

How to Journal to the Cloud Archiving Service from Office 365 Mail Service

<https://campus.barracuda.com/doc/46892505/>

This article applies to the Barracuda Cloud Archiving Service and Microsoft Office 365 Exchange Online.

See also:

- [How to Set Up LDAP Authentication](#)
- [Journaling to the Cloud Archiving Service from Office 365 Mail Service - Video](#)

The steps in this article assume you have activated the service and added users. If you have not completed the initial setup and user configuration, see:

- [Initial Setup Wizard](#)
- or
- [Step 1 - Initial Setup](#)
- [Step 2 - Configure Active Directory](#)

Use the steps in this article to ensure that a copy of all mail sent from and received by users in Office 365 is sent to the Barracuda Cloud Archiving Service.

Hybrid Deployment

In a Hybrid deployment, where some mailboxes are on-premise Exchange Server and some Office 365 Exchange Online, you must set up a journaling rule on both the on-premise Exchange Server and Office 365 to capture inbound, outbound, and internal mail.

Warning! Hybrid deployment can cause duplicate mails in some environments. This is an issue with Hybrid deployment and not with your Barracuda Cloud Archiving Service. Contact your Barracuda Sales or Support representative for more information.

Use the following articles to set up journaling based on the version of Exchange Server running in your environment:

- [How to Journal to the Cloud Archiving Service from Microsoft Exchange Server 2013 and Newer - Standard Journaling](#)
- [How to Journal to the Cloud Archiving Service from Microsoft Exchange Server 2013 and Newer - Premium Journaling](#)
- [How to Journal to the Cloud Archiving Service from Microsoft Exchange Server 2007 and](#)

[2010](#)

See also: Microsoft TechNet article [Journaling](#)

Step 1. Configure Local Domains

Add email domains and fully-qualified domain names (FQDNs) you want to archive. The FQDN consists of a host or system name and domain name, including the top-level domain. Any messages sent to any recipient in the listed domains are added to the archive.

1. Go to the **Basic > Domain Management** page, and enter the domain or FQDN in the **LOCAL DOMAINS** field.
2. Click **Add**, and then click **Save**.

Step 2. Configure Journaling

Option 1. Configure Journaling from the Web Interface

1. Go to the **Mail Sources > SMTP Journaling** page.
2. Go to **Journaling Setup Scripts > Office 365 Setup Script**, and click **Run Script**.
3. Follow the onscreen prompts to configure Office 365 to journal mail to the Barracuda Cloud Archiving Service.

Option 2. Configure Journaling via Script

1. Go to the **Mail Sources > SMTP Journaling** page.
2. In the **Journaling Setup Scripts** section, click **Download** to save the PowerShell script to your local system, or click **Show Script** to copy the script to your clipboard.
3. Open Windows PowerShell, and run the script to configure Office 365 to journal mail to the Barracuda Cloud Archiving Service.

Option 3. Manually Configure Journaling

Step 1. Add a Remote Domain and Connector

1. Log in to Office 365 Exchange admin center.

2. Select **mail flow > remote domains**.

3. Click the + symbol. In the **new remote domain**, complete the following:

1. **Name** - Type **Barracuda Cloud Archiving Service**

2. **Remote Domain** - Type your region-specific MAS hostname, for example:
mas.barracudanetworks.com

See [Data Centers by Region](#) for a list of region-specific MAS hostnames.

