

## How to Configure URL Retrievals to Redirect to the External OWA Address

<https://campus.barracuda.com/doc/42048526/>

When a user clicks on the retrieval URL in a message stub, Outlook Web Access (OWA) opens and displays the retrieved message to the user. However, if the configured Microsoft Exchange internal URL for OWA cannot be reached, you can choose instead to force ArchiveOne to use the OWA external URL returned by Exchange Autodiscover. You may choose to do this if the OWA internal URL is not publicly accessible and you do not wish to make configuration changes to your Exchange environment.

The procedure described in this article involves editing the Windows machine registry. Using the Registry Editor incorrectly can cause serious, system-wide problems that may require reinstallation of Windows. Barracuda cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk. It is highly recommended that you create a backup of the registry before making any changes.

To configure ArchiveOne to use the OWA external URL:

### ArchiveOne Version 7.3 and Higher

1. On the Archive server, browse to the local configuration store in **C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore**.
2. Open the **Service.ini** in a text editor such as Notepad.
3. Find the existing line: **ForceExternalOWAURL=0**
4. As described in the comments, edit this line to: **ForceExternalOWAURL=1**
5. Save and close the file.
6. Open the Microsoft Services console (**services.msc**) and restart the **Archive One Service**.

### ArchiveOne Version 7.2 and Earlier

1. Log in to the ArchiveOne Server, and run `regedit` to open the Registry Editor.
2. Browse to the following location: **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\services\AOnePolService\Parameters**
3. Right-click and create the new DWORD **ForceExternalOWAURL** with a value of **1**.
4. Close the Registry Editor.
5. Open the Microsoft Services console (**services.msc**) and restart the **Archive One Service**.

The change takes immediate effect. Test the retrieval of an archived message to confirm the address used for OWA is as expected.

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