

Configuration Guide

Scanning Email: Getting Auditor 4.0 and Microsoft Exchange to Work Together



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1 Security Considerations

From: http://www.petri.co.il/grant_full_mailbox_rights_on_exchange_2000_2003.htm

In Microsoft Exchange Server 5.5, when you grant Service Account Admin privileges on the Site container to a Microsoft Windows account, you grant that account unrestricted access to all mailboxes. Because Exchange 2000 and Exchange Server 2003 do not use a service account, even accounts with Enterprise Administrators rights are denied rights to access all mailboxes, by default.

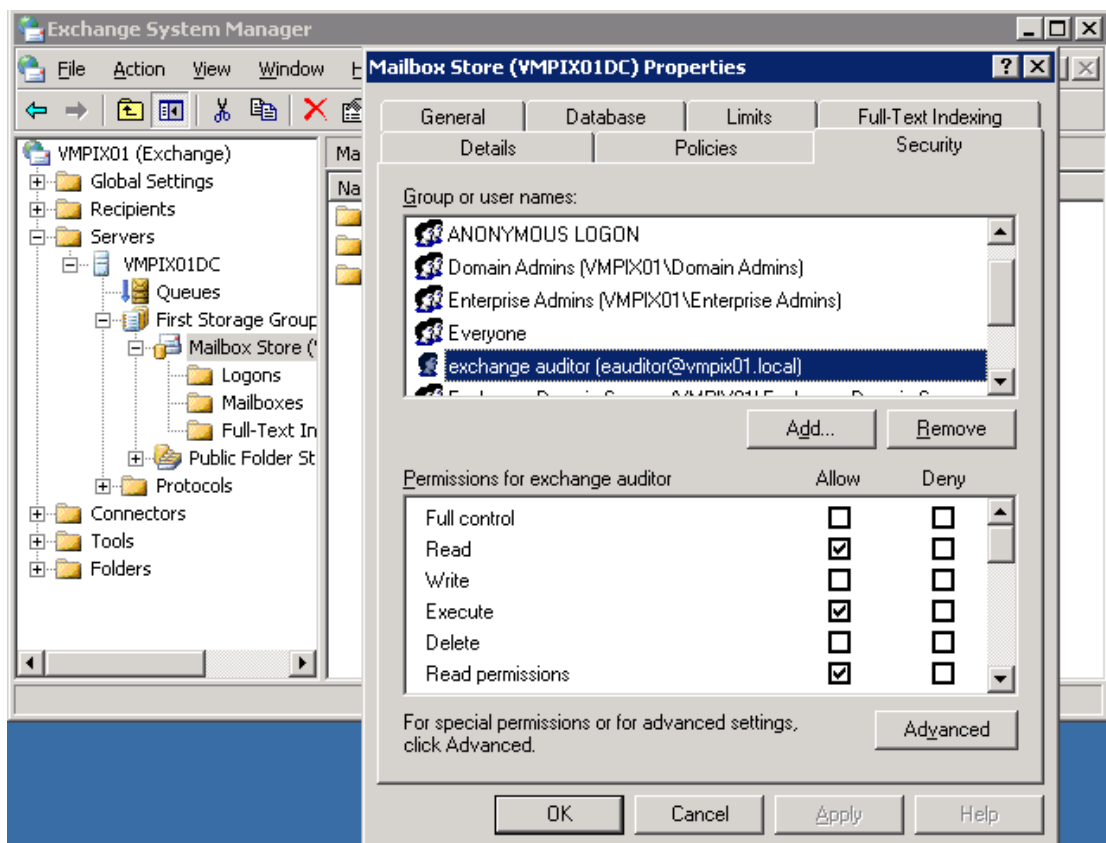
This means that Exchange Full Administrators do not have the right to open any mailbox found on any server within the Exchange organization.

In fact, if your logon account is the Administrator account or is a member of the Domain Administrators or Enterprise Administrators groups, then you are explicitly denied access to all mailboxes other than your own, even if you otherwise have full administrative rights over the Exchange system.

2 Using a special account for email access

You can navigate around this problem by either removing the deny privileges associated with the Administrators groups or by creating a special user whose sole purpose is to have appropriate access to each mailbox. We would recommend the latter approach.

