

# Exclaimer Mail Archiver 4.0

## Release Notes

### Release Number

The current Release Number for this product is: 4.0

### System Requirements: Mail Archiver Console and Web Server

Hardware	Minimum Requirements	Recommended Requirements
<b>CPU</b>	x64 architecture-based computer. Intel Itanium family IA64 processor are not supported.	x64 architecture-based computer. Intel Itanium family IA64 processor are not supported.
<b>Memory</b>	4GB	8GB / 16GB for Small Business Server
<b>Disk Space for program files</b>	350 MB	350MB
<b>Screen Resolution</b>	1024 x 768 pixels	1280 x 1024 or higher
Software	Supported Versions	
<b>Operating Systems</b>	Windows Server 2012 Windows Server 2012 R2 Windows Server 2016 Windows 8 x64 Windows 8.1 x64 Windows 10 x64	
<b>Exchange Server</b>	Microsoft Exchange Server 2013 RTM and above Microsoft Exchange Server 2016 RTM and above Microsoft Exchange Server 2019 RTM and above	
<b>Microsoft .Net Framework</b>	Microsoft .Net Framework 3 and 4.5.2 or above	

The following products are now outside of Microsoft's extended support and are *no* longer supported by Exclaimer:

- Office 2003
- Outlook 2003
- Office 2007
- Outlook 2007
- Office 2010
- Outlook 2010
- Windows XP
- Windows Vista
- Windows 7
- Server 2003
- Small Business Server 2003
- Small Business Server 2008
- Small Business Server 2011
- Server 2008
- Exchange Server 2003 (AKA Exchange 2003)
- Exchange Server 2007 (AKA Exchange 2007)
- Exchange Server 2010 (AKA Exchange 2010)
- Microsoft Active Directory at Domain/Forest functional level Windows Server 2003

The following software is required for Exclaimer Mail Archiver. These components will be installed via the Setup program if not present on the system at the time of installation.

Software (Prerequisites)	Minimum Requirements
Microsoft IIS	Internet Information Services 7 and above

**Note:** Desktop operating systems (Windows 7, Windows 8 and Windows 10) have a maximum of 10 concurrent connections for IIS.

### System Requirements: Batch Importer (Exchange Mailboxes)

The Batch Importer requires a MAPI provider in order to import Exchange Mailboxes. Please install the MAPI provider for your version of Exchange from the table below.

**Note:** If you have multiple versions of Microsoft Exchange in your organization use the lowest version currently deployed. Once you have installed an appropriate MAPI client you will need to restart the computer before you can use Batch Importer.

MAPI Provider	Exchange 2010		Exchange 2013	Exchange 2016
	Without 2003 Support	With 2003 Support		
Outlook 2010 x86 & x64	x	x		
Outlook 2013 x86 & x64	x	x	x	
Outlook 2016 x86				x
MAPI CDO			x*	

\* It is recommended to use Outlook 2013 x86 & x64 however it is possible to use MAPI CDO - Minimum May 2013 release of [MAPI CDO 1.2.1 version 6.5.8320](#) and above.

Columns **Without 2003 support** and **With 2003 support** are related to the answer given when Microsoft Exchange was first installed (or upgraded from Exchange 2003 or lower) in your organization.

One of the questions asked during Setup is **Do you have any computers running Outlook 2003 and earlier or Entourage in your organization?** Your answer to this question changes the MAPI providers that can be supported in your organization. If you are unsure of your answer to this question, follow instructions in sections below.

#### Check by using Microsoft Outlook

1. On any provider computer in your organization open Microsoft Outlook.
2. Click the **Folder** icon in the bottom left of the window. (You may have to select **More...** or **...** depending on the version of Microsoft Outlook you are using).
3. The list of folders updates. If the list includes **Public Folders**, then you have 2003 support.

## Check by using the Exchange Management Shell on your Microsoft Exchange server

1. Click **Start > All Programs > Microsoft Exchange Server > Exchange Management Shell**. (For Windows Server 2012 and 2012 R2 point your mouse to the upper-right corner of the screen, moving the mouse pointer down, and then clicking **Search** from the charm menu. Type **Exchange Management Shell** in the search and press return. When displayed, click **Exchange Management Shell** from the search results.)
2. The Exchange Management Shell loads.
3. Enter the command below and press **ENTER**:

```
@(Get-PublicFolderDatabase).count
```

4. If you are returned a number greater than zero, you have 2003 support.
5. Close the Exchange Management Shell.

## Configuring Outlook 2016 as Your MAPI Provider for Exchange 2016

To configure Outlook 2016 as your MAPI provider for Exchange 2016, follow the instructions below:

**Note:** The 64-bit version of Outlook 2016 is **not** supported as a MAPI provider for the Mail Archiver Batch Importer.

