
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.

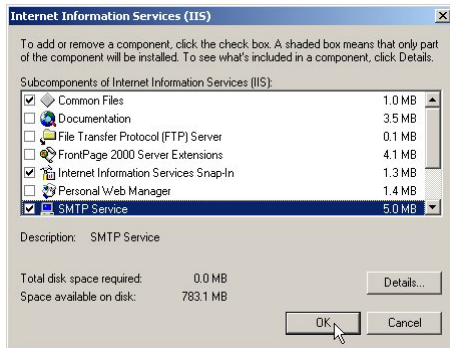
To use Policy Patrol with Exchange 5.5, follow the steps described below.

Step 1. Preparing for installation

System requirements

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

- Windows 2000 Professional/Server/Advanced Server, Windows Server 2003 or Windows XP Professional.
- 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.

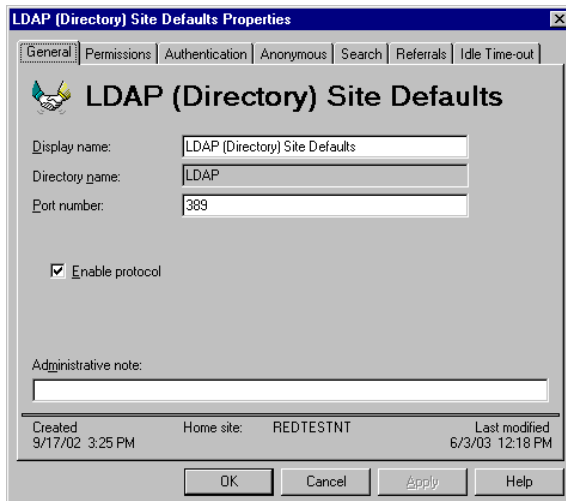


- Microsoft .NET Framework 1.1: If you do not have Microsoft .NET Framework 1.1 installed, you must download Policy Patrol including the .NET Framework or download the Microsoft .NET Framework from the Microsoft website: <http://msdn.microsoft.com/netframework/technologyinfo/howtoget/>.

If you want to retrieve your users from Exchange 5.5

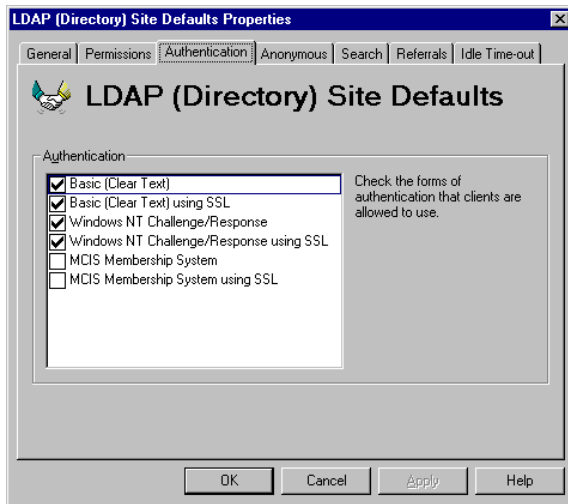
Policy Patrol uses LDAP to retrieve your users. If you wish to retrieve your users from Exchange 5.5, you must make sure that LDAP is enabled and configured as follows:

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**.

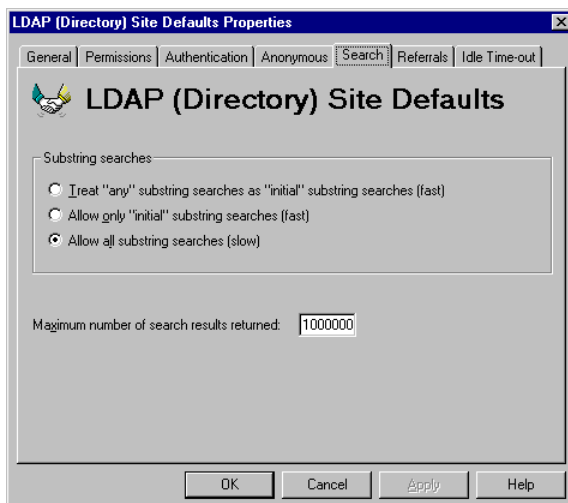


2. Go to the **Authentication** tab and make sure that the following options are ticked:
 - Basic (Clear Text)
 - Basic (Clear Text) using SSL
 - Windows NT Challenge/Response

- Windows NT Challenge/Response using SSL



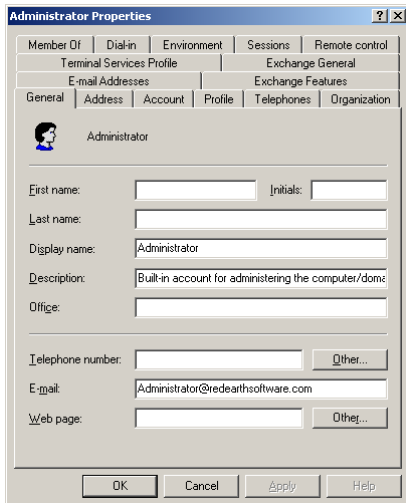
- Go to the **Search** tab and select the option **Allow all substring searches (slow)** and set the **Maximum number of search results returned** to at least 10000.



