How to configure Exchange Shared Mailbox Quarantine Reports

In Microsoft Exchange a shared mailbox is a mailbox that multiple users can use to read and send email messages. A shared mailbox is a type of user mailbox that doesn't have its own user name and password. As a result, users can't log into it them directly and for the same reason Libraesva ESG doesn't import them into the user list with the same LDAP set that is used to fetch users. Instead the shared mailbox email address is correctly imported by default in Libraesva ESG, as it is defined as a normal email address in Exchange.

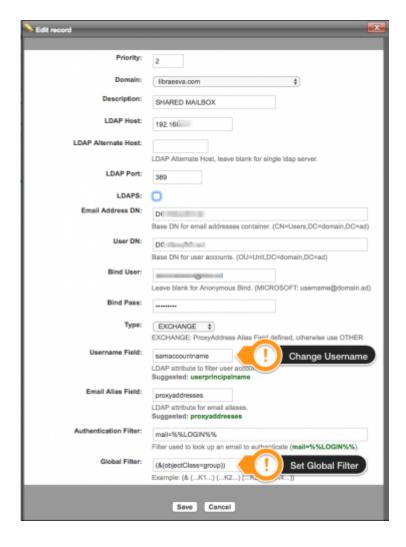To set a Quarantine Digest Report to a shared mailbox, we will cover the following steps:

- Define an LDAP set that will fetch **only** the shared mailboxes
- Import the shared mailboxes into the user list

LDAP Set Definition

The pre-requisite is a fully working LDAP set defined in Libraesva ESG, that correctly fetches all users and email addresses from your Microsoft Exchange. If you need to learn more about how to configure an LDAP set please refer to this guide.

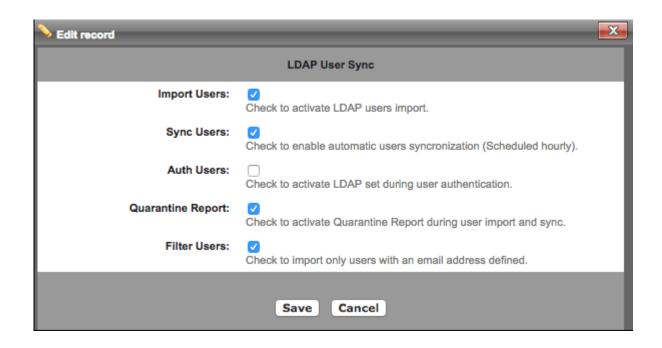As a first step clone your existing LDAP set to a new one and change the following fields:

Field	Set to value
Username Field:	samaccountname
Global Filter:	(&(objectClass=group))

Then save the LDAP Set and make the usual test to verify it's working.

Import the shared mailboxes into the user list

Open the User Management (*System->Authentication->User Management*) configuration page, select LDAP Synchronization Tab and **EDIT** the newly created LDAP Set as follows:

The configuration above will import the Shared Mailboxes into the user list as normal users, with the Quarantine Report enabled by default and will then keep this LDAP Set syncronized with your Exchange Server. Note the last flag on "Filter Users": this is important as we want to import only groups with an email address defined (i.e. Shared Mailboxes).