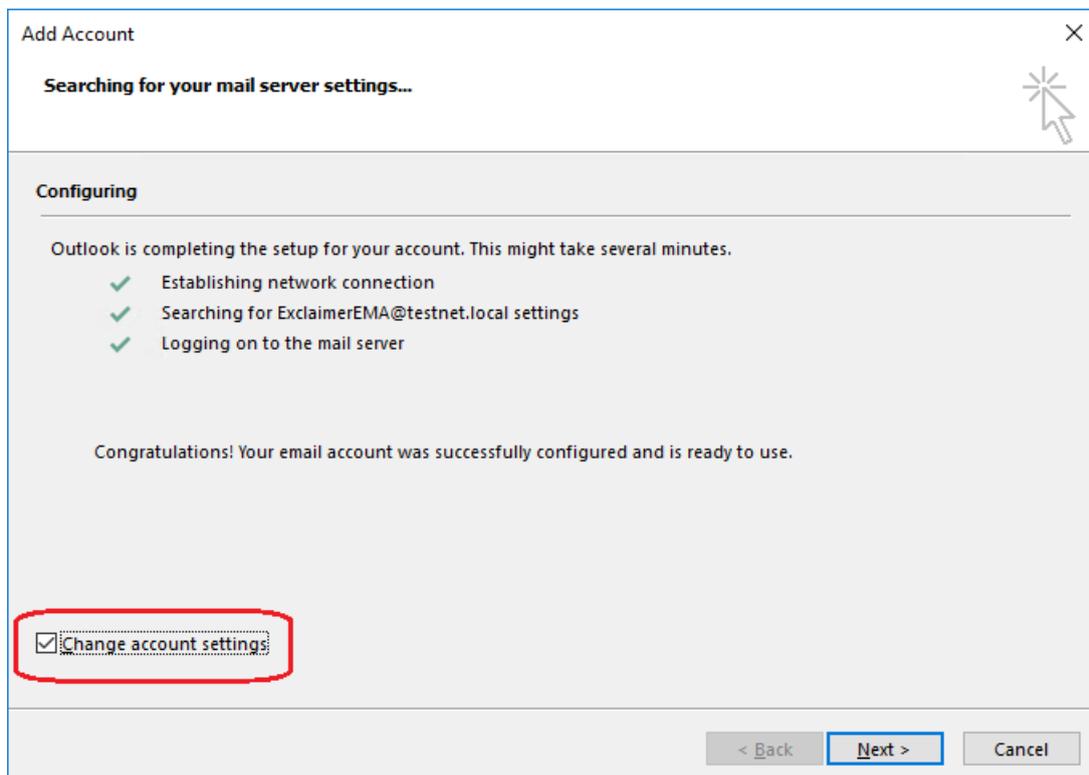
1. Configure the Exchange Mailbox Access service account in Mail Archiver. Full details can be found in the user manual [here](#).
2. Install Outlook 2016 32-bit on to the server with Mail Archiver installed.
3. Log on to the Mail Archiver server using the account configured for the Exchange Mailbox Access service. By default, this would be **ExclaimerEMA**.

Alternatively, you can run Outlook using **Run as different user**, then enter the username and password for the Exchange Mailbox Access service account.

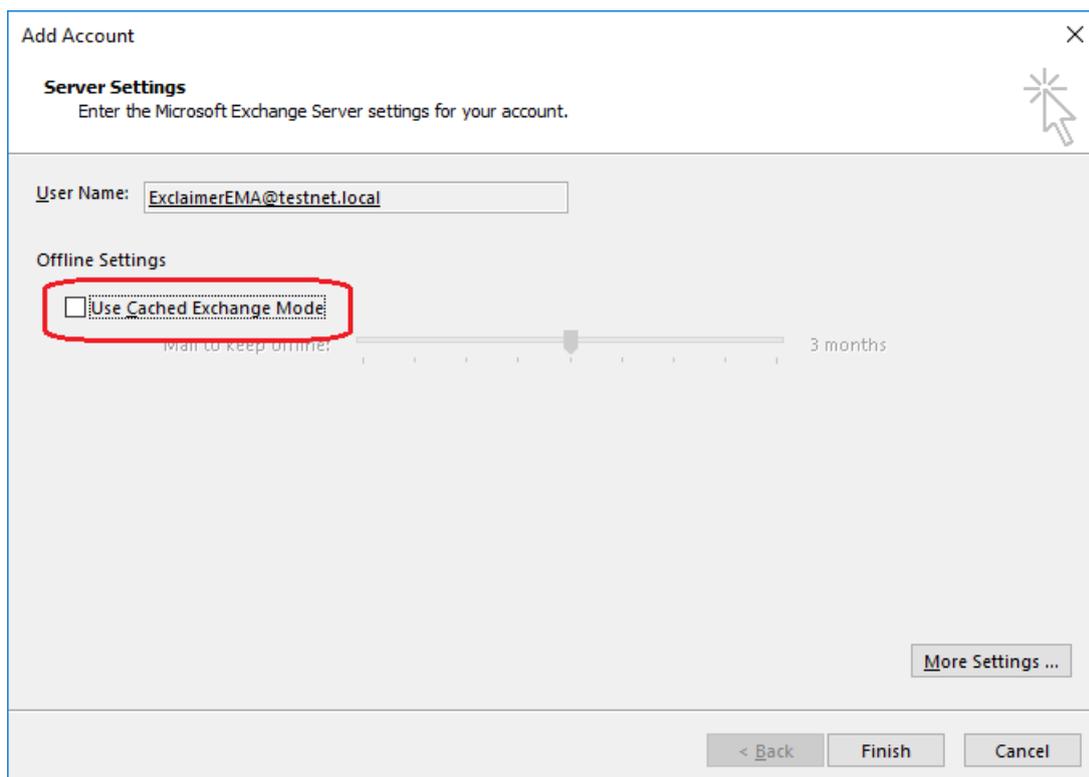
4. Create an Outlook profile, and make note of the profile name (by default, this will be **Outlook**).
5. Enter account details for the Exchange Mailbox Access service account:

The screenshot shows the 'Add Account' dialog box in Outlook. The title bar reads 'Add Account'. Below the title bar, there is a section titled 'Auto Account Setup' with the text 'Outlook can automatically configure many email accounts.' To the right of this section is a mouse cursor icon. Below this, there are two radio button options: 'E-mail Account' (which is selected) and 'Manual setup or additional server types'. Under the 'E-mail Account' option, there are four input fields: 'Your Name' (containing 'Exclaimer EMA Account'), 'E-mail Address' (containing 'ExclaimerEMA@domain.com'), 'Password' (containing '\*\*\*\*\*'), and 'Retype Password' (containing '\*\*\*\*\*'). Below the password fields is the text 'Type the password your Internet service provider has given you.' At the bottom right of the dialog box, there are three buttons: '< Back', 'Next >' (which is highlighted with a blue border), and 'Cancel'.

6. Click **Next**, select **Change account settings**, and click **Next** again:

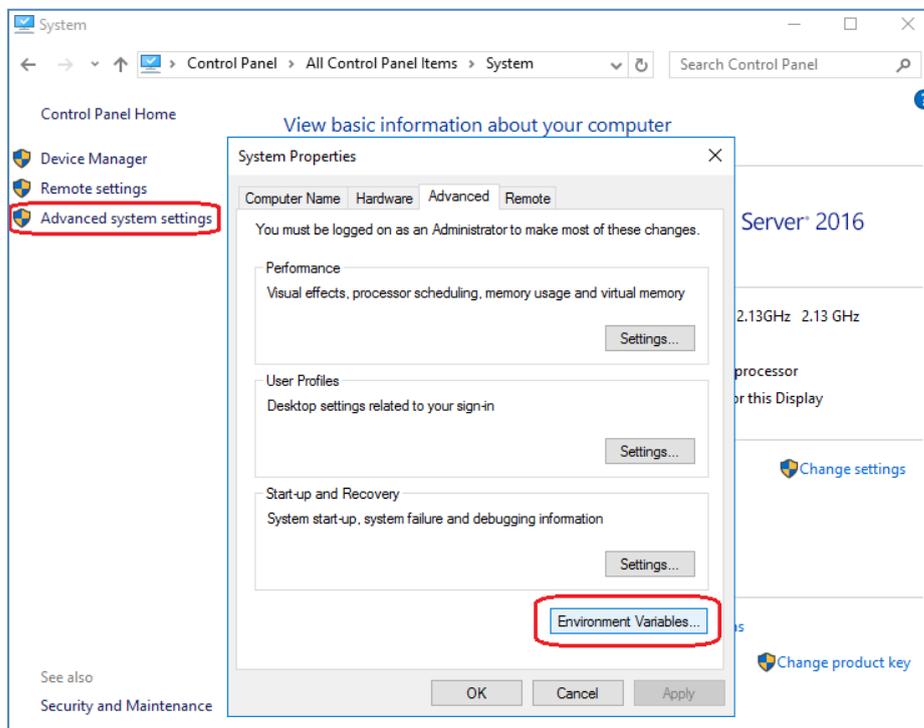


7. Uncheck **Use Cached Exchange Mode** for the new mail profile, and click **Finish**:

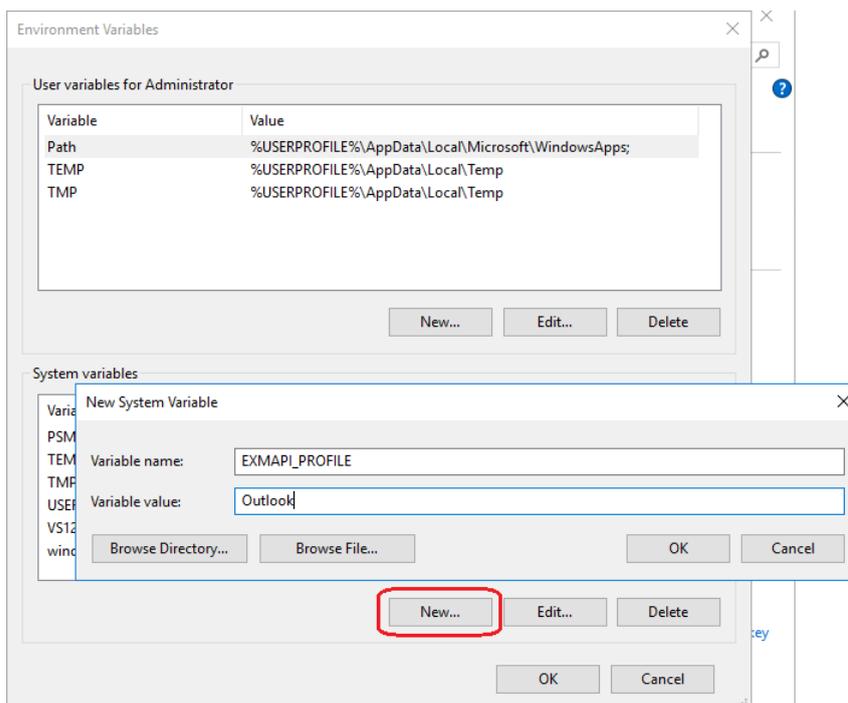


8. Close Outlook.

9. Next, you need to add a **System Variable** on the server with Mail Archiver installed.
  - a. Log on to the server with Mail Archiver installed using an account with administrator privileges.
  - b. Open the **Control Panel** and click **System**.
  - c. Click **Advanced System Settings** on the left side:



- d. On the **System Properties Advanced** tab, click **Environment Variables...**
- e. Under **System variables**, click **New...**
- f. Add a new variable with the name **EXMAPI\_PROFILE** (all uppercase):



- g. Enter the name of the Outlook profile (created in step 3 above) under **Variable value:** (this is case sensitive).

- h. Click **OK**, **OK** and **OK** again to save the new system variable.

Once complete you will be able to import emails from the mailboxes on your Exchange 2016 server, using Mail Archiver's Batch Importer.

## Downloading Exclaimer Mail Archiver

Please refer to the following link on the Exclaimer website:

<http://www.exclaimer.com/mail-archiver/download>

