Quest® Archive Manager for Exchange 8.10

SMTP Guide

© 2025 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept.
20 Enterprise, Suite 100
Aliso Viejo, CA 92656

Refer to our Web site (https://www.quest.com) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at https://www.quest.com/legal.

Trademarks

Quest, the Quest logo, and Metalogix are trademarks and registered trademarks of Quest Software Inc. and its affiliates. For a complete list of Quest marks, visit https://www.quest.com/legal/trademark-information.aspx. All other trademarks and registered trademarks are property of their respective owners.

Legend

CAUTION: A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.

IMPORTANT, NOTE, TIP, MOBILE OR VIDEO: An information icon indicates supporting information.

Quest® Archive Manager for Exchange SMTP Guide
Updated April 2025
Version 8.10

Contents

Introduction **4**

Exchange Server Configuration **5**

Installation **11**

Configuration **14**

About Us **17**

Contacting Quest 17

Technical Support Resources 17

1

Introduction

The SMTP feature in Archive Manager for Exchange allows processing of messages from external email server (O365, Gmail, Exchange, etc.) into Archive Manager. To set up the SMTP feature follow the steps in the order shown below:

- Configure external email server to redirect incoming messages to SMTP service of Archive Manager. See Exchange Server Configuration.
- Install the SMTP feature. See Installation.
- Configure the SMTP feature in the Archive Manager Configuration tool. See Configuration.

2

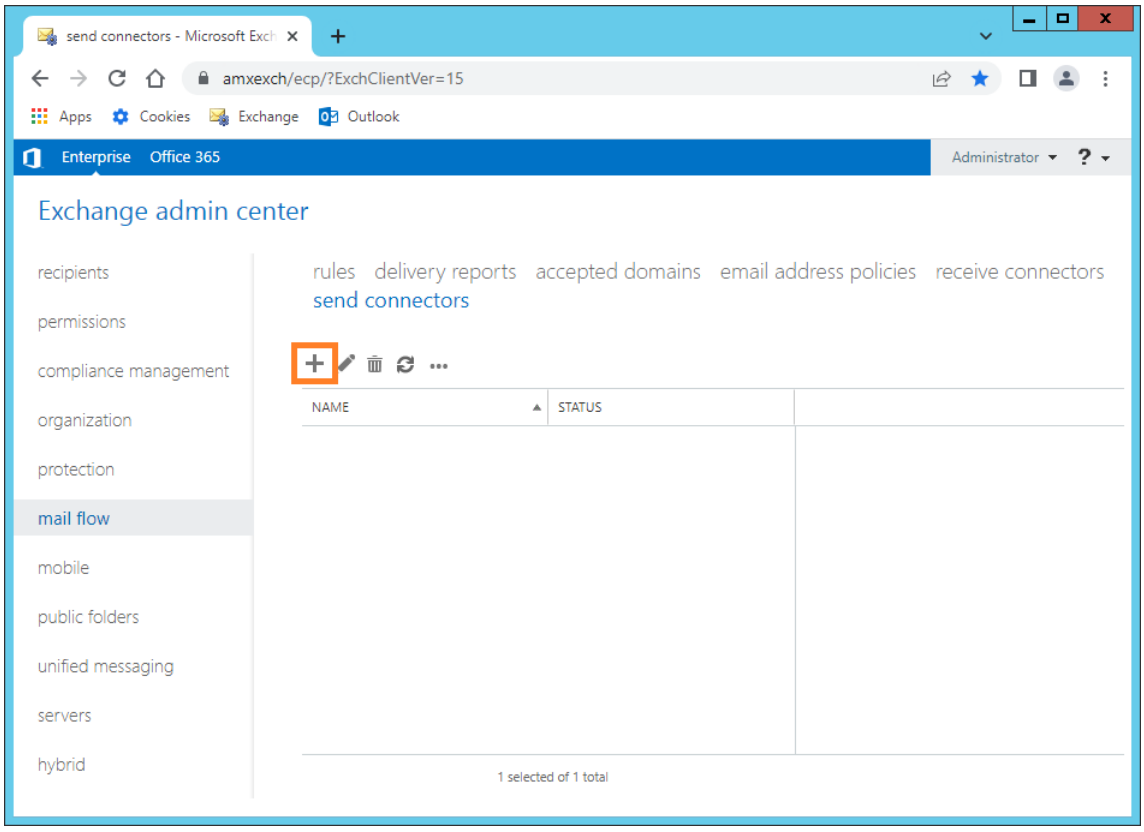
Exchange Server Configuration

Your Microsoft Exchange Server must to be configured to allow sending email messages to the SMTP service for Archive Manager. Configuration of the Exchange server consists of the following steps in the Exchange admin center.

