

Exclaimer Store Compressor Manual



Exclaimer
UK +44 (0) 845 050 2300
USA 1-888-450-9631
info@exclaimer.com

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Author Ben Gower

Editor(s) Chris Brown

Reviewer(s) Chris Crawshay

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Introduction

The *Exclaimer Store Compressor Manual* is designed to help you get the Software setup and working as quickly as possible.

Who should read this guide

This guide is designed to benefit the following professionals:

Store Compressor Trial Users

Those individuals who are evaluating our store compressor software and who wish to start evaluating the software as soon as possible

People who have purchased without trial

Organizations that have purchased the software on recommendation without having a trial period.

System requirements

Prior to installation of the Exclaimer Store Compressor software, please ensure that you have the following resources available.

For Exclaimer Store Compressor's system requirements go to <http://www.exclaimer.com/StoreCompressor-SystemRequirements.aspx>

Server requirements

- A Microsoft Windows Active Directory network.
- At least one Microsoft Exchange 2000 or Microsoft Exchange 2003 server.
- If you are installing Store Compressor on an Exchange 2007 server you will need to install Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1. This can be downloaded from the Microsoft website. You may have to restart your server to initiate this client.

Chapter 1

Installing and configuring the Exclaimer Store Compressor

This chapter describes how to install Exclaimer Store Compressor and configure it. Please ensure that you have the required system environment as detailed in the Introduction. The following instructions are for installing the Exclaimer Store Compressor on your Exchange server. If you are running multiple Exchange servers we recommend that you choose the least busy server to install the Exclaimer Store Compressor on.

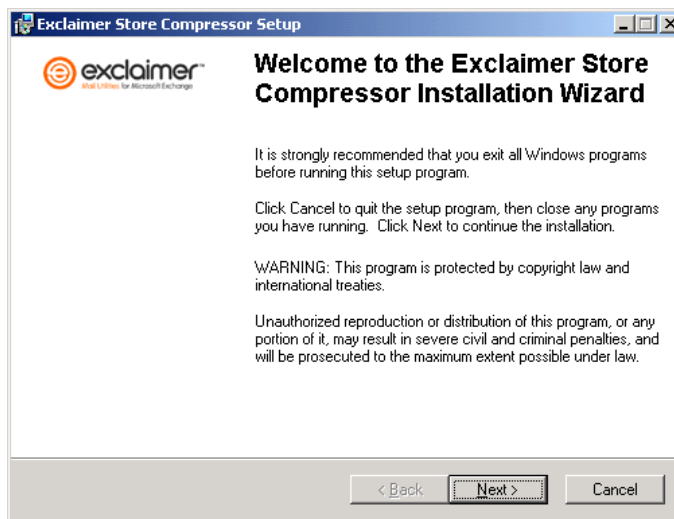
▶ Installing the Exclaimer Store Compressor

IMPORTANT!

Before installing Exclaimer Store Compressor check that you have the latest version by visiting our website and downloading it.

To install the Exclaimer Store Compressor

1. Log on as an Enterprise Administrator to the server where you intend to install Exclaimer Store Compressor.
2. Double click the **Exclaimer Store Compressor.msi** file.
3. Click on **Next>**.

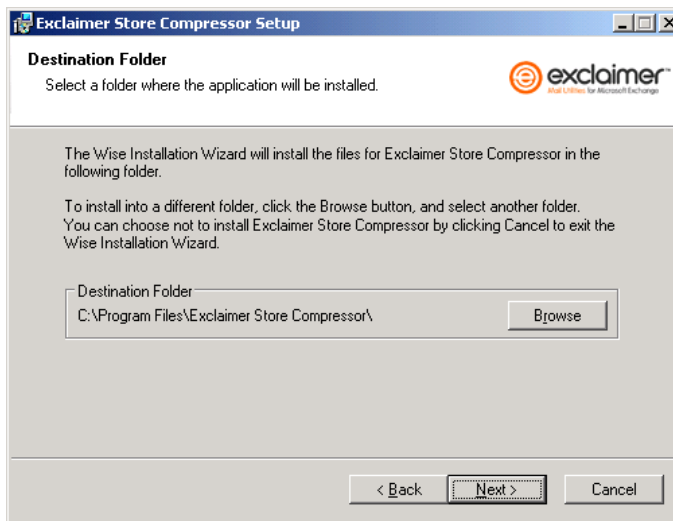


4. Read the Exclaimer Store Compressor license agreement. If you agree to the terms select the **I accept the license agreement** radio button.

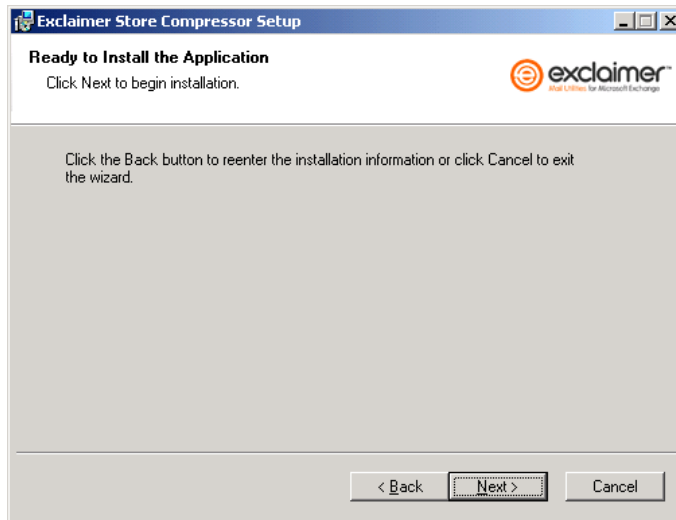
Click on **Next >**.



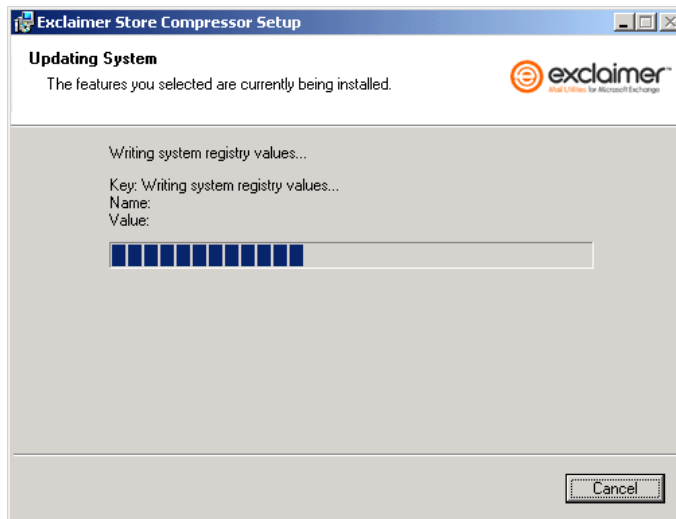
5. This is where you can select the folder that you want to install Store Compressor in. Click on the **Browse** button to change the default folder location or click on **Next >** to use the default location.



