

HP Email Archiving software for Microsoft Exchange Version 2.2

Installation Guide



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About this guide

This installation guide provides information to help you complete an HP Email Archiving software for Microsoft Exchange (HP EAs Exchange) installation.

Intended audience

This guide is intended for use by trained HP-authorized service providers who are experienced with the following:

- Microsoft Exchange environments
- Configuring servers and switches
- Storage systems

Prerequisites

Before installing this product you should have:

- Knowledge of Microsoft Windows operating systems, Microsoft Exchange, and Outlook
- Completed the Integrated Archive Platform (IAP) training
- Read the IAP installation guide and thoroughly understood this installation guide
- Referred to the most recent release notes on SAW for any last minute updates not included on the installation media

Related documentation

In addition to this guide, HP provides the following IAP and EAs Exchange documentation.

For administrators and installers:

- *HP Email Archiving software for Microsoft Exchange Administrator Guide*
- *HP Email Archiving software for Microsoft Exchange Release Notes*
- *HP Integrated Archive Platform Installation Guide* (available to HP personnel installing IAP and EAsE)
- *HP Integrated Archive Platform Administrator Guide*
- Online help for the Platform Control Center (PCC), also included in the *HP Integrated Archive Platform Administrator Guide*

For users:

- *HP Email Archiving software for Microsoft Exchange User Guide*
- *HP Integrated Archive Platform User Guide*

Document conventions and symbols

Convention	Element
Medium blue text: Related documentation	Cross-reference links and email addresses
Medium blue, underlined text (http://www.hp.com)	Web site addresses
Bold font	<ul style="list-style-type: none">• Key names• Text typed into a GUI element, such as into a box• GUI elements that are clicked or selected, such as menu and list items, buttons, and check boxes
<i>Italic font</i>	Text emphasis
Monospace font	<ul style="list-style-type: none">• File and directory names• System output• Code• Text typed at the command line
<i>Monospace, italic font</i>	<ul style="list-style-type: none">• Code variables• Command-line variables
Monospace, bold font	Emphasis of file and directory names, system output, code, and text typed at the command line

❗ IMPORTANT:

Provides clarifying information or specific instructions.

📝 NOTE:

Provides additional information.



This symbol represents the console monitor KVM cable and indicates the connections that are required for procedures, including connections that can be selected using hot keys.

Support

You can visit the HP Software Support web site at: <http://www.hp.com/go/hpssoftwaresupport>

HP Software Support Online provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests

- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to: http://support.openview.hp.com/new_access_levels.jsp

Subscription service

HP strongly recommends that customers register online using the Subscriber's choice Web site: <http://www.hp.com/go/e-updates>.

Subscribing to this service provides you with email updates on the latest product enhancements, newest driver versions, and firmware documentation updates as well as instant access to numerous other product resources.

1 Preparing for installation

- [Site readiness](#), page 9
- [New installations](#), page 9
- [Upgrade installations](#), page 10
- [Exchange/Domino coexistence in a single domain](#), page 10

Site readiness

Verify the following customer site requirements:

- The customer's Exchange server and client configurations are supported in the current HP EAs Exchange support matrix.
- Outlook user profiles are set to synchronize all Outlook folders automatically and regularly.
- The Exchange administrator will be available when you configure Compliance Archiving, Selective, and SMTP Premium Journaling.
- The Exchange administrator has created an archive service account (HPAEServiceAccount) and journal user accounts for each Exchange domain.

The steps to create these accounts are detailed in the HP EAs Exchange administrator guide:

- “Creating the archive service account” in Chapter 2
- “Creating journal mailboxes” in Chapter 6

Note that the password for the archive service account can be changed during system setup.

New installations

For new installations:

1. Enter the required customer information in the IAP Pre-delivery checklist. Also refer to the service delivery guide at http://sdg.servicesonline.hp.com/sdg/RISS_RIM/index1.htm.
2. Add customer information to the configuration files (BlackBoxConfig.bct and Domain.jcm1).
3. Use the IAP installation guide for instructions on installing the IAP hardware, software, and configuration files.
4. Use this guide for instructions on:
 - Installing the HP EAs Exchange software
 - Configuring the Archive Gateway
 - Configuring single sign-on
 - Installing and configuring OWA Extension (if applicable)
5. Use the HP EAs Exchange administrator guide to configure Selective and Compliance Archiving, SMTP Premium Journaling, PST import, and the Outlook Plug-In.
6. Use the IAP installation guide to complete the IAP post-installation tasks.

Upgrade installations

For upgrade instructions, see [“Upgrading from an earlier version of the software”](#) on page 11.

Exchange/Domino coexistence in a single domain

HP does not support EAs Exchange and EAs Domino coexistence in a single domain on the IAP. This combination has not been thoroughly tested.

This applies to:

- All current or previous versions of HP IAP (RISS)
- All current or previous versions of HP EAs Exchange (RIM for Exchange)
- All current or previous versions of HP EAs Domino (RIM for Domino)

2 Installing the HP EAs Exchange software

- [Upgrading from an earlier version of the software](#), page 11
- [Installing the software](#), page 12

Upgrading from an earlier version of the software

Follow these instructions to upgrade from an earlier version of the archiving software.

Upgrading from 2.x

1. On the IAP server console, log onto the Archive Gateway as the administrator.
2. Open a command prompt.
3. Navigate to G:\MINING\kickstart.
4. Execute the following command:

```
EMSSave.cmd
```

This saves any existing scheduled events, the archiving rules, and the configuration settings in `HPAE.ini`.

5. Follow the instructions in [Installing the software](#) below.

Upgrading from 1.5.x

1. On the IAP server console, log onto the Archive Gateway as the administrator.
2. Open a command prompt.
3. Navigate to G:\MINING\kickstart.
4. Execute the following command:

```
EMSSave.cmd
```

This saves any existing scheduled events and archiving rules. It also saves `RISS.ini`; the settings from that file are imported into a new configuration file named `HPAE.ini` when the EAs Exchange software is successfully installed.

5. Follow the instructions in [Installing the software](#) below.

- Open the EAsE console to update any existing scheduled events.

Make sure the following changes are made:

- Compliance Archiving event: Add the IAP HTTP Portal Address.
- Synchronize Deleted Items event: Add the IAP Domain Name and the IAP HTTP Portal Address.
- Tombstone Maintenance event: Add the IAP Domain Name and the IAP HTTP Portal Address.

The IAP Domain Name must match **exactly** the domain name attribute specified in `Domain.jcml` on the IAP. For the IAP HTTP Portal Address, use the VIP of the IAP domain (`ipToDomainInfo` attribute) followed by the non-sticky port number. For example, `192.168.9.8:81`. This enables load balancing message-by-message.

For more information, see “Configuring Compliance Archiving events” and “Configuring Selective Archiving events” in the HP EAs Exchange administrator guide.

Location of saved data


When you run `EMSSave.cmd`, it saves its data in the following locations:

	IAP 2.0.x	IAP 2.1
EAsE 1.5.x	\\kickstart\write_[GW_IP_ADDRESS]\41xhpsave	N/A
EAsE 2.0/2.1	\\kickstart\write_[GW_IP_ADDRESS]\41xhpsave	N/A
EAsE 2.2	\\kickstart\write_[GW_IP_ADDRESS]\Backup	\\kickstart\EAsE\Backup

Installing the software

NOTE:

Before installing the software, make sure the Archive Gateway settings in the MACHINE CONFIGS and MACHINES sections of `BlackBoxConfig.bct` on the IAP are updated. The Archive Gateway will not kickstart without these modifications.

- Insert the HP EAsE Extensions CD in the kickstart server's DVD drive.
- Log on to the kickstart server:
 -  Connect the IAP console monitor to the kickstart server.
 - Log on to the kickstart server with the IAP administrator username and password.

3. Execute the following commands:

- `mount /dev/cdrom /mnt/cdrom`
Mounts the CD drive on the kickstart system.
- `cd /mnt/cdrom`
Navigates to the installation directory on the CD.
- `./install.pl`
Installs the HP EAs Exchange software on the kickstart machine. Pay close attention to any errors that occur during this step.
- `cd /install`
Navigates to the installation directory on the kickstart system.
- `umount /mnt/cdrom`
Unmounts the CD drive from the kickstart system.

4. Remove the CD from the kickstart system.

5. Kickstart the Archive Gateway:

a.  Connect the console monitor to the Archive Gateway.

b. Log off Administrator and power down the Archive Gateway.

c. Power on the Archive Gateway.

d. When prompted, press **F12** at the PXE boot menu.

An Archive Gateway takes about 40–60 minutes to kickstart. (Kickstarting inherits the new software from the kickstart server and restarts the gateway.)

6.  Connect the IAP console monitor to the PCC NAT.

7. Log on to the PCC NAT and verify that the Archive Gateway successfully kickstarted. Press **Ctrl** twice. In the menu that appears, double-click **07** to select the PCC NAT.


Enter the following:

```
# /opt/bin/collectLAST_KICKED -password <rootpassword> > LAST_KICKED
```

(Replace *<rootpassword>* with the root password.)


```
# more LAST_KICKED
```

The output should show today's date for each Archive Gateway server. If the kickstart process failed, NOT ACCESSIBLE is shown instead; contact HP technical support.

8.  Connect the IAP console monitor to the Archive Gateway and establish the archive credentials.

Follow the instructions in “[Establishing the archive credentials](#)” on page 16. If you are updating the software, this step must still be performed. The credentials are lost when the gateway is kickstarted with the updated software.

9. Complete the installation:

- a.  Connect the IAP console monitor to the PCC NAT.
- b. Log on to the PCC NAT with the IAP administrator username and password.
- c. Restart the archiving services by entering:

```
# /opt/bin/restartem
```
- d. Wait until all the services are completely restarted before continuing.

 **NOTE:**

For HP OWA Extension installation or update instructions, see
“[HP OWA Extension installation and configuration](#)” on page 31.