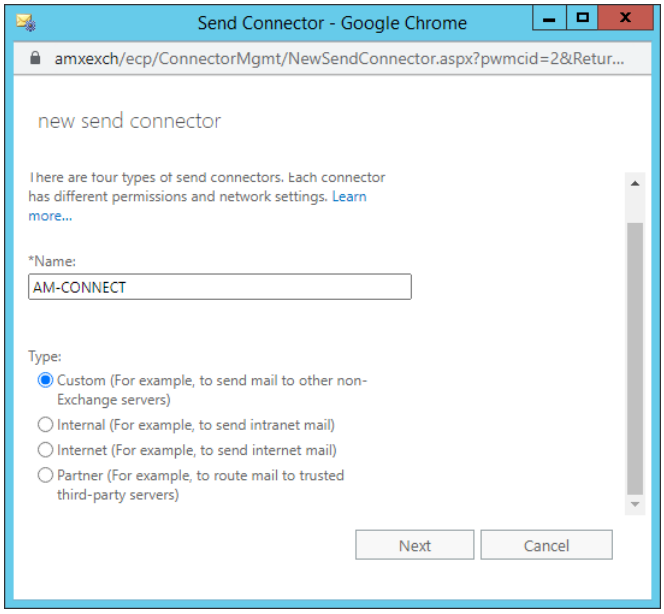
1. Configure the Send connector
2. Configure rules for relay of messages to SMTP service for Archive Manager
3. Test communication between Exchange server and SMTP Service for Archive Manager

Steps to configure the Send connector

1. Log in to the Exchange admin center. Click **mail flow** > **send connectors**.

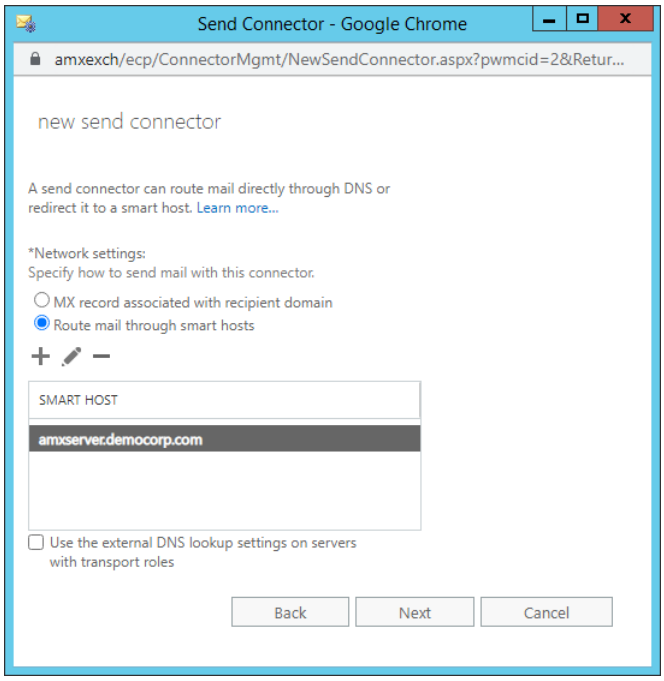


2. Click ➕ to create a new send connector. The *new send connector* window opens.
3. Enter a name for the connector (for example, AM-CONNECT). Then select **Custom**.

