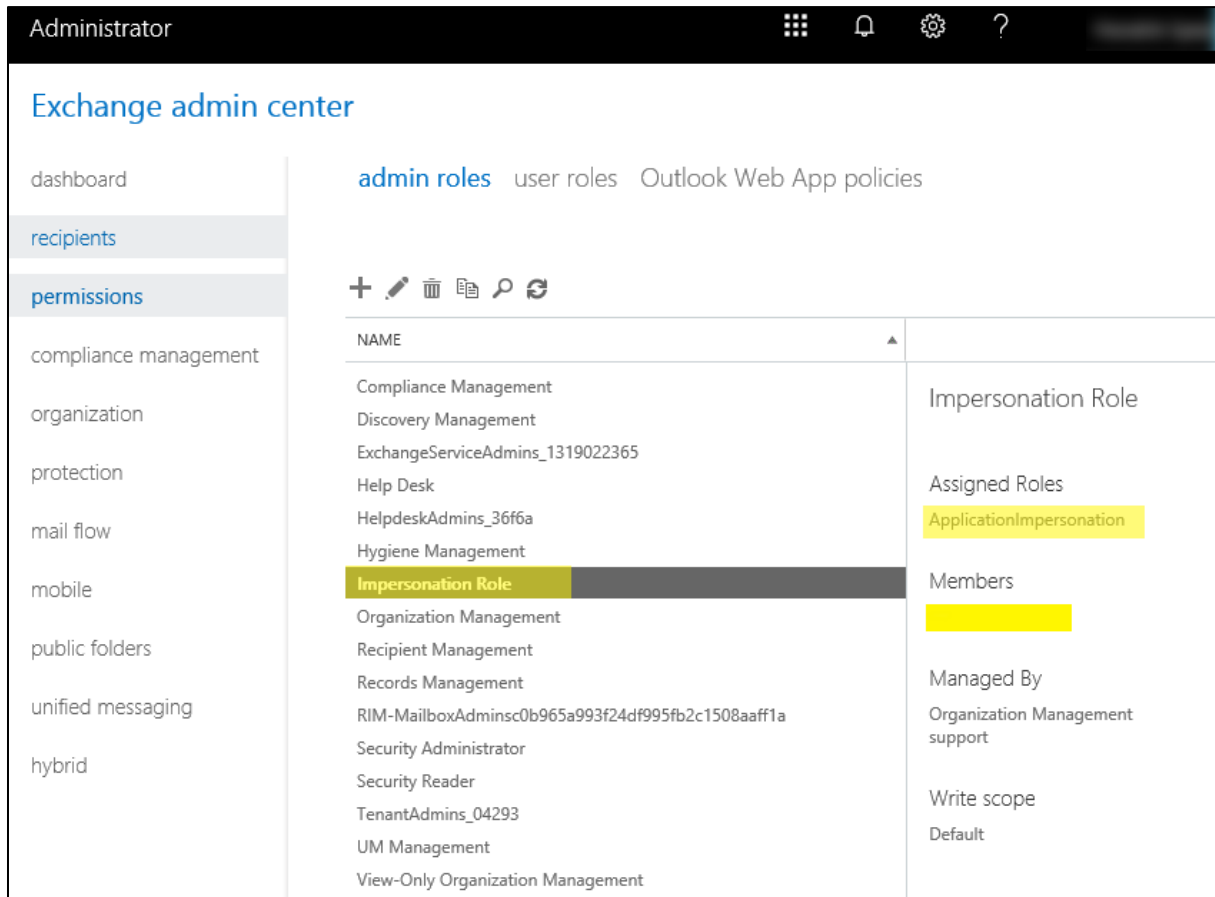


Figure 1 Admin Role - Impersonation

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 [Impersonation and EWS in Exchange²](https://msdn.microsoft.com/en-us/library/office/dn722377(v=exchg.150).aspx)

¹ <https://outlook.office365.com/ecp/>

² [https://msdn.microsoft.com/en-us/library/office/dn722377\(v=exchg.150\).aspx](https://msdn.microsoft.com/en-us/library/office/dn722377(v=exchg.150).aspx)

Exchange Web Services in Exchange Online

Mailbox Archiver needs access to Exchange Online via Exchange Web Services. You will need to have the Exchange Web Services URL, which per default is <https://outlook.office365.com/EWS/Exchange.asmx>

PowerShell

Mailbox Archiver also needs to have access to Remote Signed PowerShell as it needs to get mailbox-names and resolve groups.

For this reason, it is currently indispensable to gain Exchange Administrator privileges.

These are the commands Mailbox Archiver uses:

- Get-Mailbox
- Get-DynamicDistributionGroup
 - Get-Recipient -RecipientPreviewFilter
- Get-UnifiedGroup
- Get-Group
- Get-Recipient (-RecipientPreviewFilter)

Setup

This will install and register all the components necessary to run Mailbox Archiver on your server or workstation. Setup will place a shortcut on your desktop. The executables are stored in

C:\PROGRAM FILES(X86)\NETsec Mailbox Archiver

by default, but you may change it during the setup routine. This folder will be removed if you uninstall the software. Files containing your configured templates, datasets, log files and so on are placed in the folder

