

Configuring an SMTP Journal Account for Microsoft Exchange 2003

<https://campus.barracuda.com/doc/71860645/>

This article refers to Microsoft Exchange Server 2003.

As of April 8, 2014, Microsoft no longer issues security updates for Exchange Server 2003. Without security updates, Barracuda Message Archiver can no longer support Exchange Server 2003. For migration details, refer to the Microsoft TechNet article [Time to Move from exchange 2003](#).

Stubbing and Microsoft Exchange Import

For stubbing and Microsoft Exchange imports initiated via the Barracuda Message Archiver web interface, there is a 100MB limit on file import.

Before Getting Started

Read this entire section before proceeding with configuration.

- Journalled mail can be sent to the Message Archiver via SMTP or "push journaling", or journalled mail can remain in the journal mailbox and retrieved via POP3/IMAP or "pull journaling". If you are unable to create an additional mail store, use POP3 or IMAP to "pull" mail content to the Barracuda Message Archiver, contact Barracuda Networks Technical Support.
- To use push journaling, you must create a dedicated mailbox store for the envelope journaling mailbox, otherwise mail arriving in the mailbox results in unwanted mail loops.
- Microsoft recommends placing the Exchange Mailbox Store containing the journaling mailbox on a drive that does not hold user mailboxes.
- Exchange cannot fully journal the following:
 - **Posts to public folders** – Journaling cannot be enabled on public folder stores.
 - **Expansion of external distribution lists** – While actual message content sent to or from internal and external distribution lists can be journalled, only an internal distribution list can be fully expanded and included in the envelope journaling data. Membership information for a distribution list that is external to your Exchange organization cannot be expanded and therefore cannot be included in the envelope information even if individual members on the list are in your Exchange server.

To fully utilize envelope journaling, you must complete the following steps on the Microsoft Exchange Server 2003:

- Step 1: Create a Mailbox Store for the Journaling Mailbox – Define a dedicated mailbox store for the envelope journaling mailbox, otherwise mail arriving in the mailbox results in unwanted mail loops.
- Step 2: Create Remote Domain – Create a new remote domain.
- Step 3: Set Up Message Routing for the Journal Contact – Define message routing to route journal contact via a dedicated SMTP connector.
- Step 4: Create a Journal Account Mailbox – Create a Journal account mailbox.
- Step 5: Create a Custom SMTP Recipient – Define an SMTP address in your Active Directory; this address serves as the delivery address for journaled messages.
- Step 6: Hide Mail Contact in Exchange Global Address List, Modify SMTP Addresses, and Enable Server-Side Mailbox Forwarding – Set up a server-side rule to forward all journaled messages to the custom SMTP recipient mailbox.
- Step 7: Modify Journal Mail Contact – Hide the Journal Mailbox from the Exchange Server address lists to maintain the mailbox store for envelope journaling only.
- Step 8: Enable Envelope Journaling on Exchange – Enable envelope journaling on Exchange to deliver messages using an envelope message containing a journal report with the original message as an attachment.
- Step 9: Configure Exchange Mailbox Management – Define an Outlook rule to automatically delete archived messages forwarded to the Barracuda Message Archiver from the local mailbox store to reduce storage "bloat".
- Step 10. Verify Journaling is Functioning as Expected – Verify your set up is complete.

Important

- To ensure messages display properly in all standard mail clients, save messages in Multipurpose Internet Mail Extensions (MIME) multipart format.
- It is possible to send messages and other Exchange data directly from the mailbox database to an archive over SMTP using Microsoft Outlook server-side rules or Active Directory Users and Computers (ADUC) Exchange Properties. However, messages sent based on these settings do not include envelope information.
- Envelope data is encapsulated with a message only after the message is delivered to the journaling mailbox. In other words, if a message is forwarded directly via SMTP, envelope data is not included. Therefore, it is *highly recommended that all forwarding to the Barracuda Message Archiver occur from the journaling mailbox* in order to retain data (including 'Bcc' recipients and a fully expanded distribution list) to ensure your archive complies with eDiscovery standards.

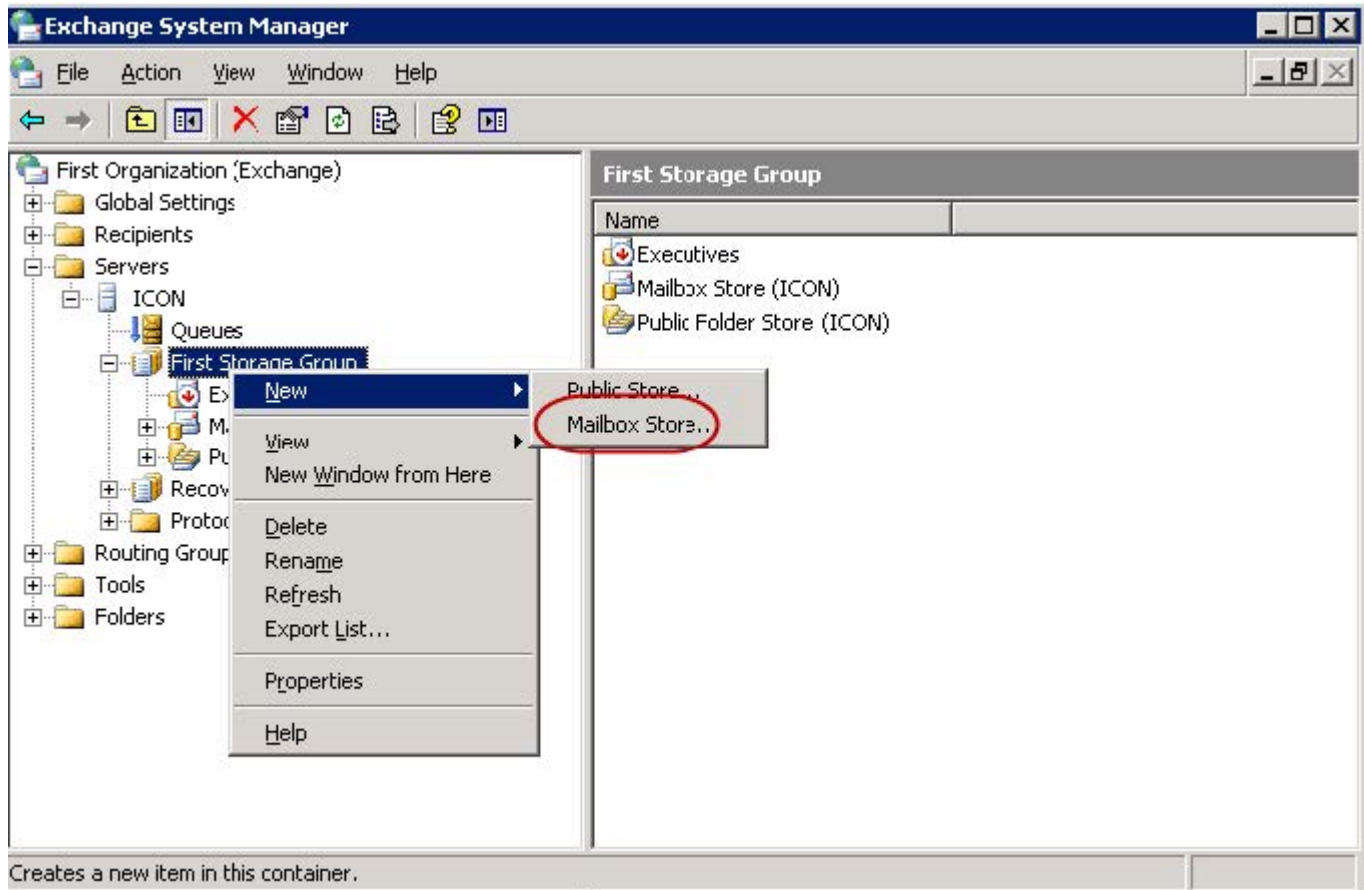
Step 1. Create Mailbox Store for Journaling Mailbox

Use the following steps to add a new mailbox store on your Exchange Server.

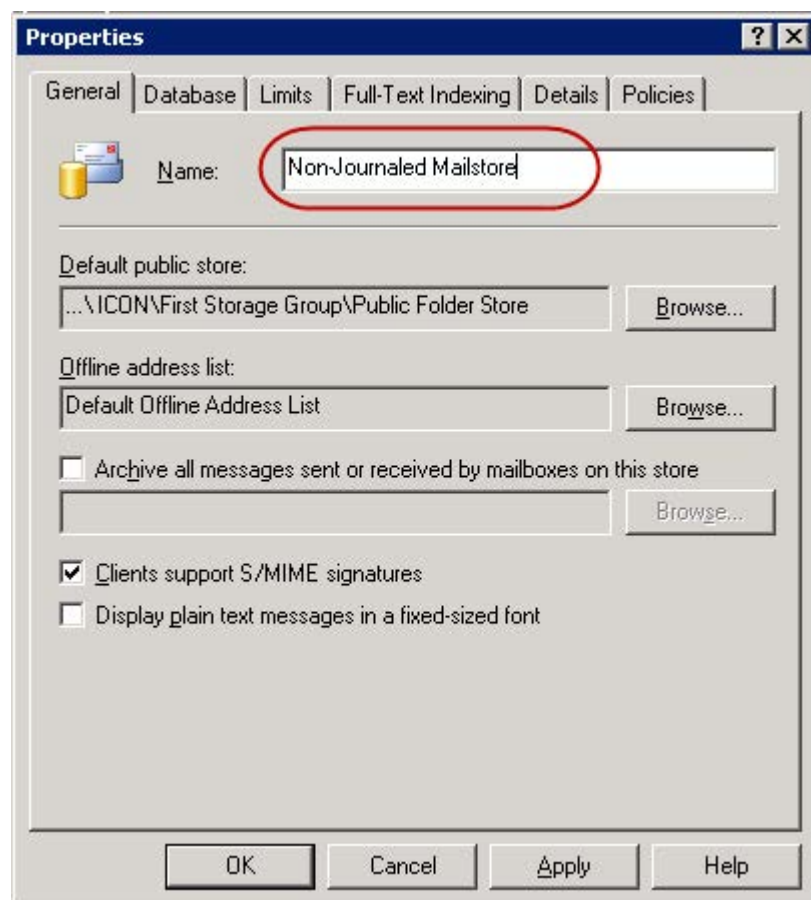
1a. Go to **Programs > Microsoft Exchange > System Manager** to launch the Exchange System

Manager (ESM) console, expand your servers, and navigate to the server where you want to add the mailbox store.

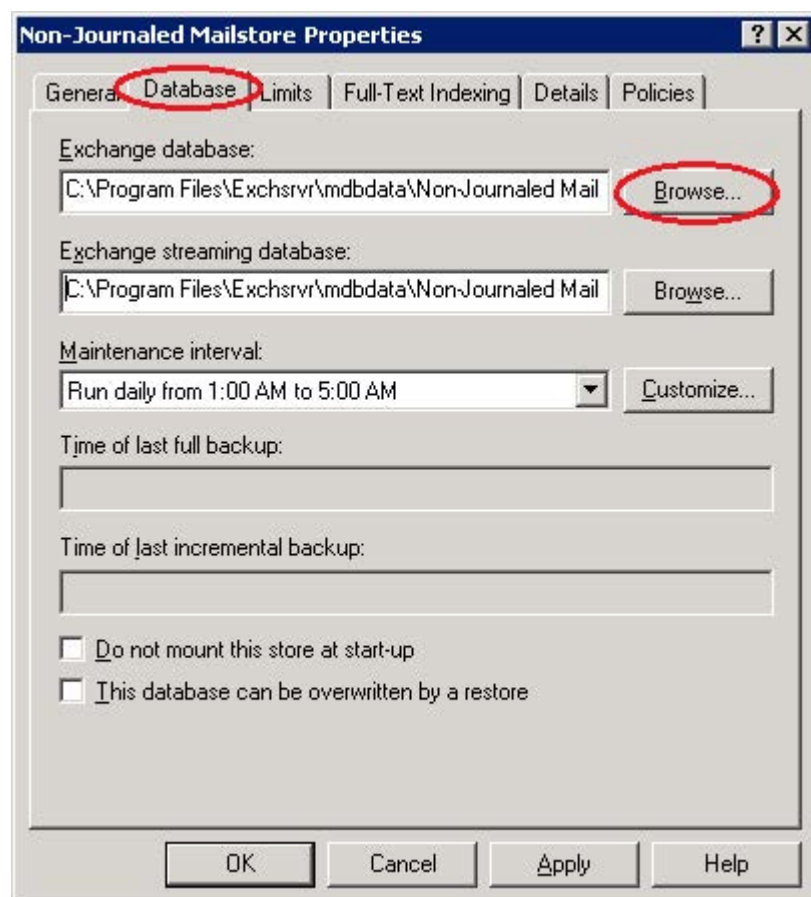
1b. Right-click **First Storage Group**, point to **New**, and click **Mailbox Store**:



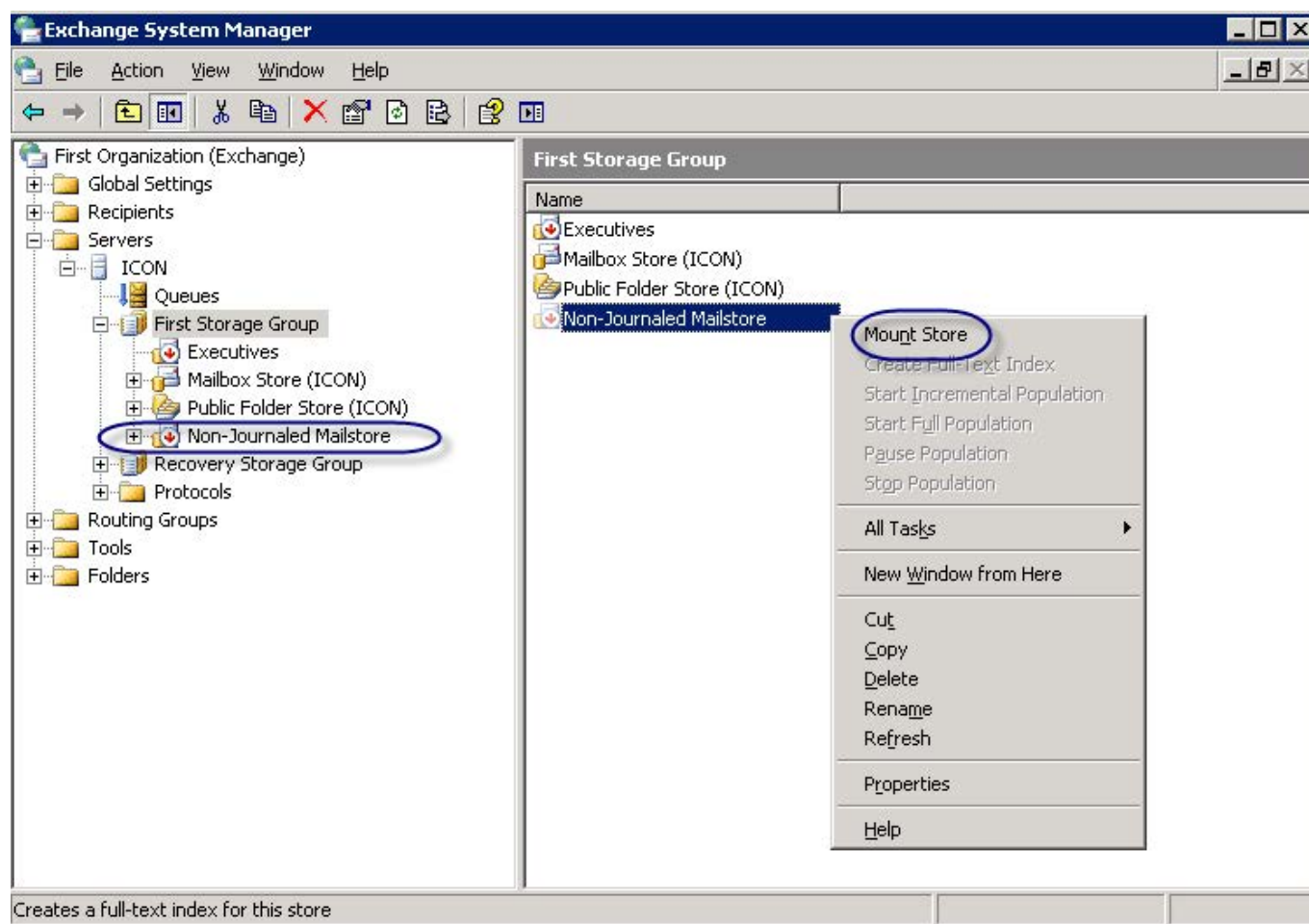
1c. In the **Properties** dialog box, click the **General** tab. In the **Name** field, type: Non-Journaled Mailstore



1d. Click on the **Database** tab, and click **Browse** next to the **Exchange database** field:



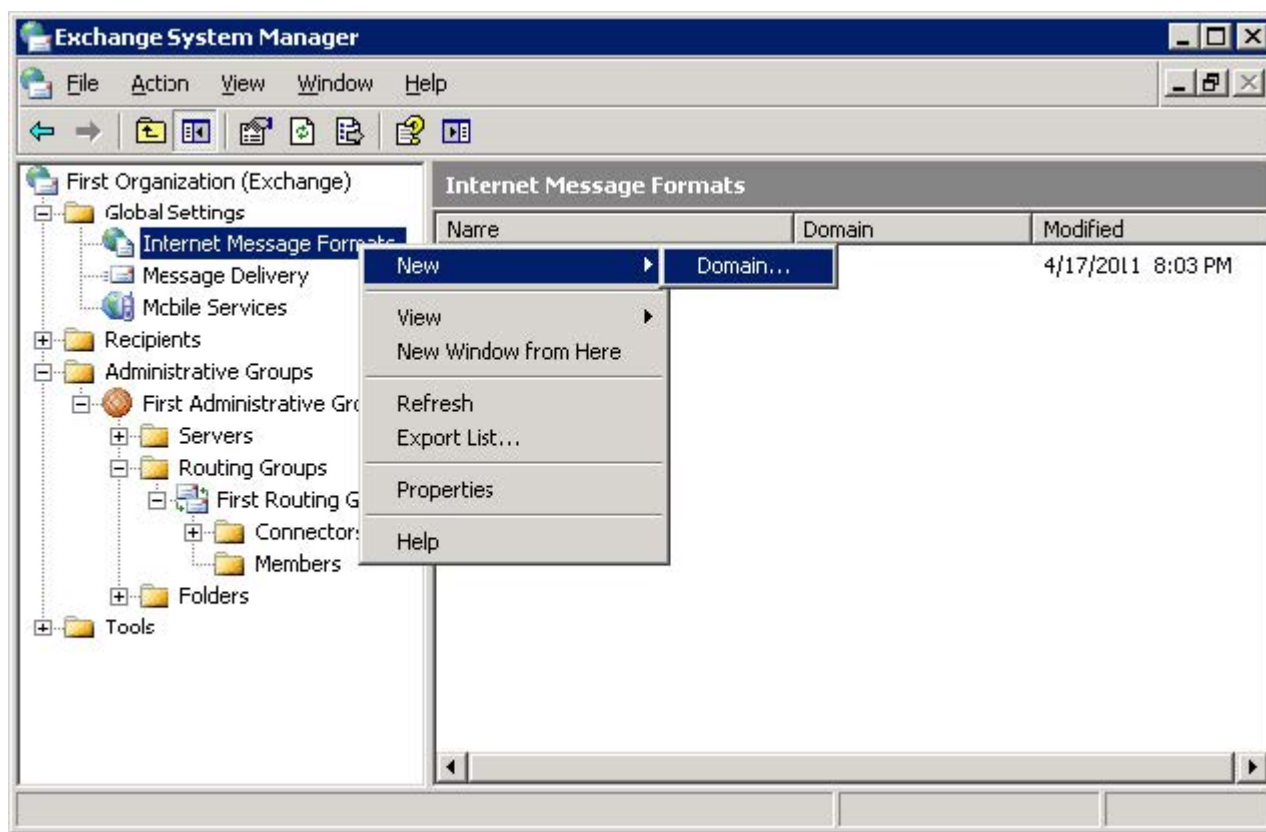
1e. Browse to and select the default database location where you want to add the mailbox store, click **Apply**, and then click **OK**. The mailbox store **Non-Journaled Mailstore** displays in the ESM. Right-click **Non-Journaled Mailstore**, and click **Mount Store**:



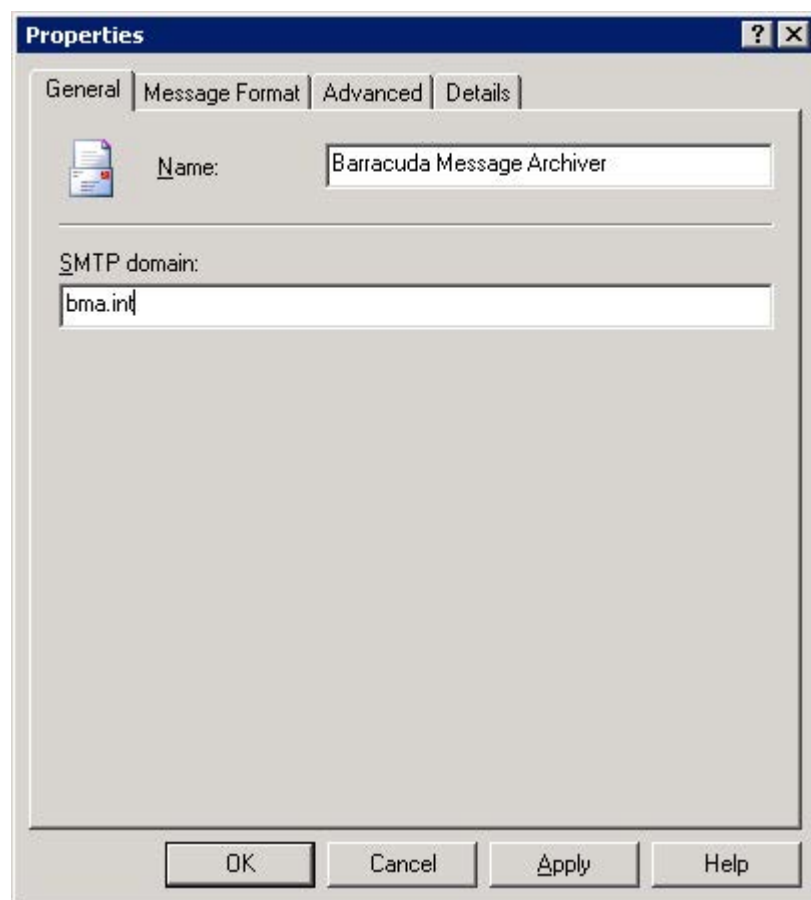
1f. Click **Allow**, and then click **OK**.

Step 2. Create Remote Domain

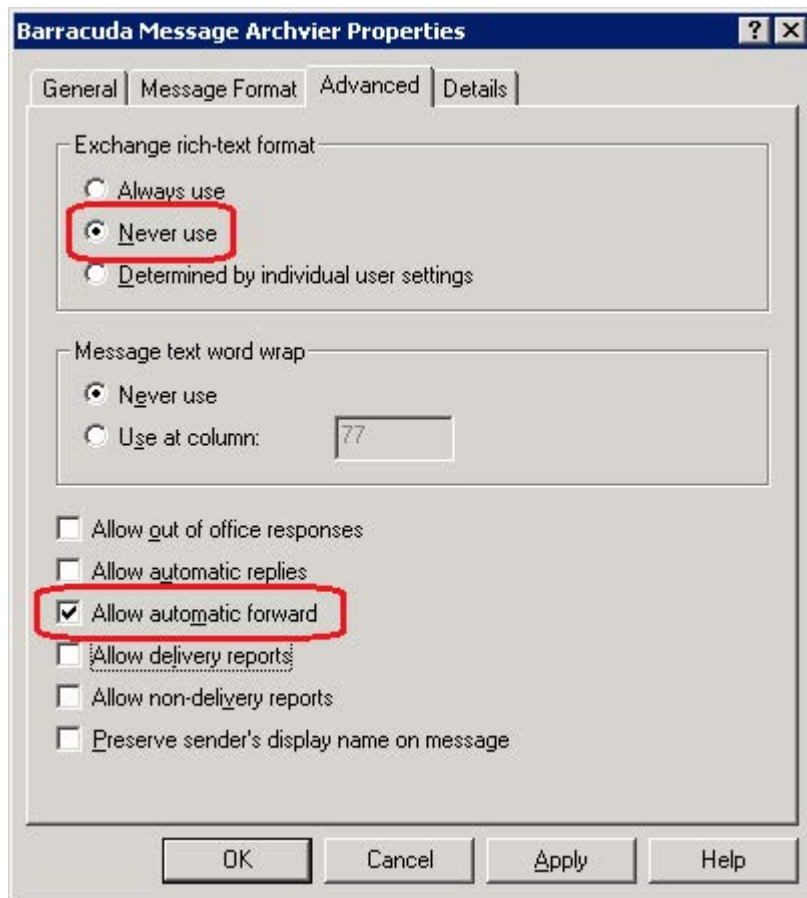
2a. In the ESM console, expand **Global Settings**, right-click **Internet Message Formats**, point to **New**, and click **Domain**:



2b. In the **Properties** dialog box, type Barracuda Message Archiver in the **Name** field, and in the **SMTP domain** field, type bma.int



2c. Click **Apply**, click the **Advanced** tab, and in the **Exchange rich-text format** section, select **Never use**. Click **Allow automatic forward**, and clear the other options:

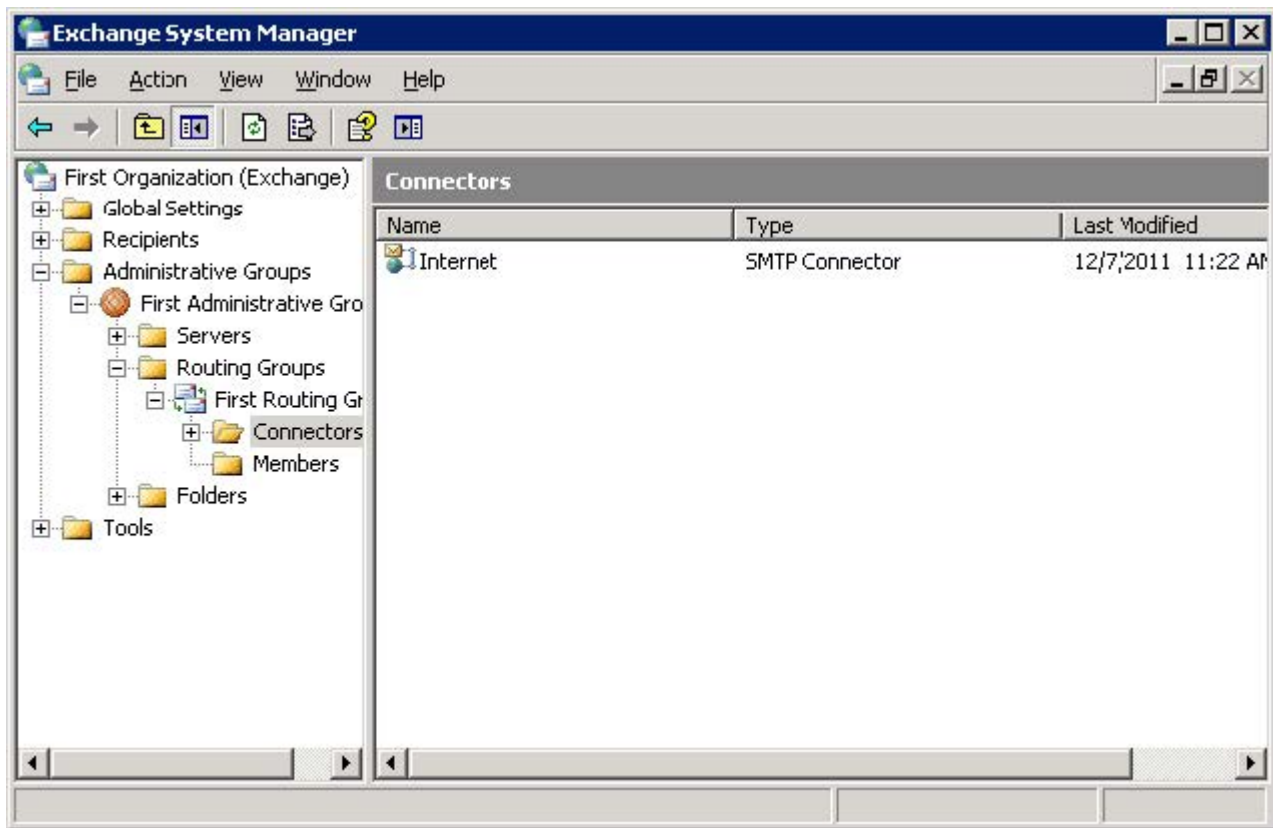


2d. Click **Apply**, and click **OK** to save your changes, and close the dialog box.