- 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.



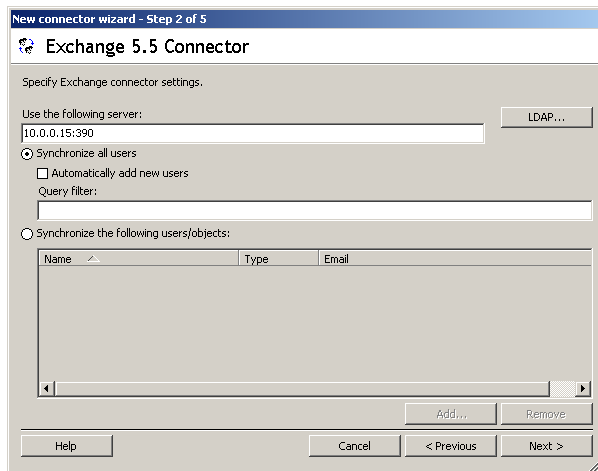
Step 2. Install and configure Policy Patrol

1. Double-click on **PolicyPatrol.exe**. The Install Program will start up. If you do not have Microsoft .NET Framework 1.1 installed (and the Policy Patrol download did not include it), the installation program will ask you to install it first (see requirements).
2. In the Welcome screen, click **Next**.
3. Read the License Agreement and select **I accept the license agreement**. Click **Next**.
4. Enter the user name and organization 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 **Complete** as the installation type. Click **Next** to continue.
6. Select the destination folder for the Policy Patrol installation. By default the program is installed in C:\Program Files\Red Earth Software\Policy Patrol 3.0. If you wish to change the location, click **Browse** and select another folder. When you are ready, click **Next**.
7. Select the virtual SMTP server that you wish Policy Patrol to monitor. If you only have one virtual SMTP server installed, leave the default option selected and click **Next**.
8. Confirm that you wish to proceed with the installation by clicking **Next**.
9. Policy Patrol will now start copying the files. When Policy Patrol is ready, click **Finish** to exit the wizard.
10. Open the Policy Patrol Administration console by going to Start > Programs > Policy Patrol 3.0 > Administration. Select **<server name>** and click **Connect**. Select the license type that you wish to install. If you are evaluating, select an evaluation license type. If you have purchased Policy Patrol, enter your serial number. Click **OK**.

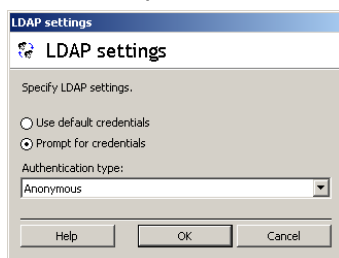
11. Go to **Users > Licensed Users > Connectors** and click on the **New** button.

If you want to retrieve your users from Exchange 5.5

- Select **Exchange 5.5** as the connector type and click **Next**.
- Specify 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, to access Exchange 5.5, you require a different user log on than the one you are currently logged on with, you can configure Policy Patrol to request user credentials. This might be required if you are configuring a Connector to retrieve users from a different domain. To specify different user credentials, click on the **LDAP** button and select **Prompt for credentials** so that Policy Patrol will request a user name and password before Exchange 5.5 is accessed. In Authentication type, select **None**, **Anonymous** or **Secure Sockets Layer**. If you do not want Policy Patrol to prompt for credentials, leave **Use default credentials** enabled. Note: Remember that if you configure Policy Patrol to prompt for credentials, Policy Patrol will not be able to replace user fields since it will require a log in name and password in order to access Exchange 5.5.