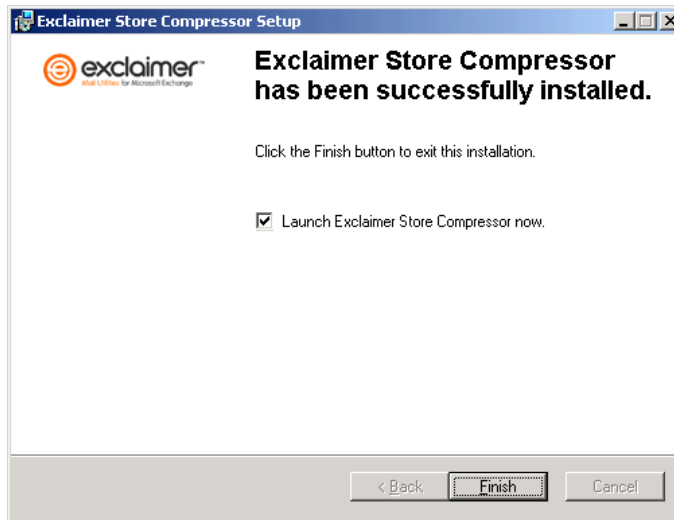
- To begin the installation click on **Next >**.



- Exclaimer will be installed on your server.



8. To complete the installation click on **Finish**.



NOTE

By default the Store Compressor will launch when you close this Installation Wizard.

Exclaimer Store Compressor runs as a Service so you do not need to be logged on to maintain its operation.

However, if you have installed it on a workstation you must leave this PC on if you want the Exclaimer Store Compressor to continue processing email messages.

Congratulations, you have successfully installed Exclaimer Store Compressor. The set up wizard should have automatically started when you clicked on the **Finish** button. It will take you step by step through how to configure the Store Compressor service.

Details of how to perform this operation are covered next in *The Exclaimer Store Compressor Setup Wizard*.

▶ The Exclaimer Store Compressor Setup Wizard

The Exclaimer Store Compressor Setup Wizard should have started automatically after you finished the installation. If the wizard didn't start you can start it manually. Click on the **Start** button, click on **Programs**, click on **Exclaimer** and click on **Exclaimer Store Compressor**.

IMPORTANT!

This wizard will only appear the first time you run Exclaimer Store Compressor application. The user account that you use to log on to the system where the Exclaimer Store Compressor is installed must be a member of the Exchange Administrators group. If the user account is not a member of the Exchange Administrators group you will not be able to de-fragment your Exchange store.

To install Exclaimer Store Compressor

1. Click on **Next >**.



2. Enter the username and password of the account that you want to use as the service account for your Exclaimer Store Compressor.

Exclaimer Store Compressor must run as a user supplied account. Ensure that the account has full access rights to the relevant accounts and systems. If the account you use doesn't have the required access rights Exclaimer Store Compressor may not process all the selected mailboxes.

Click on **Next >**.

Exclaimer Store Compressor

Service Account Credentials
Enter the account credentials that the Exclaimer Store Compressor service should use.

The account that you enter must have the following attributes:

- An associated Mailbox that is not hidden from the Global Address List
- Full access rights to the HKEY_LOCAL_MACHINE\Software\Exclaimer Ltd registry key.
- Membership of the Exchange Administrators group
- Full access rights to the file system location where status logs are written to
- Rights to send notification emails from this computer (If feature enabled)

The account will be granted rights to run as a service on this computer if it does not already have them.

Account: Browse...

Password:

< Back Next > Cancel Help

NOTE

You must ensure that the account you use to administrate the Exclaimer Store Compressor has the attributes listed in this screen. The Store Compressor may fail to process your Exchange store if your attributes differ to those stated.

IMPORTANT – Windows 2000 Servers only – If see a warning dialog at this point that states that the account that you logged in with needs to have 'Act as part of the operating system' go to **Appendix A**.

3. Select the location where you want the Store Compressor log to be saved. You can also identify exactly what you want to log (using your logging options) and whether you want email notifications of errors and statistics. Email notifications will be sent to the email address in the **Send email to:** field.

Click on **Next >**.

The screenshot shows the 'Exclaimer Store Compressor' dialog box with the 'Logging' tab selected. The dialog box contains the following fields and options:

- Location:** A text box containing the path `C:\WINDOWS\system32\LogFiles\Exclaimer Store Compressor\` and a 'Browse...' button.
- Keep for:** A spin box set to '30' days.
- Logging options:** A group box containing two checkboxes: Errors and Transactions.
- Daily Status Update Emails:** A group box containing two checkboxes: Errors and Statistics, along with an 'Options...' button.
- Send email to:** A text box containing the email address `Administrator@Ben.local` and a 'Browse...' button.

At the bottom of the dialog box, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

NOTE

When in analysis mode the Store Compressor will ignore these settings and log everything so you have full coverage of all the errors, warnings and statistics.

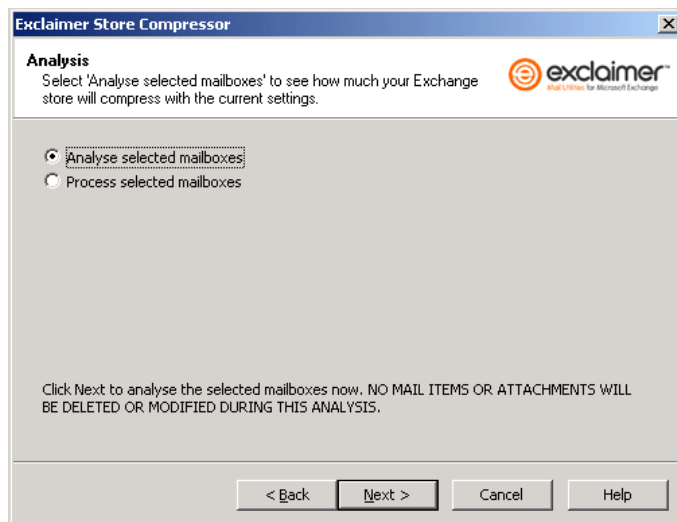
*If the **Next >** button appears grayed out it is because you have not filled out the options correctly. Please recheck them, amending any errors you find and ensuring that all the relevant dialog boxes relating to your selections are filled out.*

4. Select whether you want to analyse or process the mailboxes and folders you selected earlier.

If you select to analyse the selected mailboxes you can choose to run a 'Full compression analysis' (which provide an accurate account of how long it will take to compress the selected mailboxes).

Depending on the size of your Exchange store a full compression analysis can take anything from a few minutes to a few hours to complete.

Click on **Next>**.



IMPORTANT!