Step 3. Set Up Message Routing for Journal Contact

Use the following steps to route messages specified for the Journal Contact on Microsoft Exchange Server 2003.

3a. In the ESM, expand **Connectors**. For example, in the default view, the **Connectors** folder is located at the top level, and in the **Administrative Group Display**, the folder is available under **Routing Groups**:

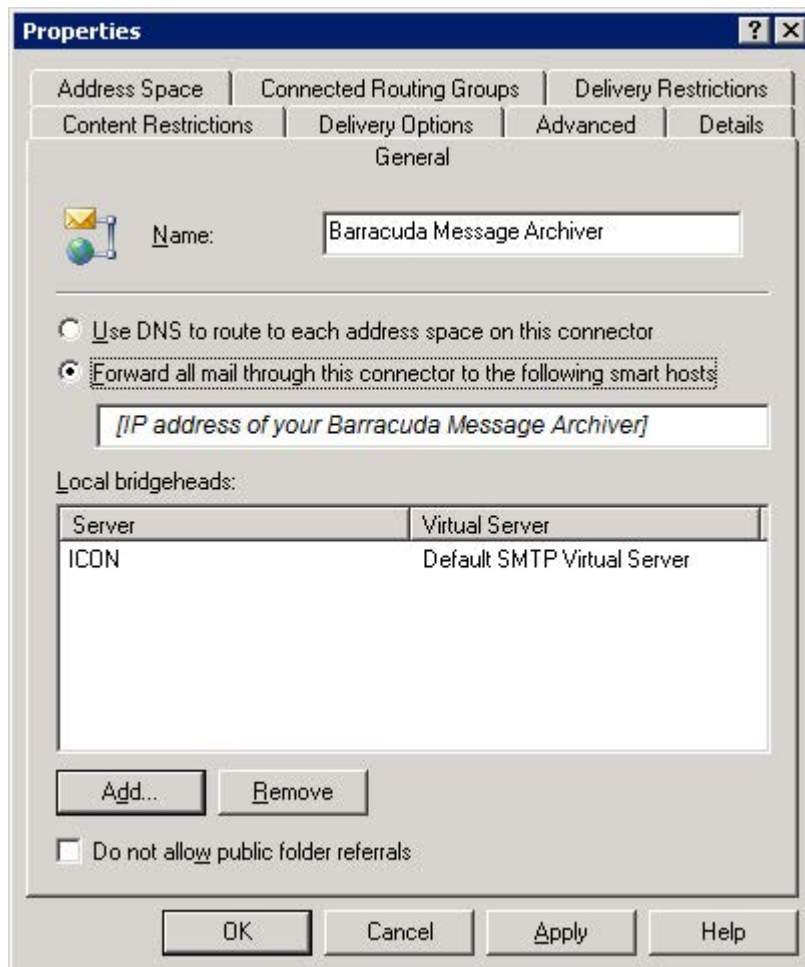


3b. Right-click **Connectors**, and click **New > SMTP Connector**. The **SMTP Connector** dialog box displays. Click the **General** tab, and in the **Name** field type: Barracuda Message Archiver

3c. Select **Forward all mail through this connector to the following smart hosts**, and enter the IP address of your Barracuda Message Archiver in the associated field enclosed in square brackets [].

If you do not enclose the IP address in square brackets [], an error displays.

3d. Below the **Local bridgehead** section, click **Add**. Click on your **SMTP virtual server instance**, and click **OK**; the SMTP Virtual Server is added:



The **Properties** dialog box for the Barracuda Message Archiver connector is shown. It has several tabs: **Address Space**, **Connected Routing Groups**, **Delivery Restrictions**, **Content Restrictions**, **Delivery Options**, **Advanced**, and **Details**. The **General** tab is selected.

Name: Barracuda Message Archiver

☐ Use DNS to route to each address space on this connector

☒ Forward all mail through this connector to the following smart hosts

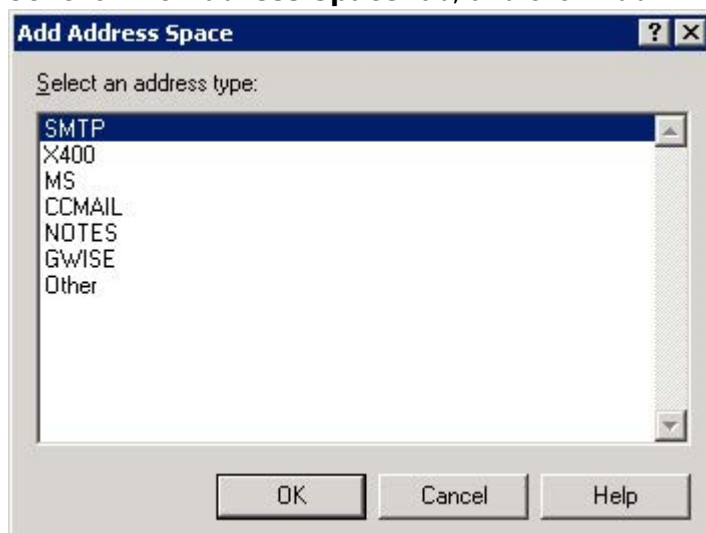
[IP address of your Barracuda Message Archiver]

Local bridgeheads:

Server	Virtual Server
ICON	Default SMTP Virtual Server

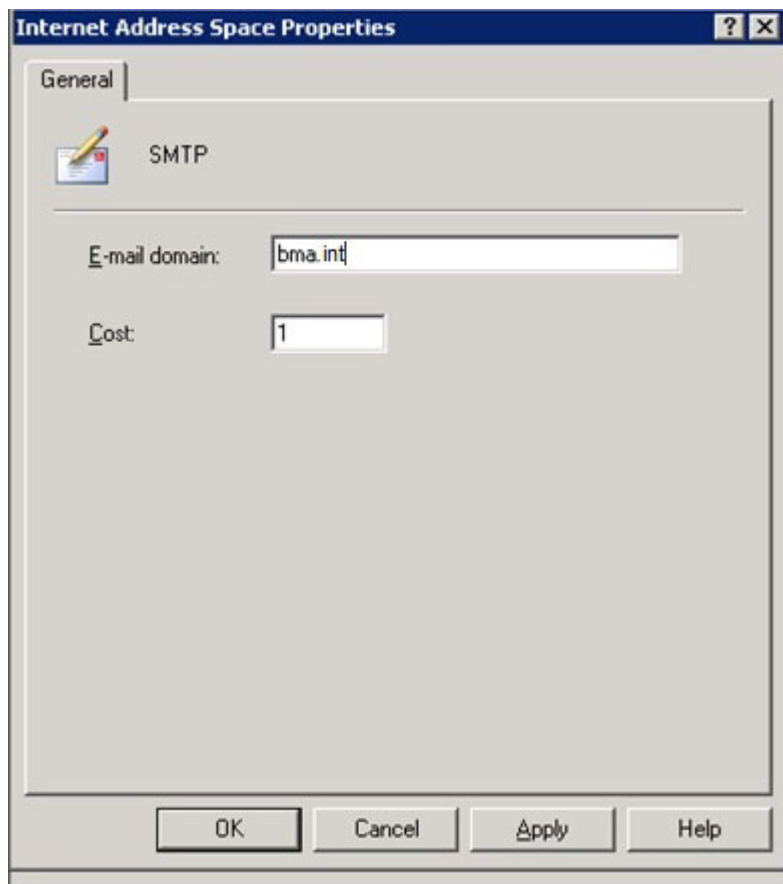
☐ Do not allow public folder referrals

3e. Click the **Address Space** tab, and click **Add**. In the **Add Address Space** dialog box, click **SMTP**:

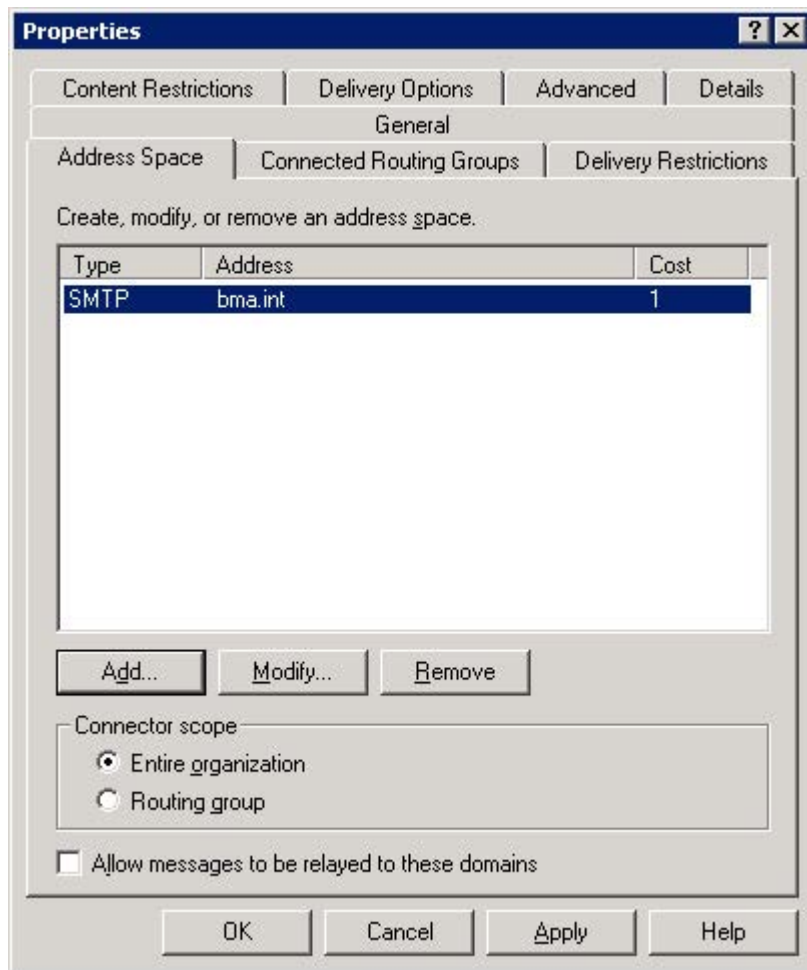


The **Add Address Space** dialog box is shown. It has a title bar with a question mark and a close button. The text "Select an address type:" is followed by a list box containing the following options: **SMTP**, X400, MS, CCMAIL, NOTES, GWISE, and Other. The **SMTP** option is selected.

3f. Click **OK**. The **Internet Address Space Properties** dialog box displays. In the **E-mail domain** field, type: bma.int



3g. Click **Apply**, and click **OK** to close the dialog box. The new address space displays in the **Address Space** tab:



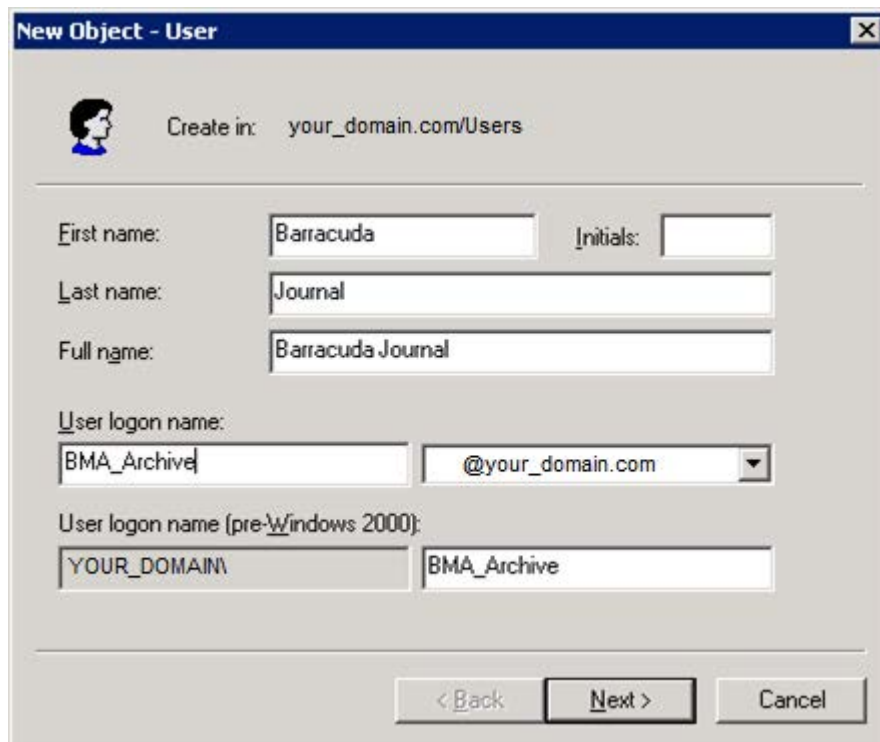
3h. Click **Apply**, and click **OK** to close the **Properties** dialog box and save your changes.

Step 4. Create a Journal Account Mailbox

You must create a Journal Account Mailbox for a domain or OU as described in this step on the Mailbox Store you created in **Step 1. Create Mailbox Store for Journaling Mailbox**.