%PROGRAMDATA%\NETsec\Mailbox Archiver

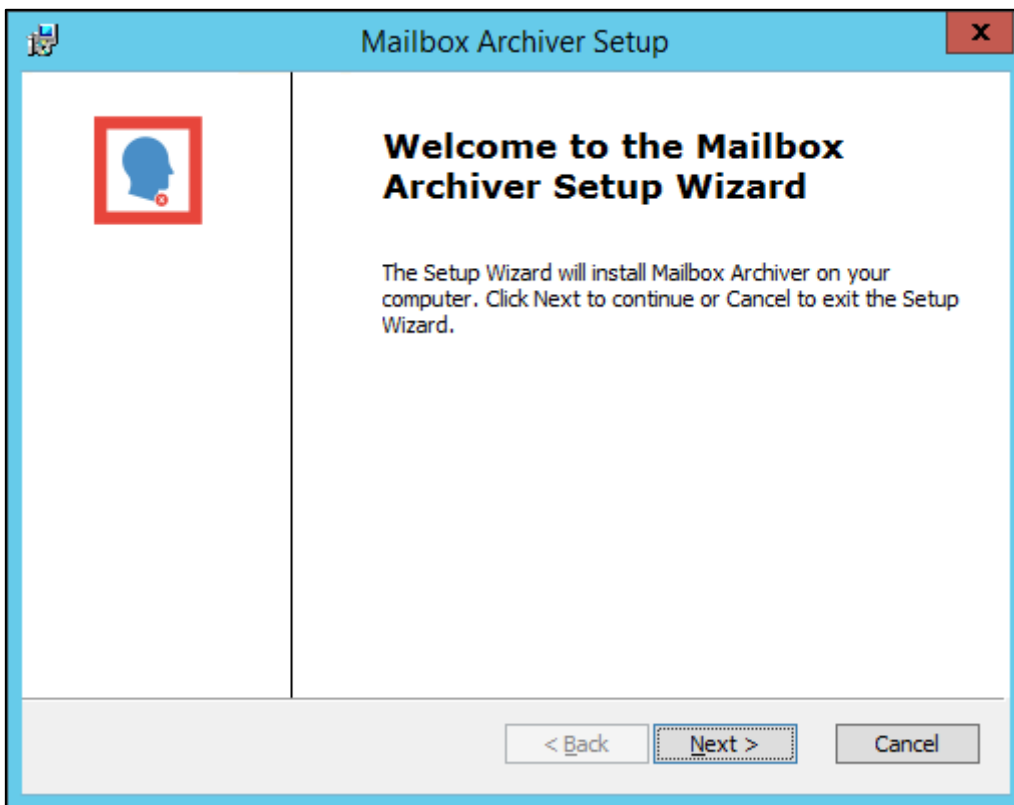


Figure 2 Setup

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

Configuration

The configuration of Mailbox Archiver is done in two steps.

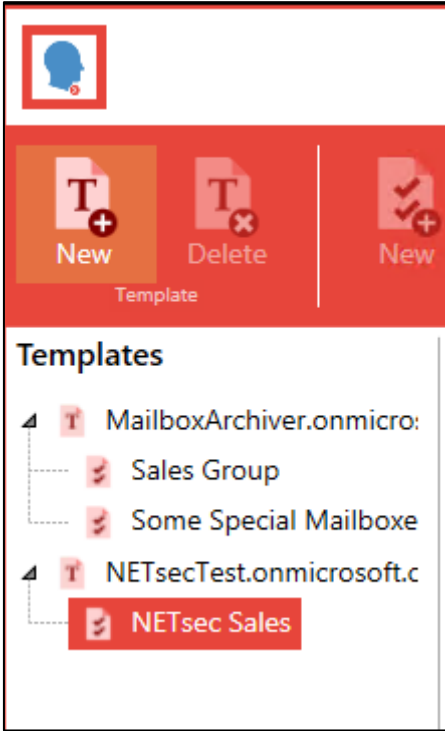


Figure 3 Created templates and datasets

Templates

Templates are used to configure settings, which will be used for all mailboxes.

Settings

Name

In the Settings tab, you can set a *Name*, which cannot be changed anymore after saving.

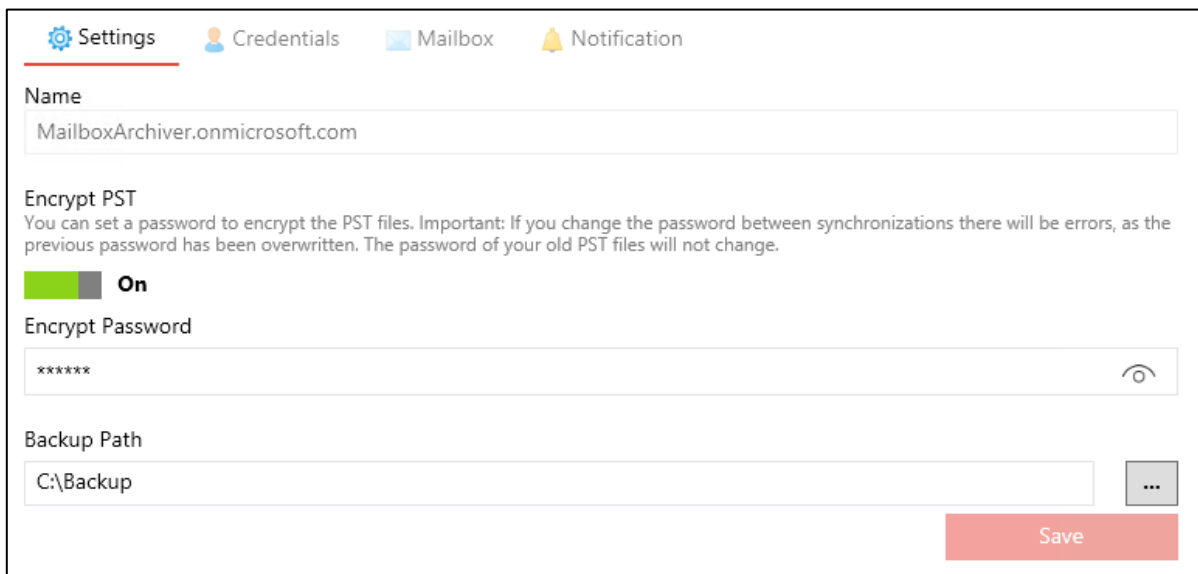
Encrypt PST

You have the option to enable encryption and set a password for all synchronized mailboxes.