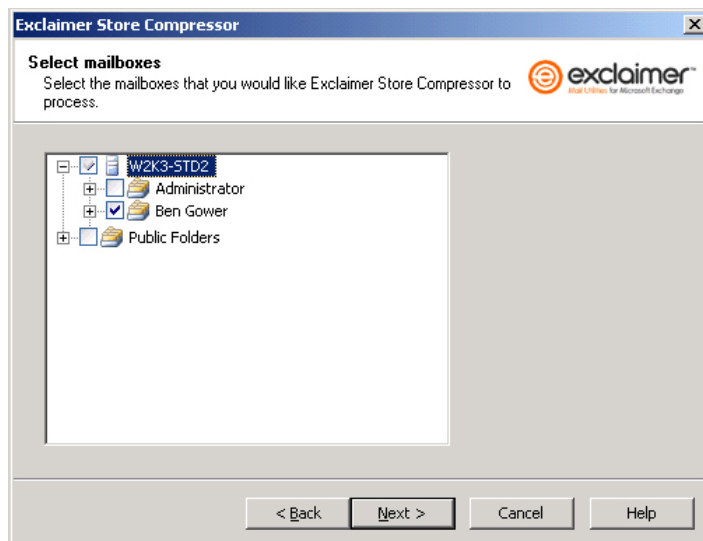
If you choose to analyze rather than process your Exchange store this will analyze how your settings will affect your store without making any physical changes to the email messages it contains.

*When in trial mode the **Process selected mailboxes** is grayed out.*

5. Select the mailboxes and folders that you want processed by Exclaimer Store Compressor. Your product license may restrict you from processing more than the number of mailboxes your license allows.

Email sales@exclaimer.com or call (UK) +44 (0) 845 050 2300 should you need to upgrade your license to include more mailboxes.

Click on **Next >**.



- This is where you configure how the Store Compressor compresses attachments. You can also select whether you want to remove Internet Headers and HTML formatting from email messages older than a specified date.

Click on **Next >**.

The screenshot shows the 'Exclaimer Store Compressor' dialog box, specifically the 'Message Processing' tab. The dialog has a title bar with the Exclaimer logo and the text 'Redundant for Microsoft Exchange'. Below the title bar, there is a section titled 'Message Processing' with the instruction 'Select how would you like file attachments compressed and message content removed'. The dialog is divided into two main sections: 'Attachments' and 'Data'. In the 'Attachments' section, there are two checked options: 'Zip files attached to items older than: 30 days.' and 'Immediately zip attachments larger than: 500 KB.'. Below these is a 'Compression level' slider ranging from 'Low (Fast)' to 'High (Slow)'. In the 'Data' section, there are two checked options: 'Remove Internet Headers older than: 60 days.' and 'Remove HTML formatting older than: 60 days.'. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

NOTE

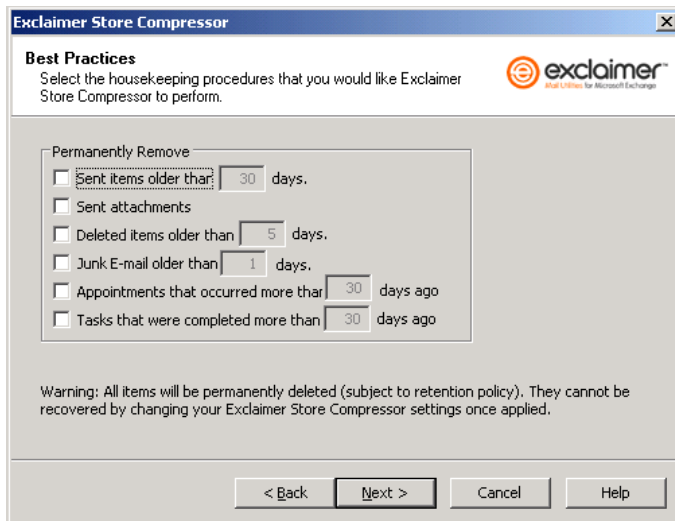
*If the **Next >** button appears grayed out it is because you have not filled out the options correctly. Please recheck them, amending any errors you find and ensuring that all the relevant dialog boxes relating to your selections are filled out.*

IMPORTANT!

You will have the option to analyze how your settings will affect your store without making any physical changes to your email messages.

- This is where you configure the automatic deletion of certain mail item types in order to maintain a clean and efficient Exchange store.

Click on **Next>**.

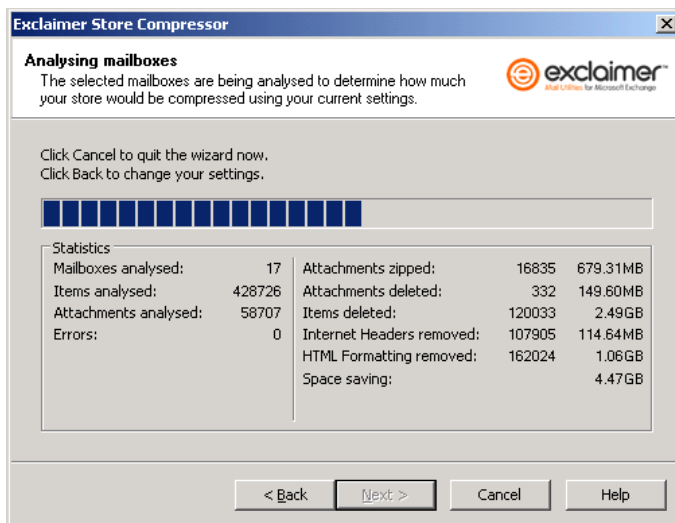


NOTE

*If the **Next>** button appears grayed out it is because you have not filled out the options correctly. Please recheck them, amending any errors you find and ensuring that all the relevant dialog boxes relating to your selections are filled out.*

- Exclaimer Store Compressor will analyze the mailboxes and folders you selected earlier.

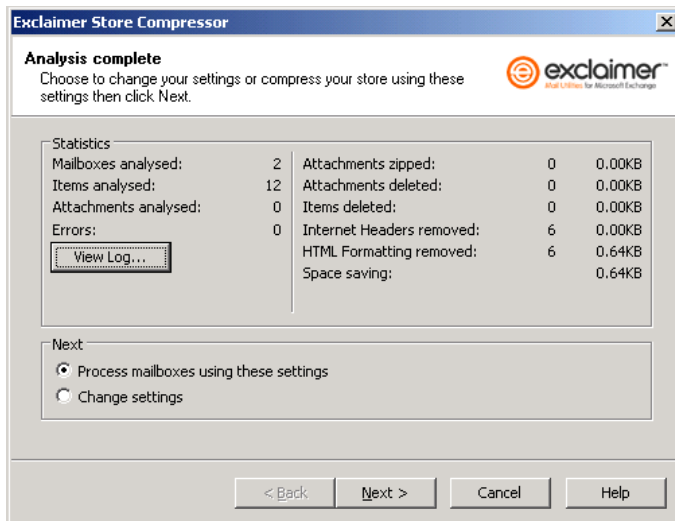
When the analysis is complete click on **Next>**.



- This displays the results of the analysis of your Exchange store.

At this point you can choose to process your mailboxes using the settings you have selected so far or you can choose to go back and change the settings you previously selected.