4a. Go to **Programs > Administrative Tools** or **Programs > Microsoft Exchange** to launch the Active Directory Users and Computers console, and connect to the non-journaled Mailbox Store created in **Step 1. Create Mailbox Store for Journaling Mailbox**.

4b. Click on the domain or organization unit (OU) in which to create the Journal Account Mailbox. Right-click in the right pane, and click **New > User** to bring up the **New Object - User** dialog box. Enter the Journal User details:



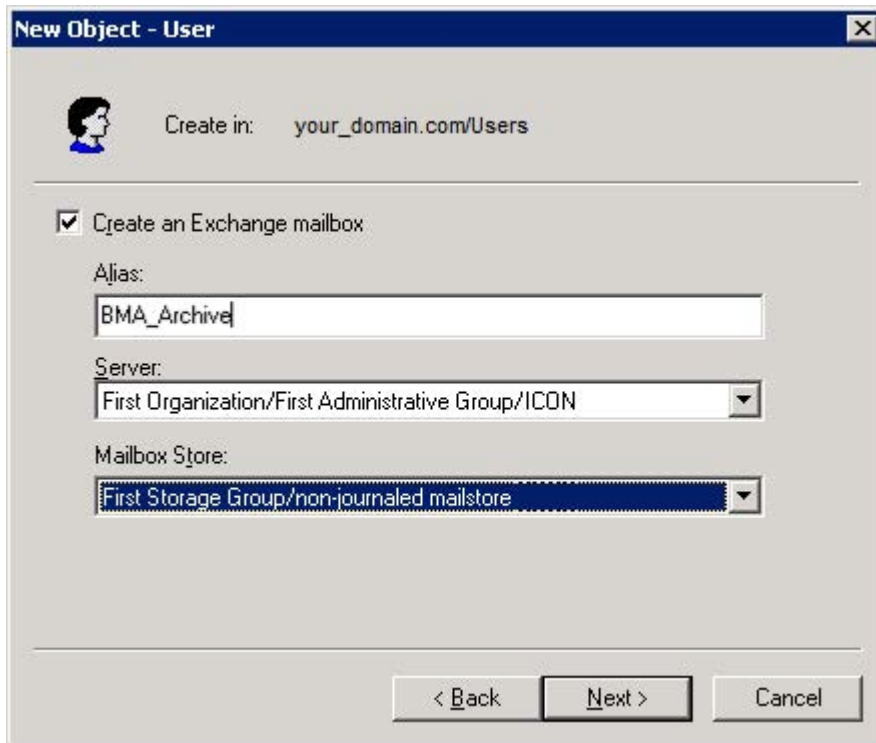
The 'New Object - User' dialog box shows the 'Create in' field set to 'your_domain.com/Users'. The 'First name' field contains 'Barracuda', 'Last name' contains 'Journal', and 'Full name' contains 'Barracuda Journal'. The 'User logon name' field contains 'BMA_Archive' and the domain dropdown is set to '@your_domain.com'. The 'User logon name (pre-Windows 2000)' field contains 'YOUR_DOMAIN\BMA_Archive'. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

4c. Click **Next**. Enter a password in the **Password** and **Confirm password** fields, clear **User must change password at next logon**, and click **Password never expires**:



The 'New Object - User' dialog box shows the 'Password' and 'Confirm password' fields filled with dots. The 'User must change password at next logon' checkbox is unchecked and circled in red. The 'Password never expires' checkbox is checked and circled in red. The 'Account is disabled' checkbox is unchecked. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

4d. Click **OK** in the warning dialog box, and then click **Next**; select **Create an Exchange mailbox**:



The image shows a Windows-style dialog box titled "New Object - User". It has a small icon of a person in the top left. The text "Create in: your_domain.com/Users" is displayed. Below this, there is a checked checkbox labeled "Create an Exchange mailbox". Underneath the checkbox, there are three fields: "Alias:" with the text "BMA_Archive" entered; "Server:" with a dropdown menu showing "First Organization/First Administrative Group/ICON"; and "Mailbox Store:" with a dropdown menu showing "First Storage Group/non-journaled mailstore". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

Verify the **Server** field points to your non-journaled mailstore location from **Step 1. Create Mailbox Store for Journaling Mailbox**.

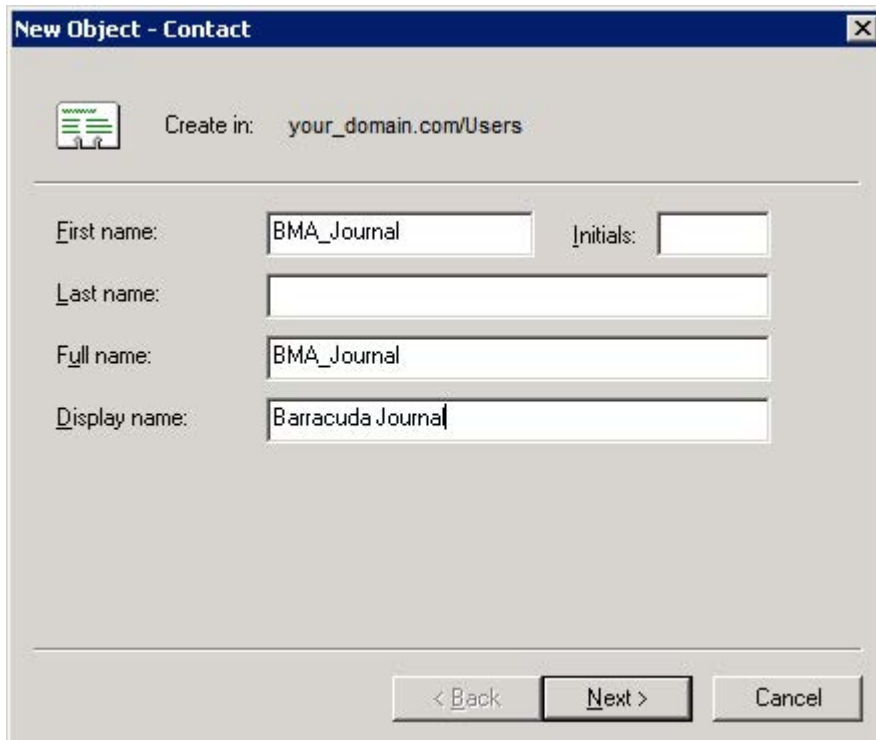
4e. Click **Next**, verify the entered information, and click **Finish** to create the user and close the dialog box.

Step 5. Create a Custom SMTP Recipient

In this step you disable Microsoft MAPI Rich-Text Format (RTF).

5a. In the Active Directory Users and Computers console, click on the domain or organization unit (OU) in which to create the custom SMTP recipient, point to **New**, and click **Contact**; the **New Object - Contact** dialog box displays.

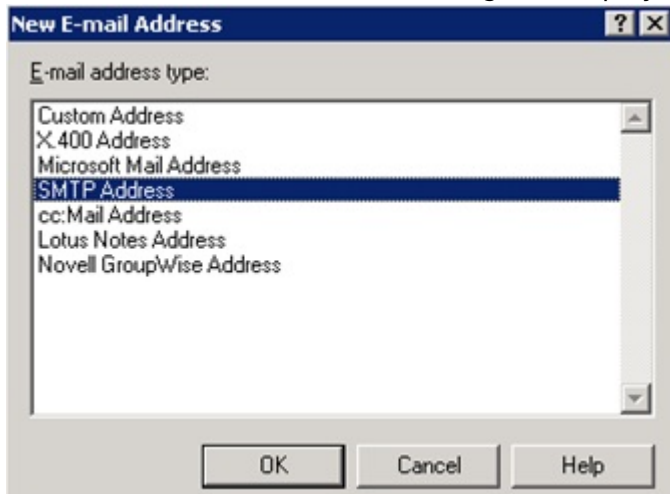
5b. Enter the name and display name for the custom SMTP recipient:



The "New Object - Contact" dialog box is shown. It has a title bar with a close button. Below the title bar is a "Create in:" field with the value "your_domain.com/Users". There are four text input fields: "First name:" with "BMA_Journal", "Initials:" (empty), "Last name:" (empty), and "Full name:" with "BMA_Journal". Below these is a "Display name:" field with "Barracuda Journal". At the bottom are three buttons: "< Back", "Next >", and "Cancel".

5c. Click **Next**. Select **Create an Exchange e-mail address**, enter the email alias in the **Alias** field, and click **Modify**.

5d. The **New E-mail Address** dialog box displays:



The "New E-mail Address" dialog box is shown. It has a title bar with a question mark and a close button. Below the title bar is a label "E-mail address type:". There is a list box containing the following options: "Custom Address", "X.400 Address", "Microsoft Mail Address", "SMTP Address" (which is selected and highlighted), "cc:Mail Address", "Lotus Notes Address", and "Novell GroupWise Address". At the bottom are three buttons: "OK", "Cancel", and "Help".

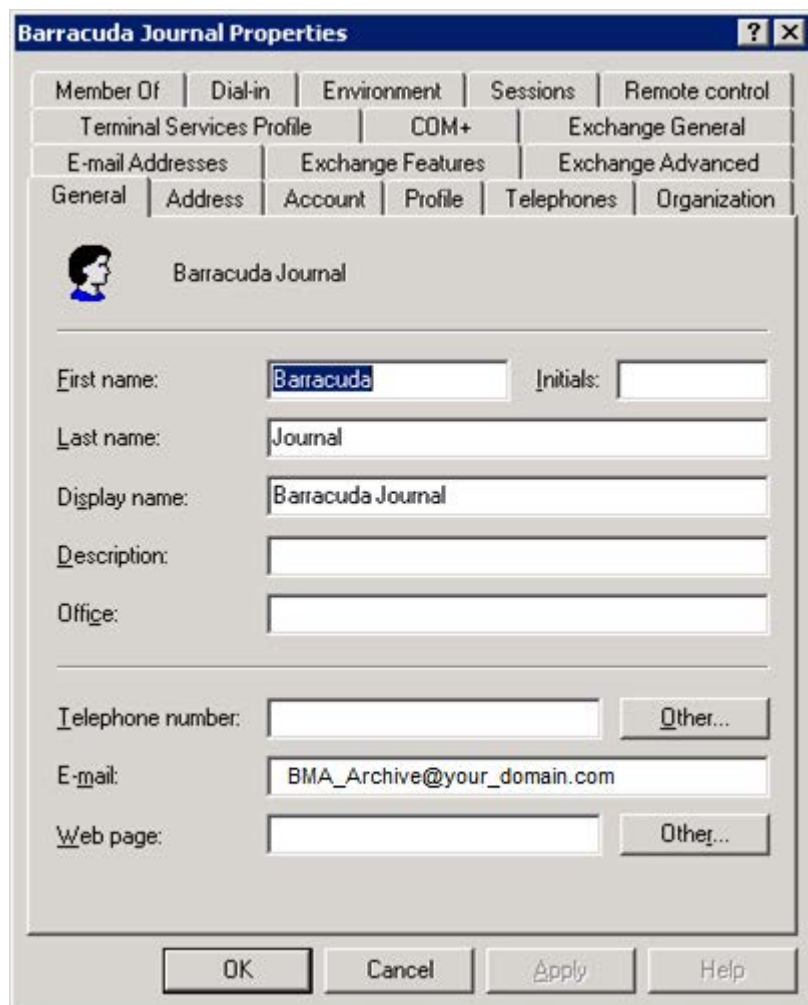
5e. Click **SMTP Address**, and click **OK**; the **Internet Address Properties** dialog box displays. In the **General** tab, type the external email address: BMA_Journal@bma.int



5f. Click **OK**. In the **New Object - Contact** dialog box, click **Next** and verify the entered details. Click **Apply**, and click **Finish** to create the contact and close the dialog box.


Step 6. Hide Mail Contact in Exchange Global Address List, Modify SMTP Addresses, and Enable Server-Side Mailbox Forwarding

6a. In the Active Directory Users and Computers console, right-click on the user you created in **Step 4. Create a Journal Account Mailbox**, and click **Properties**:



The image shows the 'Barracuda Journal Properties' dialog box. It has a title bar with a question mark and a close button. Below the title bar is a tabbed interface with the following tabs: Member Of, Dial-in, Environment, Sessions, Remote control, Terminal Services Profile, COM+, Exchange General, E-mail Addresses, Exchange Features, Exchange Advanced, General, Address, Account, Profile, Telephones, and Organization. The 'General' tab is selected. The main area contains a profile card for 'Barracuda Journal' with a user icon. Below the card are several text input fields: 'First name:' (containing 'Barracuda'), 'Initials:' (empty), 'Last name:' (containing 'Journal'), 'Display name:' (containing 'Barracuda Journal'), 'Description:' (empty), 'Office:' (empty), 'Telephone number:' (empty), 'E-mail:' (containing 'BMA_Archive@your_domain.com'), and 'Web page:' (empty). There are 'Other...' buttons next to the 'Telephone number' and 'Web page' fields. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Member Of	Dial-in	Environment	Sessions	Remote control
Terminal Services Profile	COM+	Exchange General		
E-mail Addresses	Exchange Features	Exchange Advanced		
General	Address	Account	Profile	Telephones
			Organization	

 Barracuda Journal

First name: Initials:

Last name:

Display name:

Description:

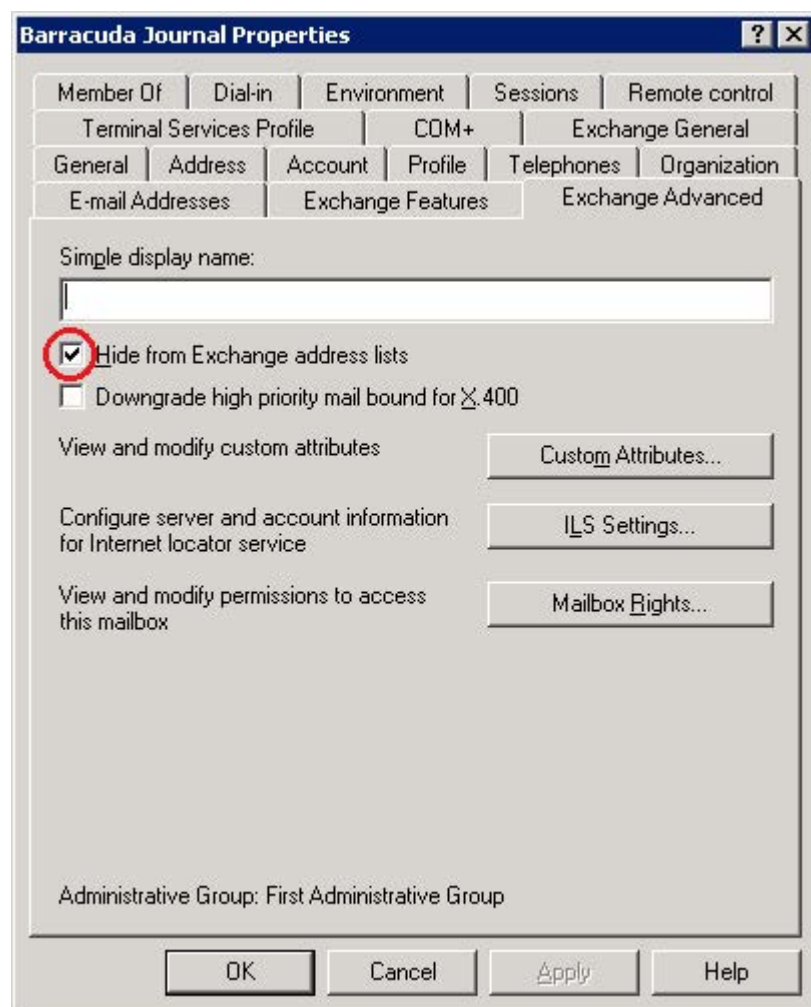
Office:

Telephone number:

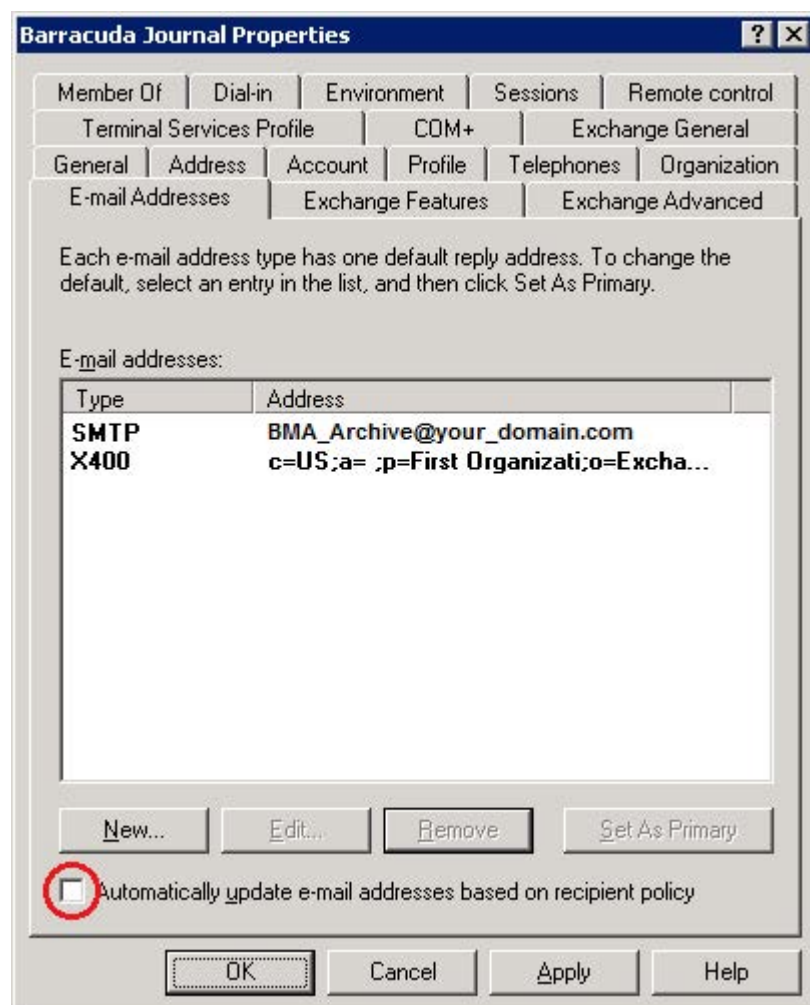
E-mail:

Web page:

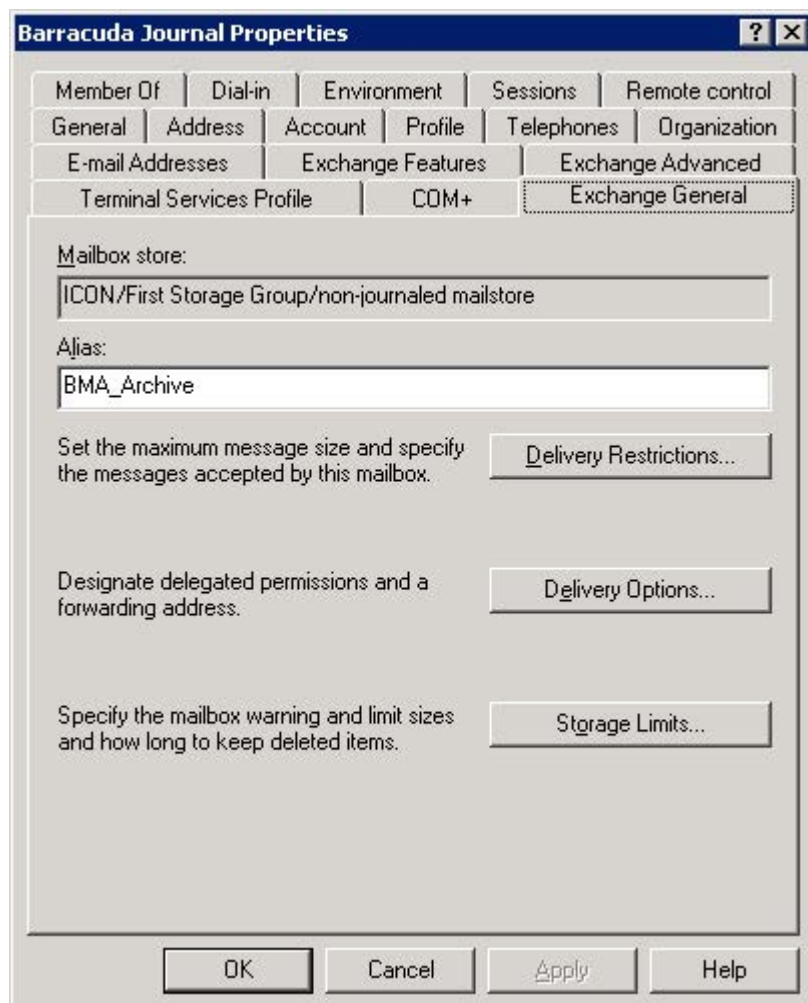
6b. Click the **Exchange Advanced** tab, and select **Hide from Exchange address lists**:



6c. Click the **E-mail Address** tab, remove all email addresses except the SMTP address, and clear **Automatically update e-mail addresses based on recipient policy**:



6d. Click the **Exchange General** tab:

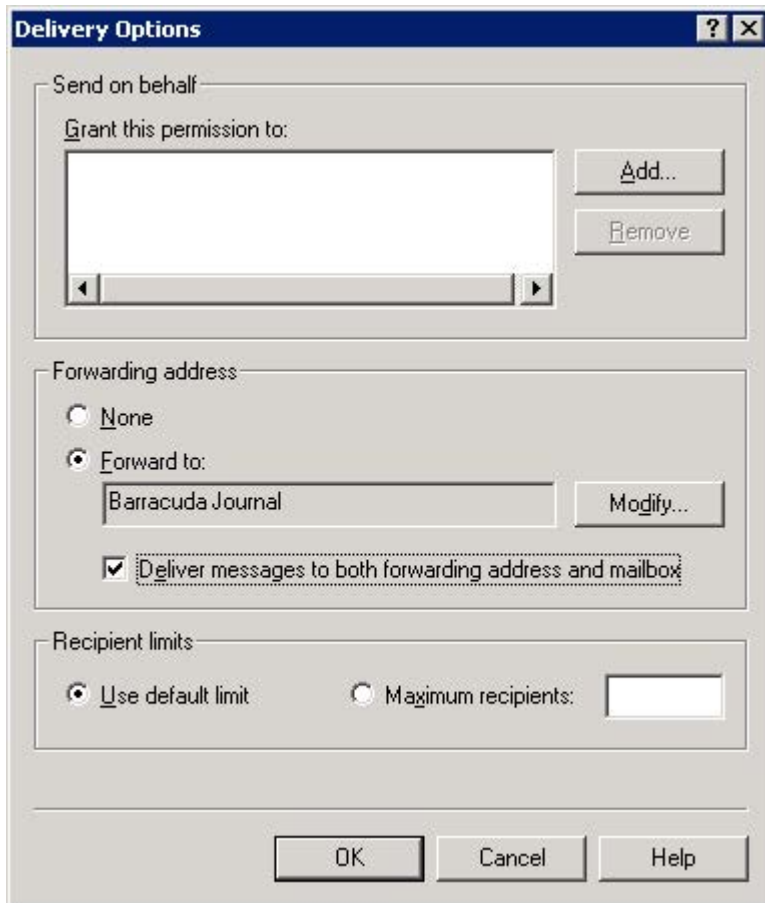


The image shows the 'Barracuda Journal Properties' dialog box. It has a title bar with a question mark and a close button. Below the title bar is a tabbed interface with the following tabs: Member Of, Dial-in, Environment, Sessions, Remote control, General, Address, Account, Profile, Telephones, Organization, E-mail Addresses, Exchange Features, Exchange Advanced, Terminal Services Profile, COM+, and Exchange General. The 'Exchange General' tab is selected. The main area contains the following fields and buttons:

- Mailbox store:** A text box containing 'ICON/First Storage Group/non-journaled mailstore'.
- Alias:** A text box containing 'BMA_Archive'.
- Set the maximum message size and specify the messages accepted by this mailbox.** A button labeled 'Delivery Restrictions...'.
- Designate delegated permissions and a forwarding address.** A button labeled 'Delivery Options...'.
- Specify the mailbox warning and limit sizes and how long to keep deleted items.** A button labeled 'Storage Limits...'.

At the bottom of the dialog box are four buttons: OK, Cancel, Apply, and Help.

6e. Click **Delivery Options**. In the **Delivery Options** dialog box, in the **Forwarding address section**, select **Delivery Messages to both forwarding address and mailbox**, and click **Forward to**:



Delivery Options

Send on behalf

Grant this permission to:

Forwarding address

☐ None

☒ Forward to:

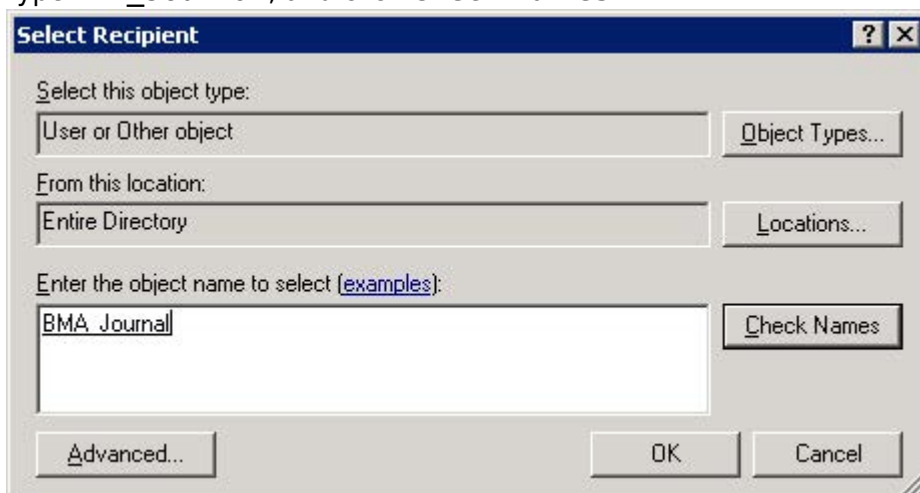
☒ Deliver messages to both forwarding address and mailbox

Recipient limits

☒ Use default limit

☐ Maximum recipients:

6f. Click **Modify** to the right of the **Forward to** field. In the **Enter the object name to select** box, type **BMA_Journal**, and click **Check Names**:



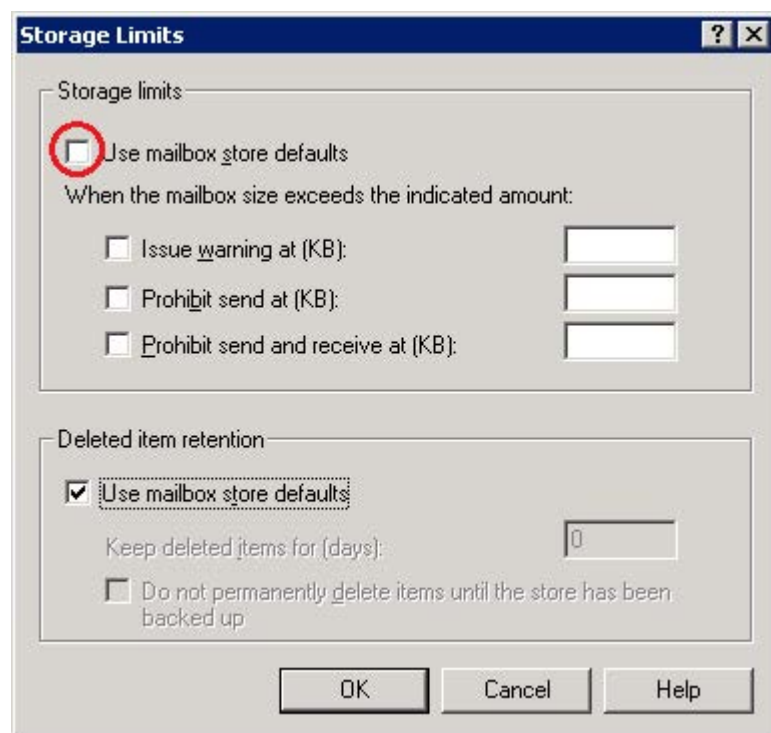
Select Recipient

Select this object type:

From this location:

Enter the object name to select (examples):

6g. Click **OK** to close the **Delivery Options** dialog box. In the **Exchange General** tab, click **Storage Limits**. In the **Storage limits** section, clear **Use mailbox store defaults**:



6h. Click **OK**. Click **Apply** in the **Properties** dialog box, and then click **OK** to close the dialog.