1. Create a user, in this case **eauditor** in your domain.
2. Make the user a member of the **local** admin group on the machine running Auditor. This is necessary in order for the account to be able to read and write correctly to Auditor 4.0's data files.
3. On your Exchange Server, invoke the Exchange Server Manager.
4. Navigate down through the Administrative Groups / Servers and Storage Groups. (See diagram below)
5. Right click on the Mailbox Store and select Properties.
6. Click on the Security Tab
7. Add the specially created user (in this case **eauditor**).
8. Assign that user appropriate access control. The full list of required permissions is given in a table below the screenshot.
9. Now that user will have permissions to each mailbox in that Mailbox store.
10. Repeat process for any other mailbox stores that need to be audited.



2.1 Required Mail Store Permissions:

Permission Name	Required
Read	Yes
Execute	Yes
Read Permissions	Yes
List Contents	Yes
Read Properties	Yes
Receive As	Yes
Send As	Yes

If your company policy means that you are unable to add all of these permissions to the **auditor** user, you may need to use the alternative scanning method detailed in the 'Troubleshooting' section of this document.

2.2 Setting permissions in Exchange 2007

On an Exchange 2007 server, there is a modified way to set up the required mail store permissions for your **auditor** user.

You must now open the exchange powershell and enter the following command to add full permissions to the mail store for your auditor user:

```
Get-Mailbox -server <servername> -resultsizes unlimited | add-mailboxpermission -user <domain>\<username> -accessrights fullaccess
```

Where <servername> is your exchange server

And <domain>\<username> would be <your domain name>\eauditor

Once you enter this command, your **auditor** user will have the required permissions to scan Exchange 2007 mailboxes.

3 Targeting exchange mailboxes in Auditor 4.0

Exchange Mailboxes can be added from either Active Directory or imported from another application via CSV or clipboard. **Remember to log in as the special exchange account in order to access the Exchange mailboxes.**

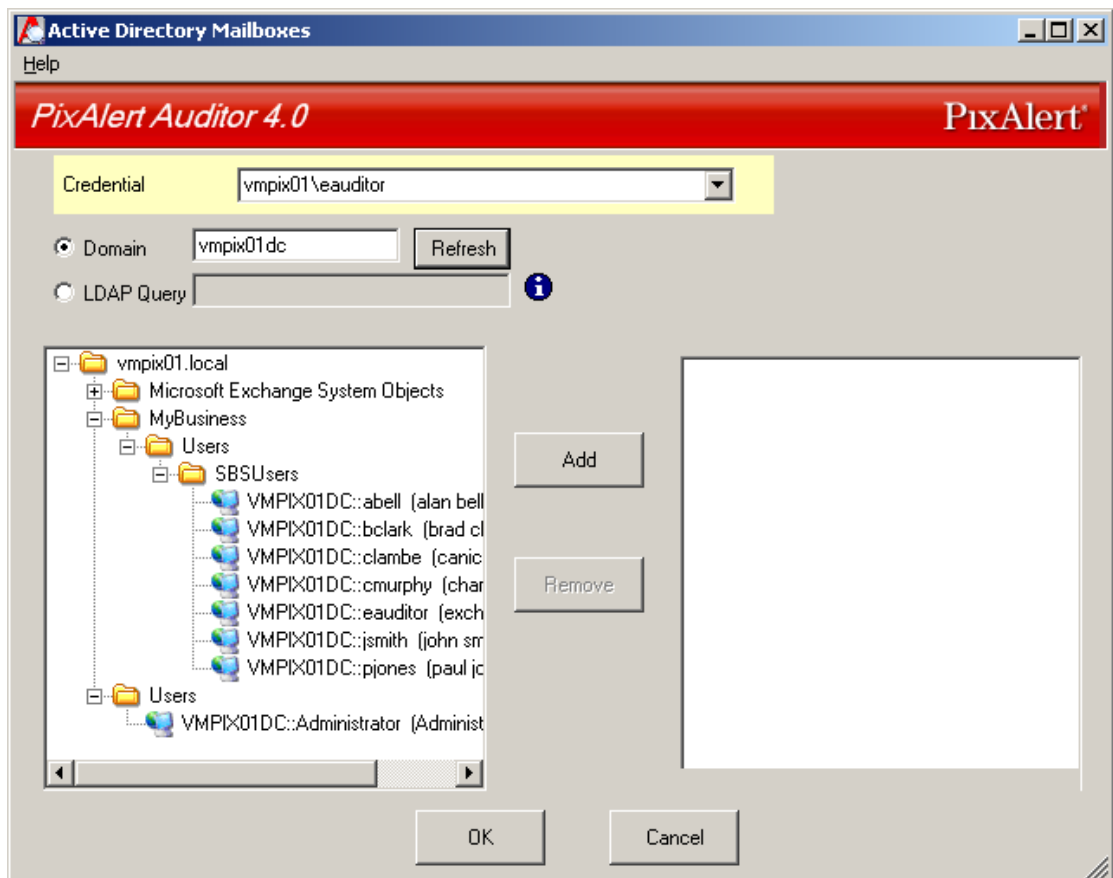
To Add Mailboxes via Active Directory:

1. Open a new scan
2. In the menu click on Targets and select **Add Exchange Mailboxes** and then **Active Directory**.

Result: The Active Directory dialog appears showing the logged on domain in the domain text box

3. Select the Exchange Credential and click on Refresh

Result: The users that have mailboxes appear alongside the Exchange Server Mail Store that it belongs to



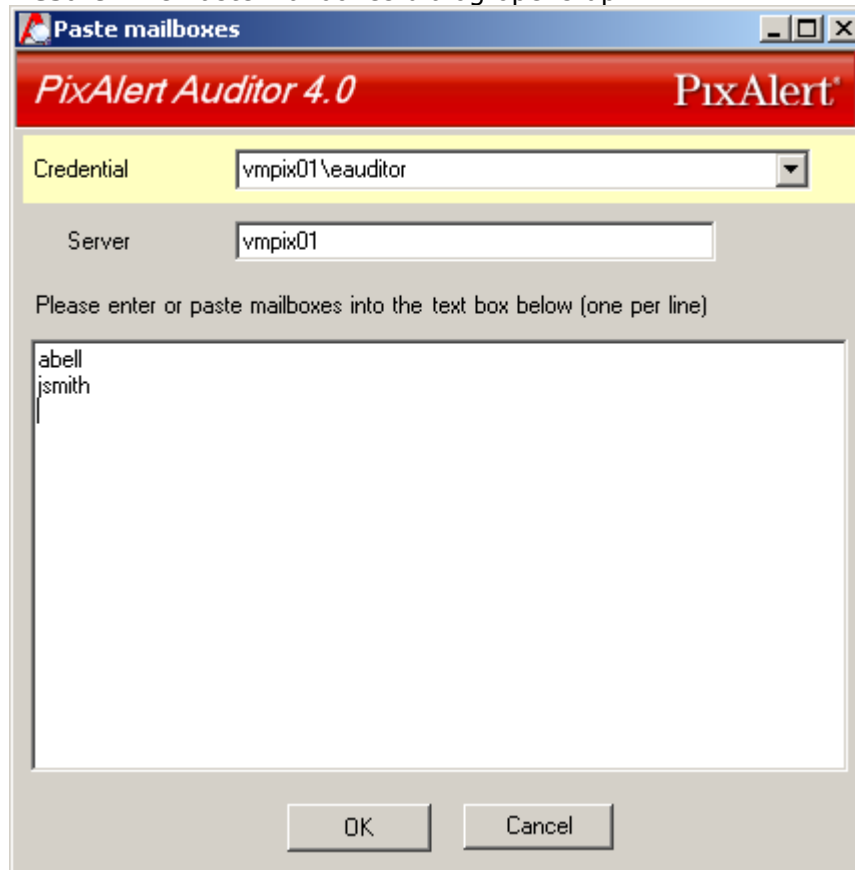
4. Select and add the user's mailboxes you wish to target, click Add to move those mailboxes across to the right hand window.
5. Click on the **OK** button.

Result: The Mailboxes accounts are added as targets

To Add Mailboxes via CSV or clipboard:

1. Open a new scan
2. In the menu, click on Targets and select **Add Exchange Mailboxes** and then **Paste Mailboxes**.

Result: The Paste Mailboxes dialog opens up.



3. Paste or type in a list of users Exchange Aliases, enter in the Exchange server name and choose the correct credentials and click on the **Add** button.