Click on **Next>**.



NOTE

*When in trial mode the **Process mailboxes using these settings** is grayed out.*

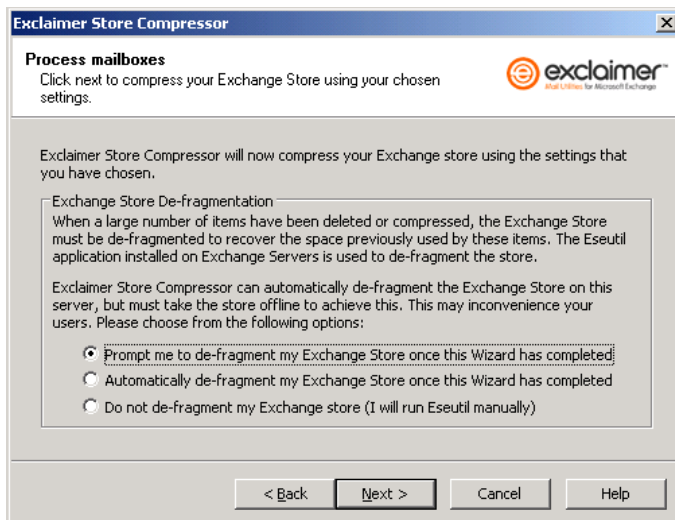
10. This box only appears when you process your organization's Exchange store.

Select when you want to de-fragment your Exchange Store once the wizard has completed.

You can choose to de-fragment your Exchange store automatically once your mailboxes have been processed, to be prompted to de-fragment your Exchange store once your mailboxes have been processed or not to de-fragment your Exchange store at all.

You can only de-fragment the Exchange store on the server that the Exclaimer Store Compressor is installed on. In multi server environments you have to de-fragment the Exchange store on each server manually that doesn't have Exclaimer Store Compressor installed.

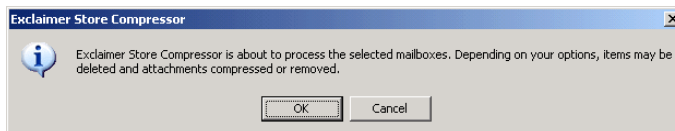
Click on **Next>**.



NOTE

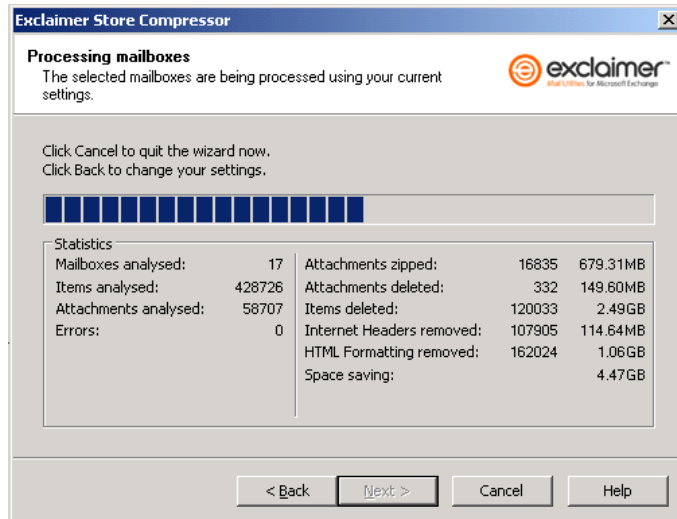
When defragmenting the Exchange store, the store will be dismantled and will not be available to users for the duration of the defragmentation.

11. Click on **OK** to start processing your Exchange store.



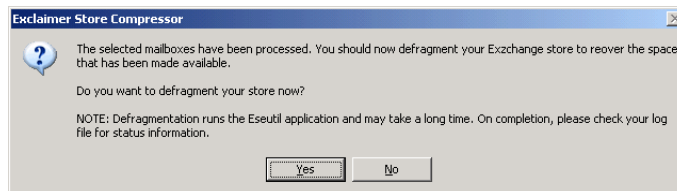
12. Exclaimer Store Compressor will process the mailboxes and folders you selected earlier.

Click on **Next>**.



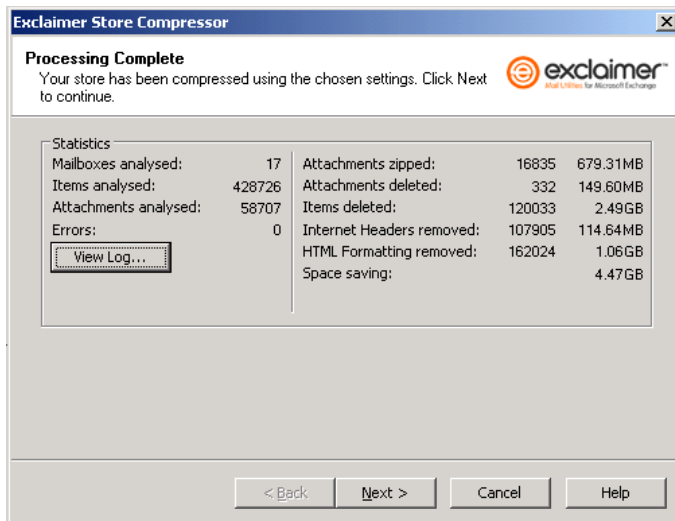
13. This warning dialog box will only appear if you selected the **Prompt me to de-fragment my Exchange store once this Wizard has completed** radio button in the previous screen.

Click on **Yes** to de-fragment your Exchange store now or **No** to skip this step.



- This displays the results of the compression process so that you can see what exactly has been processed.

Click on **Next>**.



NOTE

You can view your error reports by clicking on the **View Log...** button will display a list of any errors logged when the Exclaimer Store Compressor was processing your Exchange store.

- To complete the set up click on **Finish**.



Congratulations, you have successfully completed the Exclaimer Store Compressor wizard. The Store Compressor will now monitor your mailboxes and continually process

them. It is set to run at 'idle priority' and does not disrupt normal server operation.

Chapter 2

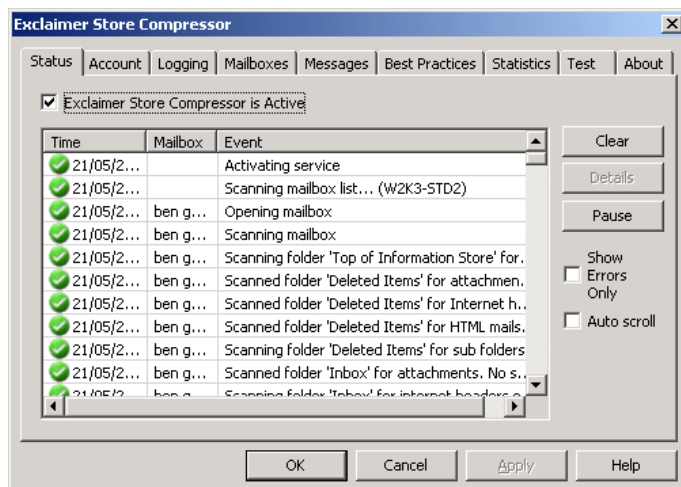
Exclaimer Store Compressor – The Control Panel

This chapter details the various menus and settings you can select and change in the Exclaimer Store Compressor's control panel. This appears when you run the application after you have completed the Setup Wizard.