Installation instructions for the HP Outlook Plug-In and HP PST Import Manager Tools are provided in the HP EAs Exchange administrator guide.

3 Configuring the Archive Gateway

- [Synchronizing date and time](#), page 15
- [Editing global settings for archiving](#), page 15
- [Adding the Archive Gateway to the Windows domain](#), page 15
- [Adding the archive service account to the local Administrators group](#), page 16
- [Establishing the archive credentials](#), page 16



Connect the console monitor to the Archive Gateway to complete the tasks in this section.

Synchronizing date and time

Verify that the Archive Gateway date and time are synchronized with the Exchange server.

From the Archive Gateway, double-click the date in the lower-right corner of the screen, and set the date and time zone to match the corresponding Exchange server.

Editing global settings for archiving

Use the EAsE Archive Engine console (**Configuration > Archive Engine > Default Settings**) to set up the EAsE global settings. See the chapter “Configuring Archive Engine defaults” in the EAs Exchange Administrator Guide

NOTE:

In earlier versions of the EAsE software, you edited the file `G:\Mining\Selective Archiving\HPAE.ini` with a text editor to set the global settings. The EAsE Archive Engine console writes the defaults to this file. HP recommends that you not edit this file directly.

Adding the Archive Gateway to the Windows domain

Use this procedure to add the Archive Gateway to the customer's Windows domain. The customer's Exchange administrator needs to be present or give you the necessary credentials to complete this task.

NOTE:

If you need to change an existing Archive Gateway name for a machine that has been or will be joined to a Windows domain, follow the steps in the IAP installation guide section “Renaming the Archive Gateway.”

Before you begin, start the TCP/IP NetBIOS Helper service, or enable NetBIOS over TCP/IP. (This service is usually enabled and started by default.) After adding the Archive Gateway to the domain, you can disable the service.

First specify the DNS server in the Archive Gateway's TCP/IP settings.

1. Open the Network Connections control panel.
2. Right-click the active network connection and choose **Properties**.
3. Select **Internet Protocol (TCP/IP)** from the list and click **Properties**.
4. Select **Use the following DNS server addresses** and enter the IP address of the Active Directory DNS in your Exchange environment.

Next follow this procedure to join the Archive Gateway to the Active Directory domain.

1. Open the System control panel.
2. Click the **Computer Name** tab.
3. Click **Change**.
4. In the Member of section, click **Domain** and enter the domain name of the Exchange environment.
5. Click **OK** to close the dialog.
6. You will be prompted to enter the name and password of an Administrator in the Exchange domain.
7. You will need to restart the Archive Gateway.

Adding the archive service account to the local Administrators group

The archive service account created for the domain must be made a local administrator on the Archive Gateway. (For more information about this account, see "Creating the archive service account" in Chapter 1 of the HP EAs Exchange administrator guide.)

1. On the desktop, right-click **My Computer** and select **Manage**.
2. Expand Local Users and Groups in the tree view and select **Groups**.
3. Right-click **Administrators** in the list of groups and select **Add To Group**.
4. Click **Add** in the Add Administrator Properties window.
5. Open **Location** in the Select Users, Computers, or Groups dialog window, select the domain of Exchange domain user in the dialog box, and then click **OK**.
6. In the Enter the object names box, enter HPAEServiceAccount and click **Check Names** to validate the user name.
7. Click **OK** to add the service account to the Administrators list.
8. Click **OK** to save.

Establishing the archive credentials

Setting the archive credentials:

- Specifies HPAEServiceAccount as the logon account for the archiving services (HP EAsE Archive Engine, Mail Attender Enterprise Service).

- Specifies HPAEServiceAccount as the account to access the IAP.
- Specifies HPAEServiceAccount as the account to access the Exchange server mailboxes to be archived.

The archive credentials must be established in new installations and whenever the HP EAs Exchange software is updated and kickstarted on the Archive Gateway.

This procedure is also used if the archive service account password is changed periodically. The password must be changed in Active Directory and the Archive Gateway, then changed in EAsE Archive Engine console.

To configure the IAP and Exchange credentials, launch the EAsE Archive Engine console from the desktop of the Archive Gateway, and follow the instructions in the sections that follow.

Configuring the IAP credentials

1. Navigate to **Credentials > IAP Credentials**.

The IAP Credentials pane appears.

2. In the Admin User box, enter the name of the archive service account: HPAEServiceAccount.
3. In the Password box, enter the password for the archive service account.
4. In the IP Address box, enter the IP address of the IAP.
5. Click **Verify** to verify the IAP credentials.

If the account information was verified successfully, you will be asked if you want to apply the credentials. Click **Yes** to apply the credentials, or **No** to apply them later.

Configuring the Exchange server credentials

1. Navigate to **Credentials > Exchange Credentials**.

The Exchange Credentials pane appears.

2. In the Domain\Username box, enter *<Exchange domain>\HPAEServiceAccount*.
3. In the Password box, enter the password for the archive service account.
4. Click **Verify** to verify the Exchange credentials.

If the account information was verified successfully, you will be asked if you want to apply the credentials. Click **Yes** to apply the credentials, or **No** to apply them later.

4 Configuring for SMTP Premium Journaling

In order for SMTP journaling to work correctly, the Exchange server must be set up to send its traffic to an SMTP address represented by the mail contact, and the Archive Gateway must be configured to accept SMTP traffic from the Exchange server through an SMTP Journaling event.

Configuring Exchange and Archive Gateway consists of the following tasks:

- Joining the Archive Gateway to the Exchange domain and verifying its SMTP settings
This places the Archive Gateway and the Exchange server on the same network so that the Archive Gateway can receive SMTP traffic from the Exchange server.
- Creating DNS records for the Archive Gateway and verifying the Hub Transport settings
This creates DNS address and mail records so that the Hub Transport server can send SMTP mail to the Archive Gateway
- Creating the Mail Contact record
This is the journal address that receives copies of all the messages passing through the Exchange server.
- Creating the ENDR mailbox
This is the mailbox on the Exchange server that holds messages that could not be archived.
- Creating a Hub Transport Journal rule
This is the rule on the Exchange server that sets up the actual journaling.

Configuring the Archive Gateway

In order for SMTP Premium Journaling to work correctly, you need to join the Archive Gateway to the Exchange Hub Transport's domain.



NOTE:

If you have already joined the domains in [“Adding the Archive Gateway to the Windows domain”](#) on page 15, you do not need to follow this procedure again.

Join the Archive Gateway to the Exchange domain

First specify the DNS server in the Archive Gateway's TCP/IP settings.

1. Open the Network Connections control panel.
2. Right-click the active network connection and choose **Properties**.
3. Select **Internet Protocol (TCP/IP)** from the list and click **Properties**.
4. Select **Use the following DNS server addresses** and enter the IP address of the Active Directory DNS in your Exchange environment.

Next follow this procedure to join the Archive Gateway to the Active Directory domain.

1. Open the System control panel.
2. Click the **Computer Name** tab.
3. Click **Change**.
4. In the Member of section, click **Domain** and enter the domain name of the Exchange environment.
5. Click **OK** to close the dialog.
6. You will be prompted to enter the name and password of an Administrator in the Exchange domain.
7. You will need to restart the Archive Gateway.

Configuring the Exchange server for SMTP Premium Journaling

Setting up the Exchange server for SMTP Premium Journaling requires that you:

- Create DNS records for the Archive Gateway.
- Verify the hub transport settings on the Exchange server.
- Create the mail contact record on the Exchange server.
- Create the ENDR mailbox.
- Create a hub transport journal rule.

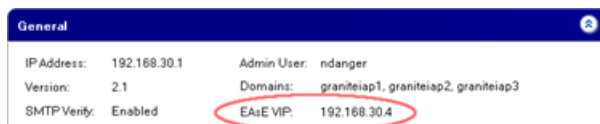
Create DNS records for the Archive Gateway

The Hub Transport Server needs appropriate DNS and MX records to be able to send SMTP mail to the Archive Gateway via the load balancer.

Create a DNS record for the Archive Gateway's EAsE VIP. The EAsE VIP is the virtual IP address on the IAP's network interface that receives SMTP traffic.

1. Choose **New Host (A)...** from the **Action** menu to create an address record for the Archive Gateway.
2. In the **Name** field give the Archive Gateway VIP a name such as **easevip**.
3. In the **IP Address** field, enter the Archive Gateway's EAsE VIP address.

You can find the EAsE VIP address by navigating to **Configuration > IAP** page of the HP EAsE Console.



4. Click **Add Host** to create the A record.

Next, create an MX record that points to the Archive Gateway's EAsE VIP.

1. Choose **New Mail Exchanger (MX)...** from the **Action** menu to create an MX record for the EAsE VIP.
2. In the **Host or child domain** field give the MX record a name such as **smtpjournal**.

3. In the **Fully qualified domain name (FQDN) of mail server** field, enter the name of the Archive Gateway's EAsE VIP you selected when you created the A record above.
For example, if you named the EAsE VIP **easevip** and your company's domain is **example.com**, you would enter **easevip.example.com**.
4. Click **OK** to create the MX record.

At this point you have two DNS records:

- An A record for the EAsE VIP (easevip.example.com)
- An MX record for the mail host (smtpjournal.example.com)

Verify the Hub Transport settings

Verify the Exchange Hub Transport remote domain settings:

1. Open the Exchange Management Console.
2. Navigate to **Organization Configuration > Hub Transport**.
3. Click the **Remote Domains** tab.
4. Double-click the domain name of the Exchange server to display its properties.
5. Click the **Format of original message sent as attachment to journal report** tab on Exchange 2007 or **Message Format** tab on Exchange 2010.
6. Ensure that the following items are set:
 - **Display sender's name on messages** is checked.
 - **Exchange rich-text format** is set to **Always use**
7. Click **OK** to close the window.

