
Installing Policy Patrol with Exchange Server 5.5

If you have Microsoft Exchange Server 5.5, you must install Policy Patrol on a separate Windows 2000/2003/XP machine and forward your mails to the Windows SMTP service on the Policy Patrol machine. Policy Patrol will offer all functionality for Exchange 5.5 apart from internal mail filtering. Depending on your requirements, you will need to forward incoming and/or outgoing mails to the Policy Patrol machine. If you only want Policy Patrol to process outbound mails (for instance for adding disclaimers) you only need to forward outgoing mails. If you only want Policy Patrol to process incoming mails (for instance to block spam) you just need to forward incoming mails. If you want to process inbound as well as outbound mails, you must route all mail through the Policy Patrol machine.

Note that you cannot install Policy Patrol on the same machine as Exchange 5.5, even if it is installed on a Windows 2000 machine. This is because you need to remove the Windows 2000 SMTP service to be able to start the Exchange 5.5 Internet Mail Connector, and Policy Patrol requires the Windows SMTP service to function.

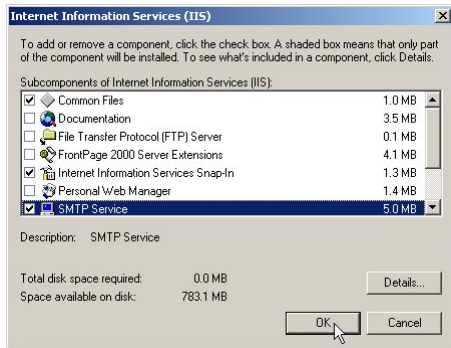
To use Policy Patrol with Exchange 5.5, follow the steps described below.

Step 1. Preparing for installation

System requirements

Before you install Policy Patrol make sure that the following is installed on the machine:

1. Windows 2000 Professional/Server/Advanced Server, Windows Server 2003 or Windows XP Professional.
2. Windows SMTP service (part of Internet Information Services): This is installed by default on Windows 2000 (Advanced) Server and is an option on Windows Server 2003, Windows 2000 Professional and Windows XP Professional. To install the SMTP service, go to **Start > Settings > Control Panel > Add/Remove Programs > Add/Remove Windows Components**. Select **Internet Information Services** and click on **Details**. Check **SMTP service**. Any other required components are checked automatically. Click **OK**. Click **Next** to install the SMTP service.

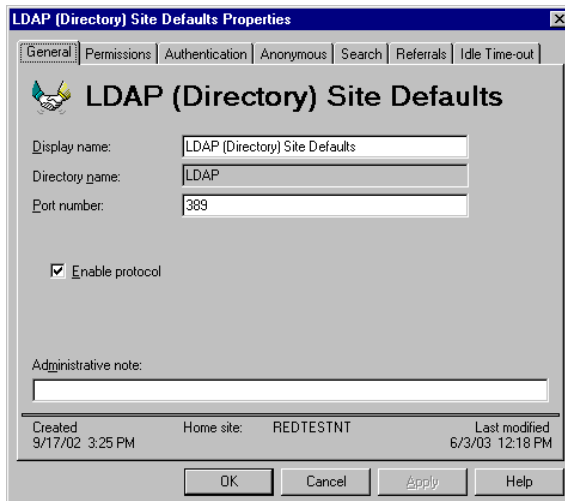


- Microsoft .NET Framework 1.1: If you do not have Microsoft .NET Framework 1.1 installed, the installation program will install it for you (if the Policy Patrol download included the .NET Framework), or download and then install it for you (if the Policy Patrol download did not include the .NET Framework).

If you want to retrieve your users from Exchange 5.5

Policy Patrol uses LDAP to retrieve your users. If you wish to retrieve your users from Exchange 5.5, you must make sure that LDAP is enabled and configured as follows:

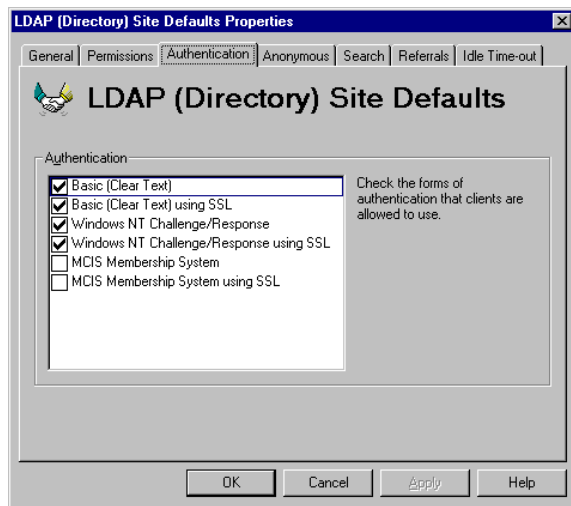
1. Go to **Microsoft Exchange Administrator > Organization > Site > Configuration > Protocols > Properties > LDAP**. In the **General** tab, make sure that **Enable protocol** is ticked. By default the LDAP service listens on port 389. If your LDAP service is listening on a different port, make sure that the correct port number is entered under **Port number**.



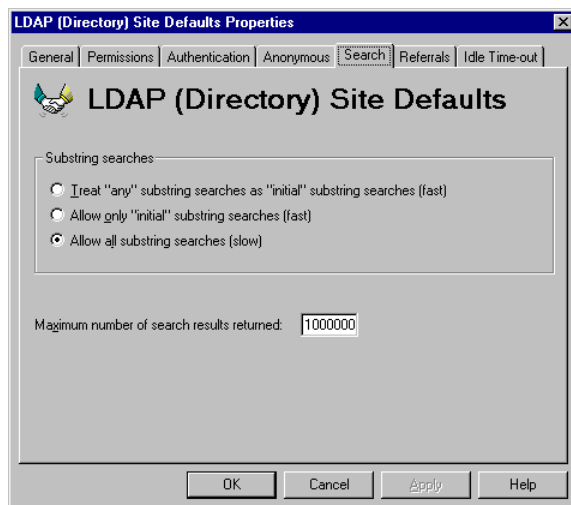
2. Go to the **Authentication** tab and make sure that the following options are ticked:

- Basic (Clear Text)
- Basic (Clear Text) using SSL
- Windows NT Challenge/Response

- Windows NT Challenge/Response using SSL



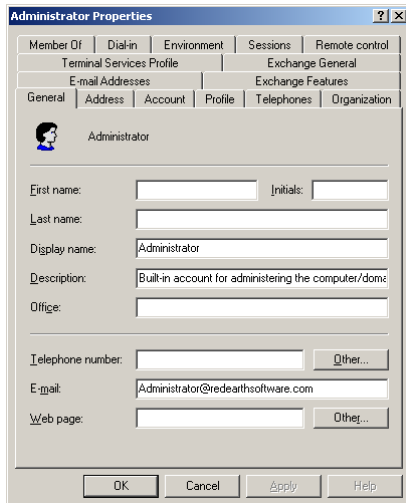
3. Go to the **Search** tab and select the option **Allow all substring searches (slow)** and set the **Maximum number of search results returned** to at least 10000.



4. When you are ready click **OK** to save any changes.

If you want to retrieve your users from Active Directory

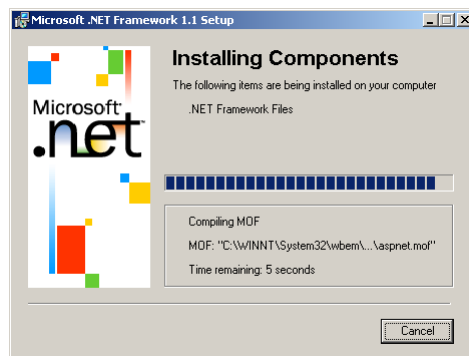
If you want to retrieve your users from the Active Directory, you do not need to check any LDAP settings since LDAP is already a requirement for Active Directory. However, you must make sure that your users have an email address entered in **Active Directory Users and Computers > Users > <User name> > Properties > General** Tab. If there is no email address entered here, Policy Patrol will not retrieve the user.



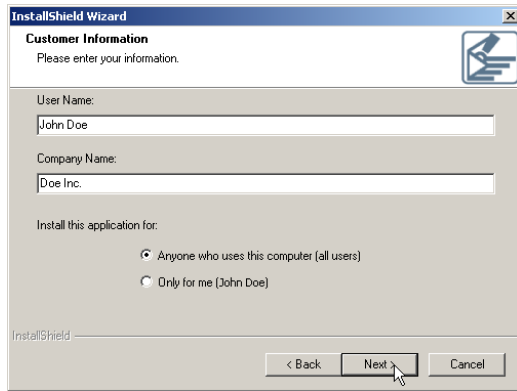
Step 2. Install Policy Patrol

Now install Policy Patrol according to the instructions below:

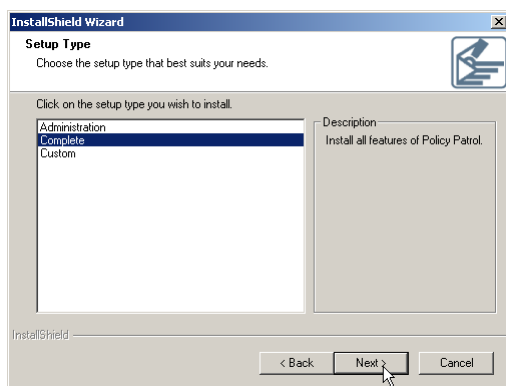
1. Double-click on **PolicyPatrol.exe**. The Install Program will start up. If you do not have Microsoft .NET Framework 1.1 installed, the installation program will install it for you (if the Policy Patrol download included the .NET Framework), or download and then install it for you (if the Policy Patrol download did not include the .NET Framework).



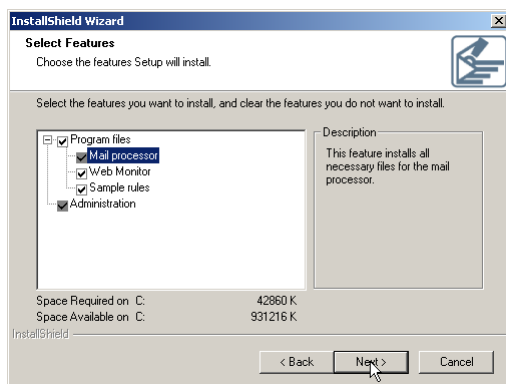
2. In the welcome screen, click **Next**.
3. Read the License Agreement and click **Yes** to accept the agreement.
4. Enter your user name and company name. If you want anyone who is logged on to the computer to be able to access Policy Patrol, select **Anyone who uses this computer (all users)**. If you only wish yourself to be able to access the program, select **Only for me (user name)**. Click **Next**.



5. Select the setup type. If you select **Complete**, the complete program will be installed in the default folder C:\Program Files\Red Earth Software\Policy Patrol.

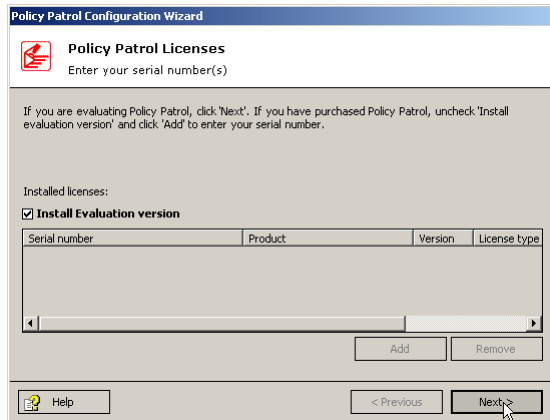


If you select **Custom**, you will be able to change the location of the Policy Patrol folder and specify whether you wish to install the mail processor, Administration console, Web monitor and/or sample rules. Click **Next** to continue.