Step 7. Modify Journal Mail Contact

7a. In the Active Directory Users and Computers console, right-click on the contact you created in **Step 5. Create a Custom SMTP Recipient**, and click **Properties**.

7b. Click the **E-mail Addresses** tab, and remove all addresses except **journaling@bma.int** and **X400**. Clear **Automatically update e-mail addresses based on recipient policy**:

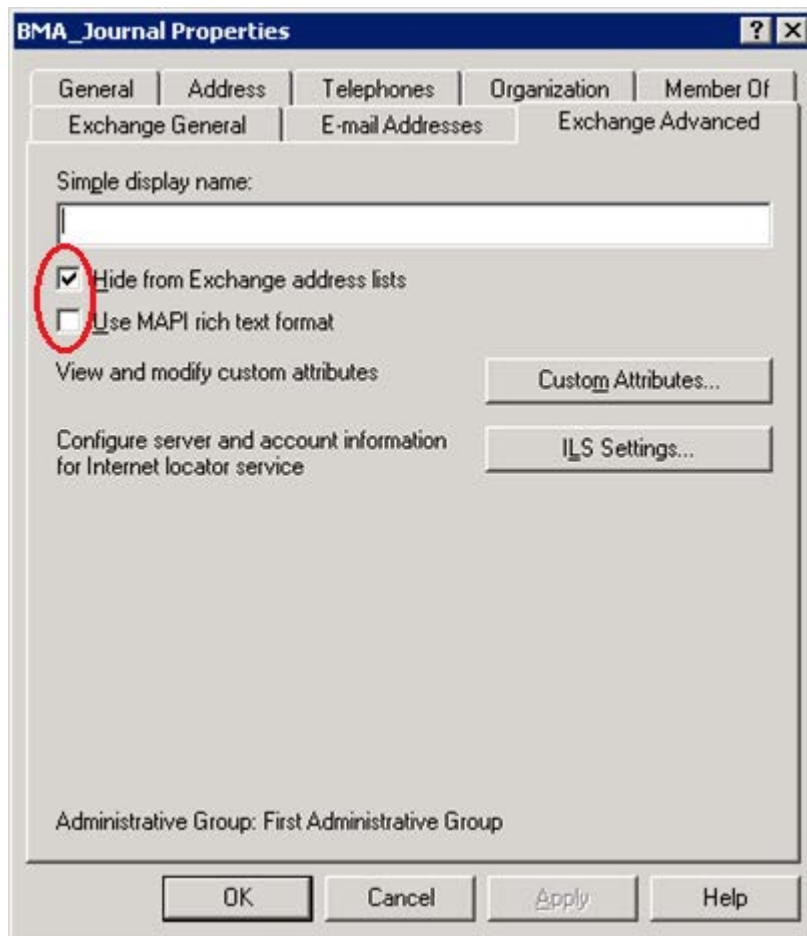


The image shows the 'BMA_Journal Properties' dialog box with the 'E-mail Addresses' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar are tabs for 'General', 'Address', 'Telephones', 'Organization', 'Member Of', 'Exchange General', 'E-mail Addresses', and 'Exchange Advanced'. The 'E-mail Addresses' tab is active, showing a text area with instructions: 'Each e-mail address type has one default reply address. To change the default, select an entry in the list, and then click Set As Primary.' Below this is a table with two columns: 'Type' and 'Address'. The table contains two entries: 'SMTP' with address 'Journaling@bma.int' and 'X400' with address 'c=US;a= ;p=First Organizati;o=Excha...'. Below the table are buttons for 'New...', 'Edit...', 'Remove', and 'Set As Primary'. At the bottom, there is a checkbox labeled 'Automatically update e-mail addresses based on recipient policy' which is currently unchecked and circled in red. At the very bottom are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

Type	Address
SMTP	Journaling@bma.int
X400	c=US;a= ;p=First Organizati;o=Excha...

☐ Automatically update e-mail addresses based on recipient policy

7c. Click **Apply**. Click the **Exchange Advanced** tab, select **Hide from Exchange address lists**, and clear **Use MAPI rich text format**:



7d. Click **Apply**, and click **OK** to close the dialog box.

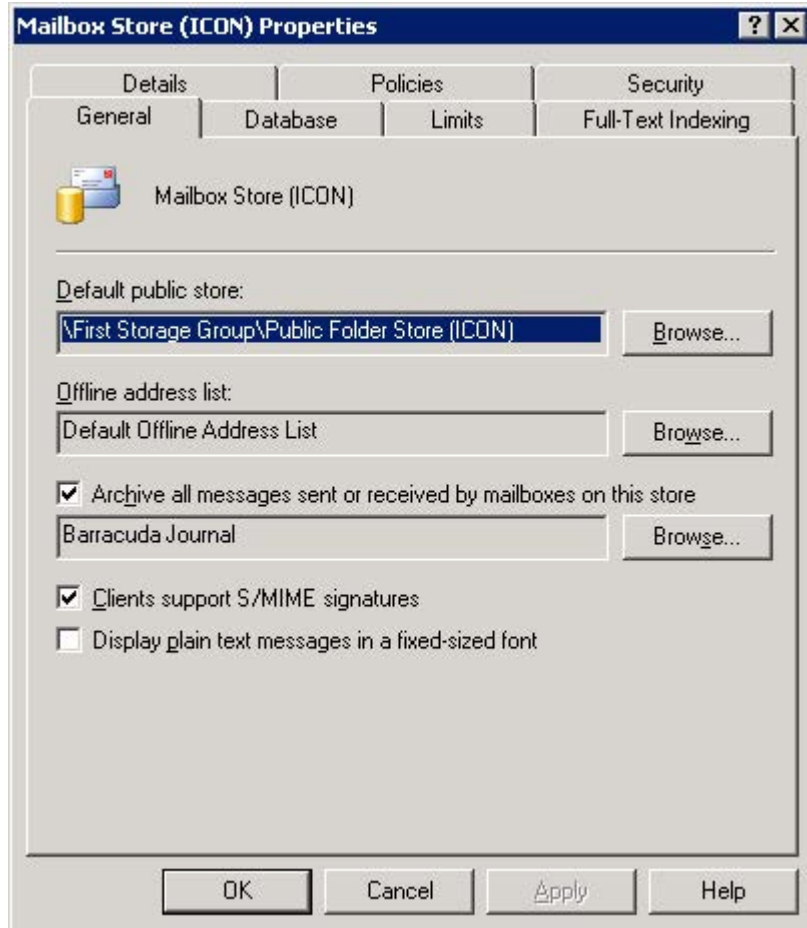
Step 8. Enable Envelope Journaling on Mail Storage

8a. From the Microsoft website, navigate to the E-Mail Journaling Advanced Configuration tool, and complete the following to enable envelope journaling:

- Click **Download**, save the file **Exejcfg.exe** to a directory on the system, and take one of the following actions to run the executable:
 - Click **Open** or
 - Click **Run this program** from its current location or
 - At a command prompt, navigate to the file directory, and run the command:
`Exejcfg.exe -e`

8b. Once Envelope Journaling is enabled, in the **ESM**, locate the **Mailbox Store** for your domain, right-click **Mailbox Store**, and click **Properties**.

8c. On the **General** tab, select **Archive all messages sent or received by mailboxes on this store**, and click **Browse** following the Barracuda Journal field to locate and select the Journaling Account Mailbox User you created in **Step 4. Create a Journal Account Mailbox**:



8d. In the **Enter the object name to select** field, enter the User name, and click **Check Names**. Click **OK**.

8e. Click **Apply**, and click **OK** to close the dialog and save your changes.

Step 9. Configure Exchange Mailbox Management

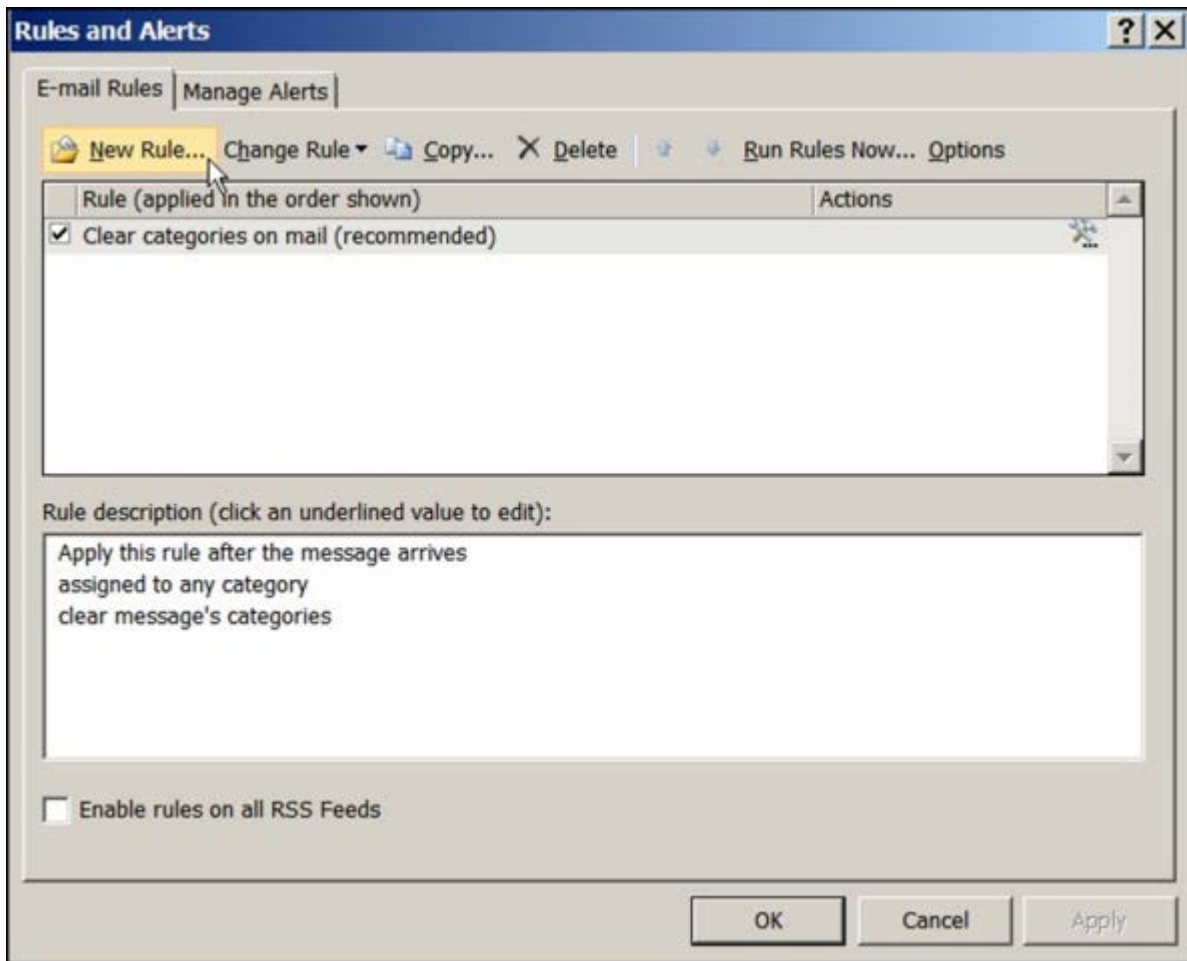
After a message is forwarded to the Barracuda Message Archiver, define an Outlook rule to automatically delete the archived message from the local mailbox store to reduce storage "bloat".

- Step 9a. Create a Journal Account Mailbox Outlook Rule
- Step 9b. Create Recipient Policy to Delete Messages
- Step 9c. Schedule mailbox Manager to Run Recipient Policy

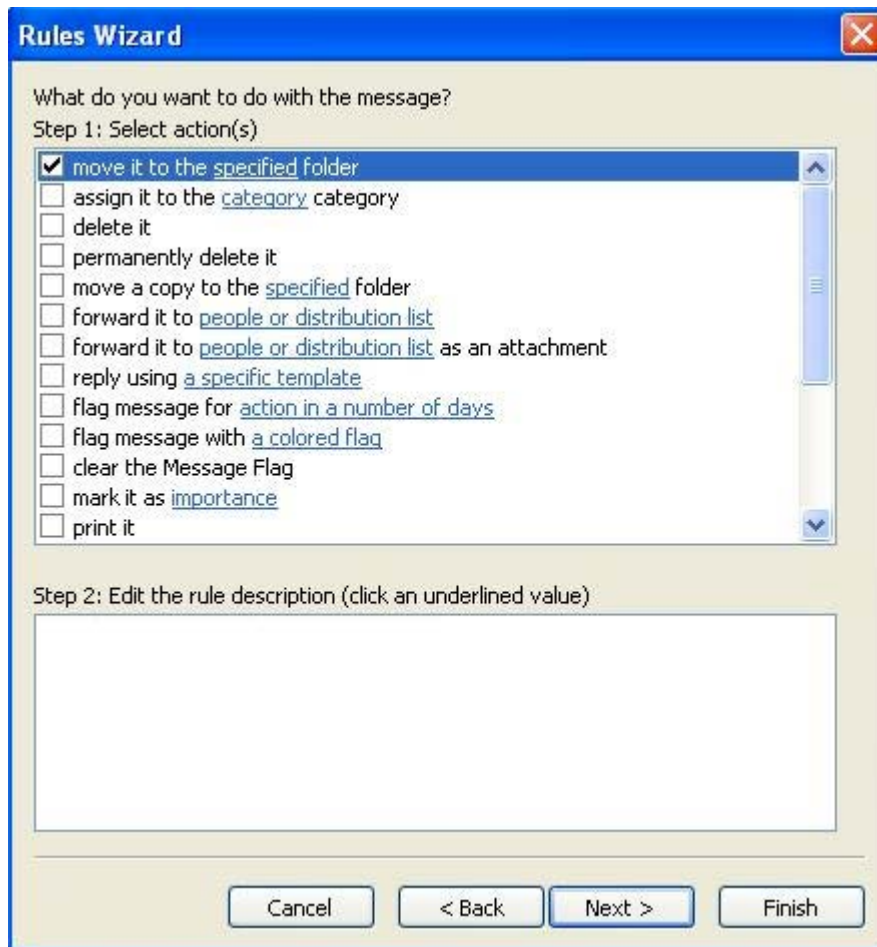
Step 9a. Create a Journal Account Mailbox Outlook Rule

Use the following steps to create an Outlook rule for the Journal Account Mailbox.

