

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. 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 Policy Patrol does not offer internal mail filtering for Exchange 5.5.

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

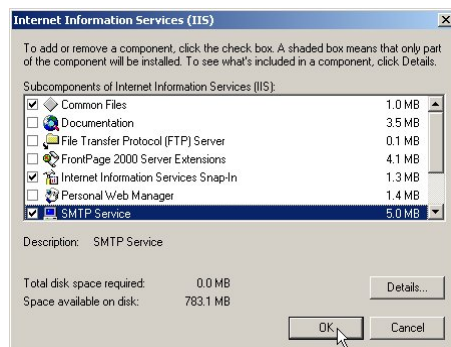
Step 1. Preparing for installation

System requirements

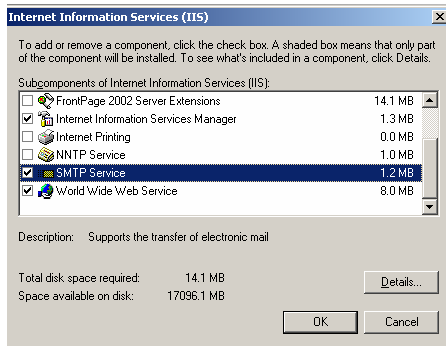
Before you install Policy Patrol make sure that the following is installed on the machine:

- 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 on Windows 2000 Professional and Windows XP Professional, 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.



To install the SMTP Service on Windows 2003 **Start > Settings > Control Panel > Add/Remove Programs > Add/Remove Windows Components**. Select **Application Server** and click on **Details**. Select **Internet Information Services** and click on **Details**. Check **SMTP service** and **World Wide Web Service**(World Wide Web Service is required for Challenge/Response). Any other required components are checked automatically. Click **OK**, then click **Ok** again. Click **Next** to install the SMTP service.

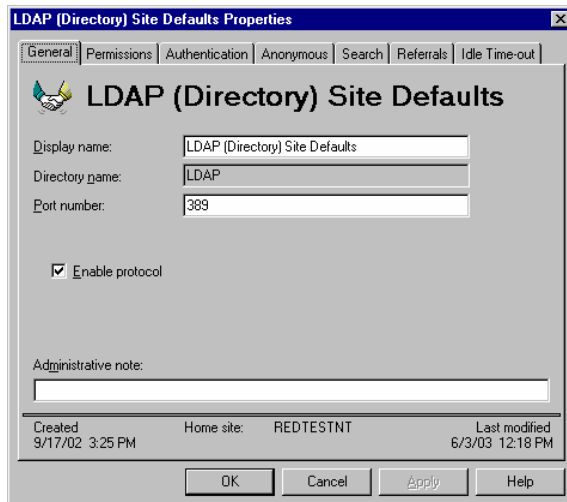


- Microsoft .NET Framework 1.1: If you do not have Microsoft .NET Framework 1.1 installed, the Policy Patrol installation program will download and install this for you.

If you want to retrieve your users from Exchange 5.5

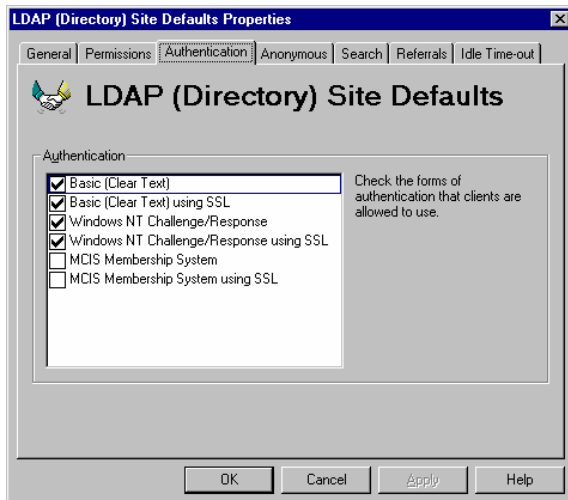
Policy Patrol uses LDAP to retrieve your users. If you wish to retrieve your users from Exchange 5.5, you must make sure that LDAP is enabled and configured as follows:

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**.

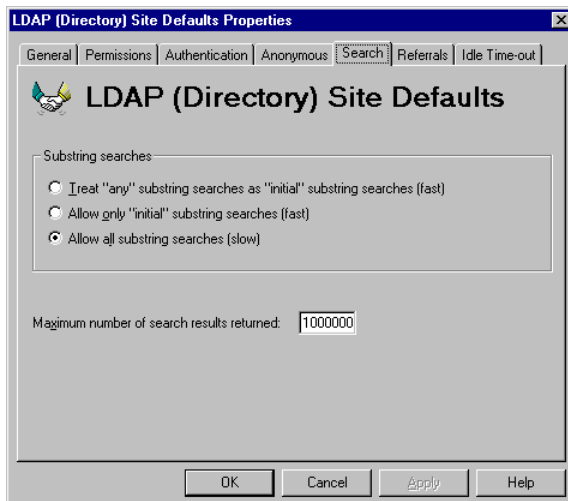


2. Go to the **Authentication** tab and make sure that the following options are ticked:

- 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.

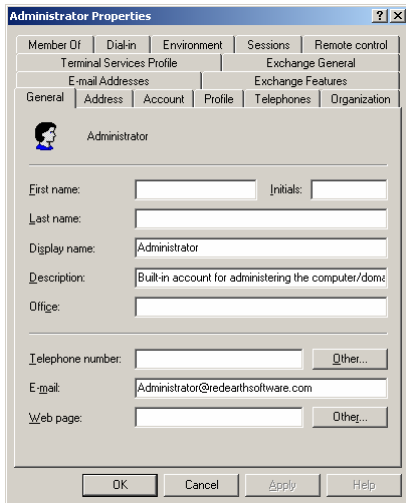


4. When you are ready click **OK** to save any changes.

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 and configure Policy Patrol

Note: 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.