## Installing Exclaimer Mail Archiver

Download the 'Mail Archiver' installation file 'setup.exe' and run on one of the supported operating systems listed under the Software heading in the System Requirements section. An MSI is available from support by contacting [support@exclaimer.com](mailto:support@exclaimer.com).

## Uninstalling Exclaimer Mail Archiver

Uninstall can be achieved via the **setup.exe** or **MSI** for the currently installed version of Mail Archiver, or via **Programs and Features** in your operating system.

Configuration files are located in **\ProgramData\Exclaimer Ltd\Mail Archiver** and these are not removed as part of the uninstall process. The uninstall process does not lose any of your configuration or settings however, as a backup precaution you may wish to export your configuration, as summarised below:

### Export Steps

1. Open the Exclaimer Console.
2. Select the 'Exclaimer' node.
3. Open the 'Action' menu.
4. Select 'Export Configuration...'
5. Select a location and filename for the export.
6. Press Save.

**Note:** This exports all your settings and licensing data only. Your archived data will not be exported.

## Upgrading Exclaimer Mail Archiver

Upgrading can be achieved by following the steps above to uninstall the current version and then install the new version. Journal rules will not be disabled; messages will still be delivered to the Journal Mailbox. Journal Mailbox Importers will continue to archive messages once the installation of the new version has been completed.

### **Important:**

When upgrading from Mail Archiver 3.9 to Mail Archiver 4.x you will need to obtain a new license for Mail Archiver 4.x from the Exclaimer Sales team.

### **Fixed issues:**

- Outlook 2016 x86 was not recognised as a MAPI provider on Exchange 2016 servers.
- Problem: Issues loading Mail Archiver Outlook Add-in when after installing following Windows updates: KB4011162 and KB4011178.  
Resolution: The Outlook registry key "*EnableRoamingFolderHomepages*" is added during the Outlook Add-in installation.

### **New Features:**

- Ability to delete archived emails from Mail Archiver console.
- Made the use of an existing account for Exchange Journal Account the preferred option in Mail Archiver First Use Wizard.