▶ The Exclaimer Store Compressor

The Exclaimer Store Compressor Control Panel

Status tab



Exclaimer Store Compressor Active – Place a tick in this checkbox to active or deactivate the Exclaimer Store Compressor service.

This tab contains a table that is divided up into four columns. They are:

Time – Indicates the time that the process occurred.

Mailbox – Contains the name of the mailbox that was processed.

Event – Contains a description of what was done to the mailbox.

Clear – This button allows you to remove all the lines of data from the table in this window.

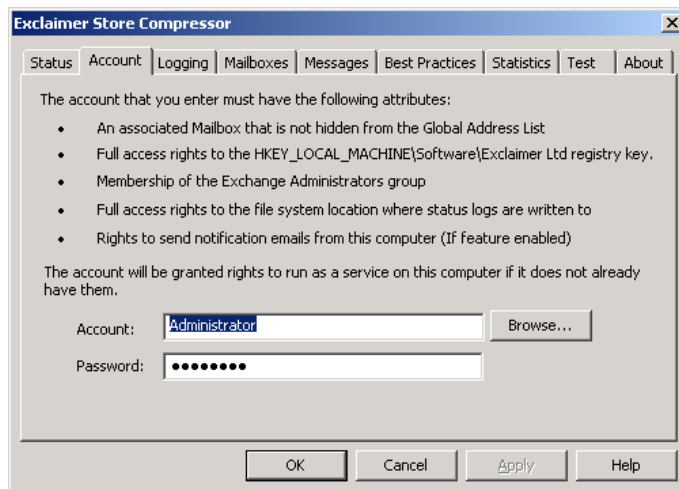
Details – This button displays more information on the selected row of data in the table in this window. This button only becomes active when you select an error from the table.

Pause – This button does not pause the service, it simply pauses the lines of data being displayed this table.

Show Errors Only – Place a tick in this checkbox if you want to show events that failed in the table in this window.

Auto Scroll – Place a tick in this checkbox to make the table in this window scroll to show the most recent table entry.

Account tab



This contains the user account that has full access rights to all the mailboxes you want the Store Compressor to process. If the account you have chosen does not have full access rights to the mailboxes you want to compress, Exclaimer Store Compressor will not be able to successfully complete its processes.

An associated Mailbox that is not hidden from the Global Address List – For example, sometimes the Administrator account is hidden from global address list.

Full access rights to HKEY_LOCAL_MACHINE\Software\Exclaimer Ltd registry key – So that the Exclaimer Store Compressor can save settings.

Membership of the Exchange Administrators group – So that the Exclaimer Store Compressor can process the required mailboxes.

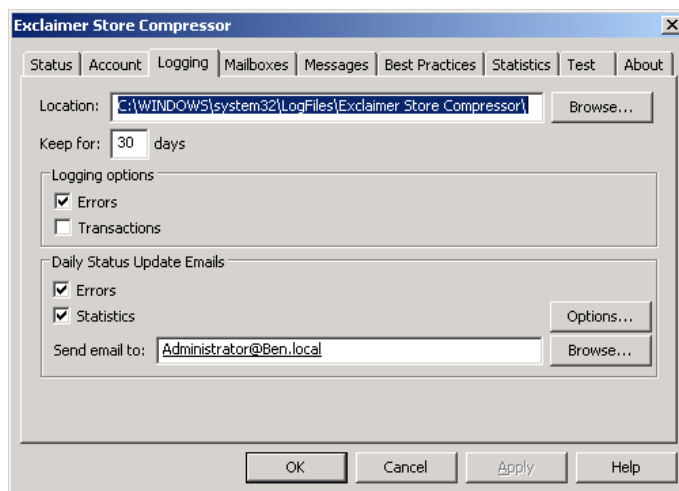
Full access rights to the file system location where status logs are written to – So that the Exclaimer Store Compressor can create and save processing/error log files.

Rights to send notification emails from this computer (If feature enabled) – This user account should have the relevant rights and a mailbox to send notifications.

Account: - This is where you enter the account that you want the Exclaimer Store Compressor to use to access the mailboxes and folders it needs to process.

Password: – The Active Directory account password that is associated with the username specified in the **Account:** field.

Logging tab



Location – Where you specify the folder where Exclaimer Store Compressor saves its log files. The user account you associated with the Exclaimer Store Compressor should have read/write access to folder where the report files are stored.

Keep for – This is where you specify the number of day that you want to keep the log files for.

Logging options

This section contains the options that you can choose to log in your report files.

Errors – Place a tick in this checkbox to log errors. These can include when an attachment has failed to compress, no rights to mailbox and Exchange store offline.

Transactions – Place a tick in this checkbox to log transactions. A transaction is a task that the program has attempted. These can include the zipping of file attachments, removing HTML formatting and scanning folders.

Email notifications

This section contains the types of notifications you want emailed to a specific email account. Email notifications are sent each day at midnight to the Exchange server Administrator informing them of any errors and what statistics were achieved.

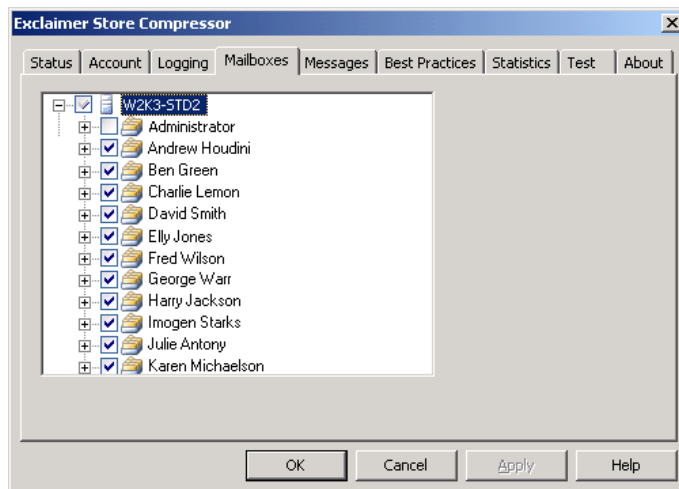
Errors – Place a tick in this checkbox to email errors. This will send an email when an error is generated to the email account specified in the **Send email to:** field.

Statistics – Place a tick in this checkbox to email processing statistics. This will send an email every time processing statistics are generated to the email account specified in the **Send email to:** field.

Options – This button opens the **Options** dialog box that contains the settings for sending Errors, Statistics and Warning email messages.

Send email to: - This is where you type in the email account that you want the notifications sent to.