Now select the users that you wish to license:

All users: Select **Synchronize all users**. If you wish new users to be automatically licensed, tick the check box **Automatically add new users**. This means that when a new user sends an email for the first time, the user will be licensed and any rule(s) applying to all users or groups that the user is a member of (if the option **Resolve group memberships** is ticked in the connector), will be automatically applied. Note that if you select to automatically add new users you must make sure that you have purchased enough licenses to cover your users. You can also configure a custom query filter that licenses all users that have a

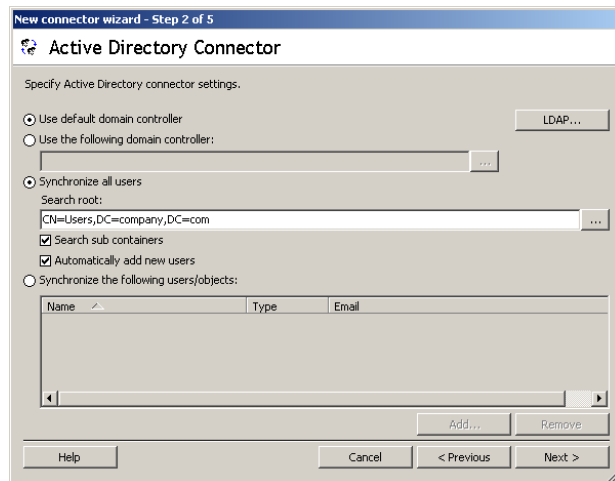
certain Exchange 5.5 attribute. More information about this can be found in the Policy Patrol manual. Click **Next**.

Selected users: Select **Synchronize the following users/objects** and click on **Add** to select the licensed users. To remove users from the list, select the user(s) and click **Remove**. Click **Next**.

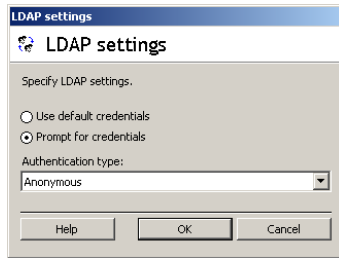
- Select the objects to be retrieved. You only need to select the objects that you wish to apply rules to. Click **Next**.
- The user list will now be displayed. All entries with an email address will be counted as a license. Click **Next**.
- Enter a connector name and click **Finish**.

If you want to retrieve your users from Active Directory

- Select **Active Directory (Exchange 2000/2003)** as the connector type and click **Next**.
- Leave the option **Use default domain controller** enabled, or if you wish to retrieve users from another domain controller, select **Use the following domain controller** and enter the name or IP address of the machine. Alternatively, click **...** and select the domain controller you wish to retrieve your users from and click **OK**.



If, to access the Active Directory, you require a different user log on than the one you are currently logged on with, you can configure Policy Patrol to request user credentials. This might be required if you are configuring a Connector to retrieve users from a different domain. To specify different user credentials, click on the **LDAP** button and select **Prompt for credentials** so that Policy Patrol will request a user name and password before the Active Directory is accessed. In Authentication type, select **None**, **Anonymous** or **Secure Sockets Layer**. If you do not want Policy Patrol to prompt for credentials, leave **Use default credentials** enabled. Note: Remember that if you configure Policy Patrol to prompt for credentials, Policy Patrol will not be able to replace user fields since it will require a log in name and password in order to access Active Directory.



Now select the users that you wish to license:

All users: To license all users in the Active Directory, select **Synchronize all users** and click on ... to browse to the search root in the Active Directory from which all users must be licensed. If you also wish to license the users in sub containers, tick the option **Search sub containers**. If you wish new users to be automatically licensed, tick the check box **Automatically add new users**. This means that when a new user sends an email for the first time, the user will be licensed and any rule(s) applying to all users or groups that the user is a member of (if the option **Resolve group memberships** is ticked in the connector), will be automatically applied. Note that if you select to automatically add new users you must make sure that you have purchased enough licenses to cover your users. You can also configure a custom query filter that licenses all users that have a certain Active Directory attribute. More information about this can be found in the Policy Patrol manual. Click **Next**.

Selected users: If you only wish to license certain users, select the option **Synchronize the following users/objects** and click on **Add**. In the left pane, select the Active Directory folder that contains the users, select the users you wish to license and click on the > button. If you wish to license all users in the folder, click >>. When you have selected all users to be licensed, click **OK**. Click **Next**.

- Select the objects to be retrieved. You only need to select the objects that you wish to apply rules to. Click **Next**.
- The user list will now be displayed. All entries with an email address will be counted as a license. Click **Next**.
- Enter a connector name and click **Finish**.

12. Go to <server name> > **Advanced** > **System Configuration** > **System notifications**. Enter the email addresses for the Policy Patrol Administrator(s). These addresses will be used for Policy Patrol system notifications and Administrator notifications configured in rules. You must enter a From: address and at least one To:, Cc: or Bcc: email address.

