

Configure Office 365 Journaling

What is email journaling?

The Libraesva Archiver can archive the incoming, outgoing and internal emails of all Office 365 users in real-time. To accomplish this, the Office 365 journal function must be configured. This is the only way to ensure that all emails are archived entirely. Thanks to the journaling functionality, at the time of sending and receiving, a copy of the respective email is created by Office 365. The copy is then attached to a so-called journal report and stored in a special journal mailbox. The journal report contains information about the actual senders and recipients; Office 365 also resolves BCC recipients and distribution lists.

The setup process of fully integrating the Archiver into Office 365 can be separated into three steps listed here:

1. Office 365 Journaling - This is the configuration of the real-time import of all email flowing through Office 365, this should be configured first.
2. Office 365 Authentication - This is the configuration of authentication and integration into your Azure AD Environment, this is required for the next step to function.
3. Office 365 Mailbox Retrieval - This is the final step to improving and completing the archive, this will bulk retrieve the full mailbox data from all selected users.

Before the archiving process can be set up in the Libraesva Email Archiver, journaling has to be set up for the Office 365 environment.

×**IMPORTANT:** Office 365 currently supports only **external, non-Office 365 mailboxes** as journal mailboxes. Additionally, your Office 365 plan must include the Exchange Online feature *Journaling*. More information is available in this TechNet article. More information about journaling on Exchange Online can be found in this TechNet article.

Configure an SMTP listener on the Archiver

On the Libraesva Archiver you have to configure an incoming SMTP listener to accept emails sent from the Microsoft 365 journal rule.

- Select menù *Archiver->Mail Sources->SMTP Journaling* and click on the green **[+]** to add

a new listener:

Select **SPF Authentication** as shown and enter your Microsoft 365 domain. Select **Journaling** as type and make it **Active**.

Archiver / Mail Sources / SMTP Listeners / Add ?

In order to correctly identify the tenant each email will be assigned to, you must configure an authentication method.
Note that you cannot configure more than one listener with identical authentication configurations.

Authentication

- IP
The ownership is defined by the **source IP**. All email sent by this IP address will be automatically assigned to this tenant.
- IP + Domain
The ownership is defined by the combination of the **source IP** and the **domain of the envelope recipient**. The same IP address can deliver email to multiple tenants by using different recipient addresses.
Example: archiver@tenant1.archiver.com, archiver@tenant2.archiver.com, ...
- SMTP
The ownership is defined by the **credentials** (username and password) used in the SMTP authentication. The same IP address can send email to multiple tenants by changing the authentication credentials.
- SPF**
The ownership is defined by the **domain of the envelope sender** which will be validated via **SPF**. This configuration works also when multiple tenants use the same shared IP addresses, like for office365 tenants.

Type

- Journaling**
Journaling is the favourite method. Journaling is natively supported by Exchange, Microsoft 365, Google Workspace, Zimbra and other systems.
- Forward
If your system does not support journaling, configure the mail server to forward a copy of each mail to the archiver.

Active

Allowed inactivity hours ? 48

Hosted by ? Microsoft

Domain [sender] libraesva.com

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Configure a journal rule on Microsoft 365

- Log on to your Office 365 tenant through Microsoft Purview Portal <https://purview.microsoft.com/> with an admin account.
- Navigate to tab **Exchange (legacy)** under **Settings -> Data Lifecycle Management**
- insert `not_existing_mailbox@YOUR_DOMAIN` as **Send undeliverable journal reports to**. For example insert `not_existing_mailbox@libraesva.com`. This domain **MUST MATCH** the domain specified in the Archiver Listener.

Data Lifecycle Management settings

Adaptive protection

Exchange (legacy)

Undeliverable reports

Specify an email address to receive journal reports when they are not deliverable to the address specified in the journal rule. This email address can't correspond with an Exchange Online mailbox. [Learn more about undeliverable reports](#)

Send undeliverable journal reports to: *

- Navigate to tab **Journal Rules** under **Data Lifecycle Management** -> **Exchange (legacy)** and press "+ New rule"

Define journal rule settings

Messages matching the rule's conditions will be delivered to the journaling address specified in the rule. [Learn more to manage journaling in Exchange Online](#)

Send journal reports to *



Journal rule name *

Journal messages sent or received from *

- Everyone
- A specific user or group

Type of message to journal *

- All messages
- Internal messages only
- External messages only

- Enter **archiver@<archiver-FQDN>** as the **external, non Office 365** email address in the *Send journal reports to:* field.
- Enter a name for the journal rule
- In the If the message is sent to or received from... select **Apply to all messages**
- Under Journal the following messages... select **All Messages**
- Click on **Save** to activate the rule.

Configure an outbound connector on

Microsoft 365

Outgoing mail flow is done through Microsoft 365 directly (Connector).

×**WARNING:** your domain must have a valid SPF record that includes Microsoft 365 as authorized sender or this following procedure will fail.

- Navigate to `admin.exchange.microsoft.com`
- go to *Mail Flow > Connectors section*
- Add a new connector
- Select *Office 365* as *Connection from*
- Select *Partner organization* as *Connection to*
- Give a name and an optional description to the connector
- Select *Only when email messages are sent to these domains* as *Use of connector* and add your Archiver FQDN
- Insert your Archiver FQDN as smart host for *Routing*
- Enable *Always use TLS* and choose *Any digital certificate* in the *Security* section

×**WARNING:** If you already have an outbound connector that is used for all the domains on the tenant (such as for the Email Security product), you need to modify the transport rule/connector by adding an exception to “skip” all the outbound messages going to the *Archiver-FQDN (example= domain.archiver.esvacloud.com)* or the validation will fail.

- Insert *archiver-validation@<archiver-FQDN>* as validation email
- Check that the Libraesva Email Archiver received the test email:
 - In the dashboard click on the “email queue” box
 - On the top-right of the page, in the Tenant dropdown, select “No Tenant”
 - Once you verified that the test email has been received you can delete it

Alternate configurations

Alternate Microsoft 365 outbound connector configuration

When configuring the Microsoft 365 outbound connector, you can route emails to an external smarthost.

×**NOTE:** This IP of the smarthost should be the one seen by your Archiver, so cross check network topology, NAT and Firewall rules to identify the correct IP that should be used. When using this alternate configuration, the listener on the Archiver should be configured with IP as authentication with the IP of the smarthost.

IMAP/POP3 journaling instead of Microsoft 365 journaling

If you want to deliver journal messages to an external mailbox then you have to configure the Librasva Archiver to retrieve these messages. Supported protocols are IMAP(S) and POP3(S).

- On the Office 365 Journal rule creation wizard fill *Send journal reports to:* field with the external mailbox email address you want to send journal messages to
- Complete the journal wizard
- Take note of all the information needed to access the selected external mailbox
- On the Librasva Archiver click the menu *Archiver->Mail Sources->IMAP/POP3 Journaling*
- Click on the green **[+]** to add a new entry

Archiver / Mail Sources / [IMAP Connections](#) / Add ?

Connections
IMAP Active

Hostname Port

Username Password

Encryption protocol
SSL Validate Certificates

Type
Journaling Delete mails after indexing ?

✓ Validate settings & Load folders

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- Fill in all the information to access the mailbox. Under *Type* dropdown select **Journaling** and leave enabled Delete mails after indexing.
- **Validate** your settings and **Save**
- Check that emails are pulled into your Libraesva Archiver.