*If you change the password between synchronizations there will be errors, as the previous password has been overwritten.
The password of your old PST files will not change.*

Backup Path

At the bottom, you can select the *Backup Path*, where the synchronized PST will be saved.



The screenshot shows the 'Settings' tab of the Mailbox Archiver interface. At the top, there are four tabs: 'Settings' (selected), 'Credentials', 'Mailbox', and 'Notification'. Below the tabs, the 'Name' field contains 'MailboxArchiver.onmicrosoft.com'. The 'Encrypt PST' section is expanded, showing a toggle switch set to 'On' (green) and a text input field for the 'Encrypt Password' containing '*****'. Below this, the 'Backup Path' field contains 'C:\Backup' and a button with three dots. A red 'Save' button is located at the bottom right of the settings area.

Figure 4 Template Settings

Credentials

In the Credentials tab, you have to specify credentials for a connection to Exchange Online via PowerShell and Exchange Web Services (EWS).

User-ID

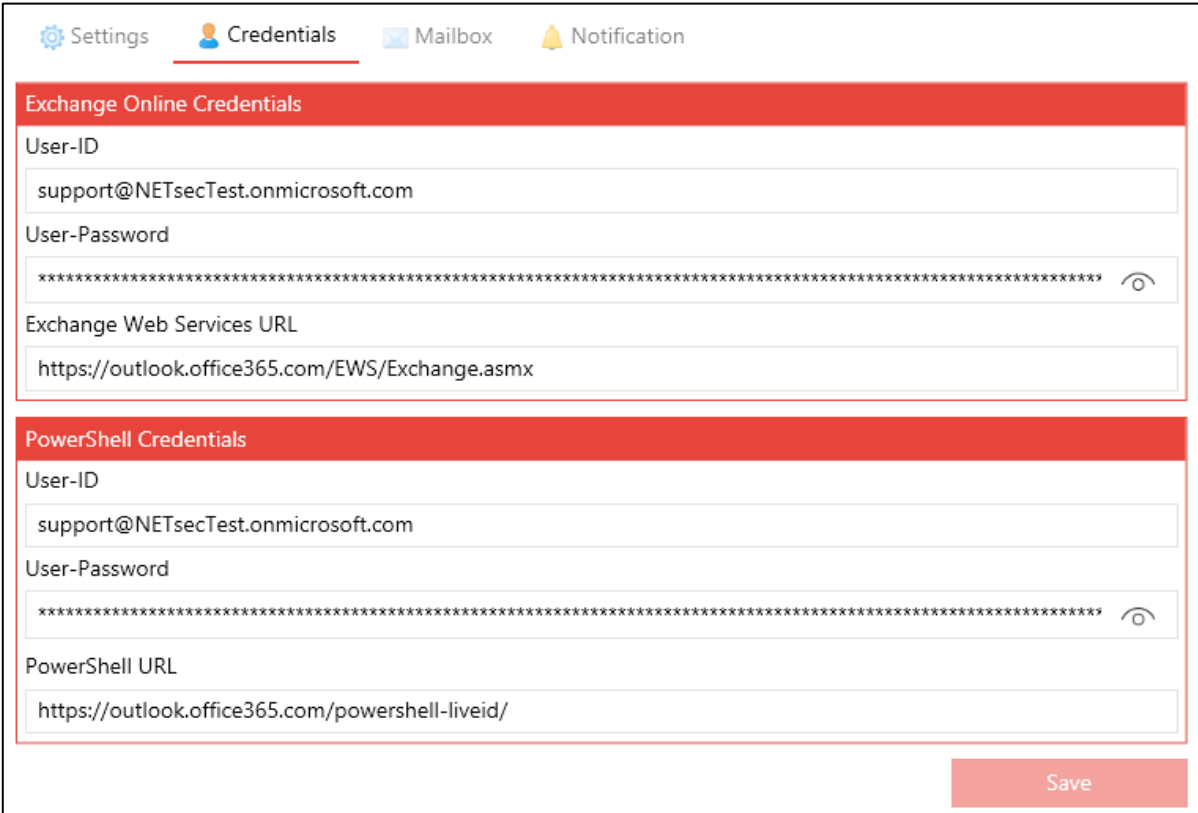
For each of the connections you have to set credentials, which can be the same, if the permissions for this user are sufficient.

User-Password

The entered passwords will be encrypted directly after they have been saved.

Exchange Web Services URL / PowerShell URL

For a custom Office 365 solution you can use the appropriate Exchange Web Services URL and PowerShell URL.