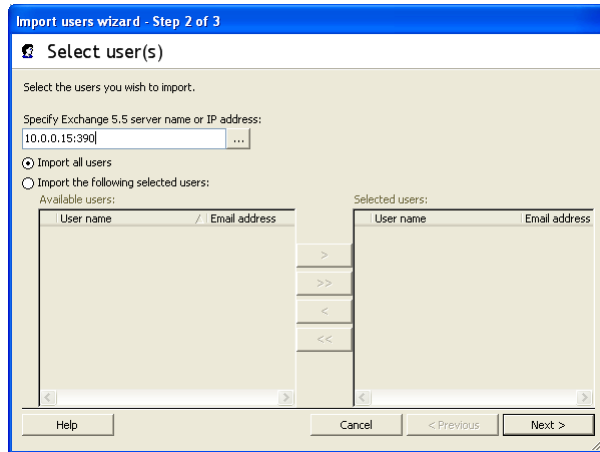
To install Policy Patrol Email 4:

1. Double-click on **PolicyPatrol.exe**. The Install Program will start up. If you do not have Microsoft .NET Framework 1.1 installed, the Policy Patrol installation program will download it for you.
2. In the Welcome screen, click **Next**.
3. Read the License Agreement and select **Yes** to accept the agreement.
4. Enter the user name and company name. Click **Next**.
5. Select the setup type. If you select **Complete**, the complete program will be installed. If you only wish to install the Administration console (for remote administration), select **Administration only**. If you wish to install only certain components of the program, select **Custom**. Click **Next** to continue.
6. **If you selected Custom:** A list of features will appear. Select which features you wish to install and click **Next**.
7. Select the destination folder for the Policy Patrol installation. By default the program is installed in C:\Program Files\Red Earth Software\Policy Patrol Email 4. If you wish to change the location, click **Browse** and select another folder. When you are ready, click **Next**.

8. Select **Separate machine** and click **Next**.
9. A message will pop up saying that folder agents are disabled since Policy Patrol is not installed on an Exchange 2000 or 2003 machine. Click **OK**.
10. **If you have multiple virtual SMTP servers an additional dialog will be shown:** Select the virtual SMTP server that you wish Policy Patrol to monitor. Click **Next**.
11. Verify the location of your SMTP pickup directory. Policy Patrol automatically enters the path to the default pickup folder. If your pickup directory is located elsewhere, browse to the correct folder. Click **OK**.
12. Specify the notification settings. Enter the From:, To:, Cc: and Bcc: fields for the Policy Patrol notification emails. Spam reports will also be sent to these email addresses. The display name is already configured as Administrator, but you can change this as follows: "Display name" <email address>, i.e. "Joe Bloggs" <jbloggs@bloggsco.com>. Click **Next**.
13. Enter the external IP address and port number of the Internet Information Services (IIS) Default Web site in the following format: IP address:port number, i.e. 10.0.0.24:80. This website will be used for the challenge/response system (if you do not want to install the challenge/response website you can go back and select **Custom** as the setup type). Click **Next**.
14. A list with your installation settings will appear. Confirm that you wish to proceed with the installation by clicking **Next**.
15. Policy Patrol will now start copying the files. When Policy Patrol is ready, click **Finish** to exit the wizard.
16. If you selected to run the Policy Patrol Administration console, a screen will pop up asking you to select a license. If you are evaluating Policy Patrol, select one of the 30-day evaluation versions (If you later wish to try out a different Policy Patrol version you can go to <server name> > **Security** > **Licenses**, select the license and click **Remove** and **Close**. Policy Patrol will disconnect from the installation. When you connect again, Policy Patrol will allow you to select a new evaluation license type). If you have purchased Policy Patrol, enter your serial number or click on the **Paste** button to paste it from clipboard. Click **OK**.
17. The 'Import users' wizard will pop up (unless you selected Policy Patrol Archiver as the license type). Click **Next** in the Welcome screen. Follow the instructions below depending on your import source:

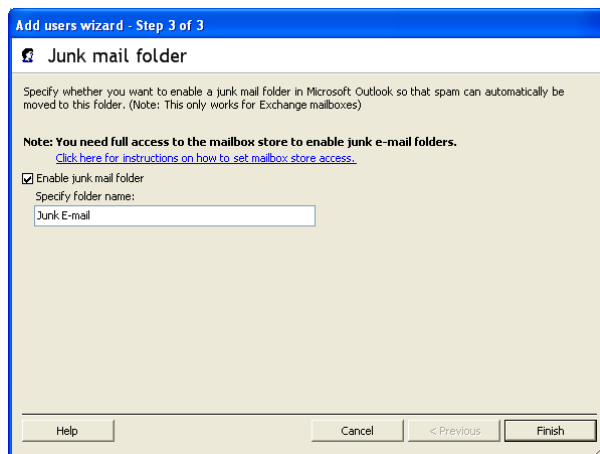
If you want to retrieve your users from Exchange 5.5

- Select **Exchange 5.5** as the import source 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.



To license all users in Exchange 5.5, select **Import all users**. If you only wish to license certain users, select **Import the following selected users**. Select the users you wish to license in the left pane and press **>**. The selected users will now appear in the right pane. To select all users, press the **>>** button. To remove users, press the **<** button. To remove all users, press **<<**. When you are done, click **Next**.