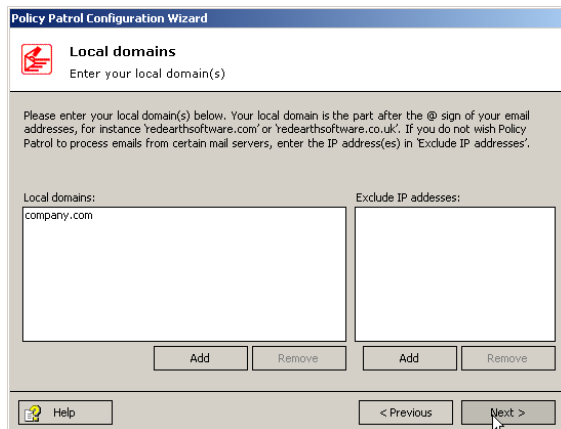


6. Specify the user account that must be used for synchronization. Make sure that this account has access rights to Exchange Server 5.5. If you wish to retrieve your users from the Active Directory, you must make sure that the account has access rights to the Active Directory. Click **Next**.
7. Review the installation settings. If they are correct, click **Next** to start copying files.

8. When Policy Patrol has finished copying the files, the Policy Patrol Configuration wizard will start up. In the welcome screen, click **Next** to start the wizard.
9. If you are evaluating Policy Patrol, click **Next**. If you have purchased Policy Patrol, uncheck **Install evaluation version** and click **Add**. Enter your serial number and click **OK**. If you received your serial number via email, you can copy the serial number from your email and click on the 'Paste' button. Click **Next** to continue.

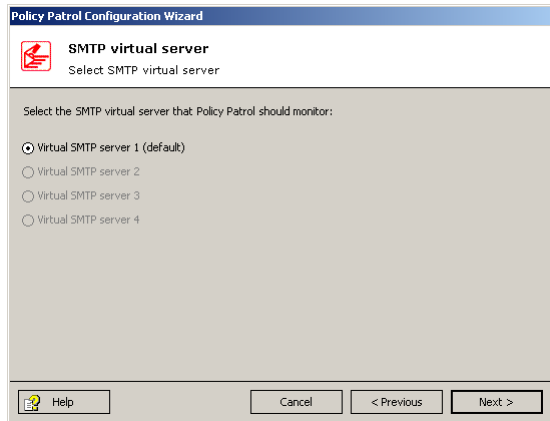


10. Enter your local domain(s). Your local domain is the part after the @ sign of your email address, for instance `redearthsoftware.com`. To add a local domain, click on **Add**. Enter the domain, for instance `redearthsoftware.com`, and click **OK**. To remove a local domain, click **Remove**.

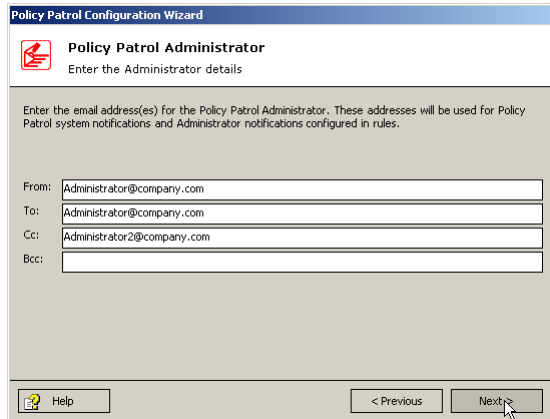


If you do not wish Policy Patrol to process emails from certain mail servers, enter the IP addresses in **Exclude IP addresses**. Click on **Add**, enter the IP address and click **OK**. When you are ready, click **Next**.

11. Select the virtual SMTP server that you wish Policy Patrol to monitor. If you only have one virtual SMTP server, the other options will be grayed out. Click **Next**.



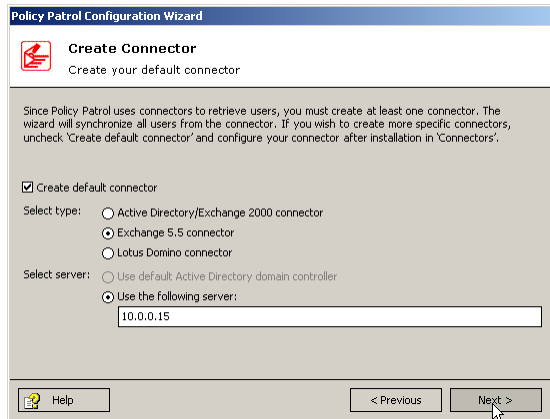
12. Enter the email address(es) for the Policy Patrol Administrator. These addresses will be used for Policy Patrol system notifications and Administrator notifications configured in rules. You can enter a To:, Cc: and Bcc: email address. Remember that the From: field must include an existing, internal email address. Click **Next**.



13. You must configure at least one connector so that Policy Patrol can retrieve your users. You can retrieve your users and groups from Exchange 5.5 or Active Directory:

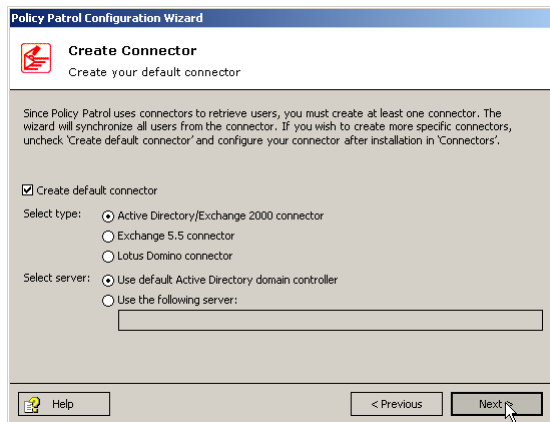
If you want to retrieve your users from Exchange 5.5

If you want to retrieve your users from Exchange Server 5.5, select **Exchange 5.5 connector**, and enter the name or IP address of the Exchange Server, for instance 10.0.0.15. If your LDAP service is listening on a different port than 389, you must also enter the LDAP port as follows: <IP address>:<LDAP port>, e.g. 10.0.0.15:390.



