



Mail Attender Version 5.0

Getting Started Guide

Sherpa Software

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Introduction

Thank you for choosing Sherpa Software's Mail Attender[®] for Exchange. Mail Attender is a comprehensive email management tool, designed to administer Microsoft Exchange mailboxes, public folders and PST files (Outlook Personal Folders) located on file servers and on users' desktops throughout an organization. The rule-based architecture of Mail Attender provides administrators with the ability to search for emails in email stores based on a number of criteria (such as age, size, type of attachment, etc.) and perform any number of actions to the results (such as report, delete, move to another location, etc.).

PST files are a convenient way for users to create a secondary store for emails they wish to retain. PST files, when stored on a users' local computer or on a file server, can be difficult to manage since gaining access to the content is a manual process. This fact makes enforcing policies and searching for content an enormous task. Mail Attender can solve this problem by efficiently searching and managing any and all PST files in an organization.

The ease and flexibility of the rule structure and the extensive reach and scalability of Mail Attender make it an invaluable tool for any email administrator.



Mail Attender[®] for Exchange

Mail Attender has two main types of components, a user interface console and processing engines. There are two types of processing engines, the first is used to control and manage Exchange mailboxes, public folders and PST files located on file servers. The other is a desktop service used to manage PST files that are located on users' desktops.



In larger or widely distributed organizations, there is often a need to install multiple copies of Mail Attender to address the processing of Mailboxes and PST files. This is commonly the case when an organization has remote sites with Mailboxes and PST data that must be processed, and doing so over a wide area network connection is either to slow or produces too much network traffic. In these cases, an administrator could install a copy of Mail Attender on a computer at the remote site in order to take advantage of local bandwidth.

To avoid the need to maintain multiple copies of your rules, you can use a common Mail Attender database. With a common database your rules, reports, statistics and other configuration data are shared between as many installations as you need to manage your email data. The most commonly used shared database is Microsoft SQL Server.

Where Do I Install The Mail Attender[®] for Exchange Console?

The Mail Attender console does <u>not</u> have to be installed on your Exchange server in order to process your mailboxes and/or PST files. If you choose to install the application on a desktop or application server, Microsoft Outlook will also need to be installed on that machine.



Important Tip: Do not install Outlook on the Exchange Server to support Mail Attender. This installation scenario can cause MAPI library conflicts that will prevent Mail Attender from being able to successfully initialize the MAPI subsystem. For more information please refer to http://support.microsoft.com/kb/266418

Mail Attender may be installed anywhere on the corporate network provided the service has full read/write access to the PST files and/or mailboxes it is processing. Multiple installations of the service processing engine can be used to reduce the amount of processing time required to manage a large number of email data stores. In fact, many large customers opt to use a virtual server environment and install multiple copies of Mail Attender on the same physical server in order to distribute the processing workload. Through the use of a shared database, configuration settings may be entered one time and used to coordinate multiple installations of the application.

The following factors should be considered when determining the installation location of the application.

- Certain features of the product use an administrative mailbox to perform tasks such as forwarding, copying or moving content from PST files to mailboxes or public folders and vice versa. For Mail Attender to perform these tasks, it must be configured with an MS Exchange mailbox. Any mailbox that can be accessed by the NT account running the service may be used for this purpose.
- An additional consideration is the bandwidth between the computer hosting Mail Attender and the target Mailboxes or PST to be managed. A limited bandwidth connection may extend processing time and make Mail Attender less effective.
- The desktop service must be installed on the computer of the user whose local PST files are to be managed. There are several ways to accomplish this installation:
 - The first is to manually install and configure the service on each desktop.
 - A second option is to use a software distribution application already in place within your organization (such as Microsoft Systems Management Server).



• A third option is to use a silent installation with a login script to launch the installation in the background on the user's desktop (described in a subsequent section of this document).