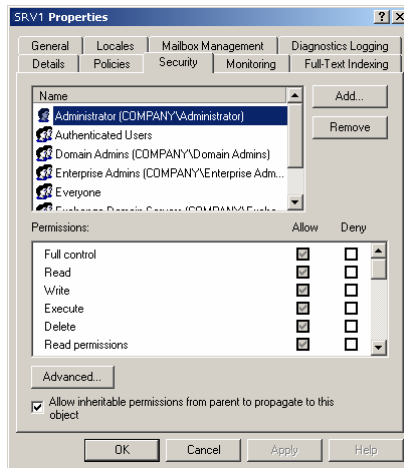
- Specify whether you wish to enable junk mail folders in Microsoft Outlook. If you select this option, Policy Patrol will automatically add a junk mail folder with the specified name to the selected users' Outlook folder list. If the folder name already exists (e.g. Outlook 2003 already includes a Junk E-mail folder), the existing folder will be used by Policy Patrol to forward spam to. When you are ready, click **Finish**. You will now see your users in the Licensed user list in **Settings > Users**.



Important: In order to successfully create the junk mail folder, the account that you are logged on with must have access to the user's mailbox store. To check this, follow the next steps:

- Go to **Start > Programs > Microsoft Exchange > System Manager**.
- Go to **Servers > <Server name> > <storage group> > Mailbox store**. Right click and select **Properties**.

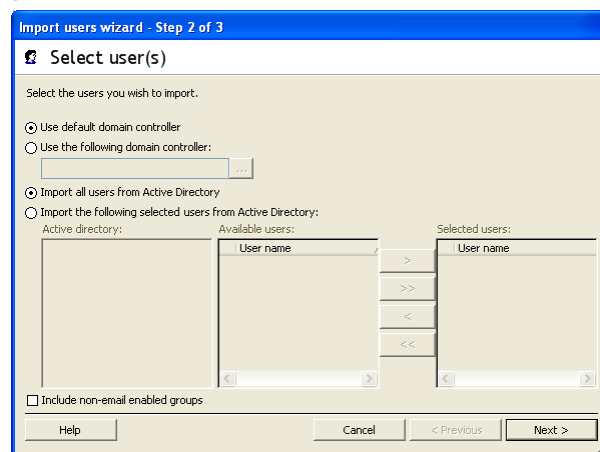
Select the **Security** tab. Make sure that the account you are logged on with is listed and has **Allow** checked for all permissions. If the account is not listed, click on **Add**.



3. Select the account that you are logged on with and click on **Add**. Click **OK**.
4. Select the account you just added and check **Allow** for each permission. Click **OK**. Now you will be able to create the junk e-mail folder for the users.

If you want to retrieve your users from Active Directory

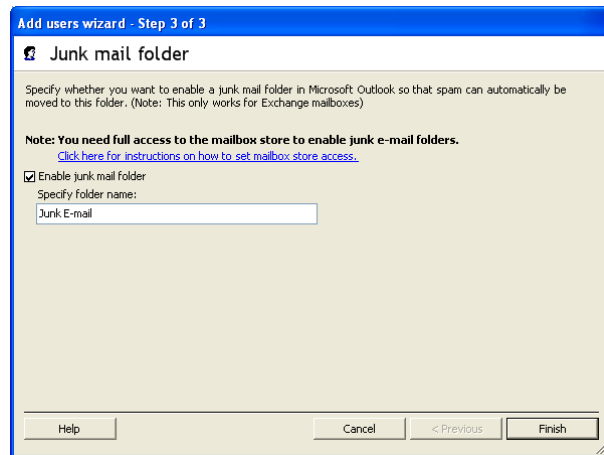
- Select **Active Directory (Exchange 2000/2003)** and click **Next**.
- Leave the option **Use default domain controller** selected, or if you wish to retrieve users from another domain controller, select **Use the following domain controller**. Click ..., select the domain controller you wish to retrieve your users from and click **OK**.



If you wish to create rules based on Active Directory Groups, you must check the option **Include non-email enabled groups** (not applicable to the Spam Filter edition since spam checking is performed for all licensed users). This will for instance allow you to select the sales group when configuring a rule, so that Policy Patrol will automatically apply the rule to all members of the sales

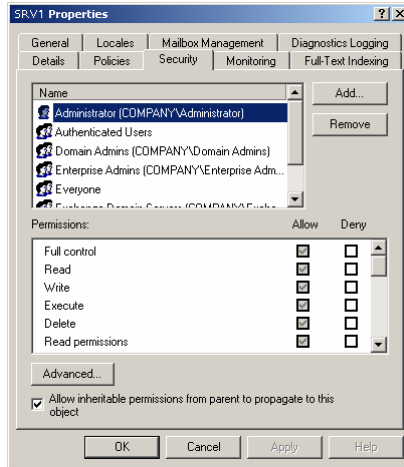
group. If you don't tick this check box, Policy Patrol will only retrieve and license email enabled groups. For instance if the sales group uses the email address sales@company.com, this group will automatically be licensed. If you specified to only license selected users, Policy Patrol will only include non-email enabled groups that the selected users are members of. When you are done, click **Next**.

- Specify whether you wish to enable junk mail folders in Microsoft Outlook. If you select this option, Policy Patrol will automatically add a junk mail folder with the specified name to the selected users' Outlook folder list. If the folder name already exists (e.g. Outlook 2003 already includes a Junk E-mail folder), the existing folder will be used by Policy Patrol to forward spam to. When you are ready, click **Finish**. You will now see your users in the Licensed user list in **Settings > Users**.



