



M@ilMeter v2.0 for MS Exchange Evaluation - Installation Checklist and Guide

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Introduction:

The M@ilMeter installation is straightforward, however the pre-requisites must be met for the installation to work. Reading this introduction to how M@ilMeter works will also help you to install M@ilMeter smoothly.

M@ilMeter is normally installed on a standalone PC that has network connectivity to the Mail server; it does not have to be installed on the Exchange Server. Please Note: M@ilMeter can be installed on the Exchange Server, but this is not recommended.

The Microsoft Exchange server requires minimal preparation. All that is necessary is to create a mailbox for M@ilMeter to use, to check that the correct permissions are in place and to enable journaling/archiving.

On Exchange 5.5 journaling may be enabled manually (see MS TechNet Q239427 if you require full details) or by using the jsetup.exe application. Jsetup.exe is part of the M@ilMeter Download and is installed in the M@ilMeter v2 folder (by default installed to C:\Program Files\M@ilMeter v2). Running jsetup.exe on the Exchange server enables journaling and puts two items in the M@ilMeter program group that allow you to turn journaling off or on.

On Exchange 2000 servers Microsoft have built journaling activation (now called archiving) into the Exchange Systems Manager GUI. Archiving is enabled manually for each mailbox store (The section Enable Journaling/Archiving has more detail).

IMPORTANT NOTE: The Copy of the email in the mailbox that M@ilMeter uses is deleted after it has been processed. Therefore do not use an existing mailbox that contains mail that is required for other purposes such as archiving or as a backup. If Archiving is already setup for another use then M@ilMeter can get a copy of the email as an alternate recipient.

The M@ilMeter setup (normally on a PC on the same network as the Exchange server) installs 2 Control Panel Applications on the M@ilMeter PC. The first time the user clicks on these M@ilMeter Icons in the Control panel the corresponding M@ilMeter Installation Wizard runs and will guide you through the configuration process. The Wizard applications can also be run from the M@ilMeter Program Group on the Start menu or the M@ilMeter installation folder at a later time if required. It is necessary to complete the M@ilMeter Exchange Wizard before the M@ilMeter Configuration wizard.

When installed and configured the M@ilMeter program connects to the M@ilMeter mailbox, which gets a copy of every mail that goes through the mail system. It processes this mail by analyzing the details in the header and then storing the information in a database. The email is then deleted from the inbox, so this inbox does not grow in size. The data in the database can be accessed through a web page via the built in web server.



Check Pre-Requisites

In order to successfully install M@ilMeter for Exchange 5.5 or 2000, you must ensure that the following pre-requisites have been met. If one or more of these are missing M@ilMeter will not work properly.

Please do not install the M@ilMeter client until you can answer 'Y' for all the following.

Check List - Must be carried out on the Exchange Server

Item	Description	Done (Y)	More Details
1	Does the Exchange Server meet the recommended service pack levels		Click Here or See Page 4
2	Have you created the M@ilMeter Mailbox with the name <servername>_MailMeter?		Click Here or See Page 4
3	Have you activated Journaling for Exchange 5.5 or Archiving for Exchange 2000? Note: the jsetup.exe used to enable journaling in Exchange 5.5 is copied to the default M@ilMeter during the M@ilMeter Client PC Installation.		Click Here or See Page 5
4	Have you set the required security privileges on the M@ilMeter Mailbox / Information stores?		Click Here or See Page 6
5	Is LDAP (Lightweight Directory Application Protocol) available on the Exchange server and is it on port 389?		Click Here or See Page 7

If you have answered 'Y' to all of these questions then your server is set-up correctly for M@ilMeter and you are ready to move to the M@ilMeter Client Installation.

M@ilMeter Client Installation

Prior to starting the M@ilMeter client installation you must ensure that the following pre-requisites are met. Again if one or more of these are missing M@ilMeter will not function correctly.

Please don't continue with the M@ilMeter installation until you can answer 'Y' for all the following.

Check List- Must be carried out on the PC that will run M@ilMeter

Item	Description	Done (Y)	More Details
1	Have you checked and comply with the minimum hardware requirements for running M@ilMeter?		Click Here or See Page 8
2	Have you checked and comply with the minimum software requirements for running M@ilMeter?		Click Here or See Page 8



If you have answered 'Y' to the questions above then you are ready to begin the M@ilMeter Software Installation. To carry out and complete this installation please carry out the following steps shown on the next page.