System Requirements - Mail Attender[®] for Exchange

Mail Attender for Exchange Console Application

- Windows XP, Vista, 7 or 8 Server 2003 or Server 2008
- Microsoft .NET Framework 3.5
- A MAPI client. Either a 32 bit version of Outlook 2003, 2007, 2010 or 2013.
 - If you do plan to install on the Exchange Server (not recommended) CDO MAPI may be used but be aware it may limit PST functionality Approximately 150MB Footprint on installation
- Allocate additional space for the growth of the database

Mail Attender Desktop Processing Engine

The Desktop Service manages PST files located on users' local hard drives. This service allows Mail Attender to process these files even if they are not directly network accessible. The system requirements for the desktop service are:

- Windows XP, Vista (Business or Ultimate), 7, 8
- Microsoft .NET Framework 3.5
- Approx. 50MB HD Space
- Outlook 2003, 2007, 2010 (32 or 64-bit) or 2013 (32 or 64-bit)
- Desktop pre-requisites (see note on page 21)

Exchange 2010 Note

If you plan to use the Microsoft CDO MAPI client (rather than Outlook), you will probably not be able to connect to Online Archive email stores unless you add the following section in your system's mapisvc.inf file:

[EMSDelegate] PR_PROVIDER_DISPLAY=Microsoft Exchange Message Store PR_RESOURCE_TYPE=MAPI_STORE_PROVIDER PR_PROVIDER_DLL_NAME=EMSMDB.DLL PR_RESOURCE_FLAGS=STATUS_NO_DEFAULT_STORE 660A0003=02000000 34140102=9eb4770074e411ce8c5e00aa004254e2 66090003=0C000000



Installing Mail Attender[®] for Exchange

The following are the general steps required to install the Mail Attender console. Keep in mind that multiple consoles can be installed to administer larger numbers of mailboxes/PSTs or if your stores are distributed to remote sites with limited bandwidth.



Important Tip: We do not recommend installing Mail Attender through a Terminal Service Session.

- 1) Run the Setup.exe for the Mail Attender for Exchange installation.
- The Mail Attender for Exchange Setup screen will appear. If it does not appear, locate your CD drive and run the Setup.exe application directly. Click the Next button.



3) The License Agreement screen will appear next. Select the top radio button to accept the terms of the agreement and click the Next button.



Mail Attender Setup	P
License Agreement	
Please read the following license a	greement carefully.
	SHERPA MAIL ATTENDER® ENTERPRISE LICENSE AGREEMENT DO NOT USE THIS SOFTWARE UNTIL LICENSEE CAREFULLY READS THE FOLLOWING TERMS AND CONDITIONS. LICENSEE'S USE OF THE ENCLOSED MAIL ATTENDER® COMPUTER SOFTWARE ("LICENSED SOFTWARE") INDICATES THAT THE USER OF THE LICENSED SOFTWARE (THE ILICENSEEI) ACCEPTS THESE TERMS AND CONDITIONS. I. ENTIRE AGREEMENT Licensee acknowledges that Licensee has read this agreement ("License") and understands that this License is the final, complete and exclusive statement of the entire agreement between Everest Software L.P. d.b.a. Sherpa Software Patners ("SHERPA") and Licensee. This License supersedes any prior and contemporaneous proposals, purchase orders, advertisements, and all other communications in relation to the subject matter of this License, whether oral or written. No terms or conditions, other than those contained in this License, and no other understanding or agreement which in any way modifies these terms and conditions,
	O Laccept the terms of the license agreement
SH, ERPA	I do not accept the terms of the license agreement
InstaliShield	< Back Next > Cancel

4) The Setup Type dialog will appear next. If you choose the Complete option, the default installation path will be used and the setup program, will move to Step 7. If you wish to change the default installation path, please choose Custom and click the Next button.





5) The default install location window will appear next. Use the default Destination Folder or modify it and click the Next button.



Setup will install Mail Attender in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder C:\Program Files (x86)\Sherpa Software\Mail Attender\ Browse

6) The feature details for the Mail Attender application will be displayed. Click Next to proceed with the installation.



1ail Attender Setup Select Features Select the features setup will instal	ı	×
SHERPA SOTTWARE	Select the features you want to install, and deselect the features you do not want to install. Image: Mail Attender Description 26.40 MB of space required on the C drive 20526.32 MB of space available on the C drive	
InstallShield	< Back Next > Cancel	

- 7) The Mail Attender setup utility will begin copying files.
- 8) The Account Information window will prompt you to enter a username and password that the Mail Attender Service will use. Please enter the full account name including the domain in the User Name field (domain\user name). The service account must have full exchange administrative rights in your environment.