Important: In order to successfully create the junk mail folder, the account that you are logged on with must have access to the user's mailbox store. To check this, follow the next steps:

1. Go to **Start > Programs > Microsoft Exchange > System Manager**.
2. Go to **Servers > <Server name> > <storage group> > Mailbox store**. Right click and select **Properties**.
3. Select the **Security** tab. Make sure that the account you are logged on with is listed and has **Allow** checked for all permissions. If the account is not listed, click on **Add**.



4. Select the account that you are logged on with and click on **Add**. Click **OK**.
5. Select the account you just added and check **Allow** for each permission. Click **OK**. Now you will be able to create the junk e-mail folder for the users.

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:

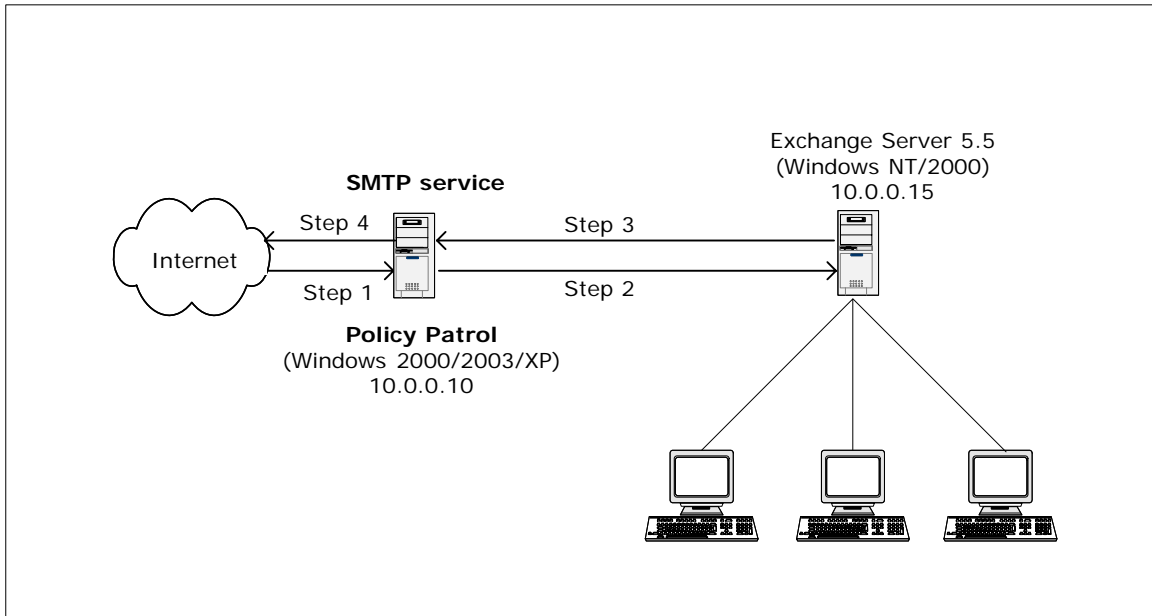
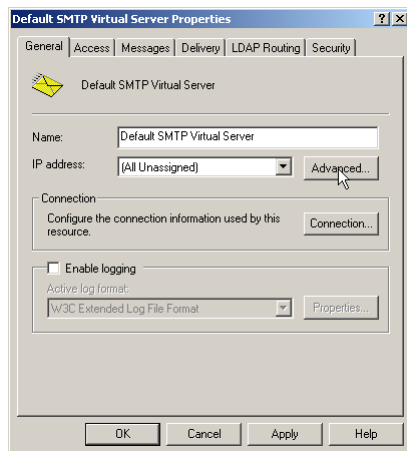


Figure 1 - Policy Patrol processes inbound and outbound mail from Exchange Server 5.5

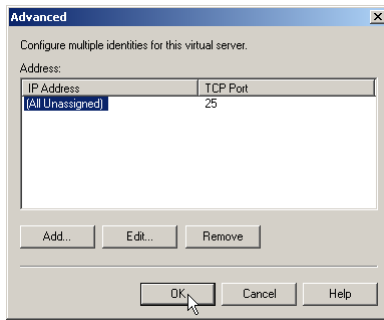
Step 1. Direct incoming mail to the SMTP service on the Policy Patrol machine

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)**.

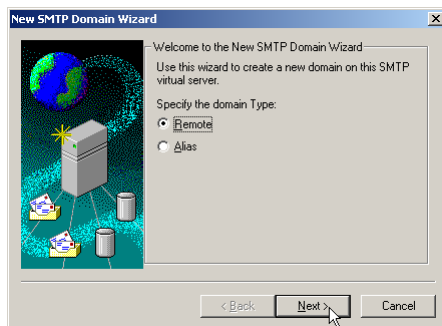


- Click on the **Advanced** button. Verify that the TCP Port is set to 25. Click **OK**.

