

How to Install ArchiveOne Version 7.1

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This article refers to Barracuda ArchiveOne version 7.1.

If you already have a previous version of ArchiveOne installed, you should uninstall it and install the latest version of ArchiveOne. Version 7.1 does not support in-place upgrade.

Executables

ArchiveOne v7.1 is distributed as:

- **ArchiveOnePreInstall.exe** – The pre-installation process which can be run in advance of the main installation. It creates the required user and group and installs the database engine (unless you already have one installed).
- **Archive One Setup Enterprise.version.exe** (where *version* represents the version number) – Main installation process which installs all components.

Step 1. Run Pre-Installation Executable

Run **ArchiveOnePreInstall.exe** and follow the on-screen instructions.

1. Ensure you have the correct version of .Net Framework installed and the appropriate IIS roles and features configured.
2. You must select the local Exchange server for ArchiveOne to connect to, or choose Exchange Online if you have no on-premises Exchange servers and only a Office 365 environment.
 - The on-premises Exchange server must have the CAS role, or you can select the CAS array name if you have configured one.
3. Automated System Health tests check the configuration of the server. If these report any problems, these should be resolved before proceeding.
4. Specify a server to host the configuration data. It is recommended that this is the Archive server.
5. Specify a user to be created (the default name is **ArchiveOneAdmin**) to use as the service account, or the name of an existing user. This account should be kept secure as it will be granted full access to all mailboxes.
6. Specify a group to be created (the default name is **ArchiveOneUsers**) or the name of an existing group. Only members of this group will be allowed to run ArchiveOne administration console.
7. Specify a group to be created (the default name is **ArchiveOneDiscoveryUsers**) or the name

of an existing group. Only members of this group will be allowed to use the Barracuda Advanced Discovery website.

8. Specify a SQL Server instance for storing configuration data. You can choose to allow ArchiveOne preinstaller to create a SQL Server Express installation on the local machine, or give details of connection to an existing SQL Server or SQL Server Express instance. Various databases will be created on this instance. If you intend to use the Barracuda Advanced Discovery website and are specifying an existing SQL Server or SQL Server Express instance, the instance must have the 'Full-Text Search' feature enabled.

You may be asked about DCOM security, and you may need to make other configuration changes. See [How to Manage DCOM and Firewall Security](#) for more information.

Once the installation is complete, you may be requested to restart the system. This will only happen if a file that needs to be installed is already in use.

Step 2. Run Setup Executable

Run the setup executable using the following steps:

1. Launch **Archive One Setup Enterprise.version.exe**, and follow the on-screen instructions.
2. When asked which components to install, select the following:
 1. Select **ArchiveOne Service**.
 2. If you have purchased a license for C2C Information Manager, select **Barracuda Advanced discovery**.
 3. Select **ArchiveOne Policy Admin**; note that you will have an opportunity to install this component at a later point in the installation if you prefer.
 4. Select **Search and Retrieval website** if you want to install the Search and Retrieval Website on this machine. For more information, [Search and Retrieval Website](#).
 5. Select the **Quick Link Client installer** or **Laptop Client installer** if you want to install packages which can be run on this or other PCs to integrate ArchiveOne into Outlook.
 6. Select **PST Client** if you want to process PST files on this or other systems.
3. If prompted, complete any pre-installation steps.

The installation process also installs the [ArchiveOne Deployment Analyzer](#) which you can use to evaluate the current system for various ArchiveOne requirements. Running this, either after installation or in the future, may highlight issues in the environment which you will need to address.

Post-Installation Selection

At the end of the system preparation you are prompted whether to start the ArchiveOne Service. If you know the above rights are all correctly assigned, click **Yes** to start the ArchiveOne Service. If you are in any doubt, click **No** to finish the installation, check and correct the rights, then open **Services**

in Control Panel or Computer Manager to start the service **ArchiveOne Service**.

If you are using any non-Microsoft-standard document formats, such as Adobe Acrobat PDF files, you may also wish to install filters to enable ArchiveOne to index words from these documents (to enable you to search for words in them). ArchiveOne uses the Microsoft IFilter interface (as used by Microsoft Indexing Service) so you should ask the producers of your non-standard files if they have an IFilter DLL.