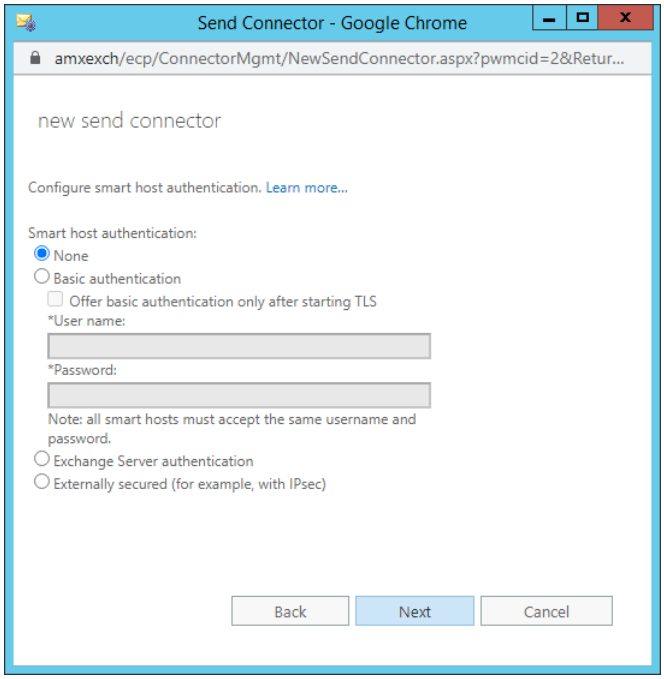


4. Click **Next**.

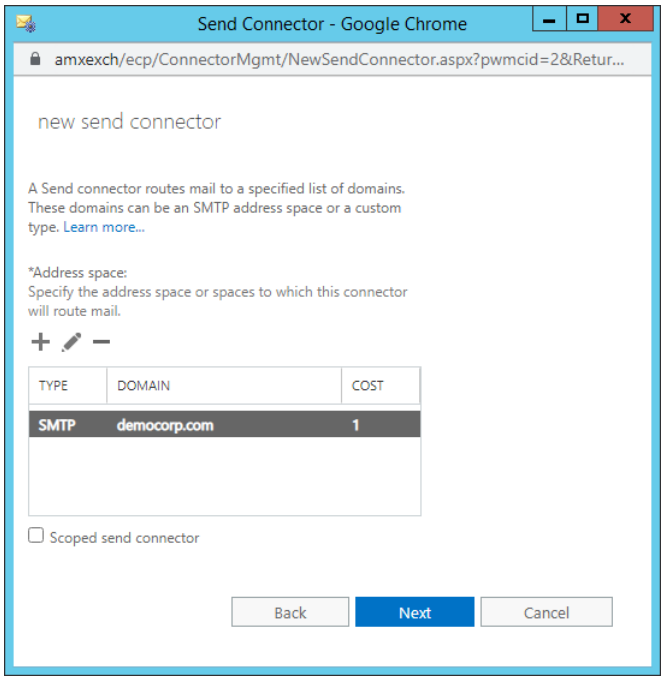
5. Select **Route email through smart hosts.** Then click ➕ to add a new smart host. Enter the FQDN or IP address of the computer where the SMTP service for Archive Manager is installed.



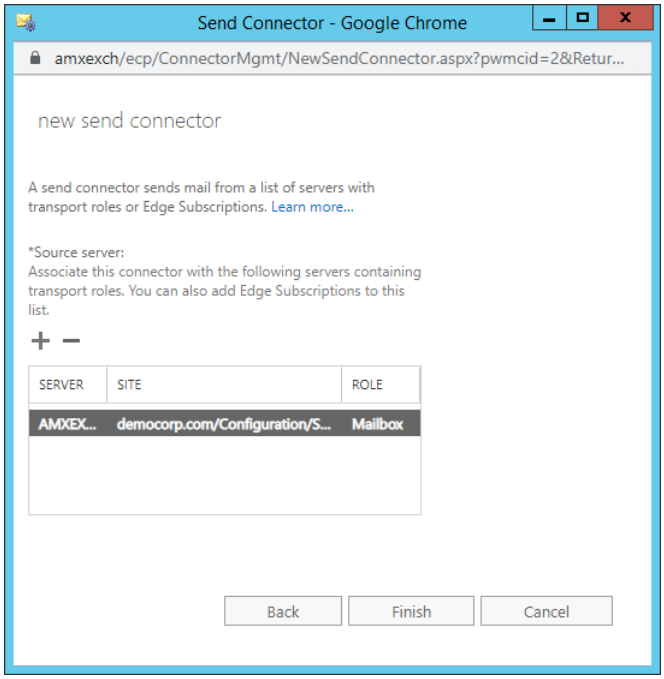
6. Click **Next**.



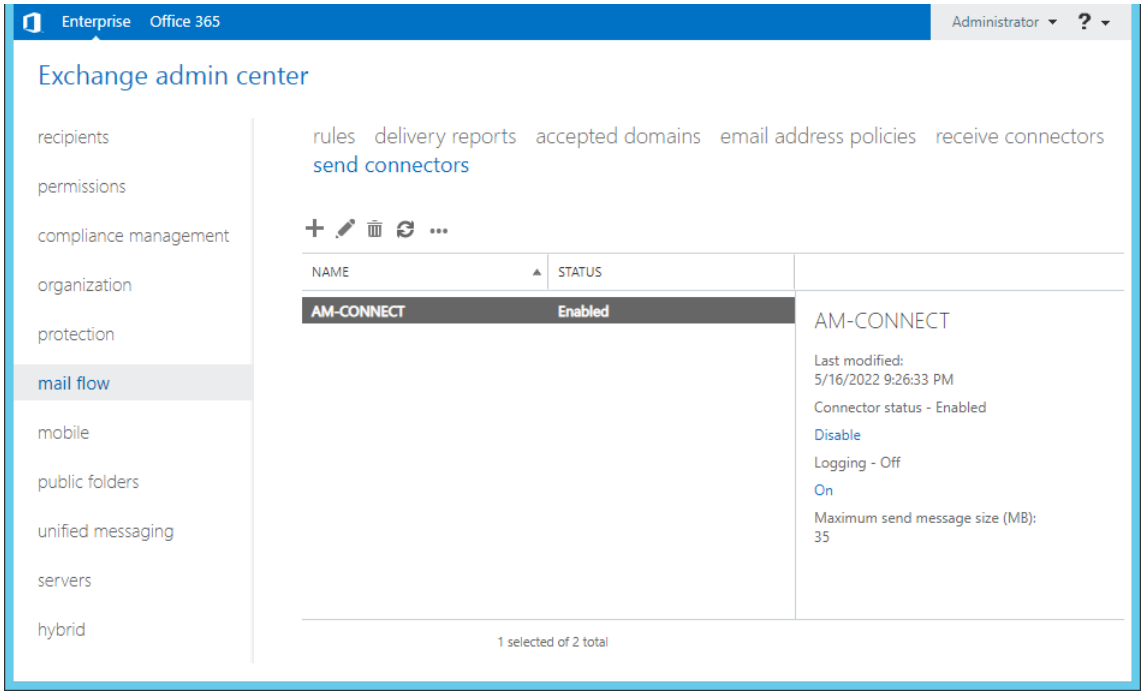
7. Select **None** and click **Next**.
8. Click ➕ to define the address space for the new send connector by . Ensure that the domain name is listed in the accepted domains in the *Allowed access points* tab in the Archive ManagerConfiguration tool.