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:

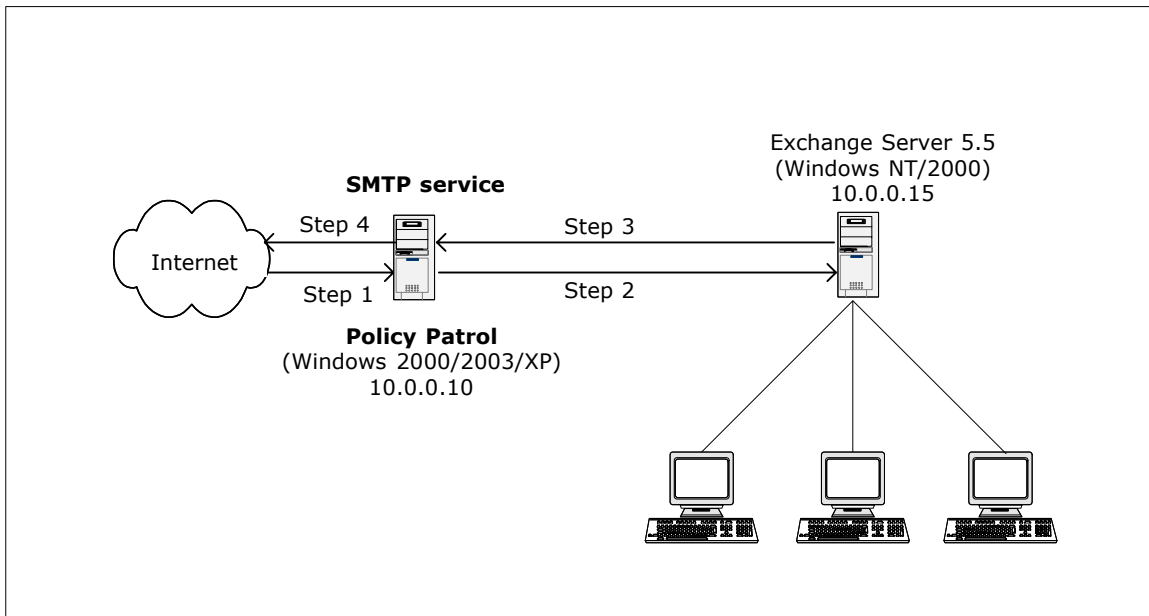
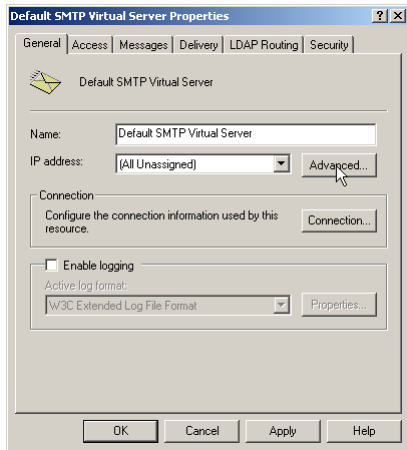


Figure 1 - Policy Patrol processes inbound and outbound mail from Exchange Server 5.5

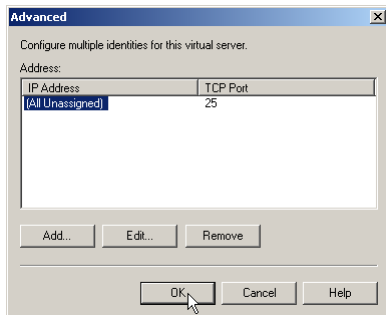
Step 1. Direct incoming mail to the SMTP service on the Policy Patrol machine

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)**.

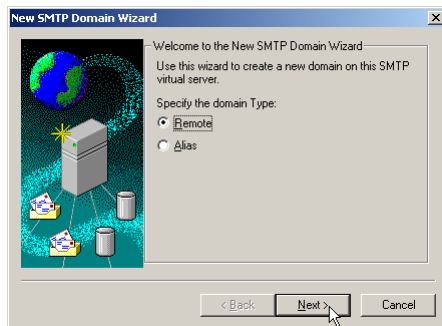


- Click on the **Advanced** button. Verify that the TCP Port is set to 25. Click **OK**.