Create the Mail Contact record

Create a new Mail Contact record. This contact maps a journal transport rule on the Exchange server to an SMTP Journal event on the Archive Gateway. You must have at least one mail contact for each SMTP Journal event on the Archive Gateway, and there must be at least one mail contact for each IAP domain that handles SMTP journaling.

To create a new Mail Contact record, follow these steps:

1. Open the Exchange Management Console.
2. Navigate to **Recipient Configuration > Mail Contact**.
3. Click **New Mail Contact...** in the Actions pane of the Exchange Management Console.
4. Enter a name and an alias for the mail contact.
5. Enter an SMTP address on the mail host associated with the EAsE VIP.

For the name portion, use the same name as the alias you entered in the previous step. The domain should be the full domain name of the MX record you created earlier.

For example, if the MX record you created was named **smtpjournal** and your domain is example.com, you would enter *name*@smtpjournal.example.com.

Create the ENDR mailbox

Create the ENDR (EAsE Non-Delivery Report) mailbox on the Exchange server. Messages that cannot be archived are placed in this mailbox.

1. Open the Exchange Management Console.
2. Navigate to **Recipient Configuration > Mailbox**.
3. Click **New Mailbox...** in the Actions pane of the Exchange Management Console.
4. When the New Mailbox wizard opens, choose **User Mailbox** and click **Next**.
5. Select **User mailbox** and click **Next**.
6. Select **New user** and click **Next**.
7. In the User Information pane, enter at least a last name, a password, and a unique alias, then click **Next**.

You will use this alias to the ENDR mailbox when you configure the SMTP Journal event.

8. In the Mailbox Settings pane, select the information store and server where the mailbox will reside.
9. Click **OK** then **Next** to review the settings.
10. Click **New** to create the ENDR mailbox.

Create a new Hub Transport Journal Rule

Create a new Hub Transport Journal rule.

1. Open the Exchange Management Console.
2. Navigate to **Organization Configuration > Hub Transport**.
3. Click **New Journal Rule...** in the Actions pane of the Exchange Management Console.
4. Give the rule a descriptive name.
5. Use the **Browse** button in the **Send Journal reports to e-mail address** to select the mail contact you created earlier.
6. In the **Scope** section, select **Global — all messages** to archive all messages. If you need to do more refined filtering, you can adjust it here.
7. Click **OK** to create the rule.

5 Post-installation tasks

After installing the HP EAs Exchange software and configuring the Archive Gateway, perform the applicable tasks in this chapter.

- [Configuring Exchange for tombstone support](#), page 23
- [Publishing forms](#), page 24
- [Outlook offline mode](#), page 25
- [Using the Outlook Plug-In with Citrix Presentation Manager](#), page 25
- [RPC over HTTP support](#), page 26
- [Configuring East Asian languages](#), page 26
- [Configuring single sign-on \(optional\)](#), page 26



NOTE:

Configuring Selective Archiving, Compliance Archiving, and SMTP Premium Journaling is described in the administrator guide.

Configuring Exchange for tombstone support

When a message is selectively archived, a tombstone can be created on the Exchange server. Tombstoning removes content from the message and establishes a link to the archived message stored on the IAP. Depending on the settings for the Selective Archiving event:

- Tombstoning is not enabled.
- Only attachments are tombstoned.
- Both attachments and the message body are tombstoned.

When tombstoning is enabled, the Outlook Plug-In must be installed on client machines in order to resolve tombstones with the corresponding messages on the IAP. Before publishing the Outlook template, you need to generate a forms registry so the Outlook form can be published to the system. This procedure requires you or the Exchange administrator to log on to the Exchange server with administrator permissions.

Exchange 2007 and later

There is no Organizational Forms Library in Exchange 2007. To generate a forms registry, follow the steps at:

<http://support.microsoft.com/kb/933358>

Pre-2007 Exchange servers

1. Log on to the Exchange server as Administrator.

2. To start Exchange System Manager, select **Start > Programs > Microsoft Exchange > System Manager**.
3. In the left-hand pane, expand the Administrative Group and then expand Folders.
4. Right-click **Public Folders**, and select **View System Folders**.
5. In the left-hand pane, expand Folders.
6. Right-click **EFORMS REGISTRY**, select **New**, and click **Organizational Form**.
7. Name the form **Platform**, and click **OK**.
8. In the left-hand pane, expand EFORMS REGISTRY.
9. Right-click **Platform**, and select **Properties**.
10. In the Properties dialog box, click **Permissions**, then click **Client Permissions**.
11. In the Client Permissions dialog box, click **Add**.
12. In the Add User dialog box, double-click the domain user created for Selective Archiving, and click **OK**.
13. From the Role drop-down list in the Permissions section, select **Owner**, and click **OK**.
14. Click **OK**.

The Properties dialog box closes.

Publishing forms

After the forms registry has been created, publish the form using Outlook. Perform the following steps on any computer with an Outlook client that can connect to the Exchange server.



NOTE:

Do not install the Outlook Plug-In on the client system before the form is published.

1. Create an Outlook Profile that accesses the Exchange server with the HPAEServiceAccount.
2. Run Outlook using the profile created.
3. In Outlook, select **Tools > Forms > Design a Form**.
4. From the Look In list in the Design Form dialog box, select **User Templates in File System**.
5. Click **Browse**, and select the EAsE Extensions installation media. Select the Exchange folder, then select the PERSISTMailItem form (`PERSISTMailItem.oft`).
6. Click **OK**.
The PERSISTMailItem form appears in the Design Form dialog box.
7. Select the PERSISTMailItem form, and click **Open**.
8. In the Form Editor window, select **Tools > Forms > Publish Form as**.
9. From the Look In drop-down list, select **Organizational Forms Library**.
10. In the Display name and Form name boxes, enter **PERSISTMailItem**, and click **Publish**.
11. After publishing the form, close the form editor without saving the form, and close Outlook.

Outlook offline mode

When Outlook 2003 or 2007 is in offline mode, the PERSISTMailItem Icon (tombstone icon) is not available for tombstoned messages, unless it has been installed to the Personal Forms registry.

To correct this, configure Synchronize Forms in Outlook.

1. On the client, open Outlook.
2. Select **Tools > Send/Receive > Send/Receive Setting > Define Send/Receive Groups**.
3. Select **All Accounts** and click **Edit**.
4. In the Account Options area, select the **Synchronize forms** check box.
5. Click **OK** and then click **Close**.

Using the Outlook Plug-In with Citrix Presentation Manager

The Outlook Plug-In supports Citrix Presentation Manager for the configurations listed in the HP EAs Exchange support matrix.

❗ IMPORTANT:

Outlook plug-in version 2.6.0102 or later must be installed for Citrix support.

When Outlook and the plug-in are installed on a Citrix server, the following conditions apply:

- The plug-in's logging function should be disabled in the registry to avoid space problems on the server.

Logging is disabled by default when the plug-in is installed.

Check each of the following locations to verify the logging status:

- In HKLM\Software\Hewlett-Packard\Outlook PlugIn, ensure that a path is not listed in LogFilePath.
- In HKLM\Software\Hewlett-Packard\Outlook PlugIn\Cache, ensure that LogToDisk is set to False. If this setting is not listed in the registry, cache logging has automatically been set to False (the default).
- In HKLM\Software\Hewlett-Packard\Outlook PlugIn\Search, ensure that TraceLevelToLog is set to 0. If this setting is not listed in the registry, logging has automatically been set to 0 (the default).
- PST Export does not work if users run Outlook in a Citrix session.

Outlook and the plug-in must be installed on a user's local machine for messages to be successfully exported from the IAP Web Interface. Otherwise, the user receives the following error message:



RPC over HTTP support

HP EAs Exchange is now supported in Microsoft Outlook/Exchange configurations using the remote procedure call (RPC) over HTTP. (This is known as Outlook Anywhere in Exchange 2007.) With RPC over HTTP, users do not have to use a VPN to connect to their mailboxes.

Outlook 2003 or 2007 must be installed on the clients.

When Exchange and Outlook are configured to use RPC over HTTP, customers need to provide a port for Outlook clients to access the IAP. This can be accomplished through a firewall by using port 80 or port 443 for HTTP or SSL access to the IAP. If a proxy server is used, customers must configure the proxy server to allow Outlook clients access to the IAP.

Configuring East Asian languages

East Asian languages can be configured for the customer.

Adding files for East Asian languages on the Archive Gateway and Exchange servers

Ensure that the files for East Asian languages are installed on the Archive Gateway and Exchange servers. (Usually, you only need to install the files on the Archive Gateway because Exchange servers are already using localized versions.)

1. Select **Start > Control Panel > Regional and Language Options**, and then click the **Languages** tab.
2. Select the **Install files for East Asian languages** check box, and click **OK**.
3. When the dialog box is displayed, click **OK**.
4. Click **OK** on the **Languages** tab.
5. When the Insert Disk dialog box is displayed, click **OK** and specify the location of the Windows installation files.

On the Archive Gateway server, the files are located on the kickstart server at: `\\kickstart\install\windows\base\i386`.

Adding locale setting on Exchange servers

It is unlikely you will need to add the locale setting on Exchange servers, since customers are already using localized versions.

Configuring single sign-on (optional)

The single sign-on feature automatically authenticates users through Active Directory rather than on the IAP system. Therefore, when users log onto their Windows accounts, the system does not prompt them again for a user name and password when they:

- Use the Archive Search function in the Outlook Plug-In.
- Open the IAP Web Interface in their Web browser.

The procedures in this section explain how to complete the following tasks:

- [Verifying date and time](#), page 27
- [Generating the keytab](#), page 27
- [Configuring the SINGLE SIGN-ON section of BlackBoxConfig.bct](#), page 28
- [Configuring HTTP portals](#), page 28
- [Configuring client desktops](#), page 28
- [Verifying single sign-on](#), page 29

Verifying date and time

Ensure that the system clocks inside the system are synchronized with the Active Directory server(s). If the time difference is greater than five minutes, reset the time on either end.