If you want to retrieve your users from Active Directory

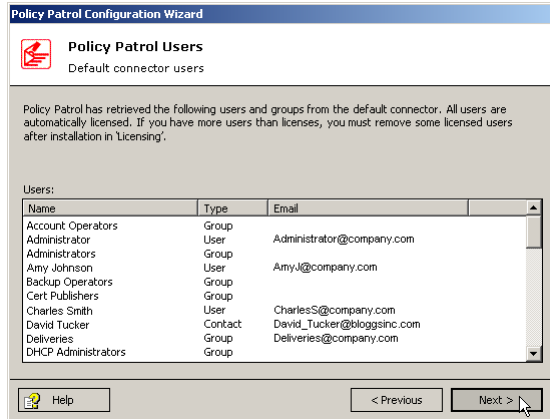
If you wish to retrieve your users from the Active Directory, select **Active Directory/Exchange 2000 connector**. You can either use the default Active Directory domain controller, or you can enter the name or IP address of another domain controller.



Policy Patrol will synchronize all users from the connector. If you wish to create a more specific connector, uncheck **Create default connector**. You will then be able to configure your connector after installation in 'Connectors'. If you wish to use multiple connectors, for instance one Exchange 5.5 connector and one Active Directory connector, you can create the default connector during installation, and add more connectors in the Administration console after installation. When you are ready, click **Next**.

Note: The Default connector is not **scheduled**. If you want Policy Patrol to automatically retrieve new users and updated user properties, you must configure scheduling of the Default connector after installation from **Connectors > Default connector > Properties > Schedule** tab.

14. Policy Patrol will now display all the users from the default connector. All users will automatically be licensed. If you have more users than licenses, you must remove some licensed users after installation in 'Licensing', since otherwise Policy Patrol will select the licensed users randomly. Click **Next**.



15. If you wish the Administrator to receive an email notification when a new Policy Patrol update is available, check the option **Enable automatic update notifications**. In addition to an email notification, the Policy Patrol Update Wizard icon will appear in the system tray. Note that this option requires an Internet connection on the Policy Patrol machine. Click **Next**.

16. If you wish to be able to administer Policy Patrol remotely, you must tick the check box **Enable Remote Administration**. Enter the TCP port to use. By default 8000 is used. If you have multiple Policy Patrol installations that you wish to access remotely, each installation must use a different port. Select **Publish installation** to display the computer in a list that can be connected to from the remote machine. Note that this option is only possible if you have Active Directory.

17. Click **Finish** to exit the configuration wizard.

Step 3. Configure Policy Patrol as a mail gateway

Before Policy Patrol can actually filter your emails, you must ensure that your mail flows through Policy Patrol. The following scenarios are possible:

- Scenario 1: Policy Patrol processes inbound and outbound mail
- Scenario 2: Policy Patrol processes only outbound mail
- Scenario 3: Policy Patrol processes only inbound mail

Select which scenario applies to your needs and follow the instructions for the appropriate scenario below.

Scenario 1: Policy Patrol processes inbound and outbound mails

If you want Policy Patrol to filter all your mails, you will need to route all mail through the Windows SMTP service on the Policy Patrol machine, as per Figure 1 below. To do this, follow the next instructions:

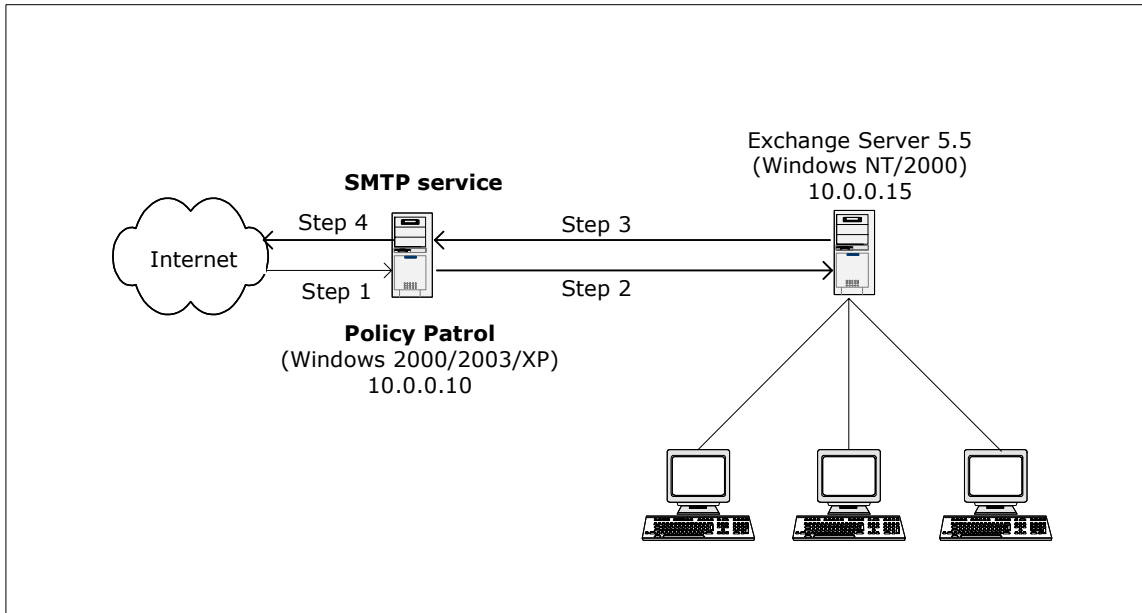
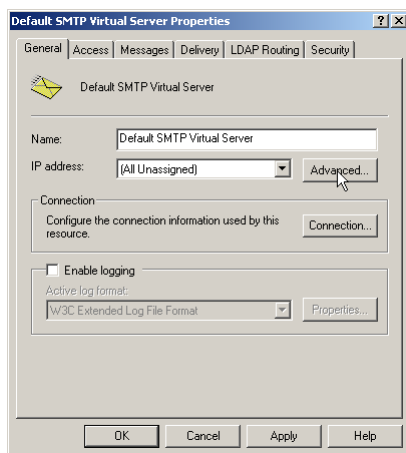


Figure 1 - Policy Patrol processes inbound and outbound mail from Exchange Server 5.5

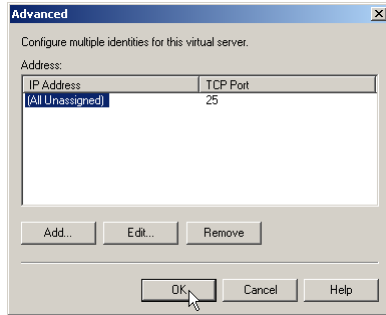
Step 1. Direct incoming mail to the SMTP service on the Policy Patrol machine

Direct your incoming mail to the Windows SMTP service on the Policy Patrol machine (the external DNS servers for your domain must have an mx (mail exchanger) record pointing to the Policy Patrol machine). Furthermore, check the following settings in the Default SMTP Virtual Server:

- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server**, and click **Properties**.
- In the **General** Tab, verify that your IP address is listed as **(All Unassigned)**.