Mailboxes tab



This tab contains an organization tree similar to the one in ESM (Exchange System Manager), where you select the

mailboxes you want the Exclaimer Store Compressor to process. It also details exactly how many mailboxes you are licensed to process.

Selection Key:

No tick – Nothing selected. This Mailbox or folder will not be processed.

Grey tick – There maybe sub items selected. New mailboxes are automatically added and processed by the Store Compressor.

Black tick – Fully selected (includes child mailboxes and folders). New mailboxes are automatically added and processed by the Store Compressor.

Should you not want a new mailbox to be processed by Exclaimer Store Compressor you have to deselect it in this tab.

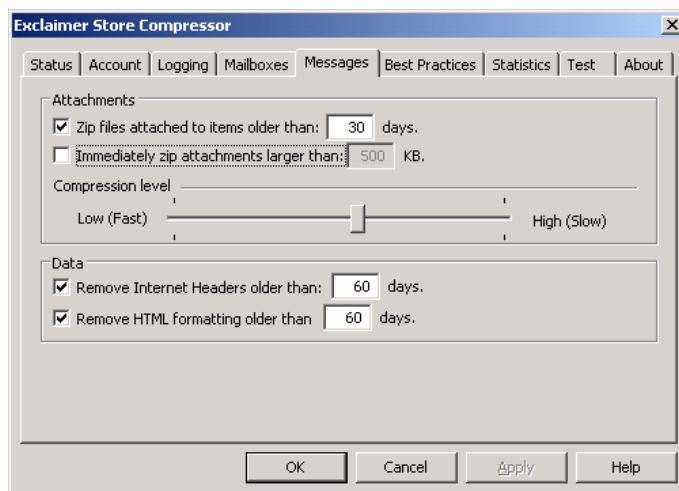
Should you need to move a mailbox its selected state moves with it.

IMPORTANT!

The Exclaimer Store Compressor can process mail on other servers. However, it will only process mailboxes on servers on the same domain.

The Exclaimer Store Compressor will not process system mailboxes.

Messages tab



Attachments

This section contains options specifying how attachments are processed.

The Exclaimer Store Compressor classes attachments as any file or image that is not embedded in the email message itself.

Zip files attached to items older than: - This is where you can specify the amount of time the Exclaimer Store Compressor waits before it processes an attachment. The time is measured in days from when the email was received.

Once email messages are processed and zipped they are flagged so that they are processed or included in subsequent estimates or processing actions.

Immediately process attachments larger than: - This is where you can specify the file size at which the Exclaimer Store Compressor will immediately process an attachment.

Compression level – Set the level of compression you want to use on the attachments Exclaimer Store Compressor processes. The higher the compression the longer attachments will take to process.

Data

This section allows you to remove Internet Headers and HTML formatting that is older than a specific number of days.

Remove Internet Headers older than: - This is where you specify the number of days the Exclaimer Store Compressor will wait before it removes an email's Internet Headers.

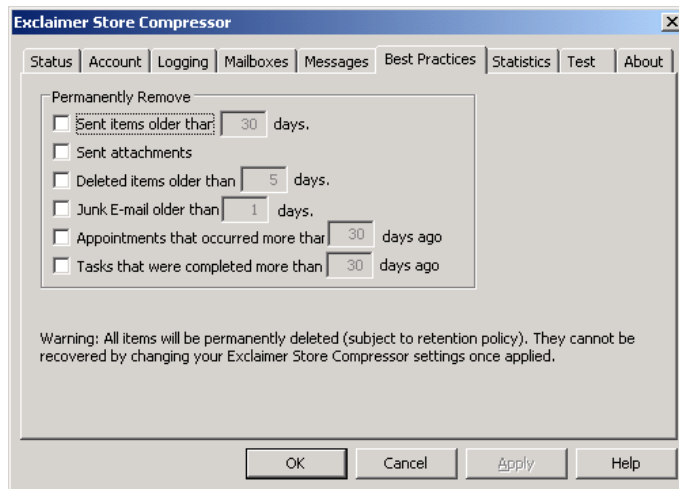
Internet headers contain information including the delivery details and return path. If you would like to keep this information for tracking reasons leave the checkbox blank.

Remove HTML formatting older than: - This is where you specify the number of days the Exclaimer Store Compressor will wait before it removes an email's HTML formatting.

The Exclaimer Store Compressor removes the HTML formatting by removing the HTML mark-up and changing any embedded images to attachments what are in turn zipped.

Note – You can have a maximum of 9999 days a minimum of 0. Setting it to 0 will process the rule immediately.

Best Practises tab



Permanently Remove

This section contains options that allow you to configure the types of email you want to delete.

Sent Items older than – Place a tick in this checkbox to delete sent items older than the number of days you specified in the associated text box.

Sent attachments – Place a tick in this checkbox to delete sent attachments.

Deleted items older than – Place a tick in this checkbox to delete deleted items older than the number of days you specified in the associated text box.

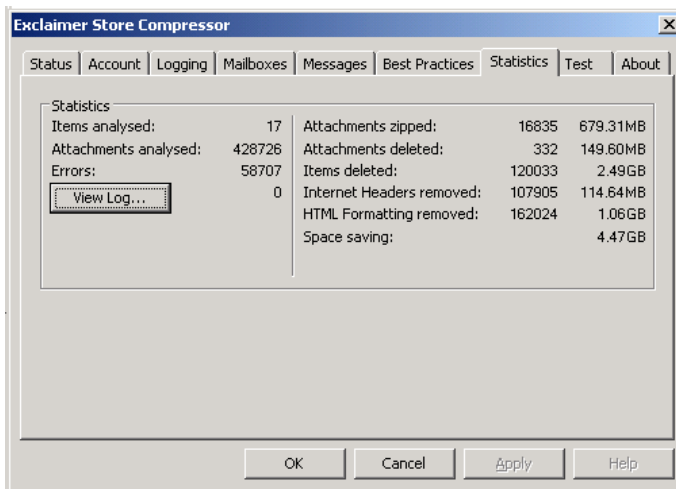
Junk E-mail older than – Place a tick in this checkbox to delete Junk E-mail older than the number of days you specified in the associated text box.

Appointments that occurred more than – Place a tick in this checkbox to delete appointments that have already occurred and are older than the number of days you specified in the associated text box.

Tasks that were completed more than – Place a tick in this checkbox to delete completed tasks that are older than the number of days you specified in the associated text box.

Note – You can have a maximum of 9999 days a minimum of 0. Setting it to 0 will process the rule immediately.