Generating the keytab

Use the host name for the client connection to the IAP to generate the keytab. In the example below, the placeholder host name is `<iap.customer.com>`.

1. Log onto a domain controller.
2. In Active Directory, create a user, and record the user's name and password.
It is not necessary to create a mailbox for this user. In this example, the placeholder `<iap_sso>` is used for the username and `<test>` for the password.
3. Locate the `ktpass.exe` utility on the Windows Server installation CD/DVD under the `support\tool` directory.
4. Enter the following command on the domain controller, replacing `<iap.customer.com>` with the host name, `<ACTIVE.DIRECTORY.COM>` with the Active Directory domain, `<test>` with the user password, and `<iap_sso>` with the user name.

For Windows Server 2000: `ktpass -out riss.keytab -princ HTTP/
<iap.customer.com>@<ACTIVE.DIRECTORY.COM> -pass <test>-mapuser <iap_sso>`

For Windows Server 2003: `ktpass -out riss.keytab -princ HTTP/
<iap.customer.com>@<ACTIVE.DIRECTORY.COM> -ptype KRB5_NT_PRINCIPAL
-pass <test> -mapuser <iap_sso>`

NOTE:

Do not modify *Use DES encryption types* or any other Active Directory attributes. The Windows Server 2000 version of `ktpass.exe` sets this attribute by default, while the Windows Server 2003 version does NOT set the attribute – the default encryption type in Windows Server 2003 is RC4-HMAC.

5. View the output that is displayed:

Windows Server 2000: Successfully mapped HTTP/<iap.customer.com> to <iap_sso>.Key created.Output keytab to riss.keytab:

```
Keytab version: 0x502keysize 68 HTTP/  
<riss.customer.com>@<ACTIVE.DIRECTORY.COM>ptype 1 (KRB5_NT_PRINCIPAL)vno  
1 etype 0x1 (DES-CBC-CRC) keylength 8 (0x0b989b20851cc246)Account has  
been set for DES-only encryption.
```

Windows Server 2003: Targeting domain controller: xxx.active.directory.com
Using legacy password setting method. Successfully mapped HTTP/
<iap.customer.com> to <iap_sso>. Key created. Output keytab to
riss.keytab: Keytab version: 0x502 keysize 80 HTTP/
<riss.customer.com>@<ACTIVE.DIRECTORY.COM> ptype 1 (KRB5_NT_PRINCIPAL)
vno 3 etype 0x17 (RC4-HMAC) keylength 16
(0x7c64c2c0eb1503231a970ff17d58c)

Configuring the SINGLE SIGN-ON section of BlackBoxConfig.bct

If you have not configured the SINGLE SIGN-ON section of BlackBoxConfig.bct, complete this step.



Connect the IAP console monitor to the PCC NAT. Press **Ctrl** twice. In the menu that appears, double-click **07** to select the PCC NAT.

1. From the PCC NAT, enter:

```
# /opt/bin/stop
```

2. Open BlackBoxConfig.bct and in the SINGLE SIGN-ON section, enter the following information (see the original templates if necessary):

```
User Interface Hostname: <iap.customer.com>
```

```
Active Directory Domain: <ACTIVE.DIRECTORY.COM>
```

3. Save the file and run the RegistryLoader script.

4. From the PCC NAT, enter:

```
# /opt/bin/start
```

Configuring HTTP portals

To configure the HTTP portals, copy the keytab file to the PCC NAT. Enter the following command:

```
# /opt/bin/sso_setup.pl --keytab riss.keytab
```

Configuring client desktops

Complete the following steps for each user:

1. Start Internet Explorer.
2. From the Tools menu, select **Internet Options**.
3. Click **Security**.
4. Select **Local Intranet**, and click **Sites**.

5. Click **Advanced**.
6. Enter the external name (such as *iap.customer.com*) in the Add this Web site to the zone box, and then click **Add**.
7. Click **OK** until you have returned to the Internet Options dialog box.
8. Click **Custom Level**.
9. Scroll to the end of the list. Under the User authentication settings, select **Automatic logon only in Intranet zone**, and click **OK**.
10. Click **Advanced**.
11. *Internet Explorer 6 and 7 users:* Scroll to the end of the list. Under the Security settings, select the **Enable Integrated Windows Authentication** check box, and click **OK**.
If the check box has already been selected, skip step 12.
12. *Internet Explorer 6 and 7 users:* Restart the computer.

Verifying single sign-on

Open the user's browser to the single sign-on page (such as <http://<iap.customer.com>/webinterface/SingleSignOn>). If the user's account has already been imported into the system using DAS, the user should be automatically logged on.

After the Outlook Plug-In has been installed on the user's system, you can also test using the Archive Search function in Outlook.

6 HP OWA Extension installation and configuration

This chapter describes how to install and configure Outlook Web Access (OWA) Extension, if users access messages via OWA.

- [System requirements](#), page 31
- [FolderIconUpdate](#), page 32
- [Installing and configuring HP OWA Extension](#), page 32
- [Installing HP OWA Extension on front-end/back-end servers](#), page 44
- [Installing HP OWA Extension on cluster back-end servers](#), page 45
- [Installing HP OWA Extension manually \(Exchange 2000 and 2003\)](#), page 46
- [Continuing the installation](#), page 49

System requirements

See the HP EAs Exchange Support Matrix for a complete list of system requirements to install and use OWA Extension with Exchange 2000, 2003, and 2007.

OWA (and OWA Extension) work only on Microsoft Internet Explorer browsers. For Microsoft Exchange Server 2007, OWA Premium is required to retrieve tombstoned messages. For Microsoft Exchange Server 2003, HP strongly recommends the use of OWA Premium.

OWA 2007 requirements

The following minimum requirements must be met for HP OWA Extension to work on Microsoft Exchange Server 2007:

- Windows Server 2003 64-bit with Service Pack 2
- Microsoft Exchange Server 2007 Service Pack 1, Update Rollup 5 or later
- .NET Framework 2.0 with Service Pack 1
- Exchange Server must have Client Access Server (CAS) role configured
- Auto Discover and Exchange Web Services (EWS) must be configured
- OWA Premium service is required to retrieve tombstoned messages

Calendar items in OWA 2007

Users who access messages in OWA 2007 are not able to retrieve archived calendar items from the IAP.

This is due to a limitation in Microsoft Exchange 2007. Calendar items are not extensible in OWA 2007; their functionality cannot be customized—for example, to support an external archive such as the IAP.

Microsoft Exchange Server 2000 or 2003 customers who are considering an upgrade to Exchange Server 2007 should be aware of this reduced functionality. Support for archived calendar items is available in OWA 2000 and OWA 2003.

When Exchange Server 2007 is installed, users can only retrieve archived calendar items in Outlook.

ISA Server support

HP EAs Exchange is now supported in networks using Microsoft Internet and Security Acceleration (ISA) Server 2006, which provides enhanced security for Outlook Web Access and other client applications accessed over the Internet.

The default ISA Server configuration supports OWA and HP OWA Extension. No special configuration is required.

FolderIconUpdate

The FolderIconUpdate feature, found in earlier versions of OWA Extension, has been removed as it is not compatible with Microsoft Exchange 2003 SP2 and later. Customers who already have the folder icon installed can continue to use it if a version of Microsoft Exchange prior to 2003 SP2 is installed. Before adding any updates, uninstall the folder icon by running the `FolderIconUpdate\Uninstall.bat` script.

Installing and configuring HP OWA Extension

Outlook Web Access (OWA) should be installed and configured by the system administrator before you install and configure OWA Extension, which gives users access to tombstoned messages when using OWA.

The installation and configuration procedures in this section are based on the automated scripts that HP provides. Manual procedures for installations on Exchange 2000 and 2003 Exchange servers are described in “[Installing HP OWA Extension manually \(Exchange 2000 and 2003\)](#)” on page 46.

To run the installation scripts, the user must have the following privileges:

- Must be a Domain Admin
- Must have a mailbox in the domain
- Must have full access to all other mailboxes
- Must have permissions for send-as and receive-as

The archive service account (HPAEServiceAccount) should have the privileges necessary for installation.

OWA can be installed on a standalone Exchange server or on multiple Exchange servers in a front-end/back-end arrangement. The following sections describe the installation of OWA Extension on a basic single Exchange server. For multiple and cluster Exchange servers, refer to the procedures described in “[Installing HP OWA Extension on front-end/back-end servers](#)” on page 44 and “[Installing HP OWA Extension on cluster back-end servers](#)” on page 45.

NOTE:

Additional configuration can be performed after OWA Extension is installed. See the “Working with OWA Extension” chapter in the HP EAs Exchange administrator guide.

Installing on Exchange 2007 servers

Follow the instructions in this section to install or update OWA Extension on Microsoft Exchange Server 2007.

Installing and configuring HP OWA Extension

Run the HPOwaSetup program to install the OWA Extension binaries in OWA and register the forms. For Exchange 2007 installations, HPOwaSetup takes the place of the CreateSite and OWASetup applications used for Exchange 2000 and 2003.

These instructions are for a new installation. To upgrade from OWA Extension 2.1 to 2.1.x, see “[Updating HP OWA Extension](#)” on page 38.



NOTE:

The Exchange 2007 Autodiscover service must be enabled for the updated OWA Extension application to function properly. Normally, the Autodiscover service is enabled by default. For more information, refer to the following MS Technet link: <http://technet.microsoft.com/en-us/library/bb232838.aspx>

To install HP OWA Extension:

1. Copy the OWA\2007 folder from the EAsE Extensions CD to the Exchange server's C drive.

The installation should be run on an Exchange server with the Client Access Server (CAS) installed or on a standalone CAS server. The application does not run if it cannot find a valid Exchange installation.

Installation cannot be performed from a network share.