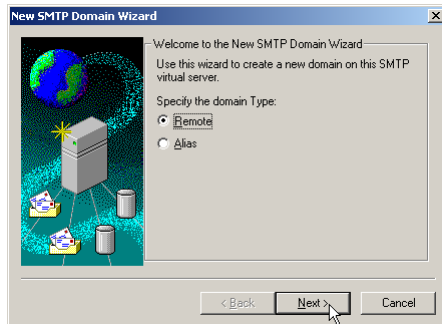


- Click on the **Advanced** button. Verify that the TCP Port is set to 25. Click **OK**.

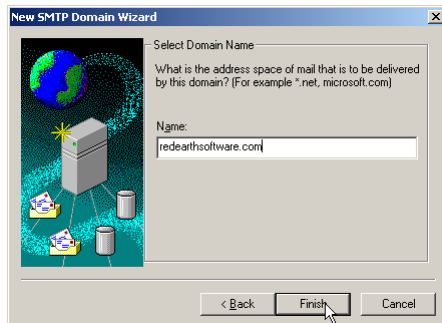


Step 2. Forward mails from the SMTP service to Exchange 5.5

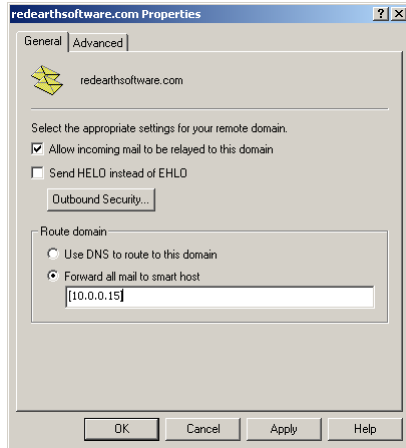
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- Enter the domain name, for instance `reearthsoftware.com`. Click **Finish**.



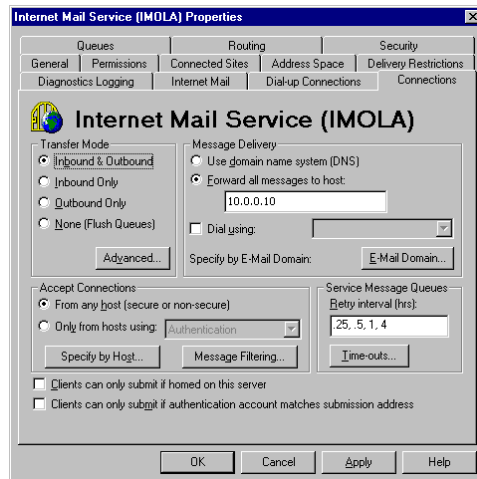
- Select the newly created domain. Right-click and choose **Properties > General Tab**.



- Tick **Allow incoming mail to be relayed to this domain**. In the 'Route domain' section, select **Forward all mail to smart host** and enter the internal IP address (can be the same as the external IP address) of the Exchange Server in between square brackets, e.g. [10.0.0.15] as per Figure 1. Click **OK**. If you use multiple email domains, repeat step 2 for each email domain.

Step 3. Forward your mails from Exchange 5.5 to the SMTP service

- On the Exchange 5.5 machine, open **Exchange Administrator** and go to **Organization > Site > Configuration > Connections > Internet Mail Service > Properties**.
- In the **Connections** tab go to the 'Message Delivery' section and in the dialog box **Forward all messages to host** enter the IP address of the Policy Patrol machine (10.0.0.10 in Figure 1). Click **OK**.

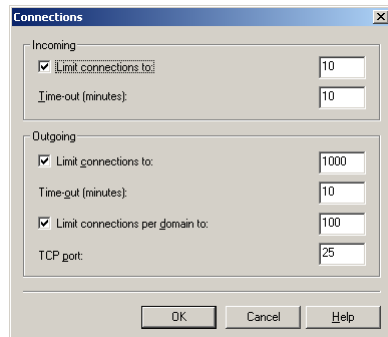


- A dialog will pop up, asking you to restart the Microsoft Exchange Internet Mail Service. Go to **Start > Settings > Control Panel > Services** (Windows NT) or **Start > Settings > Control Panel > Administrative Tools > Services** (Windows 2000/2003/XP). Select 'Microsoft Exchange Internet Mail

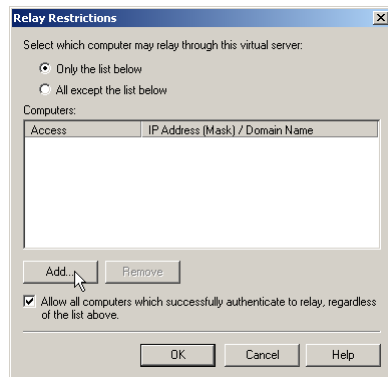
Service' from the list, right-click and choose **Stop**. When the service has stopped, right-click and choose **Start**.

Step 4. Configure the SMTP service to send out mails to the Internet

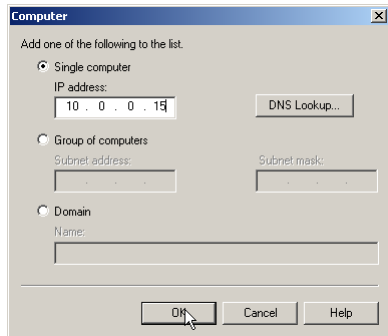
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **General** tab, click on the **Connection** button. Verify that in the 'Outgoing' section, the TCP port is set to 25. Click **OK**.