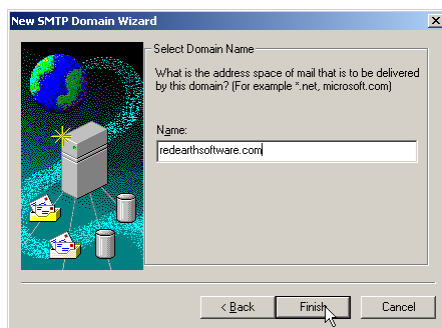


Step 2. Forward mails from the SMTP service to Exchange 5.5

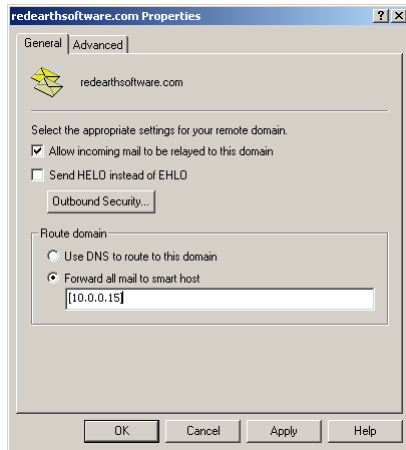
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



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



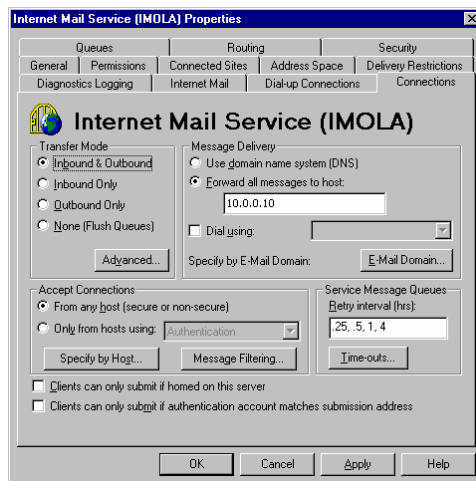
- Select the newly created domain. Right-click and choose **Properties > General Tab**.



- 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**.

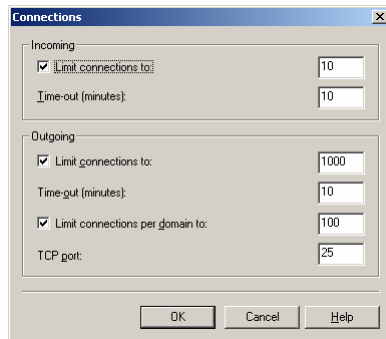


- A dialog will pop up, asking you to restart the Microsoft Exchange Internet Mail Service. Go to **Start > Settings > Control Panel > Services** (Windows NT) or **Start > Settings > Control Panel > Administrative Tools > Services** (Windows 2000/2003/XP). Select 'Microsoft Exchange Internet Mail Service' from the list, right-click and choose **Stop**. When the service has stopped, right-click and choose **Start**.

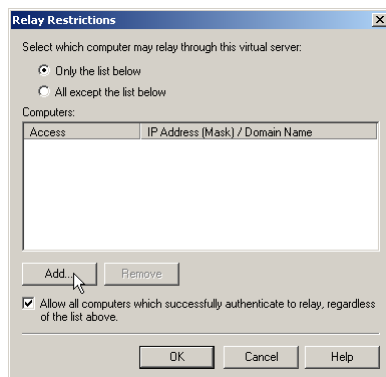
Step 4. Configure the SMTP service to send out mails to the Internet

If you have Windows 2000 or Windows XP:

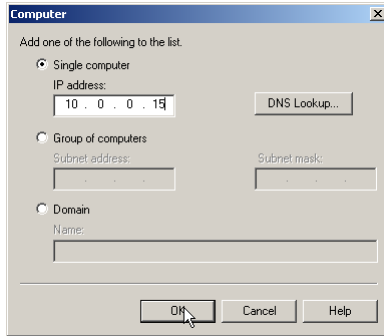
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **General** tab, click on the **Connection** button. Verify that in the 'Outgoing' section,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



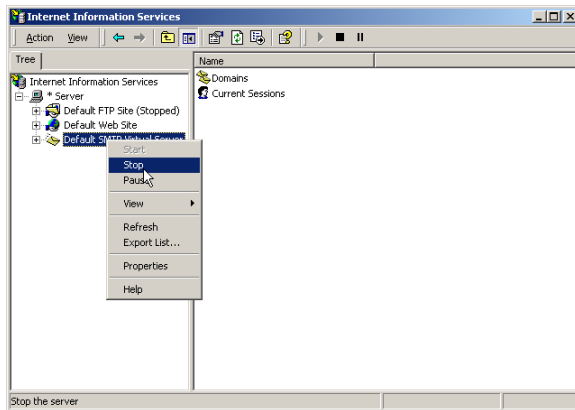
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- 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.

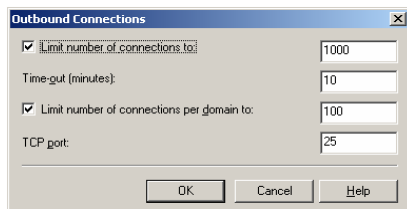


- Right-click **Default SMTP Virtual Server** and choose **Stop**. Then right-click again and choose **Start**.

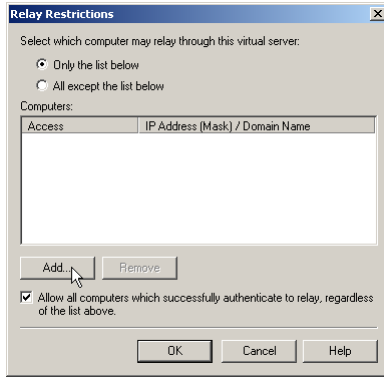


If you have Windows 2003:

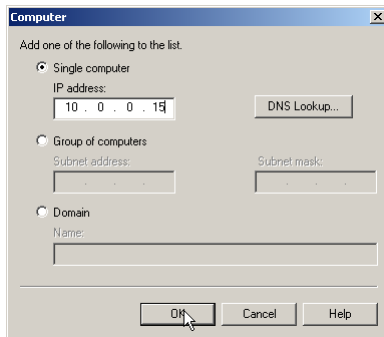
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **Delivery** tab, click on the **Outbound Connections** button. Verify that the TCP port is set to 25.