2. If Exchange 2007 is installed on Windows Server 2008, execute this step. Otherwise, go to step 3.

On the Exchange server, modify the Registry in preparation for the update:

- a. Click **Start > Run**.
- b. Enter **regedit** in the box, and then click **OK**.
- c. In the Registry Editor, locate and then click the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\MSV1_0
- d. Right-click **MSV1_0**, point to **New**, and then click **Multi-String Value**.
- e. Enter **BackConnectionHostNames**, and then press **Enter**.
- f. Right-click **BackConnectionHostNames**, and then click **Modify**.
- g. In the **Value data** box, enter the host name or the host names for the sites on the Exchange server, and then click **OK**.
- h. Close the Registry Editor.
- i. Restart the IISAdmin service.

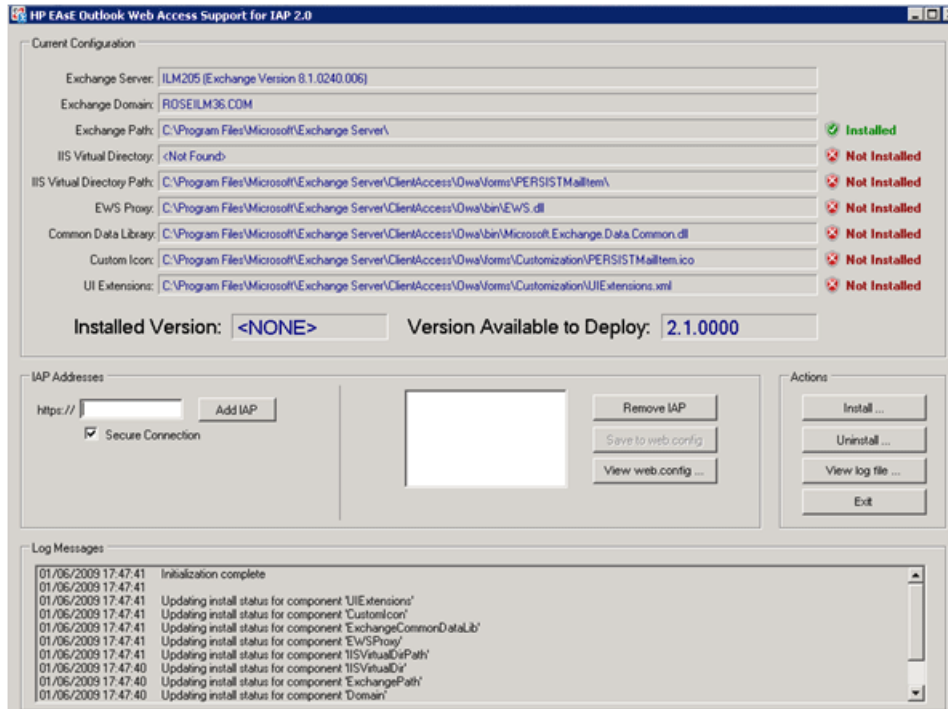
 **NOTE:**

If you receive an error after executing these steps, refer to the following Microsoft support link: <http://support.microsoft.com/kb/896861>.

3. Open the configuration window:

- If Exchange 2007 is installed on Windows Server 2008: In the OWA\2007 folder, right-click **HPOwaSetup.exe**, select **Run as...**, and select the administrator.
- All other Exchange 2007 installations: In the OWA\2007 folder, double-click **HPOwaSetup.exe**.

The Exchange Server name and domain are shown, along with the path to the Exchange Server directory. The Log Messages area displays the sequence of actions that were performed during initialization.

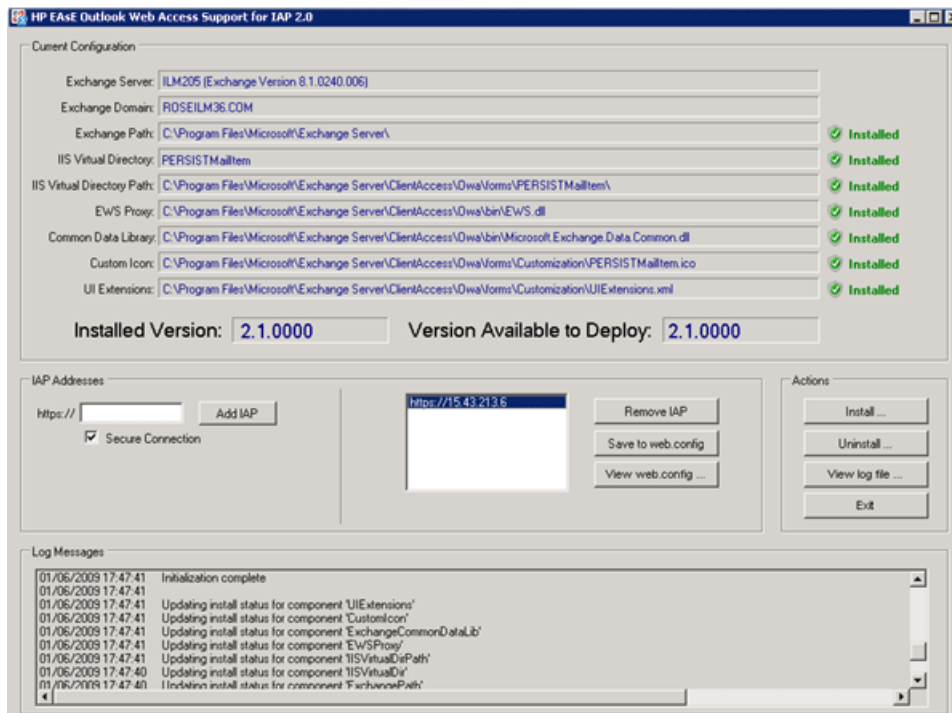


4. In IAP Addresses area:

- a. Enter the address of the IAP appliance.
This is the VIP located in `Domain.jcml` on the IAP's kickstart server.
- b. If HTTPS is required, select the **Secure connection** check box.
- c. Repeat steps a–b for each IAP to be accessed.

Click **View web config** to see the entries added to the `Web.config` file in `\Exchange Server\ClientAccess\Owa\forms\PERSISTMailItem`. See [“Viewing the Web.config file”](#) on page 37.

- Click **Install** to install the OWA Extension files on the Exchange server. The configuration window is updated to show that the files are installed.



You can click **View Log Files** to view the installation log.



NOTE:

Log files record all user actions performed in the configuration window, and are located in the HPOwaSetup folder. A log file name is the date-time stamp when HPOwaSetup.exe is invoked.

- Validate the installation by checking “[HP OWA Extension updates to OWA](#)” on page 36.
- Close the configuration window.

HP OWA Extension updates to OWA

When HPOwaSetup is installed, the following actions occur:

- A virtual directory is created. HPOwaSetup creates a virtual directory for OWA Extension binaries, which points to \Exchange Server\ClientAccess\Owa\forms\PERSISTMailItem. The directory is not created if it already exists on a system. The following files are copied to the directory:
 - Default.aspx
 - ErrorPage.aspx
 - Web.config
 - PrecompiledApp.config
 - registry.xml
 - PERSISTMailItem.ico

- The binaries are copied.
EWS.dll, Microsoft.Exchange.Data.Common.dll, and binaries for the two .aspx pages listed above are copied to \Exchange Server\ClientAccess\Owa\bin. (The binaries for the .aspx pages have names such as App_Web_default.aspx.cdca7d2.dll and App_Web_errorpage.aspx.cdca7d2.dll.)
- The custom icon is updated.
UIExtensions.xml and the custom icon image, PERSISTMailItem.ico, are copied to \Exchange Server\ClientAccess\Owa\forms\Customization and the custom icon is registered.
- The HTTP Runtime limit is configured.
The following node is added to the Web.config file used by the Exchange Web Service (\Exchange Server\ClientAccess\exchweb\ews\Web.config):

```
<httpRuntime maxRequestLength="250000" />
```
- IIS is reset.
The IIS server is reset after the deployment of HP OWA Extension is complete.
A PERSISTMailItem virtual directory is created in \Web Sites\Default Web Site\owa.
- The list of IAPs is updated.
IAP appliances are listed or updated in the <IAPServers> section of \Exchange Server\ClientAccess\Owa\forms\PERSISTMailItem\Web.config.

Viewing the Web.config file

When HPOwaSetup.exe is run, the following OWA Extension configuration settings are added to \Exchange Server\ClientAccess\Owa\forms\PERSISTMailItem\Web.config.

- <IAPServers>
A typical system can have one or more IAPs. The <IAPServers> section of Web.config contains a list of IAP appliances. The syntax for an entry is a keyname followed by the protocol and IAP name. The keyname identifies the IAP and appears in the error page if a document fails to load. If there is a special template in the <appSettings> section, the keyname must be the same for the appliance and its corresponding template.
For example:

```
<IAPServers>
  <add key="000001" value="http://15.43.213.6" />
  <add key="000002" value="https://15.43.10.231" />
</IAPServers>
```
- <appSettings> which includes:
 - The Exchange server where OWA Extension is deployed.
For example:

```
<add key="Exchange Server" value="ILM205"/>
```
 - The domain name of the Exchange server.
For example:

```
<add key="Domain" value="ROSEILM36.COM" />
```
 - The IAP URL template.
For standard installations, the only setting in this section is the default setting:

```
<add key="IAPDOCTEMPLATEURL" value="#PHOST#/externalAPI/servlet/  
DocumentRetrievalServlet?documentURL=#REF#" />
```

If a custom template is defined, the template keyname must be the same as the corresponding IAP appliance keyname.

In addition to viewing Web.config in \Exchange Server\ClientAccess\Owa\forms\PERSTMailItem\Web.config, you can inspect the file by clicking **View Configuration File** in the HPOwaSetup window.

