

How to Update the Outlook Web Access URL for Message Retrieval

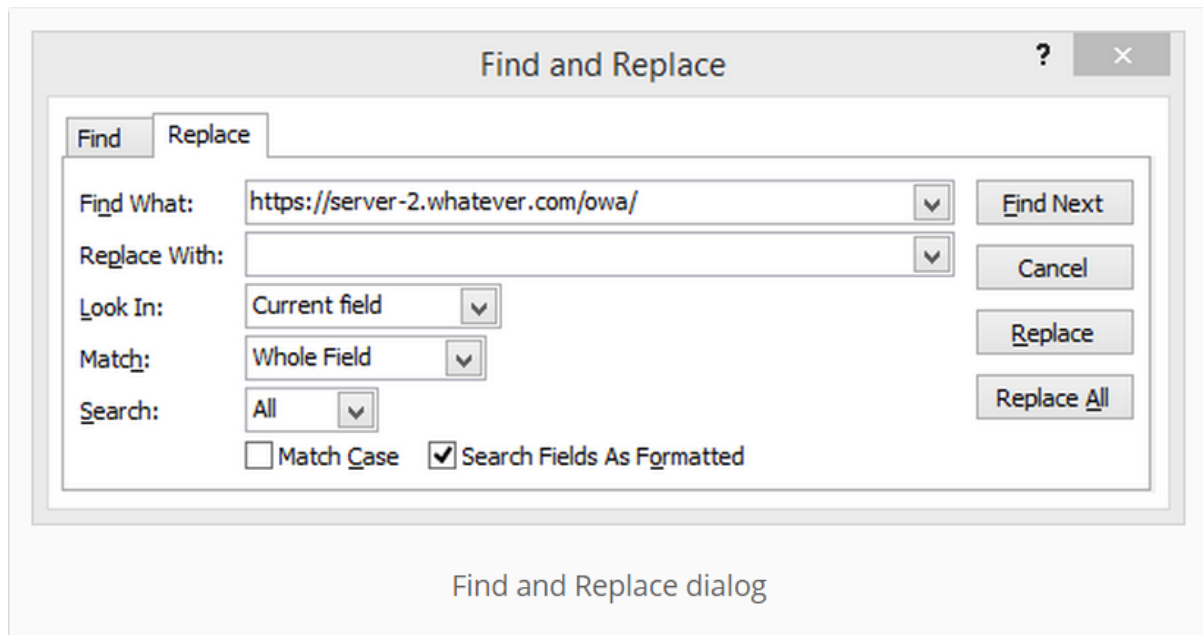
<https://campus.barracuda.com/doc/43221543/>

This article refers to the Barracuda ArchiveOne Enterprise and Express version 6.6 and earlier.

Barracuda ArchiveOne uses the Exchange Autodiscover service to retrieve user mailbox information including the internal Microsoft Outlook Web Access (OWA) URL used to retrieve an archived message. The internal OWA URL is used as there is no easy detection to determine if the retrieving user is local or remote as this address typically resolves for the majority of users. Once the internal OWA URL is determined, this information is cached in the ArchiveOne Mailbox Manager database. However, if you have altered the internal OWA URL, for example, by updating from an internal hostname to a publically accessible fully qualified domain name (FQDN), the cached information must be cleared. Once cleared, ArchiveOne queries the Autodiscover service for the new internal OWA URL value.

To clear the cached internal OWA URL value,

1. Open the ArchiveOne Admin Console, right-click **Policies**, and click **View Status**.
2. If there are any policies running, click **Stop the current policies** or **Stop second phase**.
Ensure both phases report **Not running** before closing the dialog and continuing.
3. Type `services.msc` in the **Start Search** box, and press **Enter**.
4. In the **Services** window, right-click **ArchiveOne Service**, and click **Stop**.
5. From a system with Microsoft Access installed, browse to `\\Configuration_Server\Add-ins\AOnePol\ServerData` where **Configuration_Server** is the Configuration server name.
6. Make a backup of the **MailboxManager.mdb** database, and then open the original **MailboxManager.mdb** database in Microsoft Access.
7. Open the **AutoDiscoveryData** table, and find the **URLInternal** column.
8. Highlight the entry, and press **Ctrl-H**.
9. The **Find and Replace** dialog box displays with the highlighted OWA URL in the **Find What** field. Leave the **Replace With** field blank, and click **Replace All**:



10. The URLInternal column should now display as blank. Save and close the database.
11. In the **Services** window, right-click **ArchiveOne Service**, and click **Properties**.
12. In the **General** tab, from the **Startup type** drop-down menu, select **Automatic**, click **Apply**, and click **OK**.
13. In the **Services** window, right-click **ArchiveOne Service**, and click **Start**.

Once the service starts, it queries the Exchange Autodiscover service and updates the **URLInternal** column in the **MailboxManager.mdb** database with the new value. To confirm the value is updated, retrieve a message via the URL in the message stub and check the OWA URL in the address bar displays with the updated value.

Figures

1. owa_replace_url.png

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