9. Click **Next**.
10. Click ➕ to specify the source Exchange server.

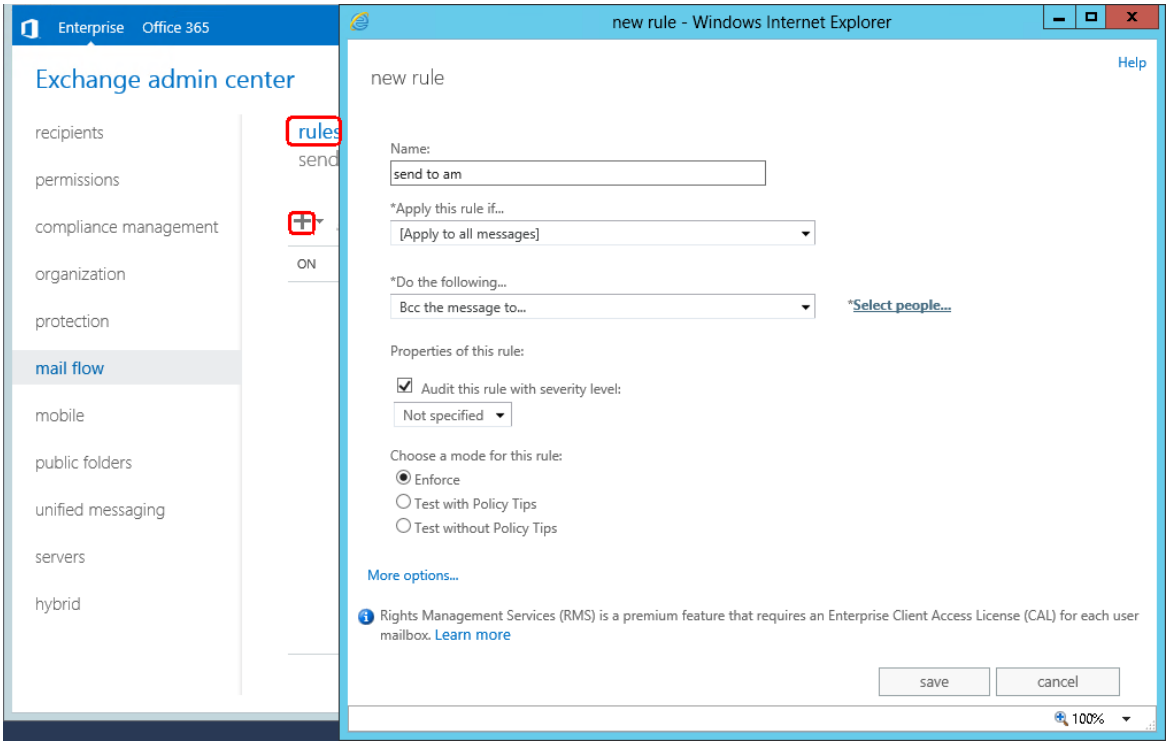


11. Click **Finish**. The new send connector is displayed in send connectors list.



Steps to configure rules for relay of messages to SMTP service for Archive Manager