The screenshot shows a web interface with a navigation bar at the top containing 'Settings', 'Credentials', 'Mailbox', and 'Notification'. The 'Credentials' tab is active. Below the navigation bar, there are two main sections: 'Exchange Online Credentials' and 'PowerShell Credentials'. Each section contains three input fields: 'User-ID', 'User-Password', and a URL field. The 'User-ID' field in both sections contains the text 'support@NETsecTest.onmicrosoft.com'. The 'User-Password' field in both sections contains a series of asterisks and a toggle icon. The 'Exchange Web Services URL' field contains 'https://outlook.office365.com/EWS/Exchange.asmx'. The 'PowerShell URL' field contains 'https://outlook.office365.com/powershell-liveid/'. A 'Save' button is located at the bottom right of the form.

Figure 5 Template Credentials

Mailbox

Export Archive / Export Mailbox

In the Mailbox tab, you can select if the mailbox archive and the mailbox should be synchronized.

Resolve Groups

With *Resolve Groups* you can set an option to resolve selected groups in the dataset.

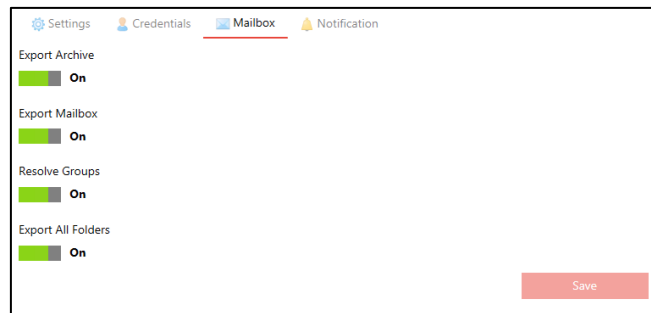


Figure 6 Template Mailbox

Export All Folders

At the end, you have to set which folders you want to synchronize. By default, all folders will be synchronized.

If you change your selection after you have already done backups, only the latest mailbox items of the selected folders will be synchronized.

If you are interested in calendar-archiving only, just select Calendar in the "Folder to export"-view.

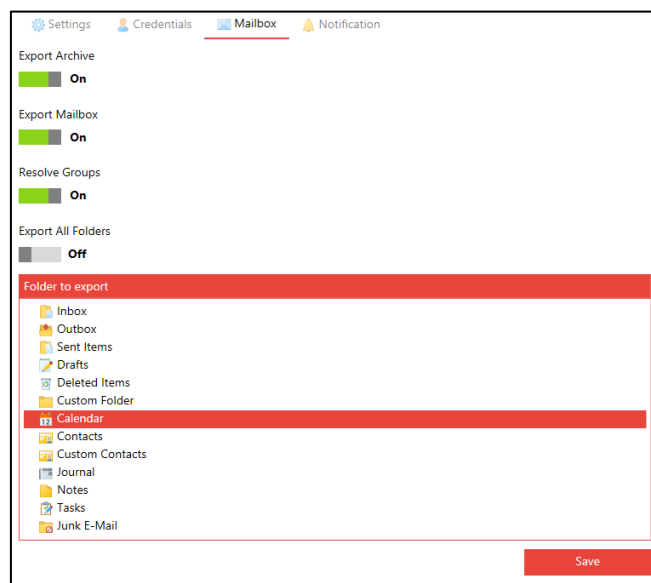


Figure 7 Template Mailbox - Calendar Folder Selected

Notification

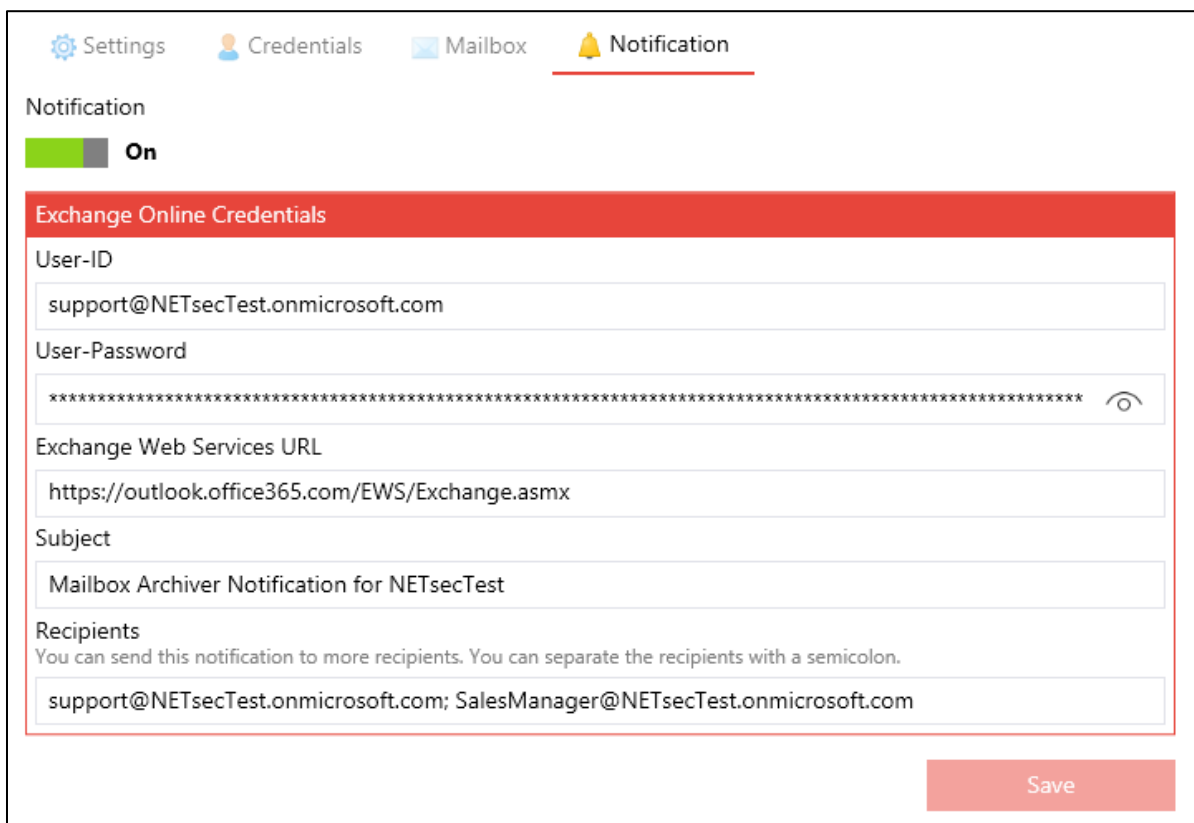
In the Notification tab, you have the option to set mail notification for the synchronization process.