Not all versions of Adobe PDF IFilter are installed on all versions of Windows. See [Supported Configurations](#) for supported versions. Windows natively has [IFilters](#) for old style Office documents such as **.doc** files, but not for new style Office documents such as **.docx**. In order to process these, you must install a filter pack such as the Microsoft Office 2010 Filter Pack available from the [Microsoft Download Center](#).

The **ArchiveOne Service** should now be running; you can run Computer Management and then select Services to confirm this. If it is not running, check in the Event log for errors and try to re-start the service. Refer to [Step 2](#) for more information.

By default, only members of the ArchiveOne Users group (**ArchiveOneUsers** by default) are allowed to use ArchiveOne Admin – all other users will be refused access. If you want to change this, change the members of the group.

This process also installs and configures the ArchiveOne Monitor Service, which runs alongside ArchiveOne Service and ensures it is running smoothly. If ArchiveOne Service encounters any problems and shuts down, then ArchiveOne Monitor Service will restart it and re-run whatever activity ArchiveOne Service was doing at the time.

Step 3. Install ArchiveOne Admin

You can install ArchiveOne Admin on any suitable Windows 2008 or later system that has direct LAN access to the Exchange server and ArchiveOne Service. The operating system may be 32- or 64-bit. Typically it is installed at the same time as the ArchiveOne Service on the same machine, but can be installed elsewhere as well. The system must have either Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 or 32-bit Outlook installed (64-bit Outlook is not suitable). Note that no systems should ever have Outlook installed as well as either Exchange Server or Exchange System Manager, as this is not a Microsoft supported environment. See [Step 2](#) for requirements.

ArchiveOne Admin will install and run without Outlook installed, but items retrieved from an administrative search will not be viewable. It will offer full functionality if 32-bit Outlook or later is installed.

Complete the following steps to install ArchiveOne Admin:

1. Launch **Archive One Setup Enterprise.version.exe**, and follow the on-screen instructions.
2. When asked which components to install, select **ArchiveOne Admin**.
3. Follow the on-screen instructions.

Ensure that the NT user account that you use when running ArchiveOne Admin is a member of the ArchiveOne Users group (by default called **ArchiveOneUsers**) or they will not be allowed to run ArchiveOne Admin. For information on changing the default users group name, see [How to Change the Default Security Group Name](#).

It is possible that if you run ArchiveOne Admin straight after installing the ArchiveOne Service, you may not be allowed to log in to ArchiveOne Admin. If this happens, it may be due to replication delays caused by creating a new user and group and setting permissions, so you may have to wait for replication across your domains to take place.

ArchiveOne Admin cannot be run against an Exchange server that has never been processed by an ArchiveOne Service.

Step 4. Install a Storage Manager (Optional)

Depending on how you intend to store your archive data, you may require some storage management software supplied by a third-party. This is not necessary if you write your archive to local hard drive, or to storage that emulates local hard drive. For more information, refer to [Storage Manager](#).

Use of multiple storage managers installed on the same PC is not supported by ArchiveOne.

Step 5. Install the Search and Retrieval Website

You should have chosen a server on which to install the [Search and Retrieval Website](#) during installation preparation, which may or may not be the same as the ArchiveOne Service server. This enables users to search the archive of their mailboxes, and is required for message links to work. The server must be running IIS 7.0 or later with .Net Framework 4.5 and it must have standard IIS Role Services installed, including ASP.NET.

Run the setup on the server on which you want to run the Search and Retrieval Website. Do not run the setup on another server and then browse to the required server when specifying the installation directory during the setup.

The Search and Retrieval Website is also used by Quick Link so that users can retrieve archived items using Outlook in the same way as they view non-archived mail. For this reason, you must install the Search and Retrieval Website if you are planning on deploying Quick Link even if you are not planning on making archive searching available to users.

1. Launch **Archive One Setup Enterprise.version.exe**, and follow the on-screen instructions.
2. When asked which components to install, select **Search and Retrieval Website**.
3. Follow the on-screen instructions.

Step 6. Install the Message Link Form into Outlook

You can run the message link form registration application, **AOnePolicyManageForm.exe**, to register the Outlook form used by ArchiveOne into a personal forms library, or re-register it into the organizational forms library if necessary. It requires Outlook 2003 or later to be installed, either 32- or 64-bit. You can register organizational or personal forms.

If you are deploying Quick Link in your organization, you can allow it to do the form registration for you – for more information, see [Controlling Client Settings](#).