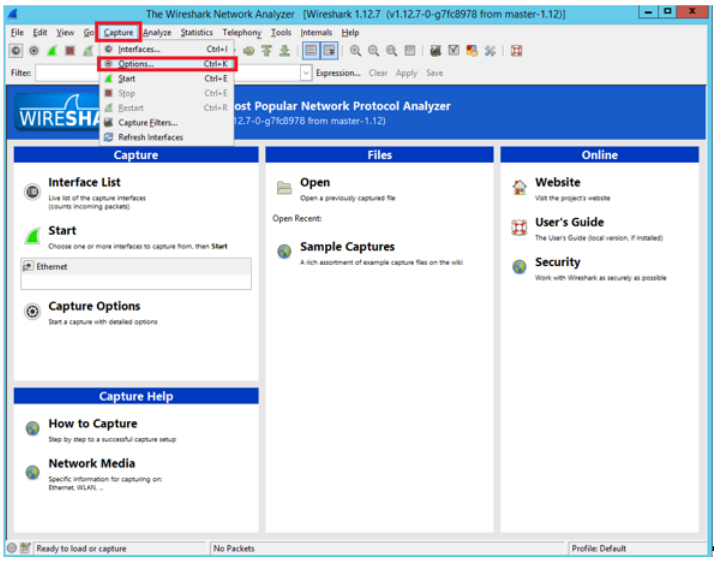
1. Open the rules list of the mail flow section and click +.
2. Enter a name for your rule. Then in the drop-down select **Apply to all messages** and in the second drop-down select **Bcc the message to**.



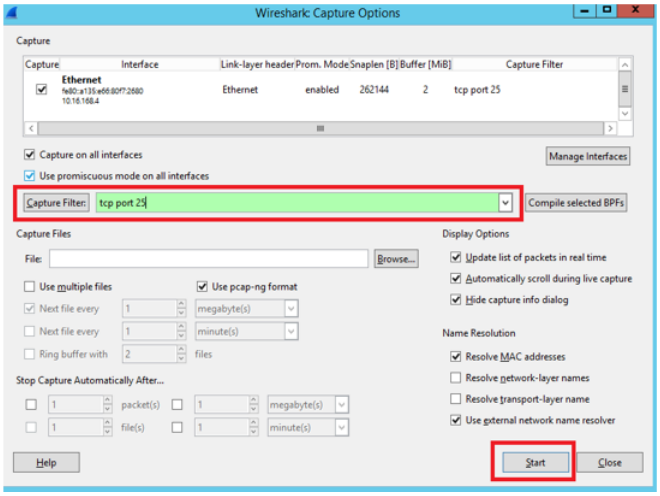
3. Click **Select people** and specify email address of people who should receive a Bcc email.
4. Click **OK** to finish. Then click **Save** to finish the setup of rule and save. A confirmation question will appear. Click **yes** to confirm creation of rule.

Steps to test communication between Exchange server and SMTP Service for Archive Manager

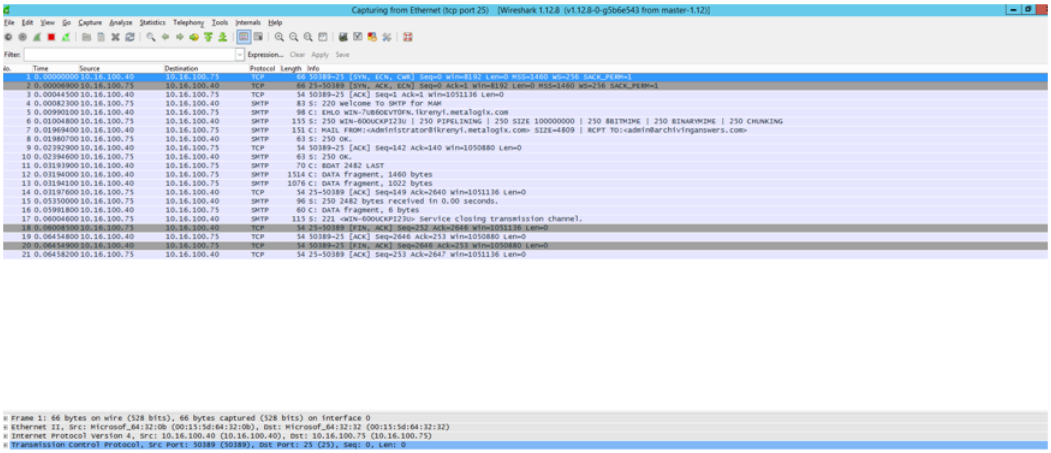
1. You can use WireShark application with filter to port 25 (Default SMTP port) to test communication with MS Exchange Server
2. After downloading and running the WireShark application it is necessary to filter network communication only to port 25. To do this click **Capture** menu and **Options**.



3. In the **Capture Filter** write tcp port 25 and click **Start**.



4. Final step of test is creating and sending of test email from outlook or OWA. If everything was setup correctly, smtp communication will be as shown .