Result: The Mailboxes are added into as Targets

4 Troubleshooting

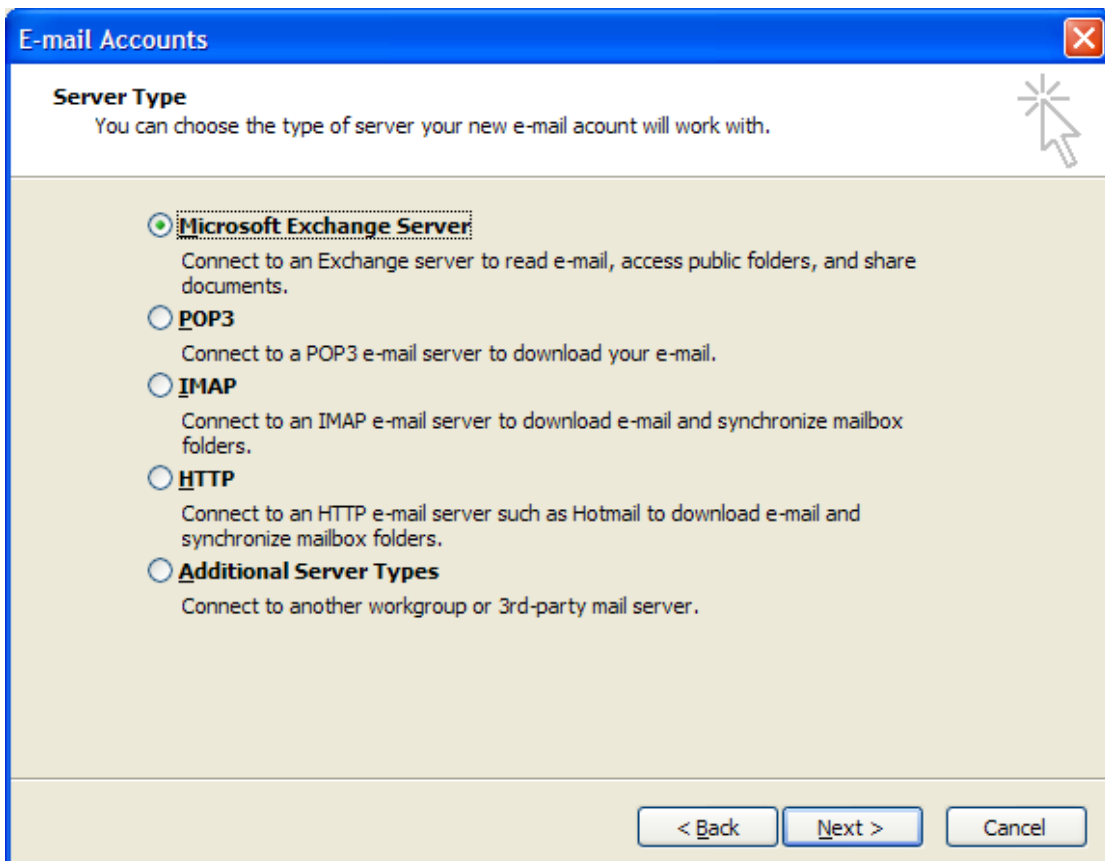
PixAlert has encountered many different methods of configuring Exchange Server, and sometimes your Exchange server may be configured in some way which causes exchange error dialogs when scanning using Auditor 4.0.

Also, you may in some cases wish to avoid giving the **eauditor** user full access to your mail stores, but piecewise access to specific mailboxes in the mail store.

In either of these cases, Auditor 4.0 is capable of using an alternative method for connecting to and auditing your Exchange server mailboxes.

Auditor 4.0 will incorporate this method more naturally in a later version of the product, but currently in order to use this alternative method, you need to carry out the following steps:

1. Make sure all scans are stopped. You may need to kill any scanner processes first, through the target menu, if you have been getting scan error dialogs.
2. One of the key elements of this alternative means of Auditing, means that your **eauditor** user account must have an exchange profile.
3. Go to Control Panel in windows, and open the 'Mail' item. Select 'Email Accounts' and choose create a new email account.





4. You need to select the option to create a new Email Account on the Microsoft Exchange Server.
5. Continue through the wizard to create a mailbox for the **eauditor** user. Click 'Finish' when you are done.
6. Edit the 'ScanExe.exe.config' file in your 'Program Files\PixAlert\PixAlert Auditor 4.0\bin' folder, or in your custom auditor install folder.
7. You need to modify the following lines of the file:

```
<add key="Exchange.SharedStores" value="false" />  
<add key="Exchange.SharedStoreProfileAlias" value="exchange auditor"/>
```

8. Change the 'Exchange.SharedStores' key value from "false" to "true".
9. You need to change the 'Exchange.SharedStoreProfileAlias' key to the exchange address book name of your eauditor user. It should be **eauditor** unless you gave it a more verbose name when you created the user.
10. Restart the scan and monitor it to make sure that scanning is now successful.