Updating HP OWA Extension

NOTE:

The Exchange 2007 Autodiscover service must be enabled for the updated OWA Extension application to function properly. Normally, the Autodiscover service is enabled by default. For more information, refer to the following MS Technet link: <http://technet.microsoft.com/en-us/library/bb232838.aspx>

To update OWA Extension from 2.1 to 2.1.x, follow these steps:

1. In the OWA\2007 folder on the Exchange server, create a new subfolder to hold the updated OWA Extension binary files.
2. Copy the binary files from the OWA\2007 folder on the EAsE Extensions CD to the new folder you created.
3. If Exchange 2007 is installed on Windows Server 2008, execute this step. Otherwise, go to step 4.

On the Exchange server, modify the Registry in preparation for the update:

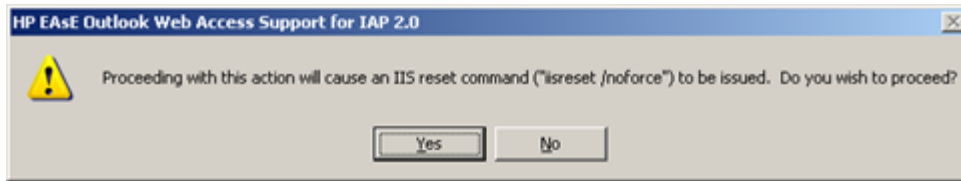
- a. Click **Start > Run**.
- b. Enter **regedit** in the box, and then click **OK**.
- c. In the Registry Editor, locate and then click the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\MSV1_0
- d. Right-click **MSV1_0**, point to **New**, and then click **Multi-String Value**.
- e. Enter **BackConnectionHostNames**, and then press **Enter**.
- f. Right-click **BackConnectionHostNames**, and then click **Modify**.
- g. In the **Value data** box, enter the host name or the host names for the sites on the Exchange server, and then click **OK**.
- h. Close the Registry Editor.
- i. Restart the IISAdmin service.

NOTE:

If you receive an error after executing these steps, refer to the following Microsoft support link: <http://support.microsoft.com/kb/896861>.

4. Open the configuration window:
 - If Exchange 2007 is installed on Windows Server 2008: In the OWA\2007 folder, right-click **HPOwaSetup.exe**, select **Run as...**, and select the administrator.
 - All other Exchange 2007 installations: In the OWA\2007 folder, double-click **HPOwaSetup.exe**.
5. Click **Install**.

The following dialog box appears:



6. Click **Yes** to proceed with the installation.
When the installation is complete, the IIS is restarted.



NOTE:

Existing user sessions are discontinued when IIS is restarted. The downtime is less than 15 minutes.

Uninstalling HP OWA Extension

To uninstall OWA Extension, run **HPOwaSetup.exe** and click **Uninstall**.

To verify that the installation is uninstalled:

1. Ensure that the PERSISTMailItem folder is removed from \Exchange Server\ClientAccess\Owa\forms.
2. Ensure that EWS.dll, Microsoft.Exchange.Data.Common.dll, and the binaries for the Default and ErrorPage .aspx files are deleted from \Exchange Server\ClientAccess\Owa\bin.
3. Ensure that UIExtensions.xml and PERSISTMailItem.ico are deleted from \Exchange Server\ClientAccess\Owa\forms\Customization.
4. In \Exchange Server\ClientAccess\exchweb\ews\Web.config, ensure that the httpRuntime limit is reset.

Installing on Exchange 2000 and 2003 servers

Creating the OWARISS directory

On the Exchange server, create OWARISS and OWARISS\Install directories. Copy the product files from the EAsE Extensions CD OWA\2000-2003 folder into these directories.

C:\OWARISS

- Rissmailitem.asp
- Rissmailitem_f.asp
- Rmi-open.asp
- Rmi-forward.asp

- Risserror.asp
- RISSTraceLog.asp
- Scheduler.ico
- Rissutils.inc

C:\OWARISS\INSTALL

- CreateSite.exe
- OWASetup.exe

Creating virtual Web directories

To create the virtual Web directories for OWA Extension:

1. Run `CreateSite.exe`.

The Create OWA RISS Virtual Directory window appears.

2. Click **Show all virtual sites**.

The Exchange server is searched for all virtual Web sites that host either Exchange or ExchWeb. These are the sites eligible to host an OWA RISS virtual directory. The servers that are found are posted in the All servers box.

Note: The Installed sites/All servers box changes its name depending on the source of the site names. When the Create Site program is started, the list originates from the `install.config` file and the title changes to Installed sites. After running Show all virtual sites, the list originates from the search of Exchange and the title changes to All servers.

3. From the All servers box, select the sites to be associated with the current OWA RISS install directory, and click **Move>>** to put them into the Working sites box.

The Working sites list must contain one site that hosts Exchange. It can contain any number of virtual sites (that is, sites that do not host Exchange).

The list of Working sites is saved in the `install.config` file. You can inspect the file at any time by clicking **View configuration file**.

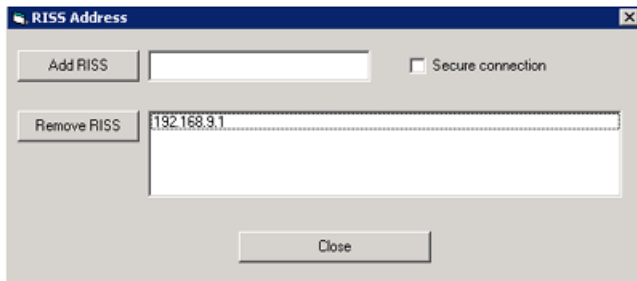
4. Click **Enter RISS address** to open the RISS configuration window.

Use this window to enter the address of the IAP system(s).

- a. Enter the IAP address in the entry field and click **Add RISS**.

You can remove an IAP address selecting the address and then clicking **Remove RISS**.

- b. For each IAP for which HTTPS is required, select the **Secure connection** check box.



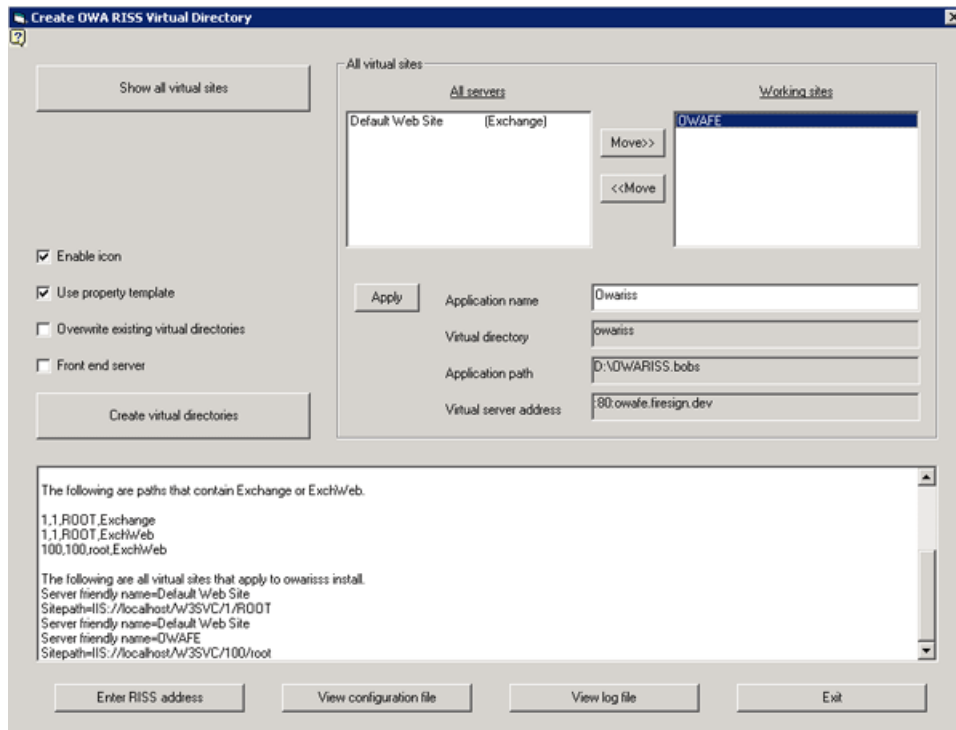
5. (Optional) Complete the remaining fields in the window:

Field	Description
Enable icon	Select this check box for the IAP icon to be visible in each open archived email. The value is changed immediately in the <code>asp.config</code> file when the check box is selected.
Use property template	Select this check box to adjust some MAPI properties during the email open process. The value is changed immediately in the <code>asp.config</code> file when the check box is selected.
Overwrite existing virtual directories	Select this check box to allow the Create virtual directories operation to overwrite existing virtual directories in Exchange. When this check box is not selected (default), the existing virtual directories are not overwritten; clicking Create virtual directories only adds new directories. Note: For IIS 5.0 with Windows 2000 Server, the Overwrite existing virtual directories check box is grayed out. To apply a change or update, manually delete the virtual directory, and then run <code>CreateSite.exe</code> to install the site again.
Front end server	Select this check box if this is a front-end Exchange server. The Create Site program checks the environment to determine this information, so the check box might be selected already.

6. Click **Create virtual directories**.

A virtual directory is installed in each of the virtual servers listed in the Working sites box.

The event log window shows the successful creation of the virtual directories. You can view the event log by clicking **View log file**.



7. For each site listed in the Working sites box, view the information that populates the following fields:
 - **Application name:** The OWA RISS application name. The default value is `Owariss` and should not be changed.
 - **Virtual directory:** The virtual directory name for the Web site.
 - **Application path:** The physical directory path for the OWA RISS ASP files. This value defaults to the installation directory from which the program is running.
 - **Virtual server address:** The server address and port in the form `ip:port:name`. For a site with a default address, the value is `:80:`.

Registering the ASP forms

Run the `OWASetup.exe` program to register the ASP forms.

This program is usually run from an administrative login. The user who runs this program:

- Must be a Domain Admin
- Must have a mailbox in the domain
- Must have full access to all other mailboxes
- Must have permissions for send-as and receive-as

The `HPAEServiceAccount` should have the correct permissions to run this setup program. If other permissions are needed, see “[Alternate credentials](#)” on page 43.