1. In Outlook 2003, on the **Tools** menu, click **Rules and Alerts**, click the **E-mail Rules** tab, and click **New Rule**:



2. On the first page of the **Rules Wizard**, click **Start from a blank rule**, and click **Next**.
3. Under **Select when messages should be checked**, select **Check messages when they arrive**, and click **Next**.
4. In the **Select condition(s)** section, verify all conditions are cleared, and click **Next**. Click **Yes** to verify you want to create the rule for all messages that are received in this mailbox.
5. In the **Select action(s)** section, select **move it to the specified folder**:

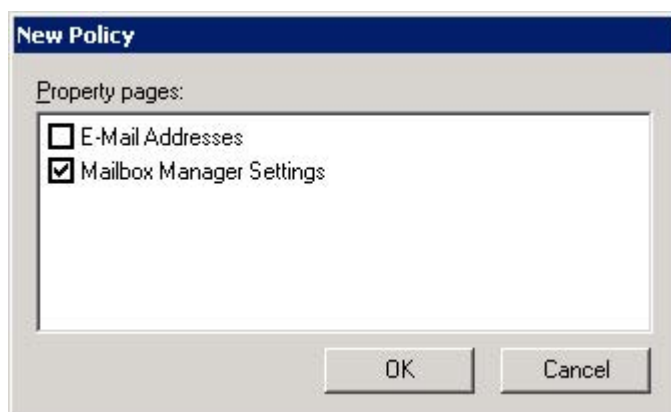


6. In the **Edit** section, click **specified**; the **Rules and Alerts** window displays. Navigate to and select the **Deleted Items** folder, and click **OK** to return to the **Rules Wizard**. The underlined phrase displays as **Deleted Items**.
7. Click **Finish** to create and activate the rule.

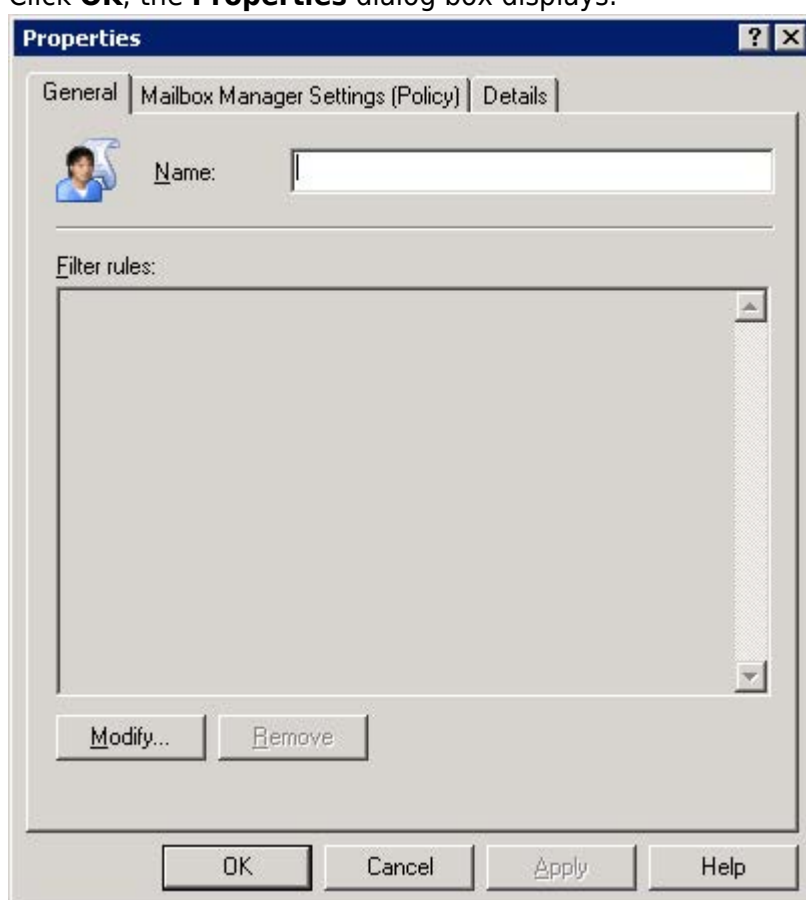
Step 9b. Create Recipient Policy to Delete Messages

Use the following steps to create a recipient policy to delete messages.

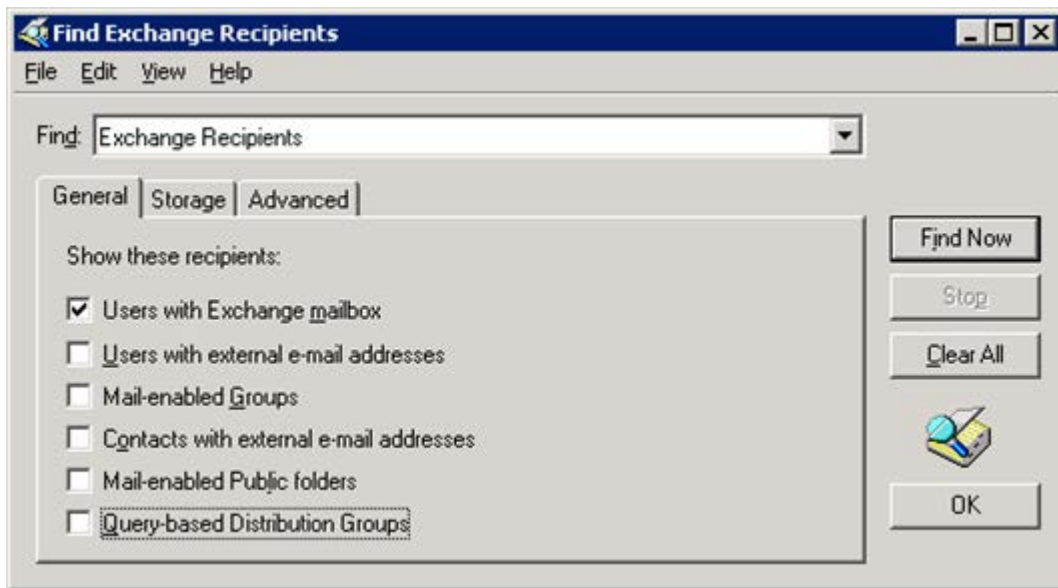
1. In the ESM console, expand the **Recipients** folder, right-click on the **Recipient Policies** folder, and click **New > Recipient Policy**.
2. In the **New Policy** dialog box, select **Mailbox Manager Settings**:



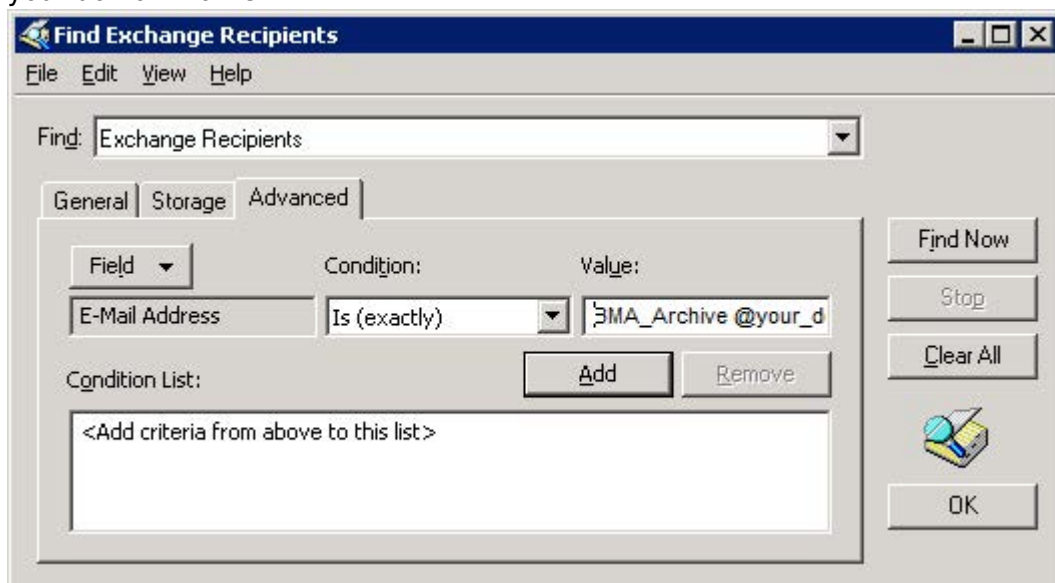
3. Click **OK**; the **Properties** dialog box displays:



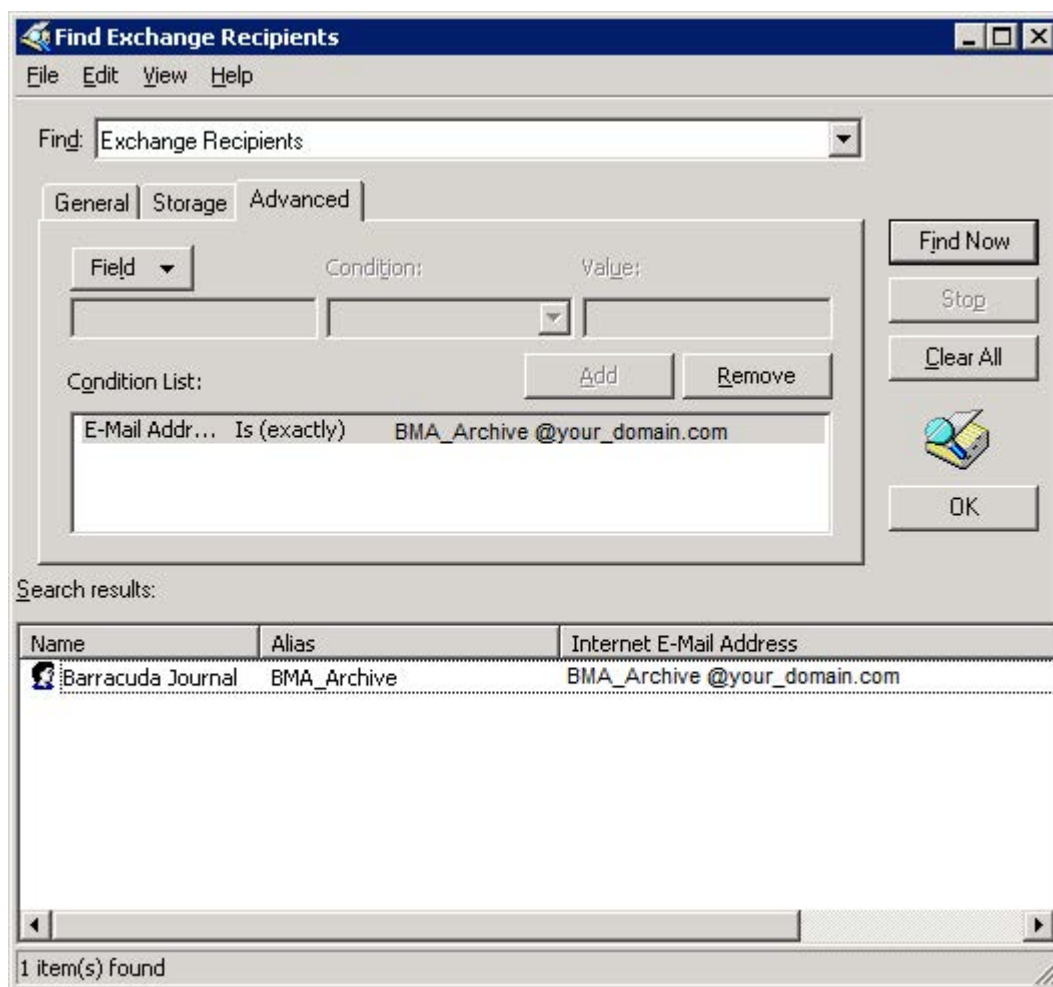
4. On the **General** tab, enter a name for the policy, and click **Modify**; the **Find Exchange Recipients** dialog box displays. Select **Users with Exchange mailbox**, and clear the remaining options:



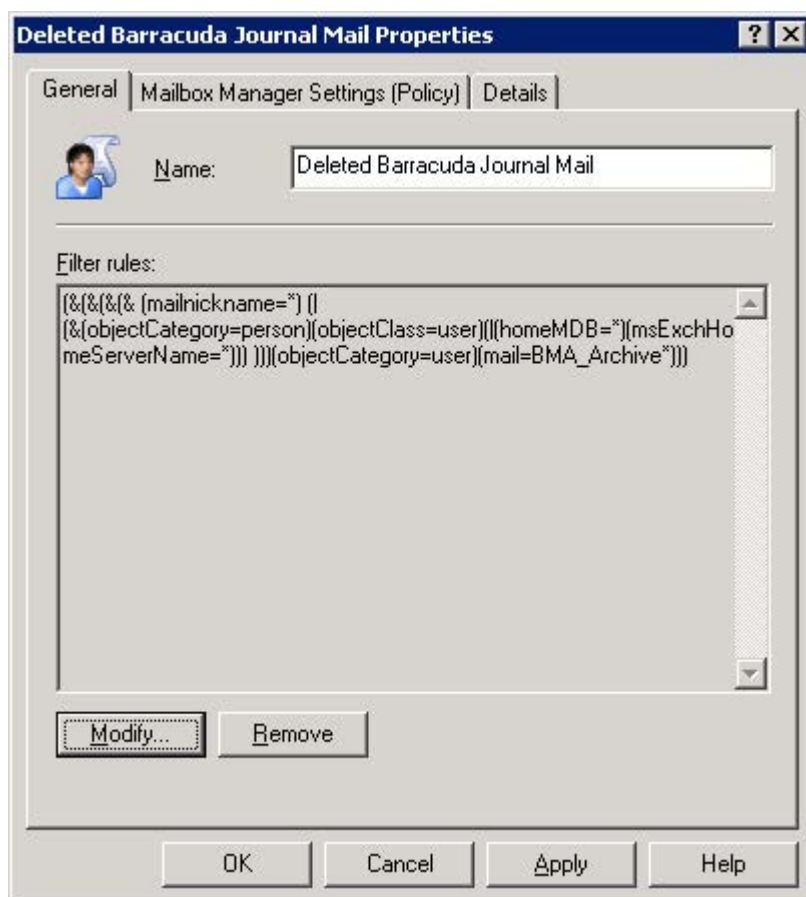
5. Click the **Advanced** tab, and set the following conditions:
1. From the **Field** drop-down menu, select **E-Mail Address**
 2. From the **Condition** drop-down menu, select **Is (exactly)**
 3. In the **Value** field, type: `BMA_Archive@your_domain.com` replacing *your_domain* with your domain name:



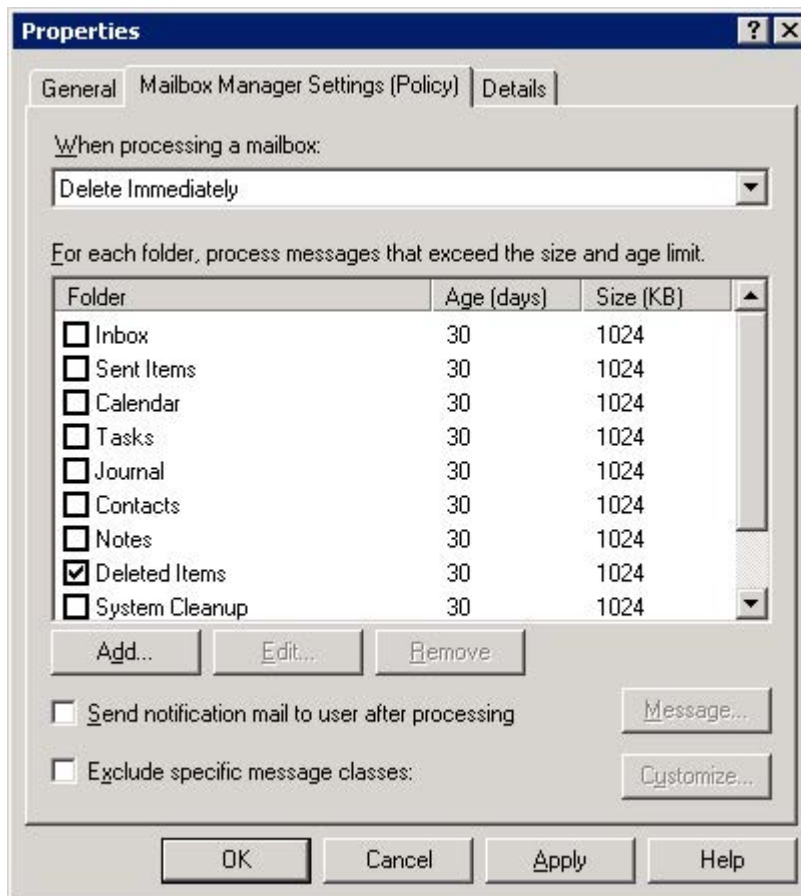
6. Click **Add**, and then click **Find Now**. The **Search results** displays the matching email address:



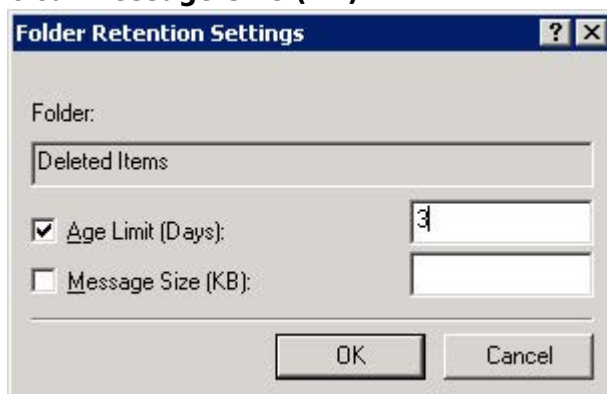
7. Click **OK**. The **Filter rules** display in the **General** tab in the **Properties** dialog box:



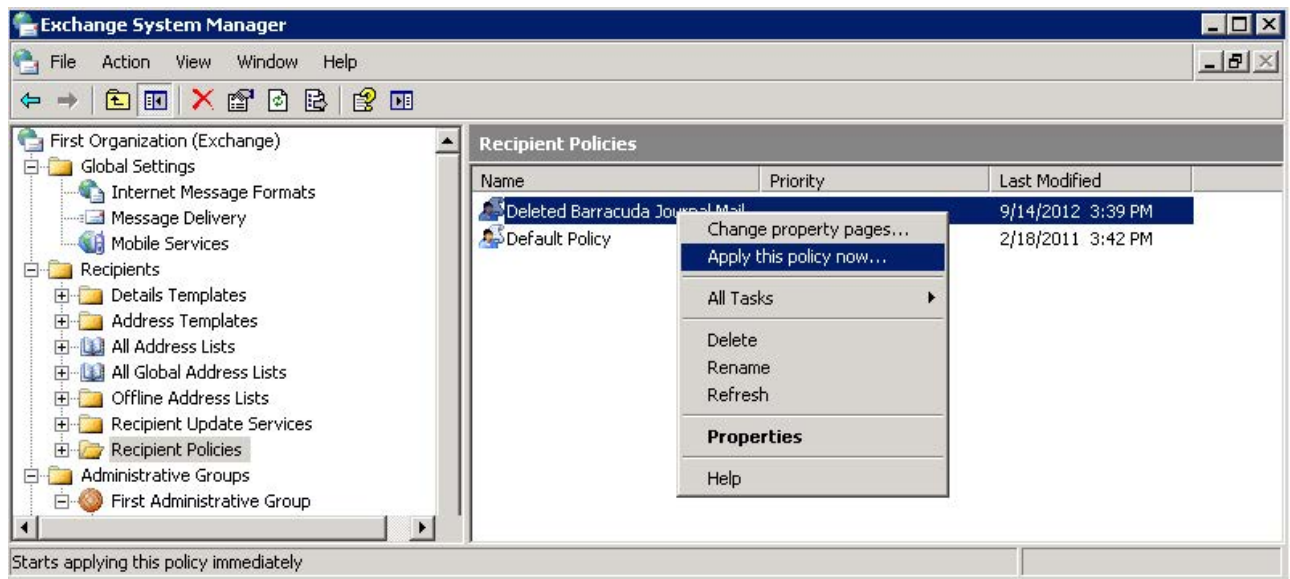
8. Click the **Mailbox Manager Settings (Policy)** tab, and set the following options:
1. From the **When processing a mailbox** drop-down, select **Delete Immediately**.
 2. In the **Folder** list, select **Deleted Items**, and clear the remaining folders:



3. Click the **Deleted Items** entry, and click **Edit**; the **Folder Retention Settings** dialog box displays.
4. Select **Age Limit (Days)**, and enter an appropriate age limit in the associated field. The specified age refers to the length of time a message remains in the **Deleted Items** folder not when the message was received into Exchange.
5. Clear **Message Size (KB)**:



9. Click **OK** to return to the **Properties** dialog box, and then click **OK** to close the dialog.
10. In the **ESM** console, in the **Recipient Policies** details pane, right-click on the newly created policy, and select **Apply this policy now**:

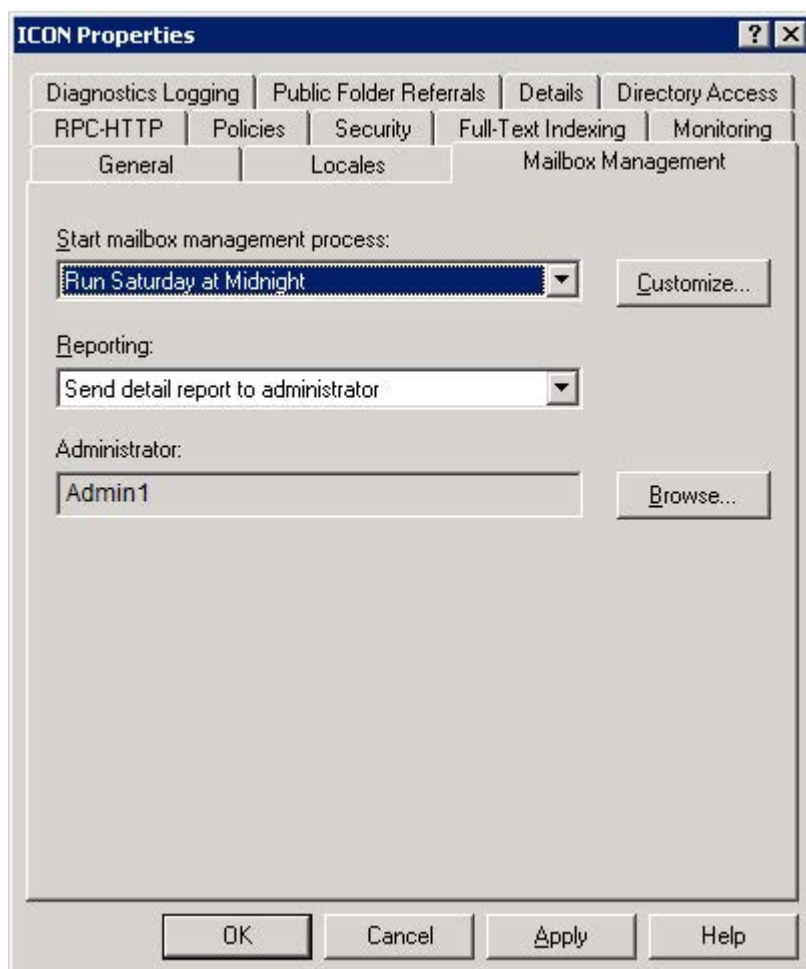


11. Click **Yes** to confirm you want to apply the policy immediately. Once the policy is created, you must schedule the policy to run on each journaling mailbox server that hosts a Journal Account Mailbox as described in **Step 9c** below.

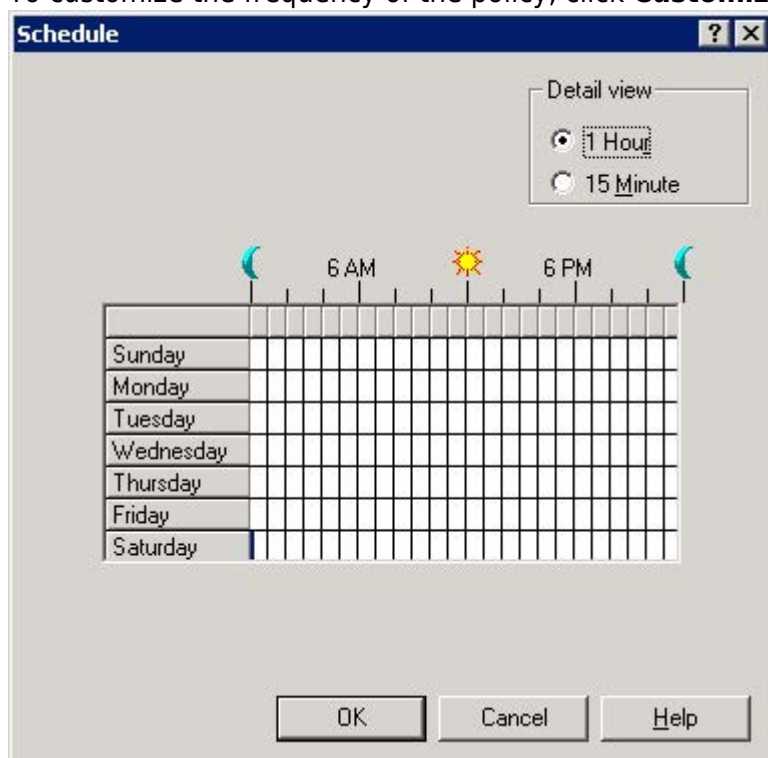
Step 9c. Schedule Mailbox Manager to Run Recipient Policy

Use the following steps to schedule the policy to run on each journaling mailbox server that hosts a Journal Account Mailbox.

1. In the ESM console, locate and right-click the name of the server hosting the mailbox on which to run recipient policies, and click **Properties**.
2. Click the **Mailbox Management** tab, and from the **Start mailbox management process** drop-down menu, select the frequency for running the mailbox recipient policies on the server:



3. To customize the frequency of the policy, click **Customize**:



4. Click in the schedule to specify day(s) and time(s), and click **OK** to save your settings.
5. Click **Apply**, and click **OK** to close the **Properties** dialog box.

Step 10. Verify Journaling is Functioning as Expected

Use the following steps to verify journaling is set up and functioning as expected.

10a. Log in to the Barracuda Message Archiver as the administrator.

10b. View the **BASIC > Status** page and verify messages are being processed in the **Message Statistics** table.

- Log in to your email system and send a test email to yourself.
- Go to the Barracuda Message Archiver web interface.
- On the **BASIC > Status** page, in the **Message Statistics** table, recheck the status count; the **Total Messages** count should reflect your test message.
- If the message count does not indicate journaling is operating, verify your administrative settings are properly configured.

10c. On the **ADVANCED > Syslog** page, below the **Mail Syslog** table, click **Monitor syslog** to view mail-related system log output in a new window.

10d. Verify your test message is journaled in the syslog view.

Figures

1. ESMConsole.jpg
2. ESMGeneralTab.jpg
3. ESMClickBrowse.jpg
4. ESMMountStore.jpg
5. ESMNewDomain.jpg
6. ESMSMTPDomain.jpg
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