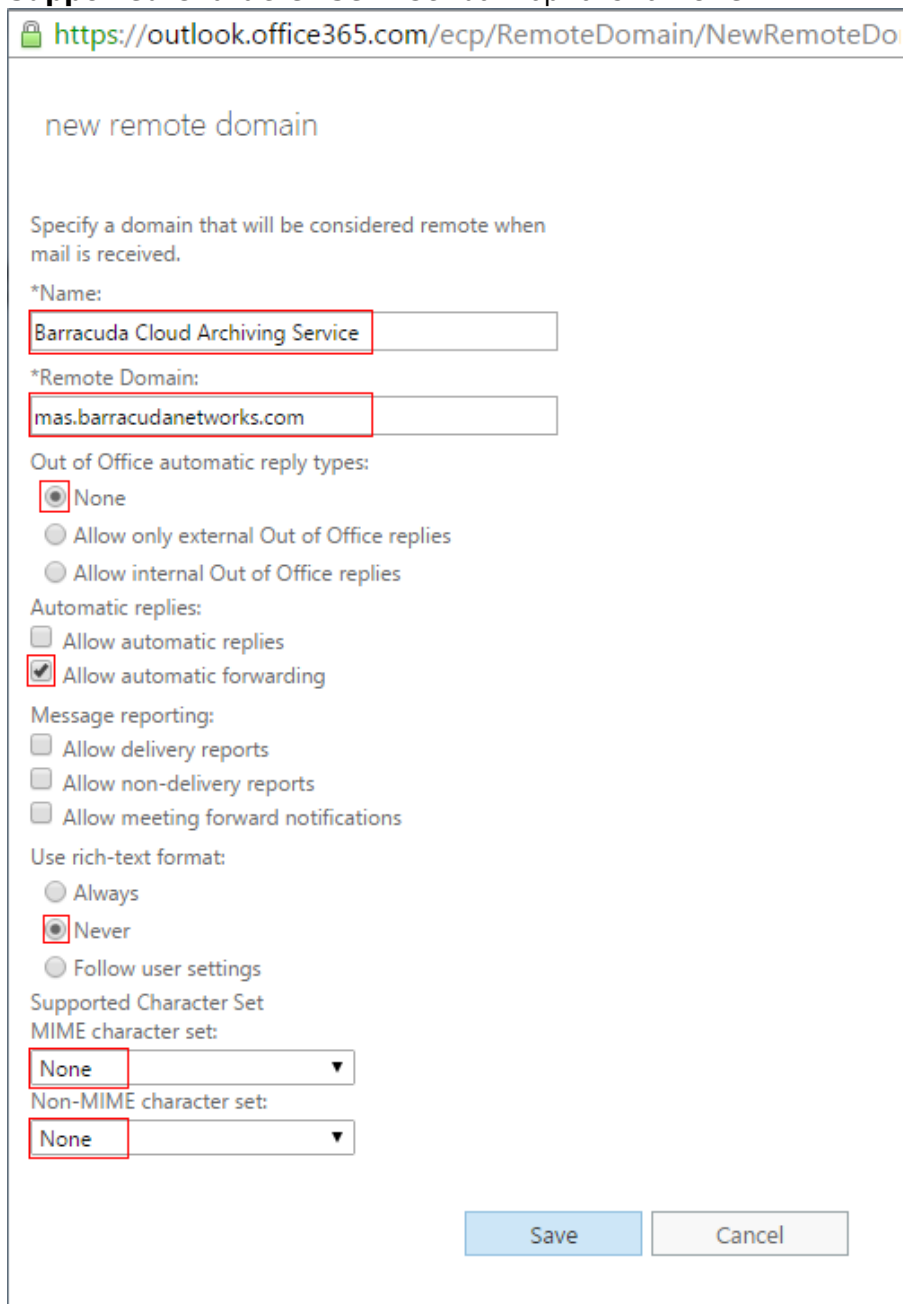
3. **Out of Office automatic reply types** - Select **None**

4. **Automatic replies** - Select **Allow automatic forwarding**

5. **Message reporting** - Clear all options

6. **Use rich-text format** - Select **Never**

7. **Supported Character Set** - Set both options to **None**



https://outlook.office365.com/ecp/RemoteDomain/NewRemoteDo

new remote domain

Specify a domain that will be considered remote when mail is received.