Form Registration Using AOnePolicyManageForm.exe

If the ArchiveOne installation is run on a system with Outlook 2003 or later installed and the **Outlook form registration** component is selected, then the form registration application is run as part of the setup. If the **Admin** component is selected, the **AOnePolicyManageForm.exe** and **AOnePolicyManageFormX64.exe** programs are installed, which can then be run on any PC with Outlook 2003 or later installed.

You can choose to register Outlook forms into the organizational forms library, where they are shared by everyone, or into the personal forms library of the current mailbox. It is preferable to install the form into the organizational forms library, since then it will be accessible to everyone. However, if you do not want to do this, or do not have permission, you can alternatively install the form into the personal forms library for the mailbox whose profile you specify.

If you want a group of users to use ArchiveOne and do not want to register forms into the organizational forms library, they would each need to run **AOnePolicyManageForm.exe** or **AOnePolicyManageFormX64.exe** (depending on whether Outlook is 32- or 64-bit) to install the

form into their personal forms library.

When you run **AOnePolicyManageForm.exe** or **AOnePolicyManageFormX64.exe**, you are prompted for a profile. If you are going to install into the organizational library, then the profile you use, or the NT user you are logged in as, should have rights to create or modify that library. If so, it will create an organizational forms library if necessary, in which case the mailbox specified by the profile will be its owner. If the mailbox doesn't have rights over the library but the current NT user does, then the mailbox will be granted library rights, then the form will be installed. There are no such permissions issues when using the personal forms library.

You may see issues if you are using Outlook 2003 or later in cached mode, due to the way Outlook caches the forms library. See [Quick Link Client](#) for more information.

If this process generates an error, you must install the form manually, using the following steps:

1. Ensure Outlook is running correctly. If it is in the task bar but you cannot select it, close and restart it using the Task Manager or reboot your PC.
2. In Outlook, disable running macros.
3. In the ArchiveOne installation directory, (by default, **C:\Program Files\C2C Systems\ArchiveOne**) navigate to and run the file: **C2C ArchiveOne Policy.oft**
4. A mail form displays. If prompted, click **disable macros**.
5. Choose **Tools/Forms/Publish form as**.
If you are running Outlook 2007 and do not have this menu option, you can display the quick access toolbar and use **customize** to add it.
6. Select either the Personal or Organizational forms library.
7. Set the **Display name** and **Form name** to **arch2**. The **Message class** must display as **IPM.Note.arch2**.
8. If prompted by Outlook to **Save Form Definition with Item**, click **No**.
9. Close the form, and answer **No** to **Do you want to save?**
10. Repeat steps 1 through 9 for the file **C2C ArchiveOne Policy Post.oft** specifying **arch2** as the **Display name** and **Form name**, and **C2C ArchiveOne Voicemail.oft** specifying **Microsoft.Voicemail.UM.arch2** as the **Display name** and **Form name**.
11. Reset your Outlook macro security to its previous setting.

To see where the form is registered using Outlook's Form Manager, go to **Tools > Options > Other > Advanced Options > Custom Forms > Manage Forms**.

Step 7. Install the PST Processor

The PST Processor enables ArchiveOne operations to be carried out on PST files located on user workstations. It can be run on any Windows XP or later system. Complete the following steps to install the PST Processor:

1. Launch **Archive One Setup Enterprise.version.exe**, and follow the on-screen instructions.
2. When asked which components to install, select **PST Processor**.
3. Follow the on-screen instructions.

When installed, the file **AOnePolPstProc.exe** and a number of supporting files are installed in the **PSTProcessor** subfolder of the destination folder. For more information, see [Understanding the PST Processor](#).

Step 8. Install Quick Link

The Quick Link client makes retrieval from the archive more Outlook-integrated. It can be run on any Windows XP or later system running Outlook 2003 or later. The operating system and Outlook version may be 32- or 64-bit.

Without Quick Link, when a user clicks on a message link, they will see a URL. To retrieve the item, they must click on it, and will be shown the archived message using OWA. As an alternative, if they have Quick Link installed, when they view the message link in the preview pane they will see the start of the message with some instruction, and when they double-click to view, the archived message will be retrieved and shown using Outlook, if it is available. So, when directly connected to a fast archive, the user will not experience any difference, whether the message being viewed has been archived or not.