3

Installation

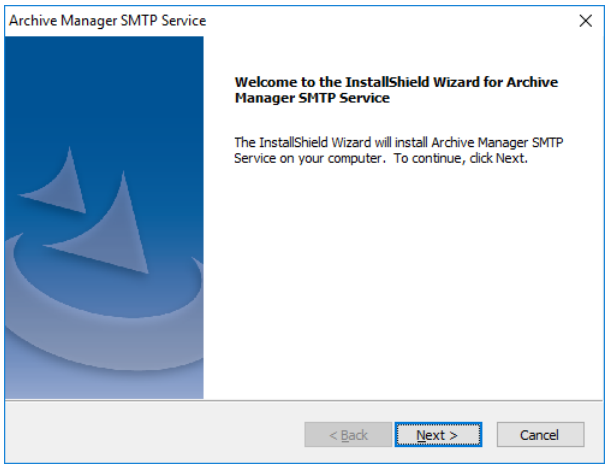
To allow Archive Manager to use the SMTP feature, it must be installed and configured in the domain where Archive Manager is installed.

Prerequisites

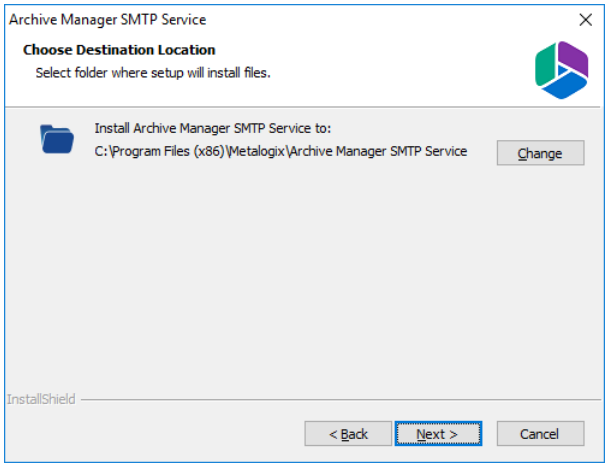
- .NET Framework 4.8
- Windows Server 2016 or higher
- Archive Manager for Exchange 8.10
- Database
  - MS SQL Server 2014 or higher
  - Oracle 19c or higher

Steps to install the SMTP service

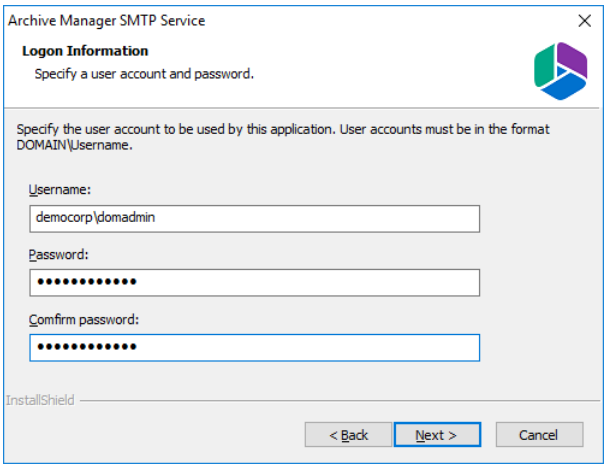
1. Locate and run the **Archive Manager SMTP Setup.exe** setup file. For example, the default folder is C:\Quest\Archive Manager Installation Package\SMTP. The **Welcome** page of the Archive Manager Service install wizard.



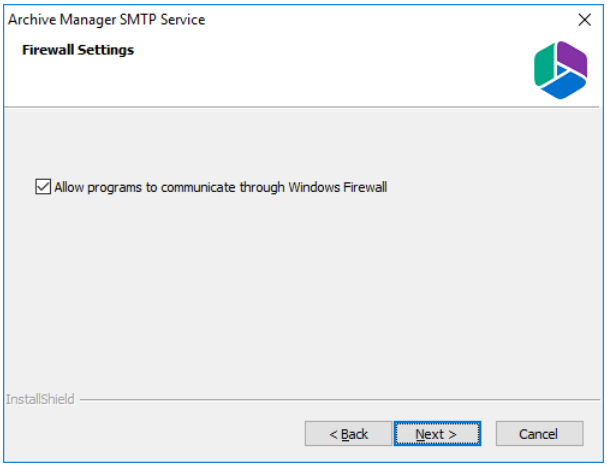
2. Click **Next**. The **License Agreement** window opens.
3. Click **Yes** to accept the License Agreement. Optionally, you can click the **Print** button to print the agreement.
4. The **Choose Destination Location** page appears. Click **Change** to alter the destination location if necessary.



5. Click **Next**. The **Logon Information** page appears. Enter the credentials of a user who is authorized to run the SMTP service. It is recommended to use the account information of the super-user that was used to install Archive Manager for Exchange.