*Name:
Barracuda Cloud Archiving Service

*Remote Domain:
mas.barracudanetworks.com

Out of Office automatic reply types:
 None
 Allow only external Out of Office replies
 Allow internal Out of Office replies

Automatic replies:
 Allow automatic replies
 Allow automatic forwarding

Message reporting:
 Allow delivery reports
 Allow non-delivery reports
 Allow meeting forward notifications

Use rich-text format:
 Always
 Never
 Follow user settings

Supported Character Set
MIME character set:
None

Non-MIME character set:
None

Save Cancel

4. Click **Save**.

5. Click **Mail flow > connectors**, and click the **+** symbol.
6. The **Select your mail flow scenario** page displays.
7. From the **From** drop-down menu, select **Office 365**, and from the **To** drop-down menu, select **Partner organization**:

Select your mail flow scenario

Specify your mail flow scenario, and we'll let you know if you need to set up a connector. [Learn more](#)

From:

To:

Creating a connector is optional for this mail flow scenario. Create a connector only if you want to enhance security for the email messages sent between Office 365 and your partner organization or service provider. You can create multiple connectors for this scenario, each applying to different partner organizations or service providers. [Learn more about enhancing email security](#)

8. Enter a **Name** and (optional) **Description** to identify the connector:

New connector

This connector enforces routing and security restrictions for email messages sent from Office 365 to your partner organization or service provider.

*Name:

Description:

What do you want to do after connector is saved?
 Turn it on

9. Click **Next**. Select **Only when email messages are sent to these domains**, click the + symbol, and in the **add domain** field, type your region-specific MAS hostname, for example: `mas.barracudanetworks.com`

See [Data Centers by Region](#) for a list of region-specific MAS hostnames.

add domain

Specify the domain name, with or without wildcards.
Example: * or *.contoso.com or *.com

OK Cancel

10. Click **OK**:

New connector

When do you want to use this connector?

Only when I have a transport rule set up that redirects messages to this connector

Only when email messages are sent to these domains

+ ✎ -

mas.barracudanetworks.com

Back Next Cancel

11. Click **Next**. Select **Use the MX record associated with the partner's domain**:

New connector

How do you want to route email messages?

Specify one or more smart hosts to which Office 365 will deliver email messages. A smart host is an alternative server and can be identified by using a fully qualified domain name (FQDN) or an IP address. [Learn more](#)

Use the MX record associated with the partner's domain

Route email through these smart hosts

+ ✎ -

12. Select **Always use Transport Layer Security (TLS) to secure the connection (recommended)** > **Any digital certificate, including self-signed certificates:**

New connector

How should Office 365 connect to your partner organization's email server?

Always use Transport Layer Security (TLS) to secure the connection (recommended)