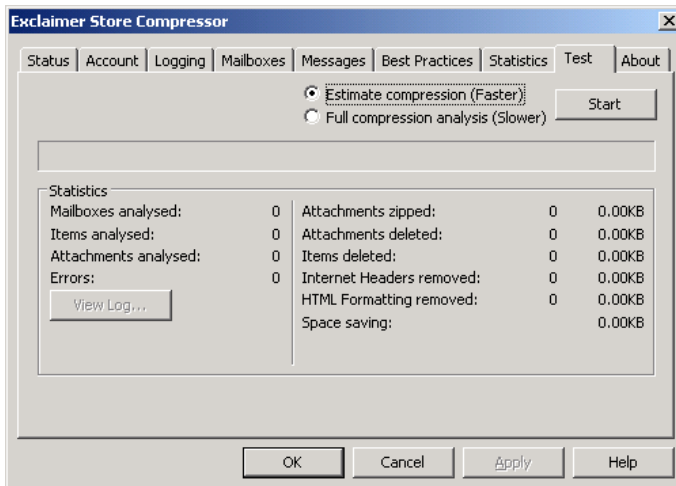
Statistics tab



Statistics

This section contains information on your Exchange store including the total number of mailboxes and folders, the number of attachments processed, the number of items deleted and the amount of space saved. The statistics you see in this panel will be continually updated as your machine processes your organization's mailboxes.

Test tab



Estimate compression (Faster) – Place a tick in this checkbox if you want the Exclaimer Store Compressor to approximate the amount of time it will take to process your selected mailboxes.

Full compression analysis (Slower) – Place a tick in this checkbox if you want the Exclaimer Store Compressor to do a full analysis of how long it will take to process your selected mailboxes.

Start – This button initiates the estimate or full compression analysis.

Statistics

This section contains information on your Exchange store including the total number of mailboxes and folders, the number of attachments processed, the number of items deleted and the amount of space saved. This data appears only after you either run a compression estimate or a full compression analysis.

View log - Click on this button to view the event log generated during the analysis process.

About tab



This contains version and copyright information for Exclaimer Store Compressor.

License:

This contains details about your Exclaimer license including the number of mailboxes it is licensed to process and when the license expires.

Support:

This section contains details about the support part of your Exclaimer license including when the support part of your license expires.

Apply License

Clicking on this button will allow you to apply your Exclaimer Store Compressor license.

▶ Applying your license

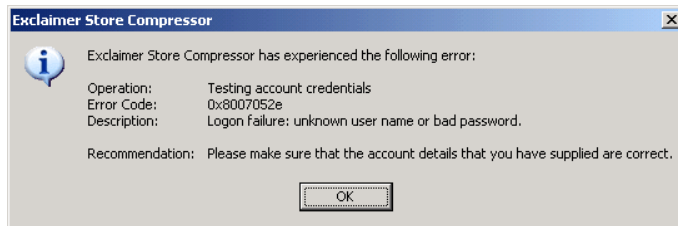
Applying your Store Compressor license

1. Open the Exclaimer Store Compressor Control panel.
2. Click on the **About** tab.
3. Click on the **Apply License** button.
4. Browse to the location where you saved the Exclaimer Store Compressor license file (.lic).
5. Select the Exclaimer Store Compressor license file and click on the **Open** button.
6. Click on **OK**.
7. Click on **OK**.

▶ Exclaimer Store Compressor Errors

The Exclaimer Store Compressor Error dialog box

Error dialog box



This dialog box appears whenever the Exclaimer Store Compressor encounters an error.

Operation – This details the task that the Exclaimer Store Compressor was trying to carry out before it encountered a problem.

Error Code – This displays the standard Windows error code associated with the problem that the Exclaimer Store Compressor encountered.

Description – This displays a brief description of the error that the Exclaimer Store Compressor has encountered.

Recommendation – This contains a potential solution to the problem that the Exclaimer Store Compressor encountered.

Appendix A

Exclaimer Store Compressor – Working with Windows 2000 Server

This appendix allows you to set up the Administrator account that you use to log on to your server so that it has 'Act as part of the operating system' privileges. This will allow you to fully configure the Exclaimer Store Compressor. If you have already set up the Administrator account with this privilege, you can ignore this section.

► Updating user privileges to 'Act as part of the operating system'

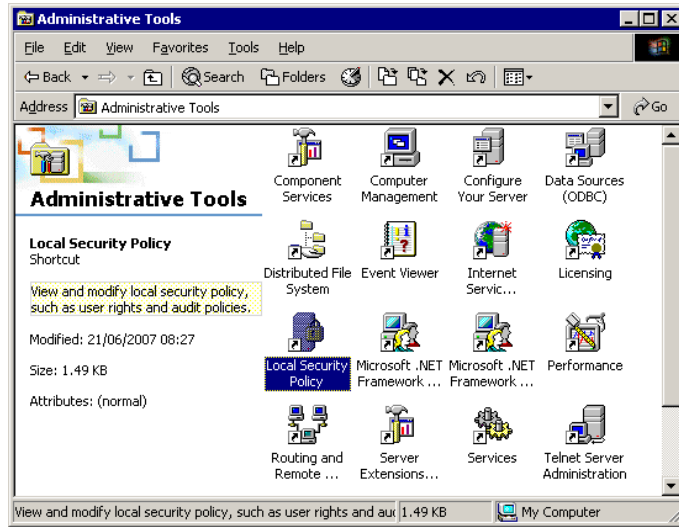
Updating user privileges

IMPORTANT – It is recommended that you set up the account that you use to log on to your server so that it has the 'Act as part of the operating system' privilege activated. If you haven't already set this up you can do so by following the steps below.

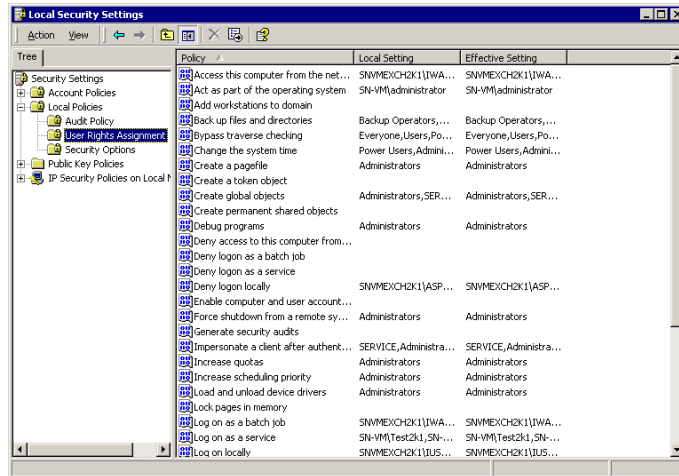
1. Log on to the server using an account with administrator rights and open the **Control Panel**.
2. Double click on **Administrative Tools**.



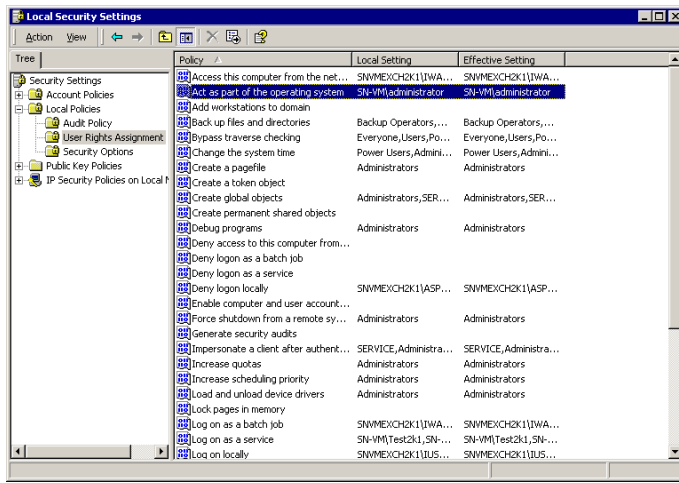
3. Double click on **Local Security Policy**.