To register the ASP forms:

1. Run **OWASetup.exe**.

The OWA RISS Configuration window appears.

2. In the **Server name** field, enter the name of the Active Directory, the domain, or an Exchange server, and click **Add**.

The name is added to the Server working list.

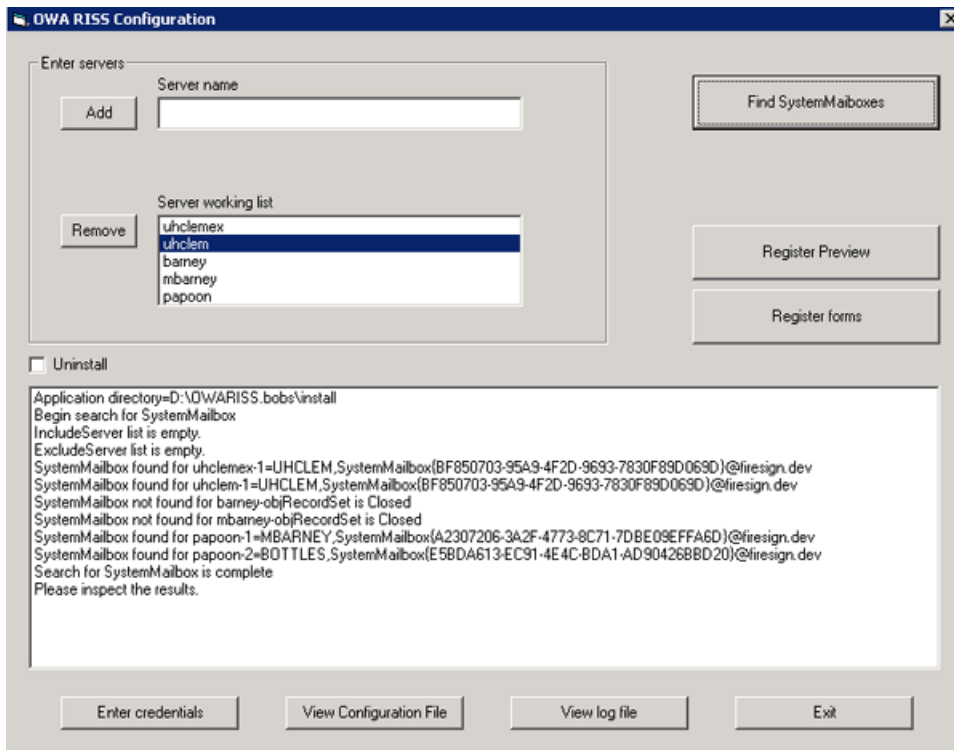
3. Add any additional server names by repeating step 2.

A server name can be removed from the list by selecting the server and clicking **Remove**.

4. When the Server working list is complete, click **Find SystemMailboxes**.

If the working list contains only the Active Directory, the search results in all SystemMailboxes defined in the Active Directory. If the working list is a domain or an Exchange server, the search results in the SystemMailboxes defined for the servers.

The event log window displays the progress and the results. For each successful SystemMailbox, the GUID is listed in the event log.



5. Review the list of SystemMailboxes. If the list is complete and accurate according to the servers you plan to install, click **Register forms**.

This operation installs two ASP forms in each SystemMailbox.

The results are written into the `install.config` file. You can inspect the `install.config` file at any time by clicking **View Configuration File**.

During operation, the events in the event log window are written into `install.log`, which you can view by clicking **View log file**. The contents of `install.log` are retained only for the last session.

The OWA Setup program is an incremental installer. This means it only registers the ASP forms; it does not de-register the forms. The program is aware that there might be other servers installed, but it does not provide management of those installed items.

When the setup program is started, previously installed servers are listed in the Server working list. You do not need to reinstall into the listed servers. You only have to install incrementally, into new listed servers. If you do not plan to work with a listed server, remove it from the list. Removed server names are retained in the `install.config` file.

Alternate credentials

When you click **Enter credentials** in the OWA RISS Configuration window, the `OWASetup.exe` program provides a box to enter alternate credentials. Typically alternate credentials are not required.

They should be used only when the required administrative credentials cannot be used to log on to the server. Entry of User name and Password in these fields is plain text. The values are not saved outside the program.

Installing HP OWA Extension on front-end/back-end servers

Follow the directions below based on the Exchange version that is installed in the customer's environment.

Installing on Exchange 2007 servers

Install HPOWASetup on Exchange 2007 servers with the Client Access Server (CAS) role. Nothing needs to be installed on Mailbox servers. See “[Installing and configuring HP OWA Extension](#)” on page 33 for installation instructions.

Exchange Server 2007 with the CAS role behaves as a front-end server in the Exchange 2007 environment.

The following configurations are supported:

- Exchange 2007 CAS server + Exchange 2007 Mailbox server
- Exchange 2007 CAS server + Multiple Exchange 2007 Mailbox servers
- Exchange 2007 CAS, Mailbox server + Exchange 2007 Mailbox server
- Exchange 2007 CAS, Mailbox server + Multiple Exchange 2007 Mailbox servers
- Multiple Exchange 2007 CAS servers + Multiple Exchange 2007 Mailbox servers

The following configurations are not supported:

- Exchange 2007 CAS server + Exchange 2003 back-end server
- Exchange 2003 front-end server + Exchange 2007 Mailbox server

Installing on Exchange 2000 and 2003 servers

Several OWA front-end/back-end (FE/BE) configurations are supported:

- Exchange 2000 FE + Exchange 2000 BE = Exchange 2000 OWA
- Exchange 2003 FE + Exchange 2000 BE = Exchange 2000 OWA
- Exchange 2003 FE + Exchange 2003 BE = Exchange 2003 OWA

The following configuration is not supported:

Exchange 2000 FE + Exchange 2003 BE

For information about the installation and configuration of Exchange/OWA servers, refer to a Microsoft install guide, such as *Front-End and Back-End Server Topology Guide for Exchange Server 2003 and Exchange 2000 Server* at <http://www.microsoft.com/technet/prodtechnol/exchange/guides/E2k3FrontBack>.

This description is for multiple non-clustered servers. For cluster servers, see “[Installing HP OWA Extension on cluster back-end servers](#)” on page 45.

Back-end Exchange/OWA servers

A single Exchange/OWA server and a back-end Exchange/OWA server are the same thing. An Exchange server installed as a single server can be used as a back-end server without modification. An Exchange/OWA server that is already installed can be used as a back-end server.

To install OWA Extension on a back-end server, follow the procedures described in “Installing on Exchange 2000 and 2003 servers” on page 39.

For multiple back-end servers or multiple single servers, it is only necessary to perform the full install from one server that has access to the Active Directories and all the other servers. The other back-end servers must have a partial install of the OWA Extension files. Copy the OWA RISS files and then run `CreateSite.exe` to define the OWARISS Web site.

Front-end Exchange/OWA servers

After the basic Exchange/OWA install is complete, perform a partial install of OWA Extension on each front-end server.

Install only these OWA Extension files on the front-end server:

- `C:\owariss\scheduler.ico`
 - `C:\owariss\install\CreateSite.exe`
1. Run **CreateSite.exe**.
 2. In the Create OWA RISS Virtual Directory window, select the **Front-end server** check box.
 3. Click **Show all virtual sites**.
 4. In the All sites box, select the virtual site defined to host the OWA front-end, then click **Move>>** to populate the Working sites box.
 5. Click **Create virtual directories**.

The event log shows that the virtual directory has been created.

Installing HP OWA Extension on cluster back-end servers

Exchange 2007 servers

Install HPOWASetup on Exchange 2007 servers with the Client Access Server (CAS) role. Nothing needs to be installed on Mailbox servers. See “Installing and configuring HP OWA Extension” on page 33 for installation instructions.

Exchange 2000 and 2003 servers

For information about the installation and configuration of Exchange/OWA servers, refer to a Microsoft install guide, such as *Exchange Server 2003 Deployment Guide* at: <http://www.microsoft.com/technet/prodtechnol/exchange/2003/library/depguide.msp>

1. To decide how to install OWA Extension on a cluster server, first inspect the IIS Manager, Web Sites. For each virtual site that hosts Exchange, and is also to be a host for OWA Extension, separate OWA Extension install directories are required.
2. Copy the OWA Extension product files into each install directory.

Virtual sites hosting Exchange	Install directories	Examples
1	1	C:\owariss
2	2	C:\owariss1 C:\owariss2

3. For each install directory, navigate to the install subdirectory.
4. Run `CreateSite.exe` for that directory.
5. In the Create OWA RISS Virtual Directory window, click **Show all virtual sites**.
This operation populates the All sites box, which lists all available virtual sites on the server.
Typically, on a clustered server the Default Web Site is stopped and Exchange is hosted on one virtual site.
6. Select the Exchange hosted site and click **Move>>** to populate the Working sites box.
For multiple virtual sites that support the same Exchange server, select all that apply to the same Exchange host and click **Move>>**. For example, if one virtual site hosts Exchange and another site hosts ExchWeb, select both virtual sites to populate Working sites. (Do not select two sites when both host Exchange. This is not a supported configuration.)
7. Click **Create virtual directories**.

Installing HP OWA Extension manually (Exchange 2000 and 2003)

The manual procedure is only necessary if the previous steps to install OWA Extension cannot be performed automatically, due to security considerations or other reasons that prevent the automated scripts from running properly.