M@ilMeter PC - Software Installation

Item	Description	Done (Y)	For more Info !
1	Install the M@ilMeter client software from CD or the downloaded setup.exe (or mailmeter2setup.exe if downloaded)		Click here or See Page 8
2	Launch the M@ilMeter Exchange Configuration Wizard from the M@ilMeter Exchange Icon in the Windows Control Panel		Click here or See Page 9
3	Launch the M@ilMeter Configuration Wizard from the M@ilMeter Configuration Icon in the Windows Control Panel		Click here or See Page 9
4	Check the Web port number from the M@ilMeter Configuration Control Centre application		Click here or See Page 10
5	Running the Mailbox Analysis		Click here or See Page 10
6	Connect to the M@ilMeter Report Centre and browse your data		Click here or See Page 11

1) Checking Exchange Server version and service pack level.

Exchange server 5.5 service pack 4 or Exchange 2000

Some problems have been experienced with Exchange Server 5.5 with Service Pack 3

The Exchange Administration GUI shows the service pack level of the server on the general tab

2) Setting up a Mailbox for M@ilMeter

M@ilMeter needs to have its own mailbox on the Exchange server. A copy of all emails coming into and leaving the Exchange server are placed into the M@ilMeter mailbox. Therefore, this mailbox should be set up and named in a specific fashion. Once created DO NOT HIDE the mailmeter mailbox from the Global address list. M@ilMeter cannot process mail journaled/archived to a hidden mailbox.

Exchange 5.5

Create a mailbox called <servername>_mailmeter*

In the Properties dialog box, the First Name, Display Name & Alias (General Tab) of the mailbox should all read as <servername>_mailmeter. Ensure that the Directory Name (Advanced Tab) reads as <servername>_mailmeter.

Ideally this mailbox should reside in the root of the recipients container of the Site (default). If it is to be created in a sub container, the journaling entry will have to be amended. See Journaling/Archiving for Exchange 5.5 section.

* <servername>= the name of the server that Exchange runs on

Exchange 2000

In Active Directory Users & Computers, create a new user called <servername>_mailmeter*.



Ensure that there is a mailbox created for this user and that the alias is called `<servername>_mailmeter` and that it is created in the same mailbox store as the mailboxes that are being monitored by M@ilMeter.

*,<servername> = the name of the server that Exchange runs on

IMPORTANT NOTE. Once a copy of the email has been created for M@ilMeter to use M@ilMeter will delete when it has been processed. Please follow the following procedure if you are already Journaling/Archiving for use as a backup:

Setup a M@ilMeter mailbox as above and use the alternate recipient option on the current Journaling/Archiving mailbox to give M@ilMeter a copy of the email. Make sure you check the option to keep a copy of the mail.

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3) Enable Journaling/Archiving

M@ilMeter uses a Microsoft Exchange facility where a copy of all mails being sent and received through Exchange are copied to a specified mailbox. This facility is known as Journaling in Exchange 5.5 and Archiving in Exchange 2000.

Journaling is a Microsoft exchange documented procedure (Microsoft Knowledge Base Article – Q239427)

Note: At the end of the 7 day evaluation, Journaling/Archiving should be disabled see [Appendix B](#)

Exchange 5.5

There are 2 ways to enable Journaling

Run The MS Exchange Configuration Application jsetup.exe (recommended)
jsetup.exe should be run on the PC where Exchange is installed.

Or manually by following the steps in the Microsoft Knowledge Base Article - Q239427.

NOTE jsetup.exe is installed into the M@ilMeter folder (by default C:\program files\M@ilMeter) when the M@ilMeter v2.0 setup.exe program is run. Copy the jsetup.exe program to the Exchange 5.5 server and run it from the Exchange 5.5 server. It will therefore be necessary to install M@ilMeter on the MailMeter PC before you can setup journaling using jsetup.

If the `<servername>_mailmeter` mailbox has been set up in a sub container, the registry (on the Exchange Server) value for

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeMTA\Parameters\Journal Recipient Name

must be changed as follows.

- Retrieve the Inward mailbox Name of the mailbox (see [Appendix A](#), Page 11)
- Open the above registry key **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeMTA\Parameters\Journal Recipient Name** and double click the Journal Recipient Name string value.



- Replace the current string value with that that was copied from the Inward mailbox Name.
- Click OK.