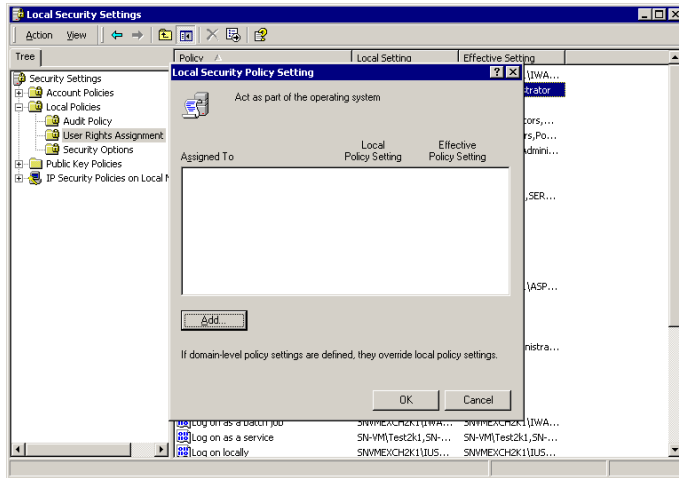
4. Expand the **Local Policies** folder in the **Tree** panel to the left of the **Local Security Settings** window and click on **User Rights Assignment**.



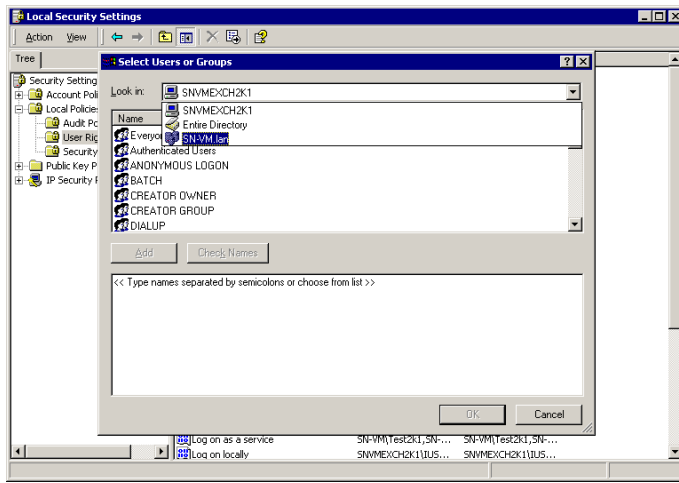
5. Double click on the **Act as part of the operating system** policy.



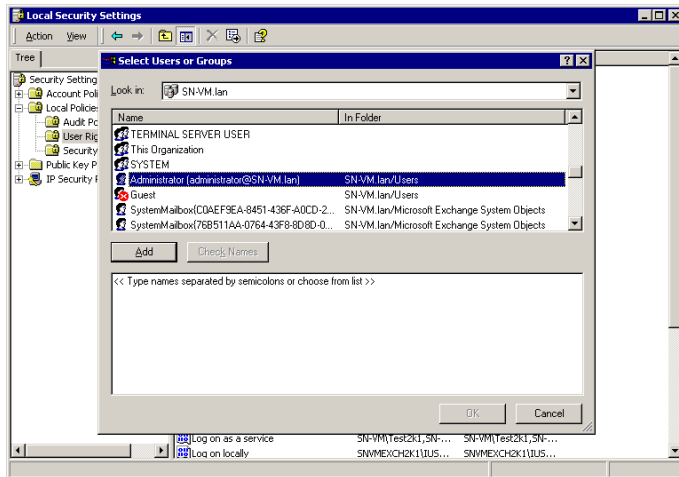
6. Click on the **Add** button.



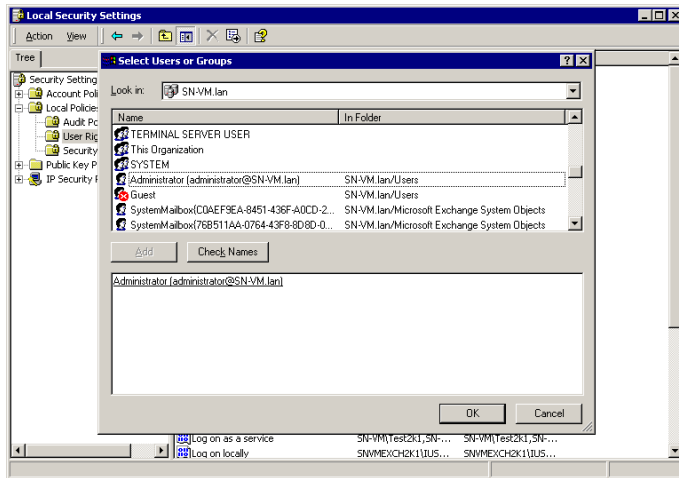
7. Select the domain that the account you are using is associated with from the **Look In** drop down box.



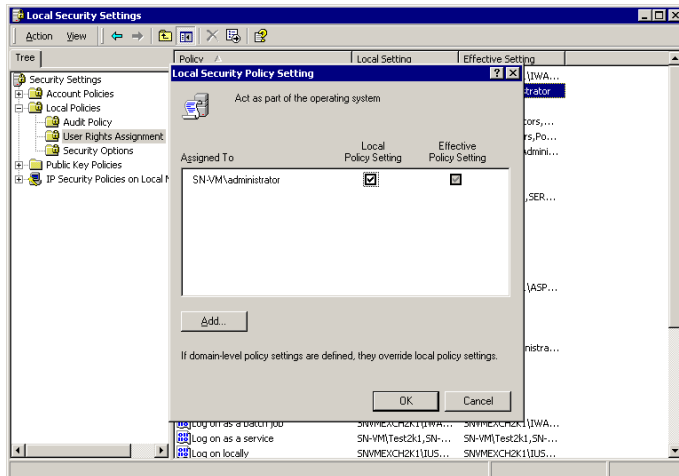
8. Select the user you are logged in as from the list of users.



- Click on the **Add** button.



- Click on **OK** in the **Select Users or Groups** dialog box.
- Ensure that there is a tick in the **Local Policy Setting** checkbox against the user you are currently logged in as. Click on **OK** in the **Local Security Policy Setting** dialog box.



- Close the **Local Security Settings** window.
- Close the **Administrative Tools** window.
- Log off then log back on to activate the settings.

You can now finish setting up the Exclaimer Store Compressor.