Connect only if the recipient's email server certificate matches this criteria

Any digital certificate, including self-signed certificates

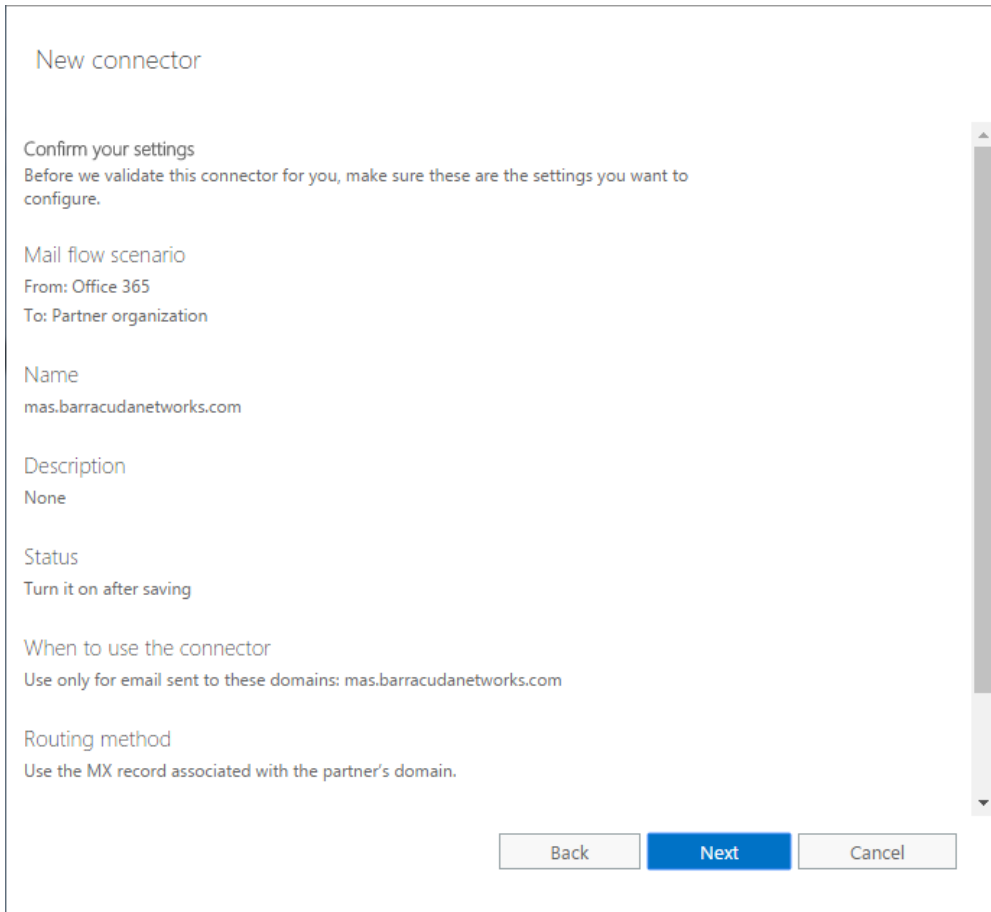
Issued by a trusted certificate authority (CA)

And the subject name or subject alternative name (SAN) matches this domain name:

Example: contoso.com or *.contoso.com

Back Next Cancel

13. Click **Next**. In the confirmation page, verify your settings:



New connector

Confirm your settings
Before we validate this connector for you, make sure these are the settings you want to configure.

Mail flow scenario
From: Office 365
To: Partner organization

Name
mas.barracudanetworks.com

Description
None

Status
Turn it on after saving

When to use the connector
Use only for email sent to these domains: mas.barracudanetworks.com

Routing method
Use the MX record associated with the partner's domain.

Back Next Cancel

14. Click **Next**. Office 365 runs a test to verify your settings.
15. Go to the **Mail Sources > SMTP Journaling** page in the Barracuda Cloud Archiving Service, and copy the email address from the **SMTP Journaling Info** section, for example:
bma_mycompany@mas.barracudanetworks.com
16. In Office 365, paste this email address into the provided field in the **Verification** page, and click **Validate**.

Note that the sending email portion of the verification may fail depending on your Office 365 configuration. This is not a concern as long as it passes the connectivity test.
17. Once the verification is complete, your mail flow settings are added.

Step 2. Create a Non-Delivery Report Recipient

Before creating journal rules, specify a journal recipient for non-delivery reports (NDRs) to reduce the risk of losing journal reports:

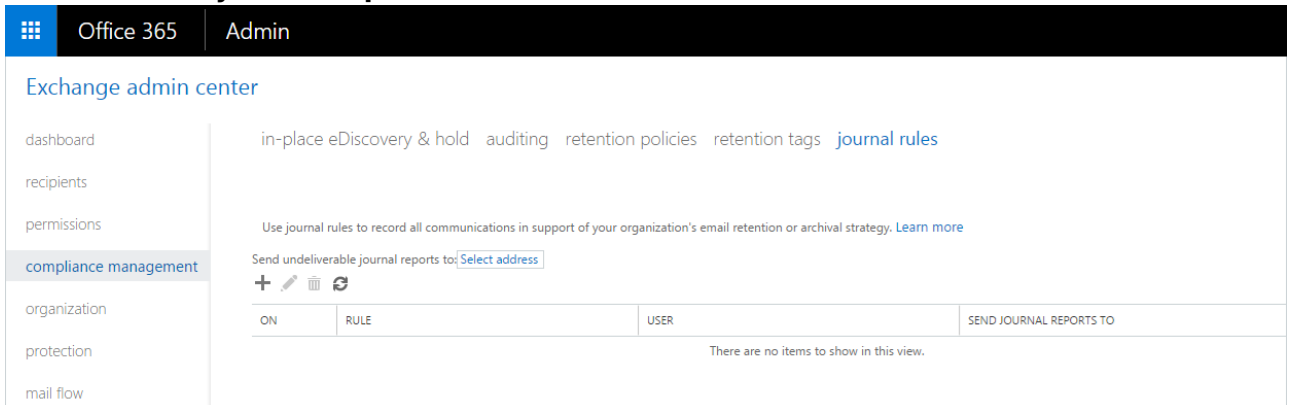
Warning

Any mail sent to the address used for undeliverable journal reports won't be journaled and won't honor transport and mailbox rules settings. It's recommended that you create a dedicated mailbox for undeliverable journal reports.

OK

To create an NDR recipient,

1. Log in to your Office 365 Exchange admin center.
2. Select **compliance management > journal rules**.
3. If an NDR email recipient is not already specified, click **Select address** to the right of **Send undeliverable journal reports to** field:



The screenshot shows the Office 365 Exchange Admin Center interface. The left sidebar is expanded to 'compliance management'. The main content area shows 'journal rules' with a table for 'Send undeliverable journal reports to'. The table has columns for 'ON', 'RULE', 'USER', and 'SEND JOURNAL REPORTS TO'. A 'Select address' button is visible next to the 'Send undeliverable journal reports to' field.

4. Browse to and select a recipient from the address book.
5. You can search for a recipient by typing all or part of a display name, and then clicking the **Search** icon, or click on either the **Display Name** or **E-Mail Address** heading to sort the list.
6. Click **OK** once you select a recipient, and in the **NDRs for undeliverable journal reports** window, click **Save**.