After setting the *Notification* to "On", you will have to enter a mailbox-user with the corresponding password.

The entered password will be encrypted directly after it has been saved.

If your Exchange Web Services URL is custom, you can change it. If not, you can use the default value.

After defining a *Subject* for this notification, you can set multiple recipients by separating the mail addresses with a semicolon.



The screenshot shows the 'Notification' configuration page. At the top, there are four tabs: 'Settings', 'Credentials', 'Mailbox', and 'Notification', with 'Notification' being the active tab. Below the tabs, the 'Notification' section is set to 'On'. A red header bar contains the text 'Exchange Online Credentials'. The form fields are as follows: 'User-ID' with the value 'support@NETsecTest.onmicrosoft.com'; 'User-Password' with a masked password and an eye icon; 'Exchange Web Services URL' with the value 'https://outlook.office365.com/EWS/Exchange.asmx'; 'Subject' with the value 'Mailbox Archiver Notification for NETsecTest'; and 'Recipients' with the value 'support@NETsecTest.onmicrosoft.com; SalesManager@NETsecTest.onmicrosoft.com'. A 'Save' button is located at the bottom right of the form.

Figure 8 Template Notification - Multiple Recipients

Datasets

With datasets you can select mailboxes or groups which should be synchronized.

First, you can set a *Name*, which cannot be changed after saving.

You can choose between “Export All Mailboxes” or specific mailboxes and groups, which you can search and activate.

If you want Mailbox Archiver to resolve group-members please enable this option in the template.

Name
NETsec Sales

Export All Mailboxes
 Off

Selected Mailboxes:
roomnst01@netsectest.onmicrosoft.com X
support@netsectest.onmicrosoft.com X
Select

Selected Groups:
sales X
discovery management X
records management X
help desk X
um management X
view-only organization management X
Select

Selected Dynamic Distribution Groups:
dynamicgroup@netsectest.onmicrosoft.com X
Select

Save

Figure 9 Datasets - with selection

Select Mailbox

Here you can search for users and rooms with mailboxes.

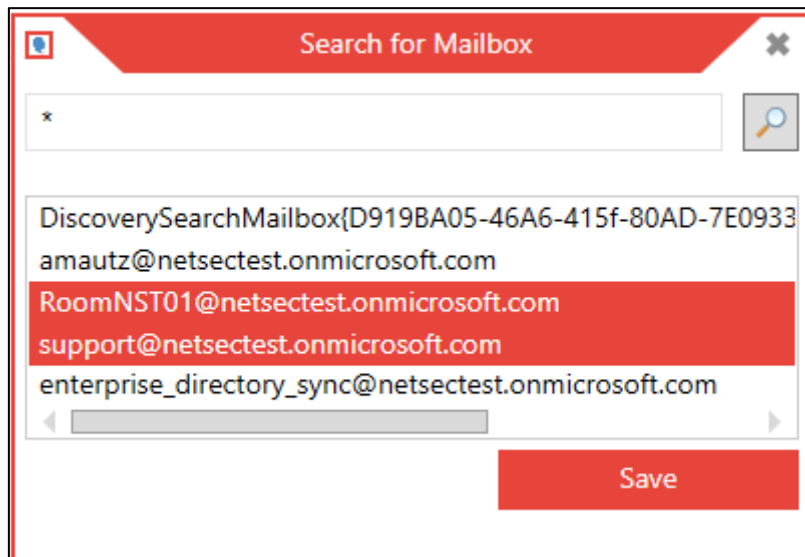


Figure 10 Search for Mailboxes - with selection

Select Group

Here you can search for all kinds of groups except Dynamic Distribution Groups.