Exchange 2000

To enable Archiving in Exchange 2000 open Exchange System Manager

Open the Mailbox Store where the <servername>_mailmeter mailbox resides.

Right Click the Mailbox Store and choose Properties.

On the General tab there is a checkbox (Archiving all messages sent or received by mailboxes on this store). Check this and choose the <servername>_mailmeter mailbox.

Click Apply.



Section of MailStore Properties (General Tab) - Archiving


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4) Setting up M@ilMeter Mailbox privileges

The Primary Windows Account associated with the <servername>_mailmeter mailbox must have adequate security privileges to open all other mailboxes on the Exchange Server. These privileges are essential in order for M@ilMeter Mailbox Analysis utility to function fully.

Exchange 5.5


Within Exchange Administrator, the Primary Windows Account of the <servername>_mailmeter mailbox must have a role of Service Account Admin set on the Site & Server level.

 **Site** Click on the Site entry in the pane on the left of Microsoft Exchange Administrator.

Choose File/Properties.

In the Permissions tab, Choose Add, add the Primary Windows Account that is used for the <servername>_mailmeter mailbox.

Choose a Role as Service Account Admin for this user and click Apply.

 **Server** Repeat the above process for the server.

Exchange 2000

Open Exchange System Manager.

For each Mailbox Store perform the following



Right click the Mailbox Store and choose Properties.

Open the Security tab and click the Add button.

Add the <servername>_mailmeter user and allow this user Full Control.

*<servername>= the name of the server that exchange runs on

The Microsoft Technet article 262054 - XADM How to Get Service Account Access to All Mailboxes in Exchange 2000 give further information on gaining the access required for MailBox Analysis

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5) Enable LDAP Protocol

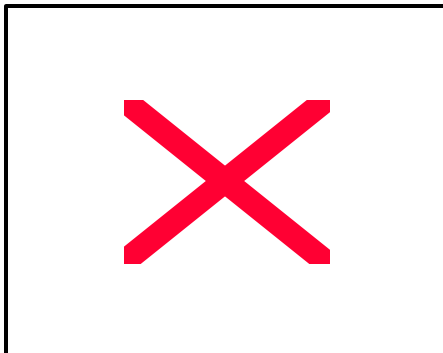
Exchange 5.5

LDAP (Lightweight Directory Application Protocol) must be set to Enabled from within Exchange Administrator. M@ilMeter uses the LDAP Protocol to access the address book of Exchange. Therefore it is essential to have LDAP enabled.

LDAP is a standard part of Exchange 5.5 and is installed by default, however it can be subsequently switched off, so you will need to ensure that it is on and enabled on the correct port (TCP/IP port 389 – this is the standard).

In Exchange Administrator, LDAP protocols can be configured under the Site and Server. Remember that LDAP on the Server level can be set to inherit the LDAP values from the Site.

Double click the LDAP Settings protocol under the server (1). The Enable Protocol checkbox



should be checked unless it is greyed (therefore it is inheriting the values from Site). Ensure the Protocol is enabled on the Site level. Ensure that the LDAP protocol is running on Port 389, if not note the port.

Note: Exchange 5.5 installed on a Windows 2000 Server is likely to have a non standard LDAP port.

Where to check LDAP in exchange administrator

Exchange 2000

In an Exchange 2000 environment LDAP is delivered as part of active directory. This means that it is already there and is enabled. M@ilMeter will connect to LDAP correctly providing that the exchange server that M@ilMeter is running against participated in domain / Active directory security. If this is not the case then LDAP will not be available on this server and the M@ilMeter configuration will need to be modified to allow it connect to a different LDAP server.

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6) Does the client PC meet the minimum hardware specification

The minimum hardware specification for the M@ilMeter client PC is

Pentium 3, 1.0Ghz recommended

It is recommended that this be a dedicated PC that will always be powered on.

256 MB (Increasing Memory will decrease query times)

1 GB free space minimum

(This is to allow for growth of the database over time, a regular housekeeping schedule will help reduce this requirement)

From experience it is better to run the M@ilMeter client on as high a spec PC as possible. [Back to Checklist](#)

7) Software requirements for M@ilMeter Client PC

The following components need to be installed on the M@ilMeter Client PC

- (1) Windows NT (SP6) or Windows 2000
- (2) Internet Explorer V5.01 or greater
- (3) Outlook 2000 with CDO (Collaboration Data Objects)
- (4) MDAC (Microsoft Data Access Components)* **NT4 Platforms only**
- (5) ADS (Active Directory Service)* **NT4 Platforms only**
- (6) XML Parser (XML eXtended Markup Language)* Installed by default during setup.