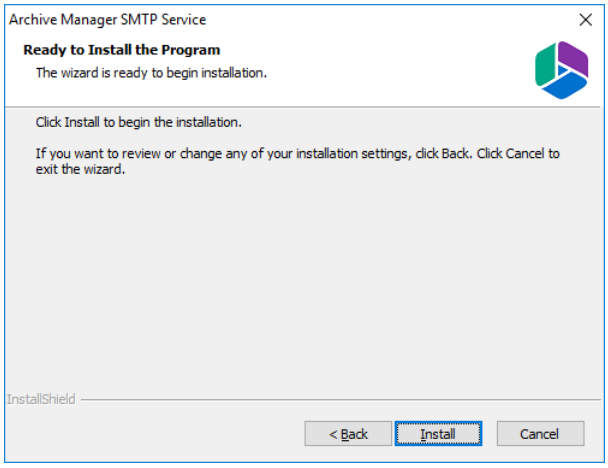


6. Click **Next**. The **Firewall Settings** window appears if the Windows Firewall is active on your computer.



7. By default, the **Allow programs to communicate through Windows Firewall** is checked. This will allow critical services to communicate with the SMTP service. If you uncheck the check box, critical services may not be able to communicate through the firewall.

8. Click **Next**. The **Ready to Install** page appears.



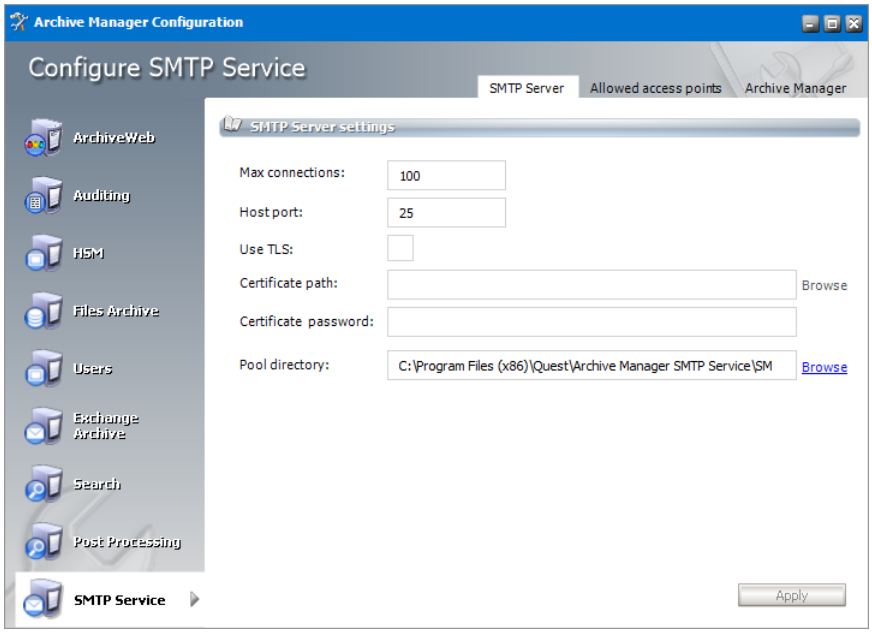
9. Click **Install** to begin the installation. If you want to review or change the installation settings, click the **Back** button. To exit the wizard click **Cancel**.
10. The SMTP feature will be installed. Click **Finish** and continue with configuration.

4

Configuration

When the installation completes, the Archive Manager Configuration tool opens. Configure the SMTP feature as described below:

1. From the feature pane, open **SMTP Service**. Then click the **SMTP Server** tab.



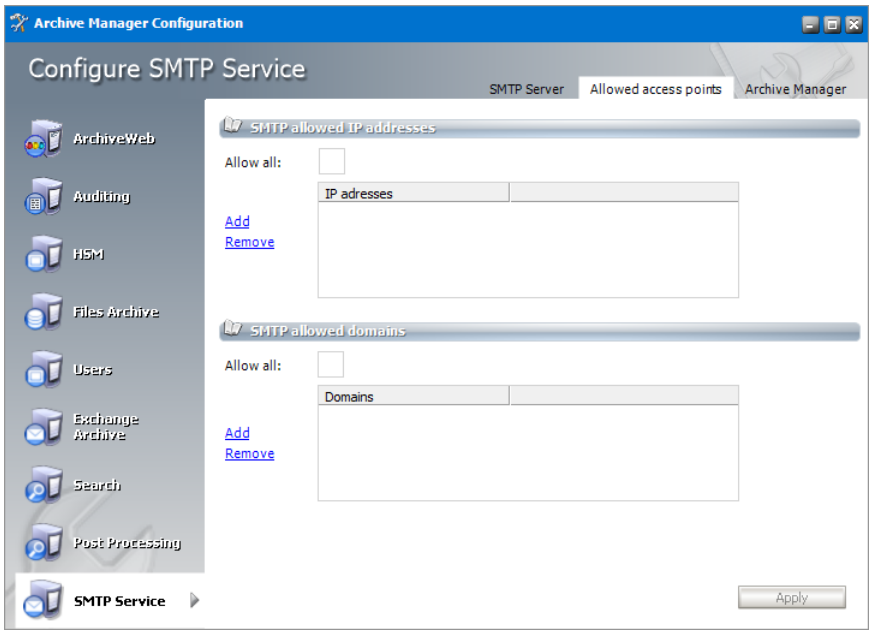
Configure the properties as described below:

- **Max connections** - max number of clients using SMTP (concurrent connections); value 0 means unlimited.
- **Host Port** - enter the SMTP server port number; default port value is 25

> **IMPORTANT:** Server port must be set to 25 if TLS is used to connect the SMTP server with Microsoft 365 or Office 365. Port must be changed only if SSL communication is used. For SSL enter 465.