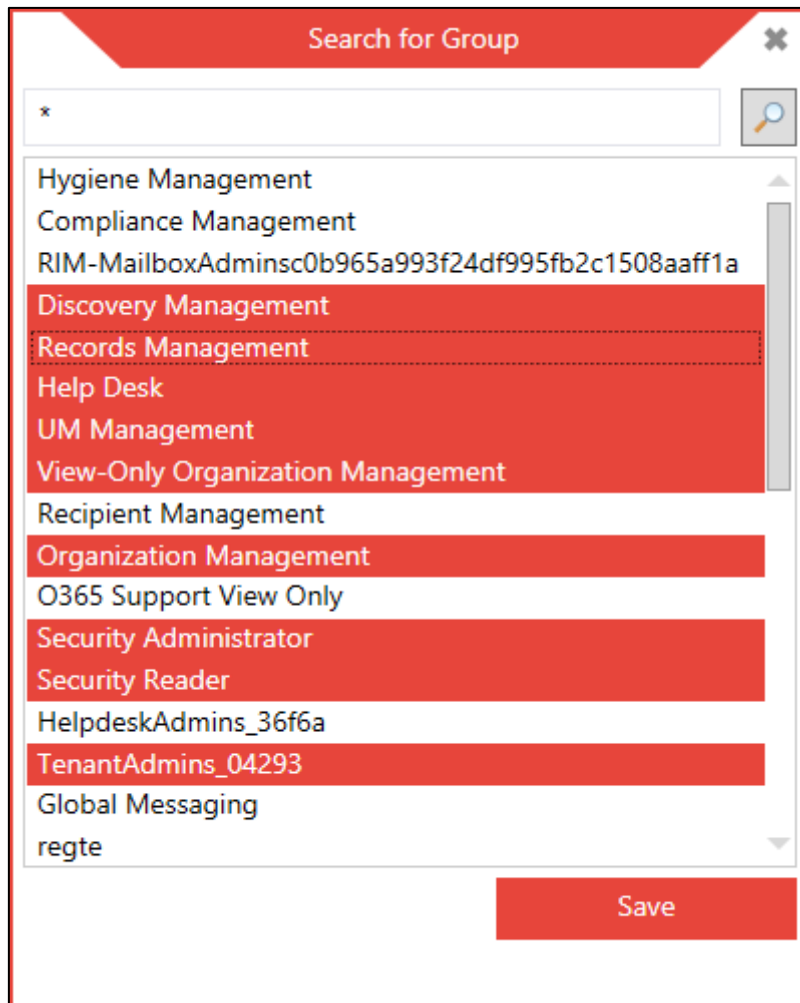


Figure 11 Search for Groups - with selection

Select Dynamic Distribution Group

Here you can search and activate Dynamic Distribution Groups.

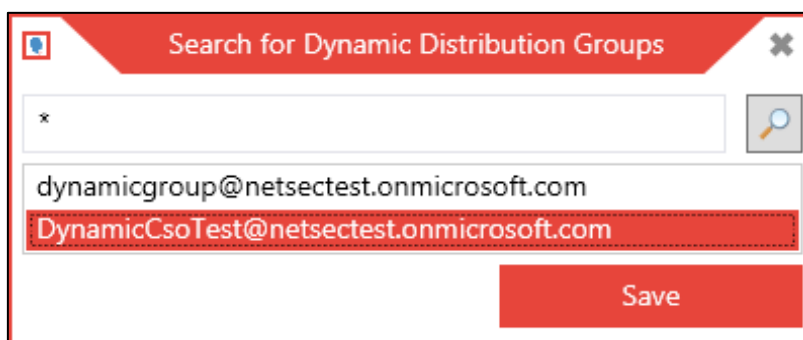


Figure 12 Search for Dynamic Distribution Groups - one selected

Ribbon Bar

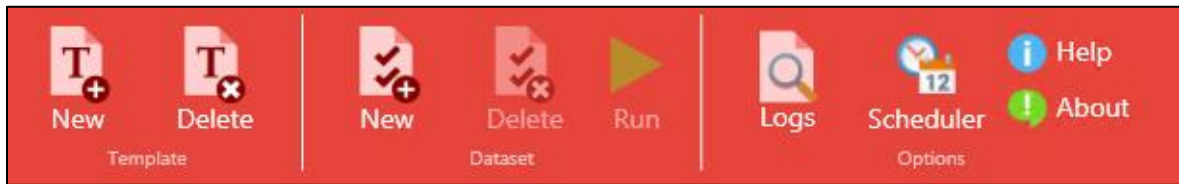


Figure 13 Ribbon Bar

Template

New

Creates a new template with the template wizard in a new dialog.

Delete

Removes the selected template

Dataset

New

Creates a new dataset for a selected template with a wizard.

Delete

Removes the selected dataset.

Run

You can run selected datasets by clicking "Run". This will be described further in the section "Run Synchronization".

Options

Logs

On the right-hand side, you find "Logs", which will direct you to the log files folder on your system.

Scheduler

If you want to schedule your datasets click on "Scheduler" and it will open the Windows Task Scheduler. Mailbox Archiver has no integrated scheduling service.

Help

By clicking the “Help” Button, you will be provided a screen with contact-information and a link to this document.

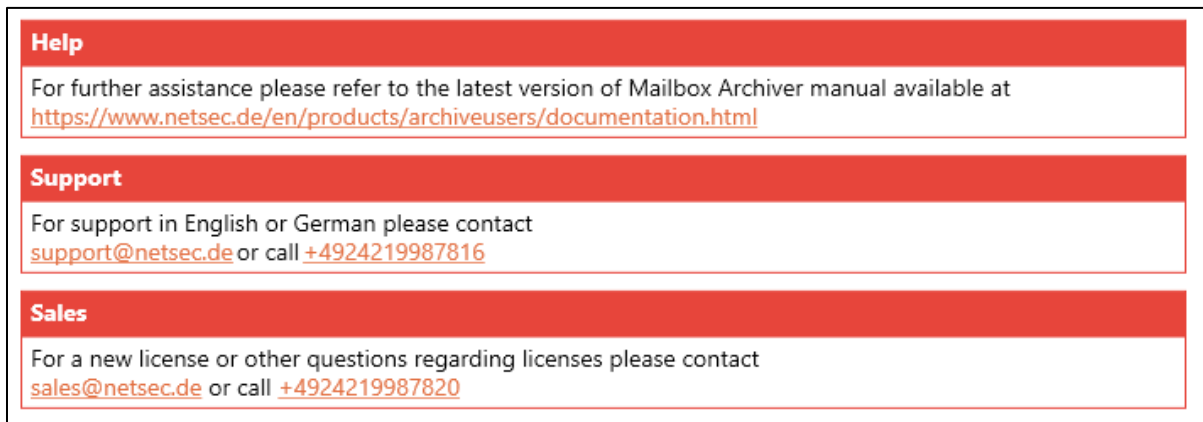


Figure 14 Help Page

About

With the “About” dialog you are able to see the product version installed and used license. You are able to add a purchased license here by clicking “Add License”. You will find more information about this dialog in “Add a license” chapter.