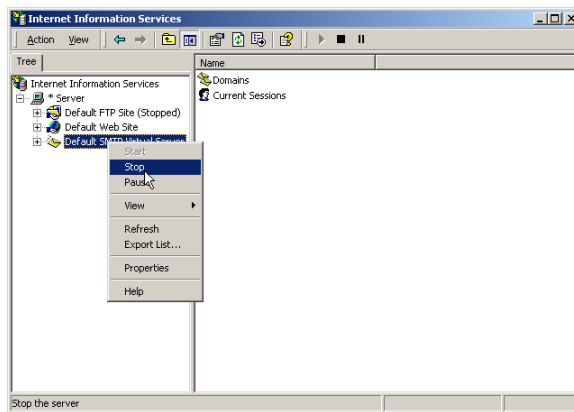
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- Enter the internal IP address (can be the same as the external IP address) of the Exchange Server machine in the **Single computer** dialog (in Figure 1 this is 10.0.0.15) and click **OK**. Note: By entering the IP address of the Exchange Server here, you are effectively blocking relaying for all other machines apart from the Exchange Server, therefore ensuring that your relay server cannot be used for spamming.



- Right-click **Default SMTP Virtual Server** and choose **Stop**. Then right-click again and choose **Start**.



You are now ready to start configuring rules in Policy Patrol to filter all your mails.

Scenario 2: Policy Patrol processes only outbound mail

If you only require Policy Patrol to process outbound mails (for instance if you only want to add a disclaimer to outgoing messages), you just need to forward outbound mails to the Windows SMTP service on the Policy Patrol machine, as per Figure 2 below. Your inbound mails will still arrive directly at your Exchange 5.5 Server. To configure Policy Patrol to process your outbound mails, follow the next steps:

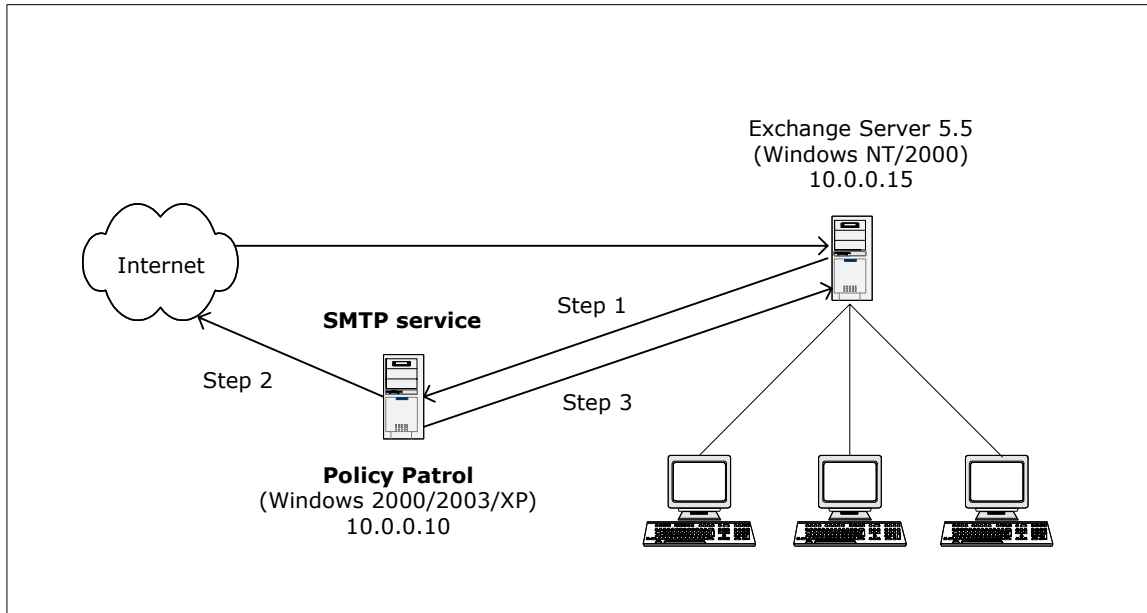
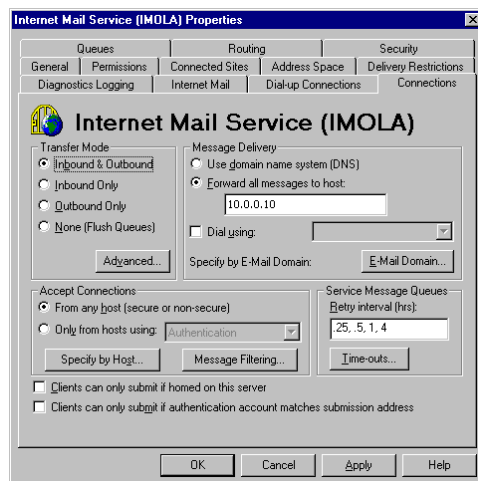


Figure 2 - Policy Patrol processes outbound mail from Exchange Server 5.5

Step 1. Forward your mails from Exchange 5.5 to the SMTP service

- On the Exchange 5.5 machine, open **Exchange Administrator** and go to **Organization > Site > Configuration > Connections > Internet Mail Service > Properties**.
- In the **Connections** tab go to the 'Message Delivery' section and in the dialog box **Forward all messages to host** enter the IP address of the Policy Patrol machine (10.0.0.10 in Figure 2). Click **OK**.

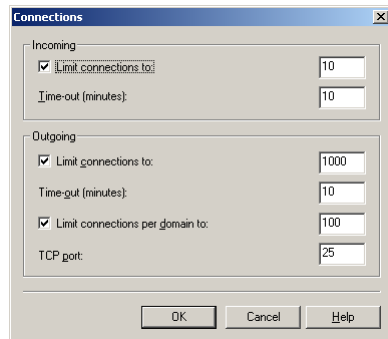


- A dialog will pop up, asking you to restart the Microsoft Exchange Internet Mail Service. Go to **Start > Settings > Control Panel > Services** (Windows NT) or **Start > Settings > Control Panel > Administrative Tools > Services** (Windows 2000/2003/XP). Select 'Microsoft Exchange Internet Mail

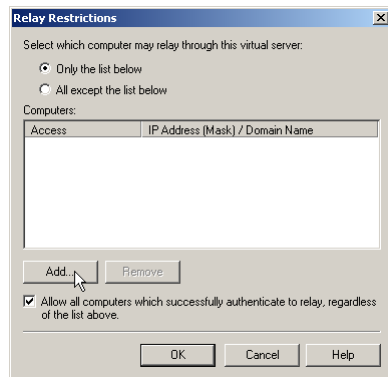
Service' from the list, right-click and choose **Stop**. When the service has stopped, right-click and choose **Start**.