Complete the following steps to install the Quick Link client:

1. Launch **Archive One Setup Enterprise.version.exe**, and follow the on-screen instructions.
2. When asked which components to install, select **Quick Link Installer**.
3. Follow the on-screen instructions.
4. Copy the installed **ArchiveOne Quick Link Client.msi** to another PC and run it (which is suitable if you want to deploy Quick Link to user PCs). The same MSI file can be used whether the Outlook installation is 32- or 64-bit.

To perform a silent installation using the following command:

```
MSIExec /i "<path>\ArchiveOne Quick Link Client.msi" /qn
```

If you have already installed Quick Link and want to deploy an upgrade, instead of uninstalling and reinstalling it you can run the following command:

```
MSIExec /i "<path>\ArchiveOne Quick Link Client.msi" REINSTALL=ALL
```

```
REINSTALLMODE=vomus
```


To make use of Quick Link, if you are not logged into your PC as a user that's authenticated to the ArchiveOne Service (for instance, logged into their PC as a member of the domain the ArchiveOne Service is in, or to a trusted domain) then Quick Link will request a username and password.

Quick Link uses two different methods for connecting to the ArchiveOne Service:

- Connecting to the Search and Retrieval Website using web service protocols using anonymous authentication.
- If that connection fails for any reason, Quick Link will attempt a DCOM connection to the ArchiveOne Service. This will depend on whether the user running Quick Link is allowed to make DCOM connections into the ArchiveOne Service machine – see [How to Manage DCOM and Firewall Security](#).

See [Quick Link Client](#) for more information.

Step 9. Install the Laptop Client

The Laptop Client component assists with maintaining a copy of a user's archive on their laptop, so it can still be used when the laptop is disconnected from the network. It can be installed on any PC that is sometimes fully connected and sometimes disconnected from the network, that is running Windows XP or later and Outlook 2003 or later. The operating system and Outlook version may be 32- or 64-bit.

If a user using a PC which has Laptop Client installed connects to a mailbox that has been prepared for offline synchronization, then while they are online Laptop Client will silently copy their archive onto the PC's local hard drive, and while they are offline any attempt to retrieve from the archive will retrieve from the local copy of their archive.

Complete the following steps to install the Laptop client:

1. Launch **Archive One Setup Enterprise.version.exe**, and follow the on-screen instructions.
2. When asked which components to install, select **Laptop Client Installer**.
3. Follow the on-screen instructions.
4. Copy the installed **ArchiveOne Laptop Client .msi** to another PC and run it (which is suitable if you want to deploy Laptop Client to user PCs). The same MSI file can be used whether the Outlook installation is 32- or 64-bit.

The [Laptop Client](#) needs to know the name of the Configuration Server that the ArchiveOne Service connects to, in order to find offline repository information. This can be done in one of three ways:

- If you installed the 'Laptop Client Installer' component, you were asked for a configuration server name. This has been written into the **ArchiveOne Laptop Client.msi** setup program, so running this will pre-configure the Laptop Client to use the server name you specified.

- If for any reason you want to override that configuration server name, you can do so by using the following command to install the component:
`MSIExec /i "<path>\ArchiveOne Laptop Client.msi" EXCHANGESERVER=<name>`
where <path> is the path to the **ArchiveOne Laptop Client.msi** file (by default **C:\Program Files\Barracuda \ArchiveOne**) and <name> is the configuration server name.
- If you have already installed Quick Link and want to deploy an upgrade to it, instead of uninstalling and reinstalling it you can run the following:
`MSIExec /i "<path>\ArchiveOne Laptop Client.msi" REINSTALL=ALL
REINSTALLMODE=vomus`
- If for any reason you want to do so after installation, you can run the installed **AOneSync.EXE** program with a single command line parameter of the configuration server name. This only needs to be done once, and will reconfigure that PC to use the new configuration server after the next reboot.

A part of the installation involves configuring the AOneSync.EXE program so that it is run each time the PC starts. It can be configured to appear as a tool tray icon, although it does not do so by default. Laptop Client will attempt to download the user's offline repository using either file sharing or HTTP/HTTPS protocol to the Search and Retrieval website. If using HTTP/HTTPS, the user may be challenged for a username/password to authorize access. If this is granted, a security token will be generated which will allow them access for 30 days - after this time they will be challenged again to authenticate.

The Laptop Client component includes the Quick Link component; see [Client Components](#).

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