Adding OWA Extension Web site

1. Open the IIS Administrator.
2. Navigate to **Web Sites/Default Web Site** for the target server.
3. Right-click **Default Web Sites** and select **New > Virtual Directory**.
The Virtual Directory Creation wizard appears.
4. Click **Next**.
5. Enter the virtual directory, for example OWARISS, and click **Next**.
6. Enter or browse to the path that contains the OWARISS script files, and click **Next**.
7. For permissions, select the **Read** and **Run scripts** check boxes, and click **Next**.
This completes the virtual directory setup.
8. Click **Finish** to exit the wizard.
The new virtual directory is now in the Default Web Site directory.
9. Right-click the Virtual Directory **OWARISS**.
10. At the bottom of the properties page, set the following options:
 - For IIS 5.0 (Windows Server 2000), set Application Protect to **Medium (Pooled)**.
 - For IIS 6.0 (Windows Server 2003), set Application Pool to **Exchange Application Pool**.

11. After defining the Web site, set the Windows Authentication for the new site:
 - a. In Default Web Site, select the OWARISS site that was just created.
 - b. Right-click and select **Properties**.
 - c. Click the **Directory Security** tab.
 - d. In the Authentication and access control group, click **Edit**.
The page to set Authentication Methods appears.
 - e. Select the check box for **Integrated Windows authentication**, and click **OK**.
 - f. Click **OK** to save the setting.

Form registration

Form registration is added through the Exchange Explorer. This tool is available from the Exchange SDK.

NOTE:

This step requires a user with permissions to make changes in the SystemMailbox.

1. Open Exchange Explorer to the Authorization dialog box.
2. Enter the Username and Password that has permissions to make changes in the SystemMailbox.
3. Enter the Exchange Store URL for the SystemMailbox.
This can be obtained by navigating to the SystemMailbox on the Exchange Server. The SystemMailbox URL has the following form:
`http://<server>/exchange/SystemMailbox{GUID}/##schemauri##/Default/`
4. Click **OK** to continue.
MS Exchange Explorer opens, displaying Exchange Store Hierarchy. The top item is the SystemMailbox URL.
5. Click the SystemMailbox URL to open the Detail View.
6. Enter new form registrations in the **Items** hierarchy.

Creating registration template

1. Right-click **Items**.
2. To create a template, select **Add Item**.
3. In the Item name box, enter **OWATemplate** and click **OK**.
The new item is in the Items hierarchy.

Creating form registration for Open

1. Right-click **Items** and select **Form Registration Wizard**.
2. Enter the name of the new form, **RISSMAILITEM.open**, and click **Next**.
3. In the URL box, enter the template name, **OWATemplate**, and click **Next**.
4. For Action, select **Open** and click **Next**.

5. For Supported browsers, select **Any** and click **Next**.
6. For Binding type, select **Server** and click **Next**.
7. For Request method, select **Any** and click **Next**.
8. For content class, enter **urn:content-classes:persistmailitem** and click **Next**.
9. Click **Finish** to exit the wizard.
10. Click **Finish**.

The new form registration is in the Items hierarchy.

11. Make the following changes to the default registration properties:
 - a. Highlight the new form name, **RISSMAILITEM.open**, and view the properties in the lower properties list.
 - b. Double-click the property **urn:schemas-microsoft-com:office:forms#executeurl** to open the Edit Property window.
 - c. Replace the value with **/owariss/RISSMAILITEM.asp**.
 - d. Double-click the property **urn:schemas-microsoft-com:office:forms#formurl** to open the Edit Property window.
 - e. Replace the value with **/owariss/RISSMAILITEM.asp**.

Creating form registration for Forward

1. Right-click **Items**, and select **Form Registration Wizard**.
2. Enter the name of the new form, **RISSMAILITEM.forward**, and click **Next**.
3. In the URL box, enter the template name, **OWATemplate**, and click **Next**.
4. For Action, select **Open** and click **Next**.
5. For Supported browsers, select **Any** and click **Next**.
6. For Binding type, select **Server** and click **Next**.
7. For Request method, select **Any** and click **Next**.
8. For content class, enter **urn:content-classes:persistmailitem** and click **Next**.
9. Click **Finish** to exit the wizard.
10. Click **Finish**.

The new form registration is in the Items hierarchy.

11. Make the following changes to the default registration properties:
 - a. Highlight the new form name, **RISSMAILITEM.forward**, and view the properties in the lower properties list.
 - b. Double-click the property **urn:schemas-microsoft-com:office:forms#executeurl** to open the Edit Property window.
 - c. Replace the value with **/owariss/RISSMAILITEM_F.asp**.
 - d. Double-click the property **urn:schemas-microsoft-com:office:forms#formurl** to open the Edit Property window.
 - e. Replace the value with **/owariss/RISSMAILITEM_F.asp**.
 - f. Right-click and delete the **OWATemplate** Item template.

Continuing the installation

Additional configuration can be performed after OWA Extension is installed. See the “Working with OWA Extension” chapter in the HP EAs Exchange administrator guide.

7 Troubleshooting

This chapter covers the following troubleshooting topics:

- [Installer does not start if installing OWA Extension from a network share](#), page 51
- [OWA 2007 users cannot open folders containing tombstoned messages](#), page 51
- [OWA 2007 users cannot retrieve tombstoned messages](#), page 51
- [OWA 2007 users cannot retrieve calendar items](#), page 52
- [To field is not displayed properly in recalled message](#), page 52
- [Users cannot find messages sent to a distribution list](#), page 52
- [DiskSpaceBuffer error](#), page 53

Installer does not start if installing OWA Extension from a network share

If you map a network drive to the Exchange server, and attempt to run the OWA Extension installer from the share, the installation will not start. A dialog box appears saying the publisher is unknown. If you click **OK** to run the installer, nothing happens.

This problem occurs because .NET installations from a network share are not trusted and will not execute properly. Installation cannot be performed from a network share.

To prevent the problem, copy the OWA Extension files to the Exchange server's C drive before starting the installer.

OWA 2007 users cannot open folders containing tombstoned messages

Microsoft Exchange Server 2007 SP1, Update Rollup pack 5 must be installed for OWA Extension to work properly with OWA 2007.

Otherwise, OWA users receive an error message when they open folders containing tombstoned messages (IPM.Note).

Folders with a mix of tombstoned and non-tombstoned messages can sometimes be opened, but the tombstoned email is not shown on screen. A dialog box appears saying, "OWA can not complete your request."

This problem does not occur for folders containing other tombstoned items, such as documents or tasks.

OWA 2007 users cannot retrieve tombstoned messages

OWA Premium is required for OWA 2007 users to retrieve tombstoned messages from the IAP.

Any appointment or calendar items that were selectively archived cannot be retrieved in OWA 2007.

OWA 2007 users cannot retrieve calendar items

Users who access messages in OWA 2007 are not able to retrieve archived calendar items from the IAP.

This is due to a limitation in Microsoft Exchange 2007. Calendar items are not extensible in OWA 2007; their functionality cannot be customized – for example, to support an external archive such as the IAP.

When Exchange Server 2007 is installed, users can only retrieve archived calendar items in Outlook. Support for archived calendar items is available in OWA 2000 and OWA 2003.

To field is not displayed properly in recalled message

When the preferred language on the Archive Gateway is set to English, the To field of recalled messages is corrupt when the field contains East Asian characters. This is due to MAPI peculiarities in mixed language environments.

To avoid the problem, set the preferred language on the Archive Gateway to the most appropriate East Asian language for the installation. To install East Asian languages, see [“Adding files for East Asian languages on the Archive Gateway and Exchange servers”](#) on page 26.

Users cannot find messages sent to a distribution list

In EAs Exchange Selective Archiving and PST Import Manager, distribution lists are not expanded during archiving. (Distribution lists are only expanded during Compliance Archiving, if envelope journaling is implemented.) For messages with distribution lists to be archived in each recipient's IAP repository, the `EnsureOwnerReceipt` parameter in the global configuration file must be set to `True`. `EnsureOwnerReceipt` ensures a message is archived whenever the mailbox owner's SMTP address is not shown in the recipient list.

In EAs Exchange 2.x, `EnsureOwnerReceipt` is automatically enabled for Selective Archiving and PST Import Manager. However, if this parameter was not enabled in earlier versions of the software, messages sent via a distribution list were not selectively archived to each recipient's repository, and users will not find these messages when searching their IAP repository.

There are two ways to assign previously-stored messages to user repositories, when the mailboxes are live (not test mailboxes) and tombstoning has occurred:

Using PST Import Manager

1. Export the relevant messages from the IAP Web Interface to a PST for each message recipient.
2. Enable `EnsureOwnerReceipt` in the PST Import Tools global configuration file. In EAs Exchange 2.x, this file is located at `\Program Files\Hewlett-Packard\HP EAsE PST Importer\HP EAsE PST Importer.ini`.
3. Run PST Import Manager for each user.

Using a Selective Archiving rule

1. For each mailbox, open Outlook and export all of the tombstoned messages to a local PST file.
2. Delete the tombstones from the mailboxes.
3. Using Outlook, load the PST file, then move the messages from the PST into the mailbox.

4. When all messages are reconstituted in user mailboxes, delete the messages on the IAP.
5. Enable EnsureOwnerReceipt in the global configuration file. In EAs Exchange 2.x, this file is located at `\Mining\Selective Archiving\HPAE.ini`.
6. Run a Selective Archiving rule on the mailboxes.

If you are working with test mailboxes **or** if messages are not tombstoned, delete the messages on the IAP, enable EnsureOwnerReceipt in the global configuration file, and then start over.

 **NOTE:**

Reprocessing on the IAP does not solve this issue because the mailbox owner is not specified.

DiskSpaceBuffer error

If a “DiskSpaceBuffer Threshold has been reached” error is reported during Selective Archiving and folder capture is enabled, the IAP is attempting to update folder information on messages that are in a closed smart cell. Messages impacted by the error cannot be processed by the HP EAs Exchange software.

An example of a folder update would be a user moving archived messages from one Outlook folder to another. The next time the folders were archived, the IAP would attempt to update the folder name on the previously-archived messages.

Folder changes can be made in a closed smart cell until the available disk space drops below an established watermark. At that point, the IAP rejects the folder changes with a disk full error.

An override to the disk full behavior can be configured on the IAP by HP technical support.

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