Step 2. Configure the SMTP service to send out mails to the Internet

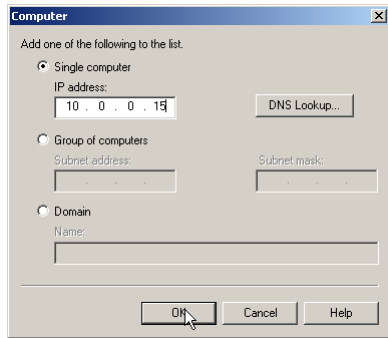
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **General** tab, click on the **Connection** button. Verify that in the 'Outgoing' section, the TCP port is set to 25. Click **OK**.



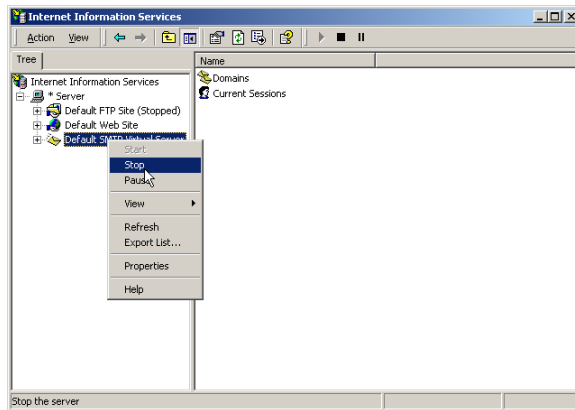
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- Enter the internal IP address (can be the same as the external IP address) of the Exchange Server machine in the **Single computer** dialog (in Figure 2 this is 10.0.0.15) and click **OK**. Note: By entering the IP address of the Exchange Server here, you are effectively blocking relaying for all other machines apart from the Exchange Server, therefore ensuring that your relay server cannot be used for spamming.



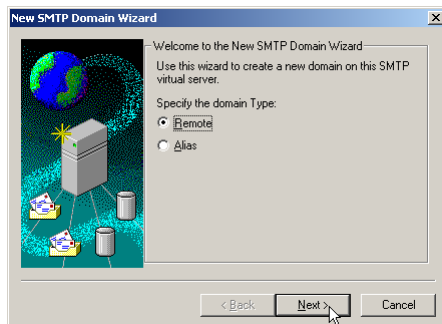
- Right-click **Default SMTP Virtual Server** and choose **Stop**. Then right-click again and choose **Start**.



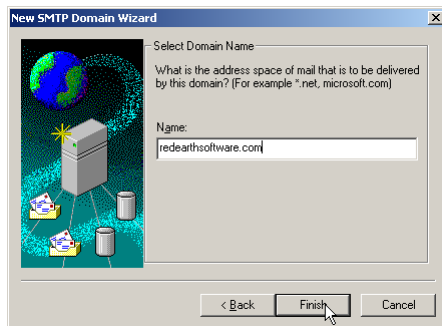
Step 3. Forward mails (NDRs) from the SMTP service to Exchange 5.5

If the SMTP service cannot deliver a particular message, the Non-delivery messages must be routed back to the Exchange 5.5 Server. Therefore you must configure the SMTP service to forward messages to the Exchange 5.5 Server. In this setup, the only messages that will be forwarded are Non-delivery messages.

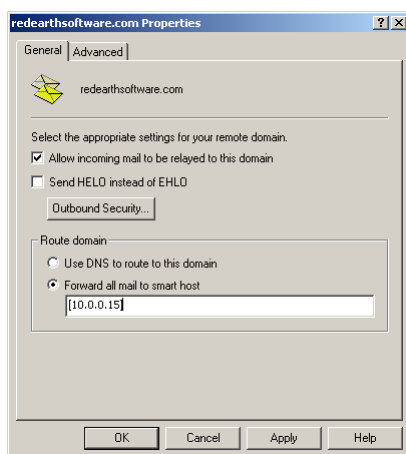
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- Enter the domain name, for instance `reearthsoftware.com`. Click **Finish**.



- Select the newly created domain. Right-click and choose **Properties > General Tab**.



- Tick **Allow incoming mail to be relayed to this domain**. In the 'Route domain' section, select **Forward all mail to smart host** and enter the internal address (can be the same as the external IP address) of the Exchange Server in between square brackets, e.g. `[10.0.0.15]` as per Figure 2. Click **OK**. If you use multiple email domains, repeat step 3 for each email domain.

You are now ready to start configuring rules in Policy Patrol to filter outbound mails.

Scenario 3: Policy Patrol processes only inbound mail

If you only want Policy Patrol to process inbound mails (for instance to stop spam), you just need to forward incoming mails to the Windows SMTP service on the Policy Patrol machine, as per Figure 3 below. Outgoing mails will continue to be sent out by Exchange 5.5. To configure Policy Patrol to process your inbound mails, follow the next steps:

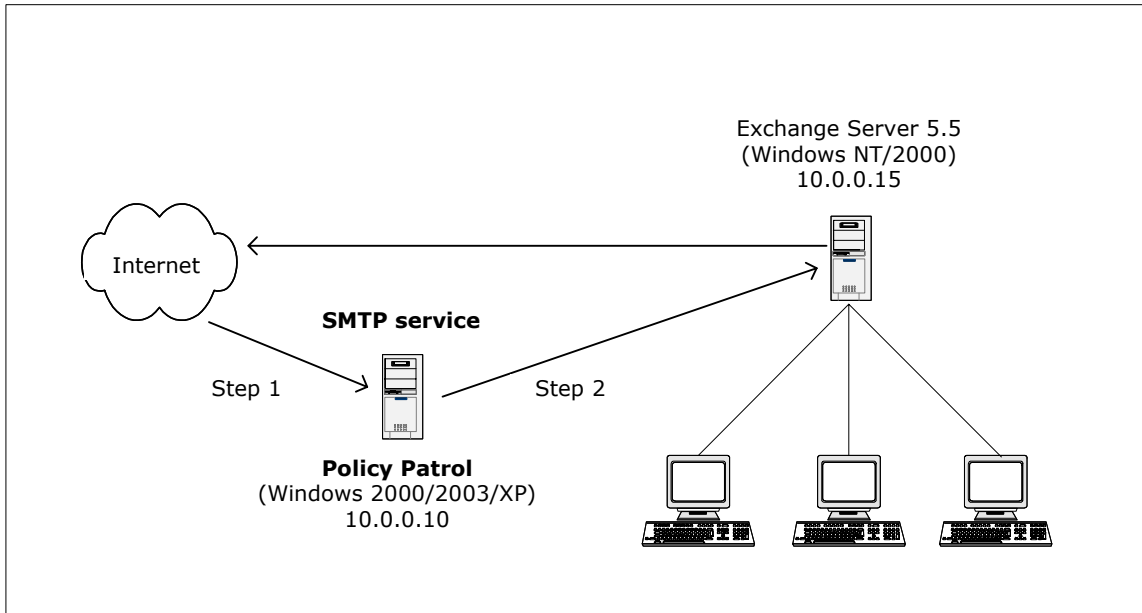
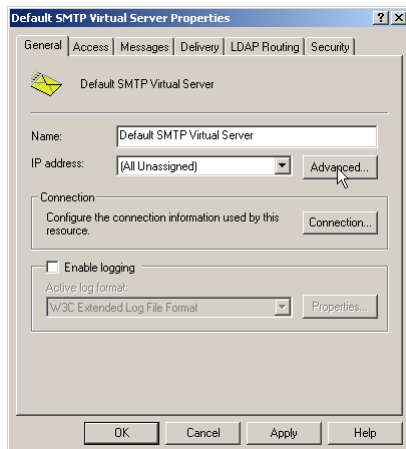


Figure 3 - Policy Patrol processes inbound mail for Exchange Server 5.5

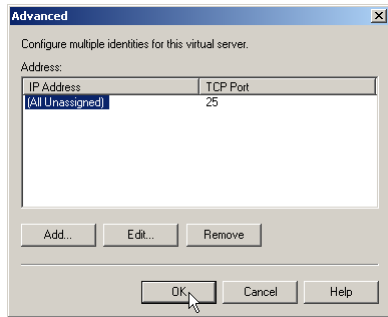
Step 1. Direct incoming mail to the SMTP service on the Policy Patrol machine

Direct your incoming mail to the Windows SMTP service on the Policy Patrol machine (the external DNS servers for your domain must have an mx (mail exchanger) record pointing to the Policy Patrol machine). Furthermore, check the following settings in the Default SMTP Virtual Server:

- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server**, and click **Properties**.
- In the **General** Tab, verify that your IP address is listed as **(All Unassigned)**.

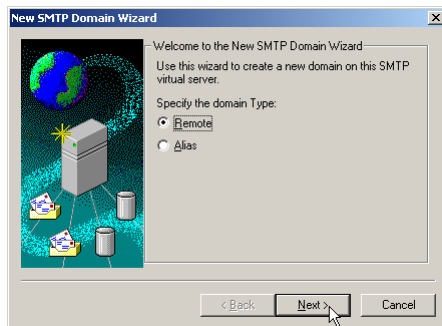


- Click on the **Advanced** button. Verify that the TCP Port is set to 25. Click **OK**.

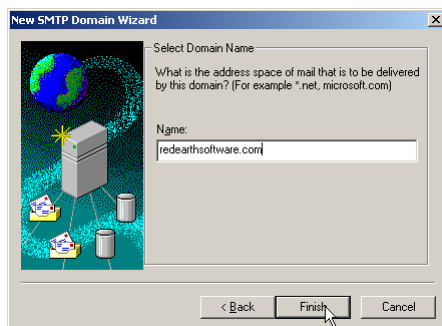


Step 2. Forward mails from the SMTP service to Exchange 5.5

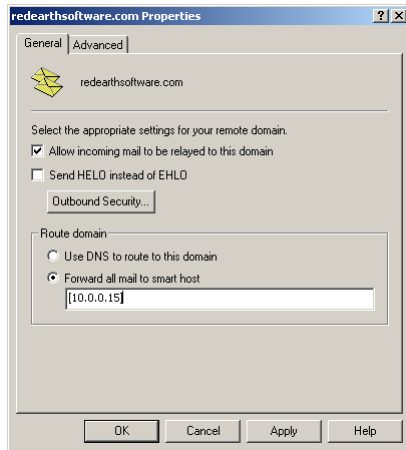
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- Enter the domain name, for instance `reearthsoftware.com`. Click **Finish**.



- Select the newly created domain. Right-click and choose **Properties > General Tab**.



- Tick **Allow incoming mail to be relayed to this domain**. In the 'Route domain' section, select **Forward all mail to smart host** and enter the internal IP address (can be the same as the external IP address) of the Exchange Server in between square brackets, e.g. [10.0.0.15] as per Figure 3. Click **OK**. If you use multiple email domains, repeat step 2 for each email domain.

You are now ready to start configuring rules in Policy Patrol to filter inbound mails.

More information

- ⇒ For more information on how to configure Policy Patrol, please consult the program help or download the product manual from: <http://www.policypatrol.com/docs/policypatrol2manual.pdf>.
- ⇒ For more information on relaying your mail through the Windows SMTP service, consult the following Microsoft Knowledge Base article 'XCON: How to set up Windows 2000 as an SMTP Relay Server or Smart Host' at: <http://support.microsoft.com/default.aspx?scid=kb;en-us;293800>.
- ⇒ For more information on how to configure Policy Patrol to stop junk mail, please download the document 'How to filter spam with Policy Patrol' from: <http://www.policypatrol.com/docs/How-to-filter-spam-with-Policy-Patrol.pdf>.
- ⇒ If you still have questions after reading this document, please consult our online knowledge base at <http://www.reearthsoftware.com/kb.asp>, or send an email to support@reearthsoftware.com.

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