*distributed with M@ilMeter and installed automatically at the end of the software installation process

MDAC & ADS are shipped as part of the Windows 2000 installation. Therefore it is only necessary to install these components onto an NT platform, or if they have been explicitly omitted from the Windows 2000 installation. Running the MailMeter Wizards will check to see if these components are installed.

Note: installing ADS, MDAC and IE 5.01 or greater will require a reboot.

CDO is shipped with Microsoft Outlook. It is a requirement that an installation of Outlook 2000 or newer is installed on the PC hosting the M@ilMeter client. Outlook **MUST** have CDO installed. Please Note: CDO is not installed by default. CDO can be added through Add/Remove Programs in the Control Panel.

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8) Installing the M@ilMeter Client

The M@ilMeter Client is installed in a conventional manner by launching the mailmeterv2setup.exe program (either downloaded from the Internet or on the M@ilMeter v2. CD.

Launching mailmeterv2setup.exe runs an installation wizard to guide you through this phase of the installation.

The last screen of the installer offers the option of installing ADS & MDAC. If the M@ilMeter client is being installed onto an NT platform choose to install these options.

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9) Initiating the M@ilMeter Wizards



A successful installation of the M@ilMeter v2.0 will create 2 new Control Panel icons .

M@ilMeter Configuration and M@ilMeter Exchange Configuration

After the initial installation of M@ilMeter clicking on **M@ilMeter Exchange Icon** will start the Installation Wizard. Note the Installation Wizard may also be run from the M@ilMeter programs group accessible through the Windows Start button

It is recommend that the Wizard is used for the first set up as it will speed up the configuration process and check the validity of the input before accepting the changes.

10a) M@ilMeter Exchange Configuration Wizard

The M@ilMeter Exchange Configuration Wizard will run automatically the first time you run the M@ilMeter Exchange Configuration application in the Windows Control Panel. (It is recommended that you start by configuring the M@ilMeter Exchange Configuration).

It may be started subsequently from Start | Programs | M@ilMeter | Configuration Wizard

The M@ilMeter Exchange Configuration Wizard will guide you though configuring the M@ilMeter services that connect to the Exchange server when completed it will start the M@ilMeter Exchange Integration Service.

Next run the M@ilMeter Configuration Wizard.

Note While running the MailMeter Exchange configuration Wizard you will be asked to supply an account and password for the MailMeter Exchange Service to use to logon. If mailmeter stops for any reason please check to see if this password has been changed.

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10b) M@ilMeter Configuration Wizard

Run the M@ilMeter Configuration Wizard after running the M@ilMeter Exchange Wizard

The M@ilMeter Configuration Wizard will run automatically the first time you run the M@ilMeter Configuration application in the Windows Control Panel. (It is recommended that you start by configuring the M@ilMeter Exchange Service).

It may be started subsequently from Start | Programs | M@ilMeter | Configuration Wizard

Once you have completed the Wizard it will start the M@ilMeter Data Collection Service and the M@ilMeter Web Service

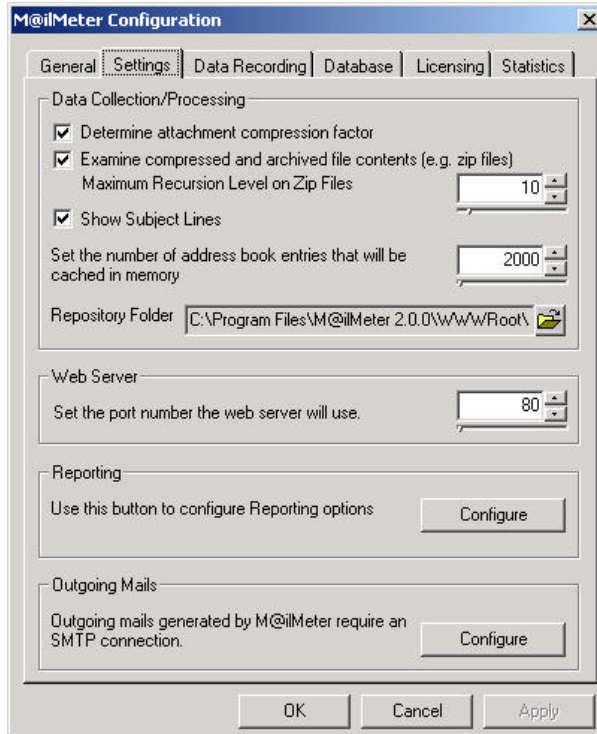
Once both Wizards have been successfully run M@ilMeter will be fully configured and **no further configuration will be necessary** for M@ilMeter to fully function.