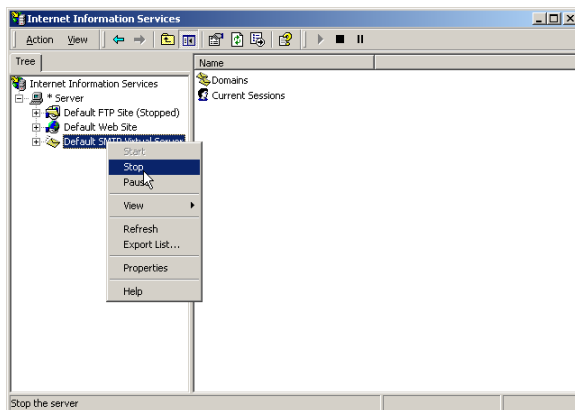
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- 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:

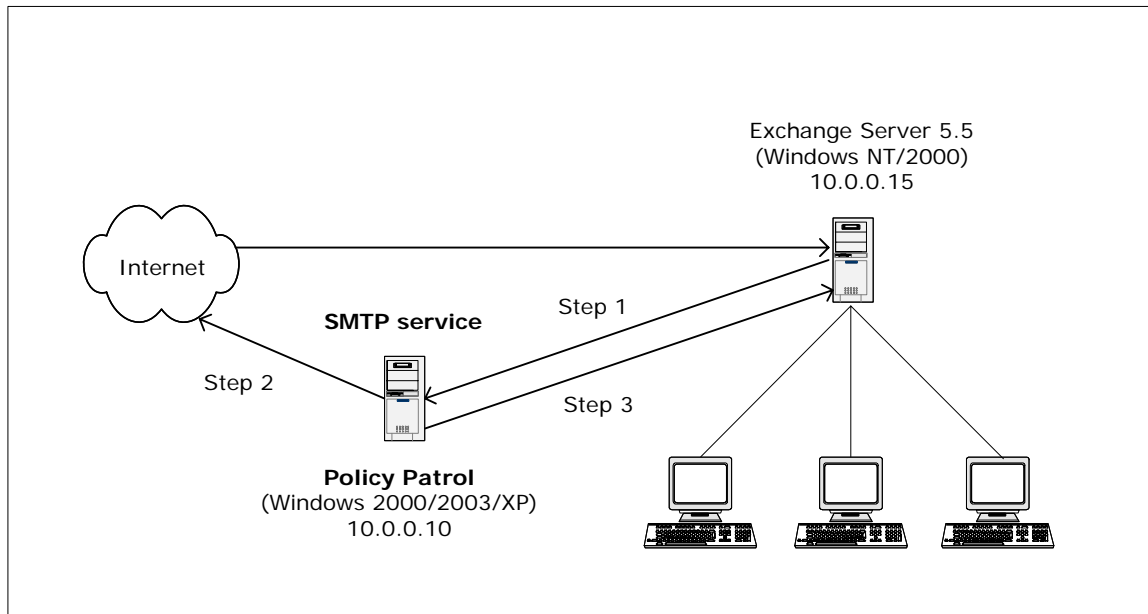
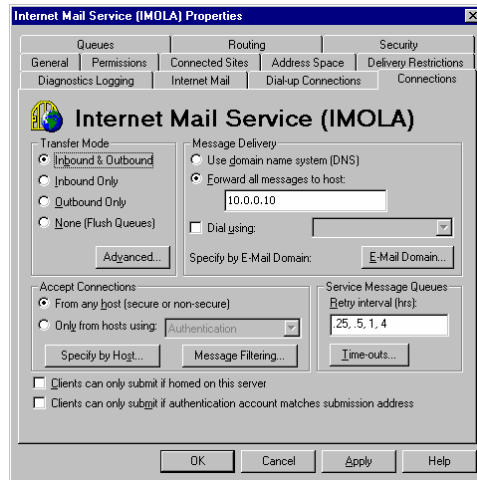


Figure 2 - Policy Patrol processes outbound mail from Exchange Server 5.5

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**.

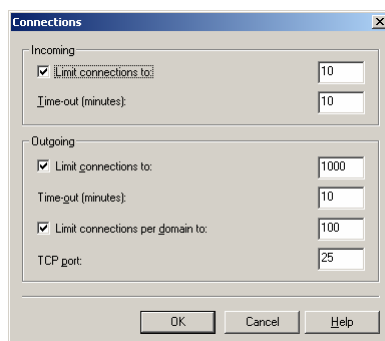


- A dialog will pop up, asking you to restart the Microsoft Exchange Internet Mail Service. Go to **Start > Settings > Control Panel > Services** (Windows NT) or **Start > Settings > Control Panel > Administrative Tools > Services** (Windows 2000/2003/XP). Select 'Microsoft Exchange Internet Mail Service' from the list, right-click and choose **Stop**. When the service has stopped, right-click and choose **Start**.