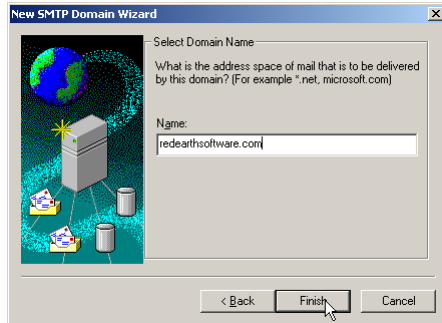


Step 2. Forward mails from the SMTP service to Exchange 5.5

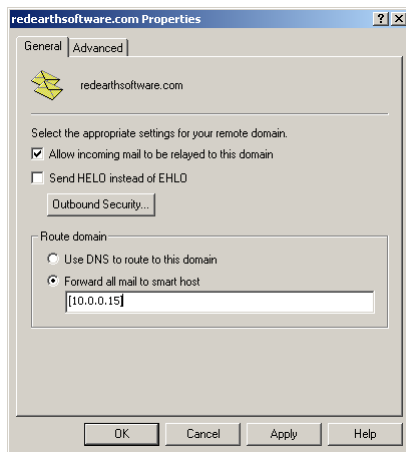
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



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



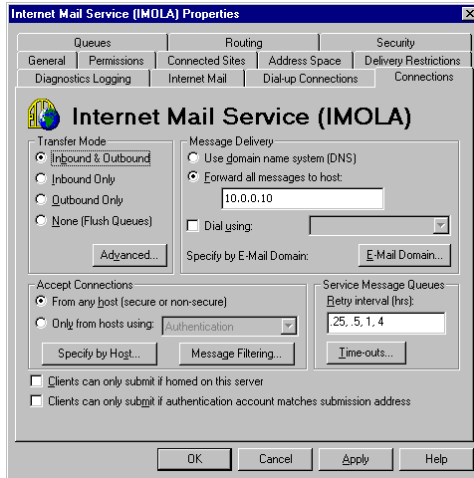
- Select the newly created domain. Right-click and choose **Properties > General Tab**.



- 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

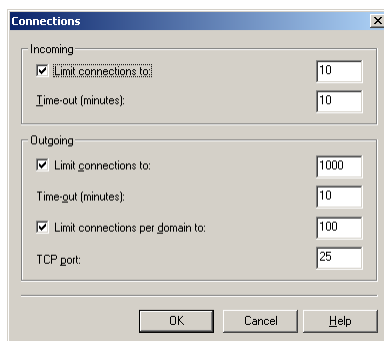
- On the Exchange 5.5 machine, open **Exchange Administrator** and go to **Organization > Site > Configuration > Connections > Internet Mail Service > Properties**.
- In the **Connections** tab go to the 'Message Delivery' section and in the dialog box **Forward all messages to host** enter the IP address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



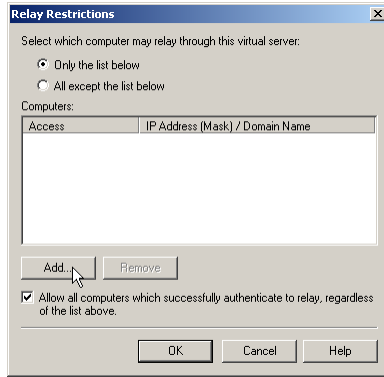
- A dialog will pop up, asking you to restart the Microsoft Exchange Internet Mail Service. Go to **Start > Settings > Control Panel > Services** (Windows NT) or **Start > Settings > Control Panel > Administrative Tools > Services** (Windows 2000/2003/XP). Select 'Microsoft Exchange Internet Mail Service'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

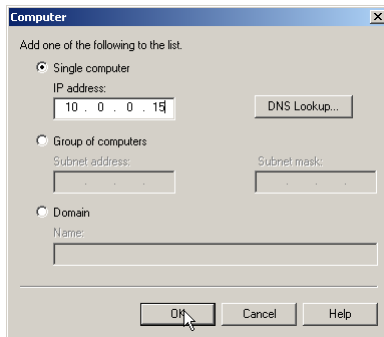
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **General** tab, click on the **Connection** button. Verify that in the 'Outgoing' section,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



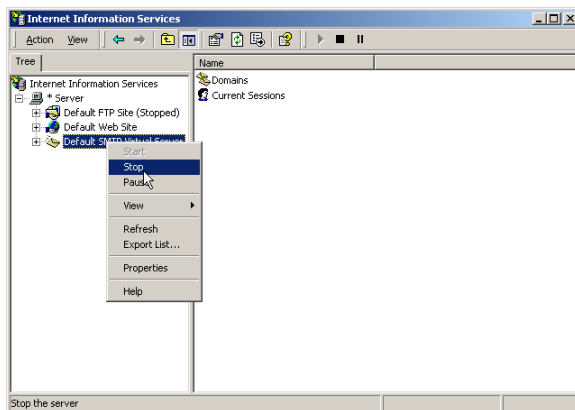
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- 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:

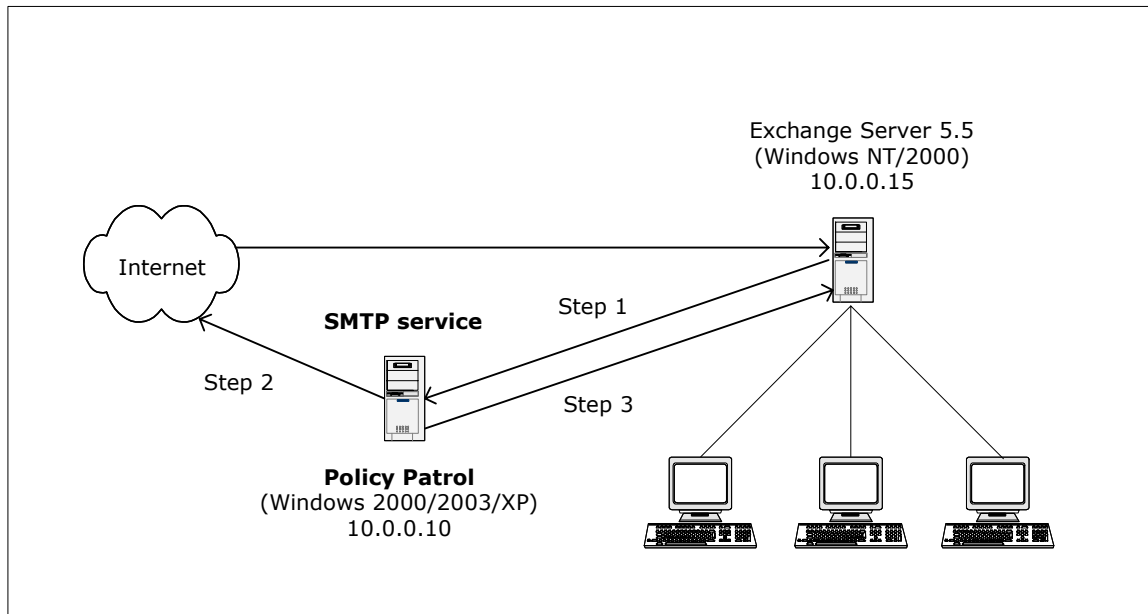
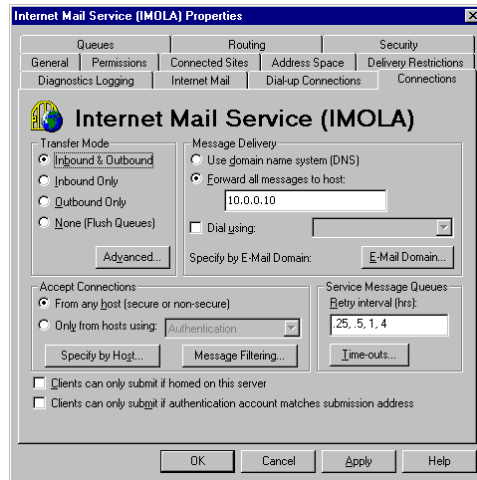


Figure 2 - Policy Patrol processes outbound mail from Exchange Server 5.5

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

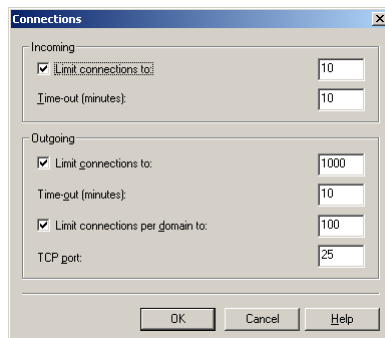
- On the Exchange 5.5 machine, open **Exchange Administrator** and go to **Organization > Site > Configuration > Connections > Internet Mail Service > Properties**.
- In the **Connections** tab go to the 'Message Delivery' section and in the dialog box **Forward all messages to host** enter the IP address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



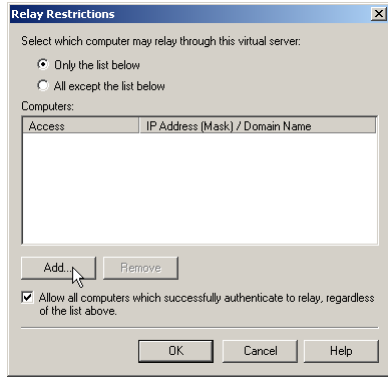
- A dialog will pop up, asking you to restart the Microsoft Exchange Internet Mail Service. Go to **Start > Settings > Control Panel > Services** (Windows NT) or **Start > Settings > Control Panel > Administrative Tools > Services** (Windows 2000/2003/XP). Select 'Microsoft Exchange Internet Mail Service'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