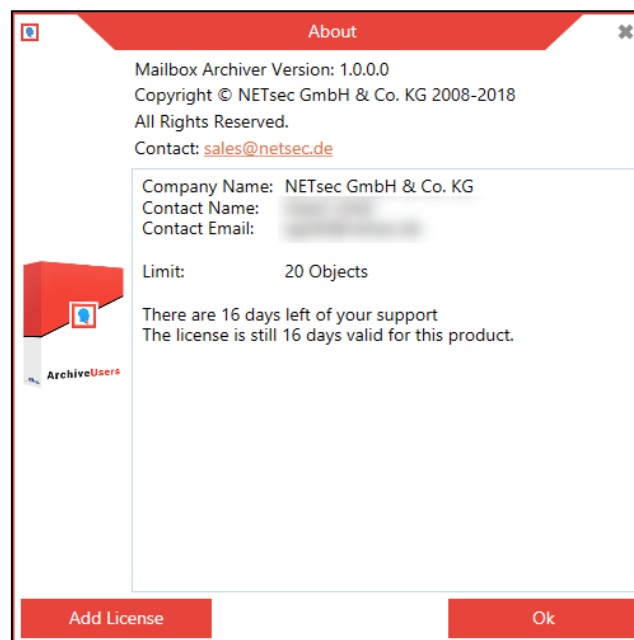


Figure 15 About dialog

Run Synchronization

To run a synchronization, you have to choose a dataset and use the “Run” button in the application or as described in the “Commandline Parameters” chapter. You have the possibility to cancel such a process in the application by clicking “Cancel” in the “Running” dialog.

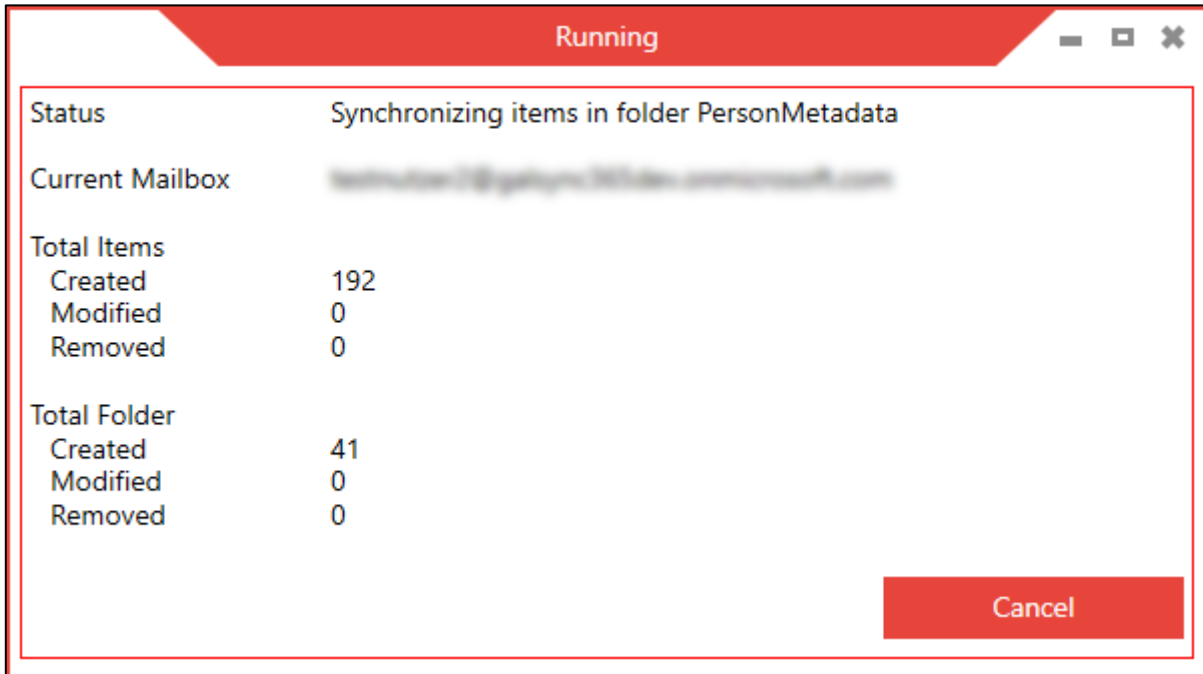


Figure 16 Synchronization

The application will create a folder with the current date as the folder-name. For each mailbox there will be an explicit folder created with the name of the UserprincipalName. Inside this folder you will find a PST file for the mailbox and archive separately. There will also be a STRUCT file containing encrypted meta data for the synchronization. Each process has a detailed log file for each mailbox itself and a "global" logfile which contains errors and "summaries" for each mailbox.