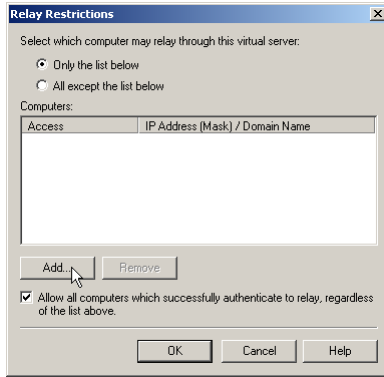
Step 2. Configure the SMTP service to send out mails to the Internet

If you have Windows 2000 or Windows XP:

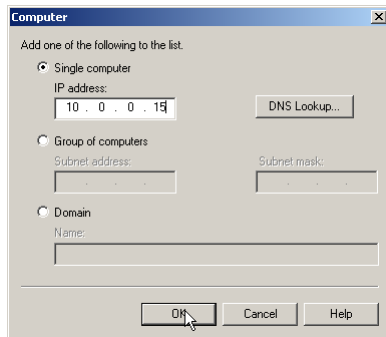
- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **General** tab, click on the **Connection** button. Verify that in the 'Outgoing' section,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



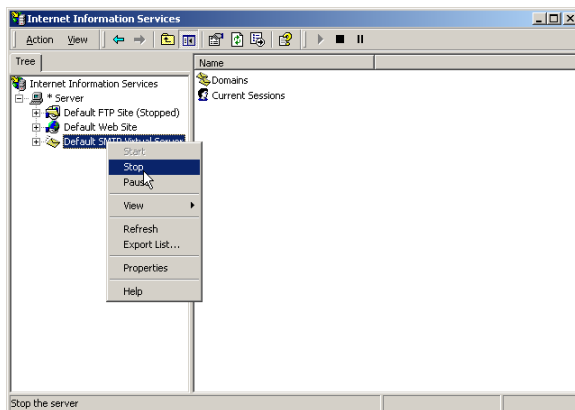
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- 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.



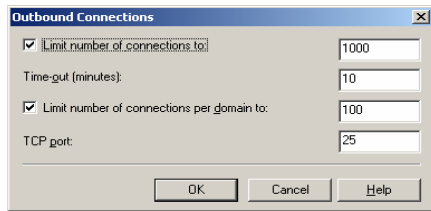
- Right-click **Default SMTP Virtual Server** and choose **Stop**. Then right-click again and choose **Start**.



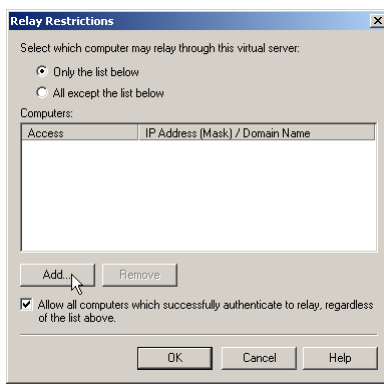
If you have Windows 2003:

- On the Policy Patrol machine, go to **Start > Settings > Control Panel > Administrative Tools > Internet Services Manager**.

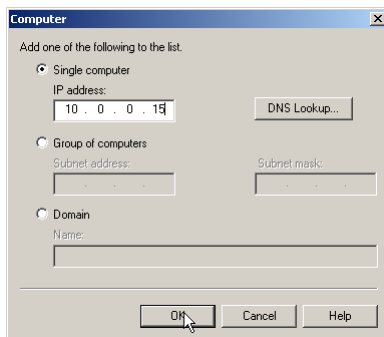
- Right-click **Default SMTP Virtual Server** and select **Properties**.
- In the **Delivery** tab, click on the **Outbound Connections** button. Verify that the **TCP Port** is set to 25. Click **OK**.



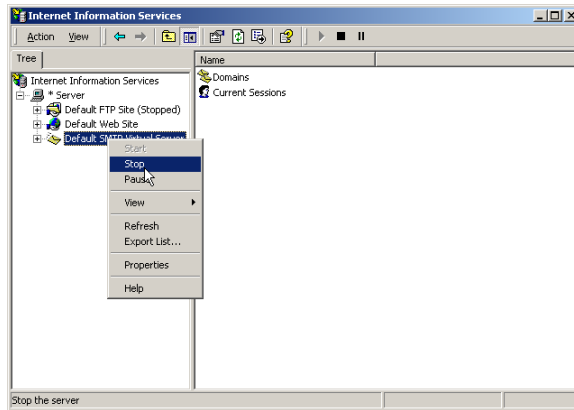
- Go to the **Access** tab and click on the **Relay** button. Select the option **Only the list below** and click on **Add**.



- 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.



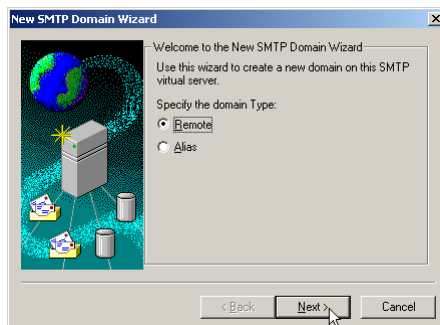
- Right-click **Default SMTP Virtual Server** and choose **Stop**. Then right-click again and choose **Start**.



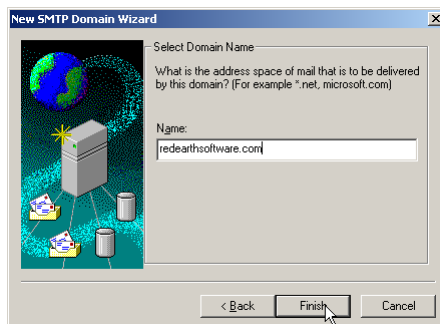
Step 3. Forward mails (NDRs) from the SMTP service to Exchange 5.5

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.