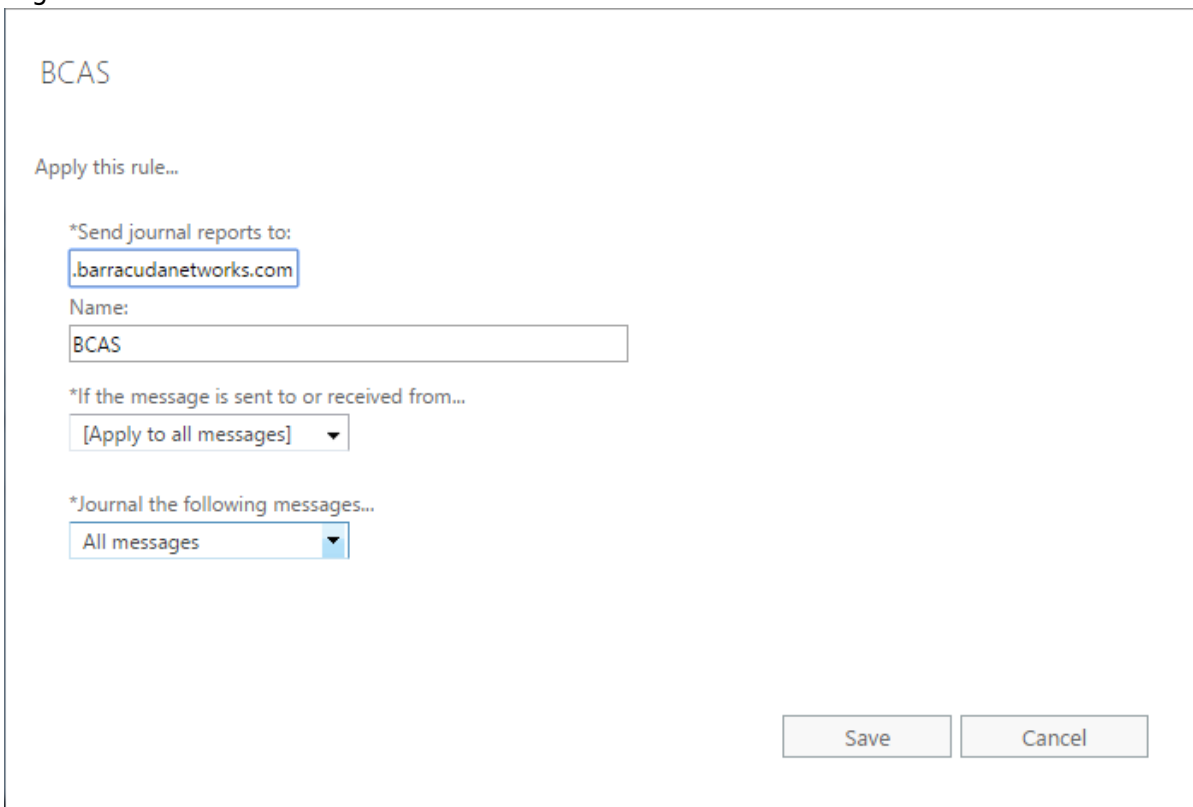
Best Practice

Create a shared mailbox and use that mailbox as the NDR recipient.

Step 3. Configure Office 365 to Send Journal Mail

1. Log in to Office 365 Exchange admin center.
2. Select **compliance management > journal rules**.
3. Click the + symbol. In the **new journal rule** dialog box, complete the following:

1. **Send journal reports to** – Enter the journaling address from the **Mail Sources > SMTP Journaling** page in the Barracuda Cloud Archiving web interface. This is called the journaling mailbox.
2. **Name** – By default, the name of the journal rule is automatically generated from the journal recipients. If there are existing journal rules that contain the same journal recipients, numbers are automatically appended to the journal rule name to avoid duplicates. If you choose to override the automatically-generated name by typing in a custom name, verify the name is unique and descriptive.
3. **If the message is sent to or received from** – Select **Apply to all messages** to journal all recipients.
4. **Journal the following messages** – Select **All messages** to journal all messages regardless of source or destination:



The screenshot shows a configuration window for a journal rule named "BCAS". The window has a title bar with "BCAS" and a subtitle "Apply this rule...". The configuration is as follows:

- *Send journal reports to:** A text input field containing ".barracudanetworks.com".
- Name:** A text input field containing "BCAS".
- *If the message is sent to or received from...:** A dropdown menu with the selected option "[Apply to all messages]".
- *Journal the following messages...:** A dropdown menu with the selected option "All messages".

At the bottom right of the window are two buttons: "Save" and "Cancel".

Because the journaling mailbox may contain sensitive information, it is recommended that you create organization-wide policies that govern who can access the journaling mailboxes in your organization.

4. Click **Save**. The rule is added to the **journal rules** table.

Once you complete your deployment configuration, mail begins forwarding to the Barracuda Cloud Archiving Service. Log in to the web interface as the administrator, and go to the **Basic > Dashboard** page. Processed mail displays in the **Message Statistics** table. Statistics are cached and may take up to 30 minutes to appear.

For additional configuration options and features, log in to the web interface and click **Help**.

Figures

1. NewRemoteDomain.png
2. MailFlowScenario.png
3. BCASNewConnector.png
4. AddDomain2.png
5. AddDomainMas.png
6. UseMXRecords.png
7. TLS.png
8. ConfirmSettings.png
9. ndr_warning.png
10. SelectAddress.png
11. journalRule.png

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