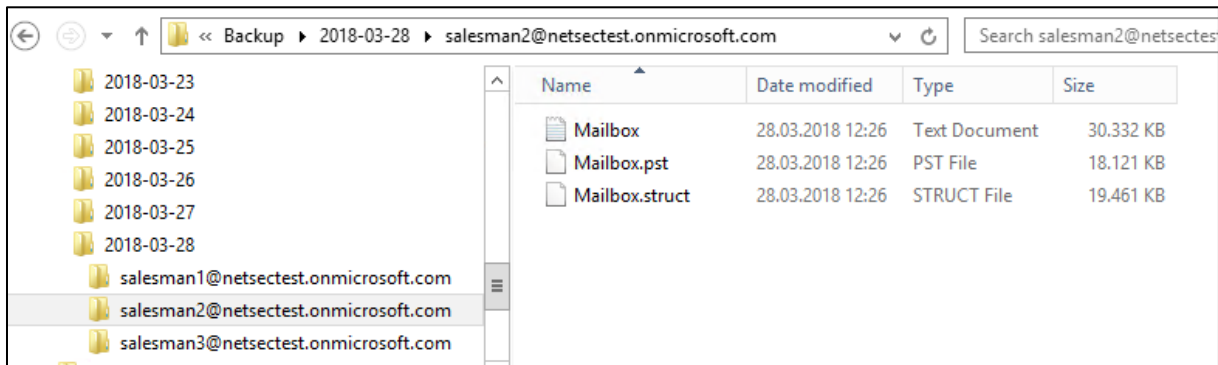


Figure 17 Backups

If a process (for all mailboxes or only one mailbox) fails, the corresponding PST and STRUCT file will be deleted, so there are no corrupted backup files on your system. The created log file will be untouched, as it contains information about what has happened.

At the end of the run, statistical data will be sent to your recipients, if you have enabled mail-notification.

Licensing

Our sales team is available by phone on +49 2421 99878 20 or e-mail sales@netsec.de

Trial Mode

In the trial mode, you are able to archive up to **5 mailboxes** with **10 items** each (mail, appointment, contact ...), over a period of **14 days**.

The trial mode is automatically activated unless you replace it with a valid license.

Add a License

To add a license you have received, use the About-Button in the Ribbon Bar and use "Add License".



Figure 18 About dialog

Commandline Parameters

If you run Mailbox Archiver.exe without parameters, the application will start.

If you execute Mailbox Archiver.exe with a dataset-path, it will run the synchronization for this dataset.

Example:

```
cd C:\Program Files(x86)\NETsec Mailbox Archiver\  
"Mailbox Archiver.exe" "C:\ProgramData\NETsec\Mailbox  
Archiver\datasets\MyDataSetName"
```

```
C:\Program Files (x86)\NETsec Mailbox Archiver>"Mailbox Archiver.exe" "C:\ProgramData\NETsec\Mailbox  
Archiver\datasets\Sales Group"  
Running Mailbox Archiver  
DataSet is Sales Group  
PowershellProcessing: Default - Connecting Powershell...  
PowershellProcessing: Default - Getting Mailboxes...  
PowershellProcessing: Default - Closing Powershell Connection...  
PowershellProcessingFinished: Default -  
TotalMailboxes: Default - Total Mailboxes: 2  
CurrentMailbox: Default -  
Status: Default - Processing new mailbox...  
Status: Default - Getting EMS Service.  
Status: Default - Getting EMS root folder for Mailbox.  
Status: Default - Found EMS root folder.  
Status: Default - Starting Sync for Mailbox.  
IPF.Note: Create -  
IPF.Appointment: Create -  
20.04.2018 11:04:00 Calendar  
Status: Default - Synchronizing items in folder Calendar  
IPM.Appointment: Create -  
IPM.Appointment: Create -  
IPM.Appointment: Create -  
IPM.Appointment: Create -  
20.04.2018 11:04:02 Deleted Items  
IPM.Appointment: Create -  
Status: Default - Synchronizing items in folder Deleted Items  
IPM.Contact: Create -  
IPM.Contact: Create -  
IPM.Contact: Create -  
IPM.Contact: Create -  
IPM.Contact: Create -  
IPM.Contact: Create -  
IPM.Contact: Create -  
IPM.Contact: Create -  
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IPM.Contact: Create -  
IPM.Contact: Create -
```

Figure 19 Console Run

Limitation

Here you will find information about limitations, which can occur.

For PowerShell see https://docs.microsoft.com/en-us/powershell/module/microsoft.powershell.core/about/about_remote_troubleshooting?view=powershell-6

For Exchange Web Services see [https://msdn.microsoft.com/en-us/library/office/jj945066\(v=exchg.150\).aspx](https://msdn.microsoft.com/en-us/library/office/jj945066(v=exchg.150).aspx)

Troubleshooting and Support

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

Please contact us via e-mail: support@netsec.de
or by phone: +49 2421 998 78 16

Known Issues

Here you can find known issues using Mailbox Archiver and how to solve them.

MAPI_E_NOT_FOUND

This error in Mailbox Archiver 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).

Access Denied

This error occurs if you use wrong credentials for PowerShell or have insufficient permissions.

Could not load file or assembly 'netstandard, Version=2.0.0.0, Culture=neutral, PublicKeyToken=cc7b13ffcd2ddd51' or one of its dependencies. The system cannot find the file specified.

Mailbox Archiver needs the .NET Framework 4.7.1 or later, otherwise you will get errors and Mailbox Archiver does not work.

You can download the Microsoft .NET Framework 4.7.1 here:

<https://www.microsoft.com/en-us/download/details.aspx?id=56116>