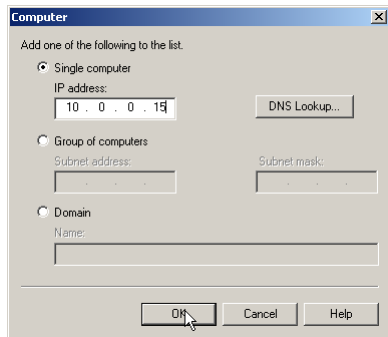
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **General** tab, click on the **Connection** button. Verify that in the 'Outgoing' section,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



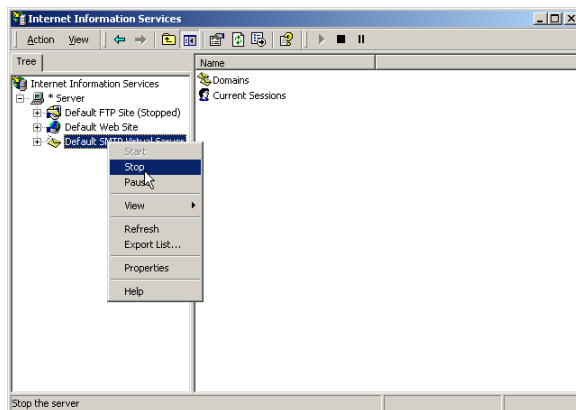
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- 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**.

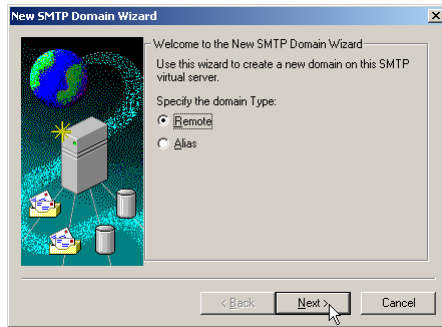


Step 3. Forward mails (NDRs) from the SMTP service to Exchange 5.5

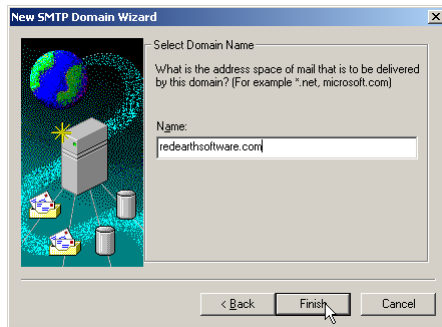
If the SMTP service cannot deliver a particular message, the Non-delivery messages must be routed back to the Exchange 5.5 Server. Therefore you must configure the

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.

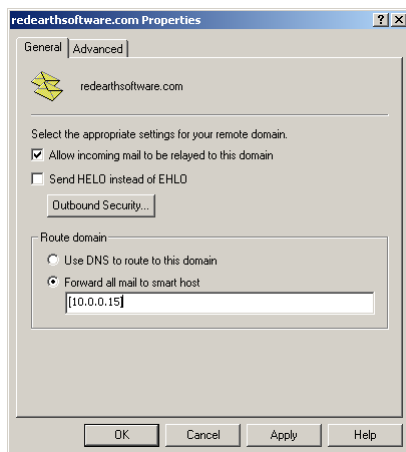
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- 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:

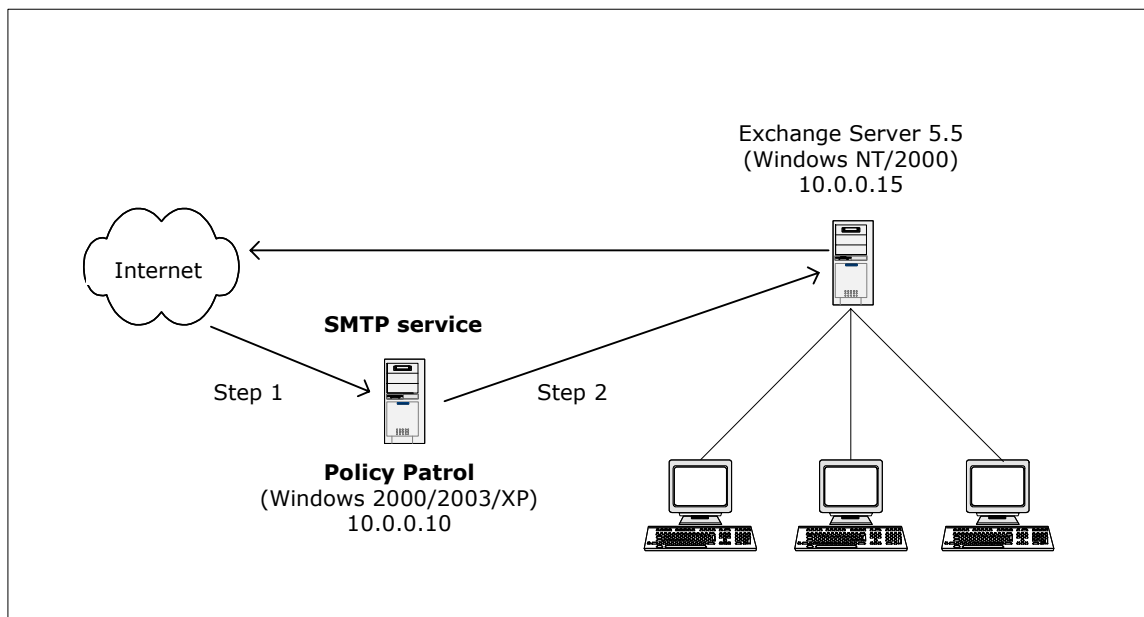
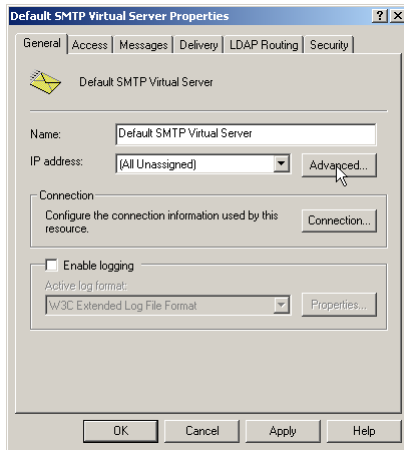


Figure 3 - Policy Patrol processes inbound mail for Exchange Server 5.5

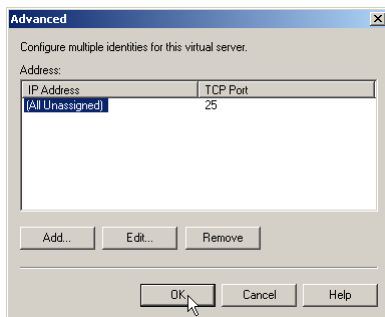
Step 1. Direct incoming mail to the SMTP service on the Policy Patrol machine

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)**.

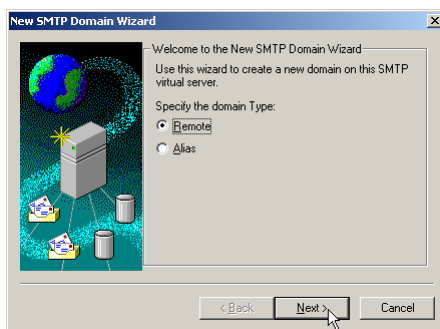


- Click on the **Advanced** button. Verify that the TCP Port is set to 25. Click **OK**.

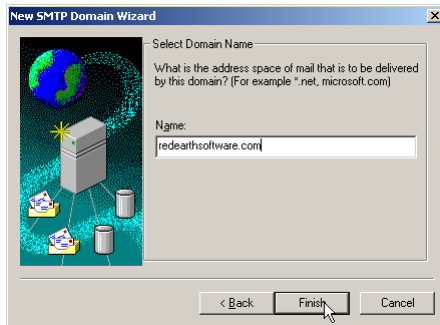


Step 2. Forward mails from the SMTP service to Exchange 5.5

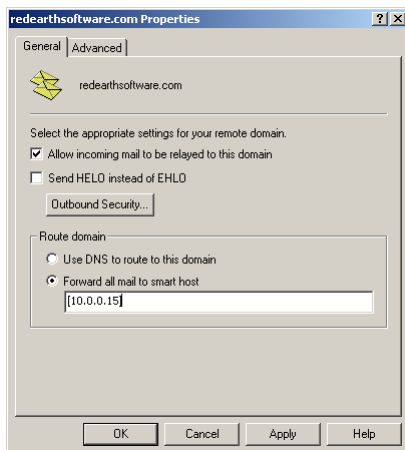
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- 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/policypatrol3manual.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>.
- ⇒ If you still have questions after reading this document, please consult our online knowledge base at <http://www.redearthsoftware.com/kb.asp>, or send an email to support@redearthsoftware.com.

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