	Please enter the Service to use. This account mu recommend that	full domain and user i st have sufficient acc you NOT use the Loc	d for the account you would ess to the mailbox and PST al System account.	d like Mail Attender Enterprise files you wish to manage. We
	User ID			
	Password:			
	Retype			
SHERPA				



Important Tip! By default, Domain Admin and Enterprise Admin members are explicitly denied access to all mailboxes*. If you select an account that carries these rights, the Mail Attender service will not be able to access the Exchange mailboxes. Similarly, if managing PST files, the service account should have full administrative rights to the computer where the PST files are located. For more information, please refer to the following articles:

- How to assign service account access to all mailboxes in Exchange Server 2000 (http://support.microsoft.com/kb/262054)
- How to assign service account access to all mailboxes in Exchange Server 2003 (<u>http://support.microsoft.com/kb/821897</u>)

Exchange 2007, 2010, 2013 and Office365

For Exchange 2007 or 2010, the Mail Attender service account entered in step 9 will require full mailbox rights along with Send As rights to all mailboxes that it will manage. There are numerous articles on the internet that can be reviewed for how to grant those rights for Exchange. Sherpa recommends assigning these permissions through the use of powershell commands:

To grant 'Receive As' (Full Mailbox Access) rights to either an organization or mailbox store, the following commands can be run from the Exchange management shell. Open the Exchange Management shell and type the following command:

get-MailboxDatabase "SERVERNAME\STORAGE GROUP\MAILBOX STORE" | Add-ADPermission –User "DOMAIN\USER or GROUP" –ExtendedRights Receive-As

To grant 'Receive As' rights against the organization use these shell commands:

get-OrganizationConfig | Add-AdPermission –User "DOMAIN\USER or GROUP" – ExtendedRights Receive-As

To grant 'Receive As' rights to a specific user account use these shell commands



get-mailboxserver "servername" | Add-ADPermission -user "DOMAIN\USER o rGROUP" - accessrights GenericRead, GenericWrite -extendedrights Send-As, Receive-As, ms-Exch-Store-Admin

To check the information store permissions for Send As, Receive As or Administer rights, use this command:

get-mailboxserver "servername" | get-ADPermission -user "DOMAIN\USER or GROUP" | Format-List

Exchange Server 2007 SP1 and Exchange 2010 also support adding full mailbox access along with the send as permission from within the Exchange management console by following these steps.

1. From Recipient Configuration | Mailbox | select mailbox

2. In the Action panel (or by right-clicking the mailbox), click Manage Full Access Permissions...

3. Perform same step for Send As permissions by clicking Manage Send As Permissions...

Additionally for Exchange 2013, a MAPI profile to the mailbox of the Mail Attender service account must be created. This profile will then need to be used as the Master Profile in Mail Attender to access and process Exchange 2013 mailboxes.

To process mailboxes hosted in Office365, the Mail Attender service account must have Impersonation rights over all the Office365 mailboxes to be processed. Also a MAPI profile to the service account mailbox must be created on the Mail Attender server. Please review the following article to provide the service account Impersonation rights: <u>http://msdn.microsoft.com/enus/library/gg194012(v=EXCHG.140).aspx</u>



9) A prompt will appear to start the Mail Attender Enterprise Service. Click Yes to start the service.

recommend that you NOT use the Local System account. Local Policy Configuration				
Question	×			
?	Mail Attender Enterprise Service has been installed and set to start automatically. Would you like to start the service now?			
	<u>Y</u> es <u>N</u> o			
	assword:			

10) The Mail Attender setup is now complete. Please click Finish to exit the setup application.

Mail Attender Setup	
SHERPA SOFTWARE	InstallShield Wizard Complete You have successfully installed Mail Attender Console Launch the Mail Attender Console
InstallShield	< Back Finish Cancel



The Mail Attender[®] for Exchange Console

To open the Mail Attender console, click on Start/Programs / Mail Attender for Exchange / Mail Attender for Exchange icon.

Installing License Keys

If you have purchased Mail Attender, the first step you will want to perform is to add your license keys. Open the Mail Attender for Exchange console and expand the tree to the /Management/Licenses folder. Click on the New Key icon.





Important Tip: If you are unable to add a license key, you may have installed the evaluation version of Mail Attender. Please contact Sherpa Software or visit our customer web site at: http://www.sherpasoftware.com/web/customer.nsf

or contact your sales representative In order to obtain the full installation version of the product.

In the New License Key window, enter your key and click the OK button.



Configuring Your Information Stores

Before you can begin managing your mailboxes, online archives or PST files, you must let Mail Attender know where and what they are. To add your mailboxes, launch the Mail Attender console and expand the tree to /Email Stores/Mailboxes. There are four ways to add mailboxes to the list. Click one of the following three icons:



Add Mailboxes From The Global Address List.