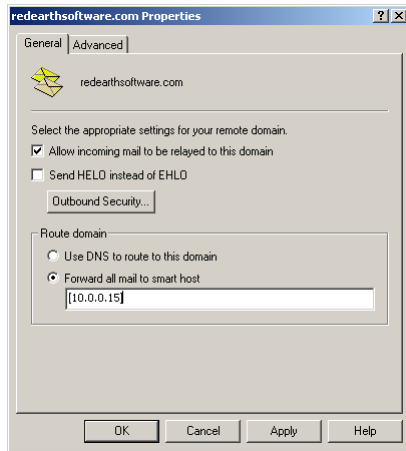
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- 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:

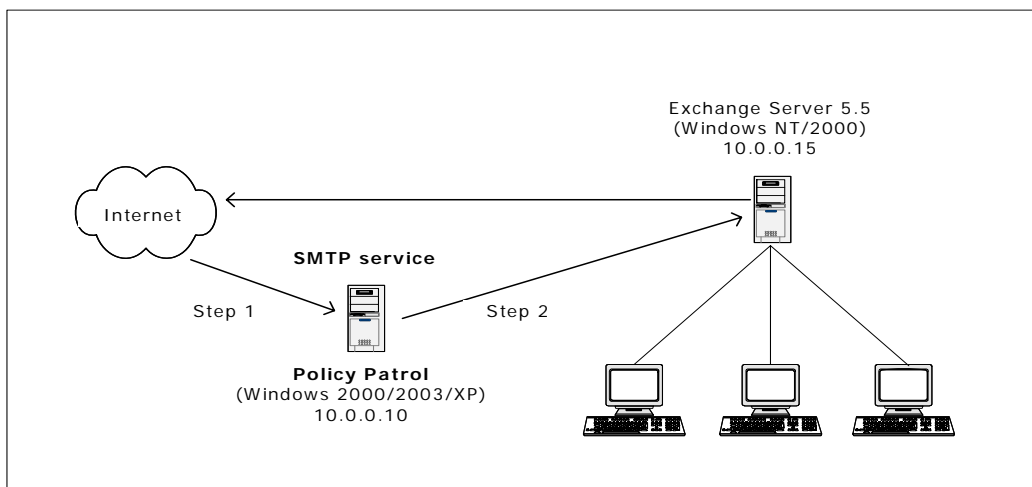
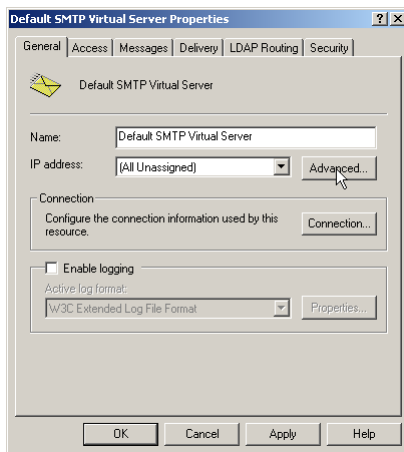


Figure 3 - Policy Patrol processes inbound mail for Exchange Server 5.5

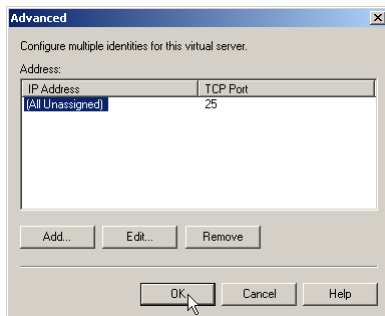
Step 1. Direct incoming mail to the SMTP service on the Policy Patrol machine

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)**.

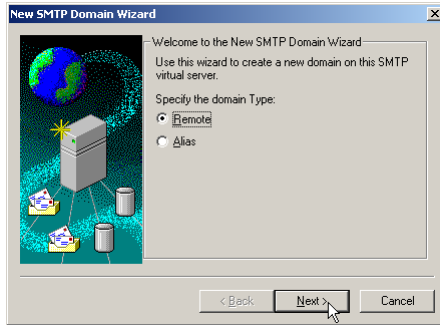


- Click on the **Advanced** button. Verify that the TCP Port is set to 25. Click **OK**.

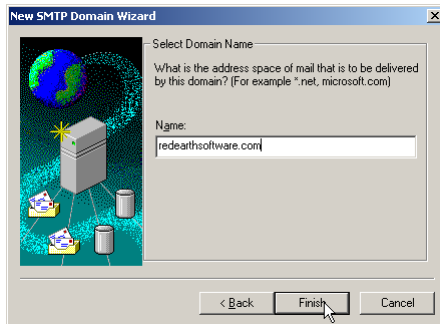


Step 2. Forward mails from the SMTP service to Exchange 5.5

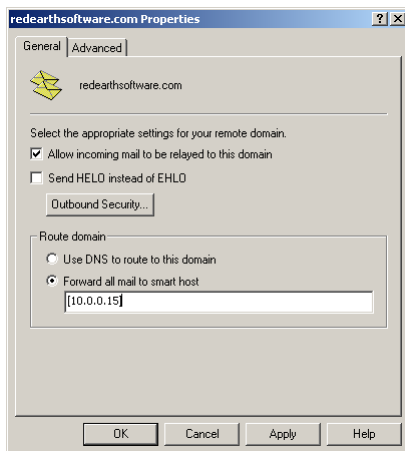
- In the Internet Services Manager, go to **Default SMTP Virtual Server > Domains**.
- Right-click **Domains** and select **New > Domain**.
- The New SMTP Domain Wizard will start up. Select **Remote** and click **Next**.



- Enter the domain name, for instance `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 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/download.htm>.
- ⇒ 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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