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11) Check Web Settings Port Number

From the M@ilMeter Configuration on the Settings tab check the port number that M@ilMeter is running



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12) Running a Mailbox Analysis

Mailbox Analysis is set by default to run once a week. It may also be run from the Run Now button on the Statistics tab of the M@ilMeter Exchange Configuration application. For testing purposes it is possible to run Mailbox analysis on a predetermined number of mailboxes.

The results of the Mailbox Analysis can be viewed through Peak Volumes / Mailbox Activity in the M@ilMeter Report Centre.

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13) Running the M@ilMeter Report Centre

Please Note: The M@ilMeter Web Service must be running in order to view the reports.

Open Internet Explorer.

Internet Explorer configuration

To avoid picking up cached pages please set Internet Explorer to check for newer versions of stored pages every visit to the page. This may be checked on the Internet Explorer file menu Tools | Internet Options | General Tab | Settings Button and check the first radio button Every visit to the page

No other changes should be necessary unless you access the Internet via a Proxy server. This may be checked on the Internet Explorer file menu Tools | Internet Options on the Connections tab Click the LAN settings. Uncheck the 'Use a Proxy Server' checkbox if checked.

Connecting to Report Centre via Internet Explorer

In the Address combo box of Internet Explorer, type in the following

http://xxx.xxx.xxx.xxx:zzz

where xxx.xxx.xxx.xxx = IP Address of PC running M@ilMeter Control Centre and zzz is the port number that the web server is using (see [Step 11](#) if unsure)

On a successful connection to the web server via Internet Explorer the user is presented with a logon screen. The username defaults to Admin. The password to use for the evaluation version is set via the M@ilmeter Configuration wizard however if the Wizard is has been exited before completion the default password **mailmeter** (case sensitive) will still be active.

Note changing the password requires rerunning the MailMeter Configuration Wizard

On the date selection screen, either manually enter the date range or click one of the pre selected date ranges e.g. Last 7 Days

Click the Submit button to view the real-time reports

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Appendices

Appendix A - Retrieving Inward mailbox Name

Open Microsoft Exchange Administrator in RAW mode e.g.
C:\ExchSrvr\bin\ADMIN.EXE /Raw

Select the newly created <servername>_mailmeter mailbox and choose File/Raw Properties from the menu bar.

Select Obj-Dist-Name from the Object Attributes list box.

Select and Copy the full string in Edit Value.

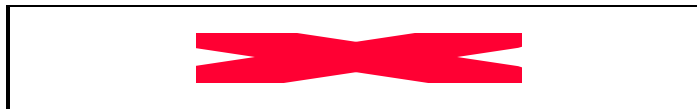
[Back to Enable Journaling / Archiving](#) (Pages 5 and 6)

Appendix B - Disabling Journaling

Switching off journaling is performed on the Exchange server PC.

Method 1. (Exchange 5.5)

If Journaling was set up via the M@iMeter CD-ROM it will have installed a Start menu entry for M@iMeter, which has 2 options (Disable Collection Agent & Enable Collection Agent).



Select Disable Collection Agent.

Method 2. (Exchange 5.5)

If Journaling was not set up via the M@iMeter CD-ROM (i.e. the registry entries were manually changed), the registry will have to be edited in order to disable journaling.

Locate the key

**HKEY_LOCAL_MACHINE \SYSTEM \CurrentControlSet \Services
MSExchangeMTA \Parameters \Journal Recipient Name**

and delete the **Journal Recipient Name** key from the Parameters folder.

Method 3. (Exchange 2000)

To disable archiving in Exchange 2000 open Exchange System Manager
Open the Mailbox Store where the <servername>_mailmeter mailbox resides.
Right Click the Mailbox Store and choose Properties.

On the General tab uncheck the checkbox "Archiving all messages sent or received by mailboxes on this store".

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Last updated 6/8/2003 np