- **Use TLS** - select the checkbox if TLS is used as the communication protocol, and configure the certificate details. Otherwise this option can be ignored.
- **Certificate path** - Click **Browse** to locate the certificate. The path to your certificate is filled in automatically after choosing the certificate.
- **Certificate password** - specify if applicable.
- **Pool directory** - folder where emails for SMTP are coming to be processed. If the value is empty the default path (%SMTP-installation-directory%/SmtpPool) is used.

2. Click the **Allowed access points** tab. Here you will define external servers for which the SMTP feature should be activated, i.e. servers that host mailboxes whose incoming messages you plan to archive via this feature. IP addresses and domains function as filters for the SMTP service.

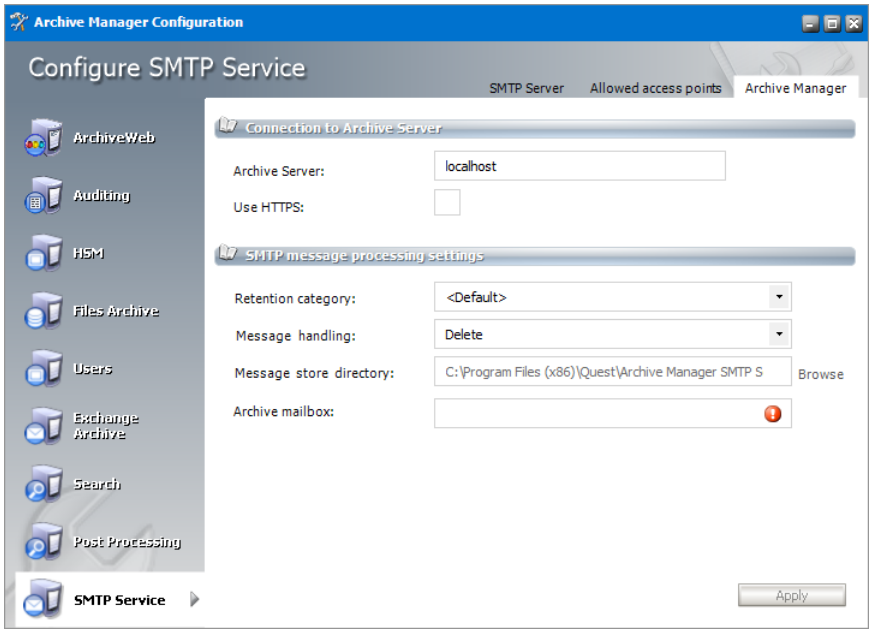


Configure the properties as described below:

- **SMTP allowed IP addresses**
  - **Allow All** - select this option to allow all IP addresses of external servers.
  - Click **Add** to open the *Add allowed IP address or IP address range* dialog, and add the IP addresses that should be allowed.
  - Click **Remove** to remove IP addresses that were previously added.
- **SMTP allowed domains**
  - **Allow All** - select this option to allow all domains of external servers.
  - Click **Add** to open the *Add allowed domain* dialog, and add the domains that should be allowed.
  - Click **Remove** to remove the domains that were previously added.

> **NOTE:** Microsoft 365 IP addresses are hardcoded into the SMTP service so that a user does not need to include them in allowed IP addresses..

3. Click the **Archive Manager** tab.



Configure the properties as described below:

- **Archive Server** - This field is filled-in automatically. Change `<localhost>` to you Archive Manager server IP address if it is installed on another machine.
- **Use HTTPS** - select this option to use the secure HTTPS protocol.
- **Retention category** - choose the appropriate retention category. Retention categories including the `<default>` retention category are defined in the Archive Manager Administration Center (AMAC).
- **Message handling** - choose how Archive Manager should internally handle messages at processing; default option should be "Delete" to save space on the machine (email will be archived, shortcut will not be created and the original email will be deleted from the message store directory). Other options (Zip and Store) can be useful for diagnostic purposes.
- **Message store directory** - if "Zip" or "Store" is selected for Message handling, specify the directory where zipped or stored processed messages should be stored (they are also stored in the archive)
- **Archive mailbox** - this functions as journal mailbox. All defined SMTP communication is archived in this mailbox. When User 1 sends email to User 2, User 2 receives the original email. A copy of this email is sent to the journal mailbox.

4. When finished, click **Apply**.

5

About Us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit www.quest.com.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical Support Resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at https://support.quest.com

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal allows you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product