Add Mailboxes Directly From the Exchange Server. Add Mailboxes From an Exchange Server Selected from the Global Address List.

Add Mailboxes From Active Directory.

In each of these cases, you may be prompted to open an Outlook session in order to access the Global Address List.

Adding PST files is a similar process. Expand the tree to /Email Stores/Personal Folders. This is the list of PST files that Mail Attender can manage. To add to the list, click one of the following icons:



Import a list of PST files

Search for PST files at a selected path

Search for PST files on a selected computer

To add Public Folders, expand the tree to /Email Stores/Public Folders. Click on the icon.



Add Public Folders to the list by browsing the Global Address List

You can automate the process of adding stores to the Mail Attender database by adding an 'Auto-Search' rule under the /Email Stores root view. This will allow Mail Attender to keep up with changes to your Exchange servers and file servers.

Office365

In order to add mailboxes and online archives from Office365, a Master Account with Impersonation rights over all the mailboxes hosted on Office365 that need to be managed. Please review this article for details on providing Impersonation rights to the Master account. The Master account must be added to the Mail



Attender configuration by navigating to the Configuration link on the left side of the Mail Attender console and clicking onto the Office365 tab.

🖕 Mail Attender			
Mail Attender			Help
Mail Attender for Exchange	Configuration and Status of the	ne Service on BAL-MAE	
	🕨 = 🔹 🗟 🚳 🥥		
Services	Service Status		
	Activity: Idle		
H Management	Time: Sunday, May 19, 2013 12 Status: Service Is Running	:41:11 PM	
	Start Stop	Details Show Log	
H Deskton Agents	Processing Administration Mailbox	ffice 365 Language Database	
	-Master Office 295 (EV/S) Accounts		
	Account Name	MAPI Profile	Editu
			Add
			Delete
			Move up
			Move down
			Export MBs
			Export mbs
			.::

Click on Add to open the Add Master Account dialog.



Office 365 Master Account
Master Account Name Master Account
Master MAPI Profile
O365 Select system profile Clear profile name
Office 365 (EWS) Settings
Master User Name admin@sherpasoftware.com
Martin Deserved
Master User Domain 🔽 Enable SCP Lookup Timeout (secs)
Test EWS
Save Caned

Select the predefined MAPI profile for the account that has the Impersonation rights defined. Fill in the credentials for the account in the Master User Name and Master Password field. Click the "Test EWS" button to validate the credentials. Save these settings. This master account will be used to query the Office365 data stores to retrieve mailbox and online archive details.





Once you have added your mailboxes, online archives, public folders and PST files, you are ready to create rules for managing those email stores. For complete information on creating Mail Attender rules please refer to the product help document. You may access help by pressing F1 from the console or clicking on the question mark icon located in the upper right hand corner of the console screen.



Important Exchange 2010 Notes

In most cases Exchange 2010 customers will need to specify their Exchange Client Access Server (CAS) prior to trying access mailboxes with a Mail Attender rule. To enter CAS information click on the top "Configuration" link in the navigation pane then click the "Change" button on the Local Service Processing window and select the CAS tab.

Autodiscovery is the preferred CAS access method. Place a check in the box beside Use Autodiscovery when determining CAS server addresses then click OK to save the change.

🛃 Edit Local Service Settings
General Timeouts CAS Misc Schedules
CAS servers - Enter one server per line
Use above CAS server in lieu of Ex2010 server
☑ Use Autodiscovery when determining CAS server addresses
Exchange servers do not have public folders enabled
<u> </u>

If your *Mail Attender* rules are not able to locate a mailbox using autodiscovery, you can manually enter the fully qualified domain names of the CAS server(s) in your environment. Use the box provided to enter the CAS server name (list one server on each line). *Mail Attender* will try to connect to the mailbox by polling each CAS server listed. Additionally, you will need to place a checkmark next to the option Use above CAS server in lieu of Exchange 2010.

The next option under this tab tells *Mail Attender* if public folders have been disabled on the Exchange server(s). The last option sets *Mail Attender* to connect to your Exchange and CAS servers using encryption. This setting is only



required if you have installed Outlook 2003 on the Mail Attender console machine.

Setting a MAPI Profile

Recently Microsoft has started to recommend that MAPI access be established through a known Outlook profile as opposed to the on-demand profiles that *Mail Attender* has historically used. Sherpa now recommends that customers using an Exchange 2010 (or later) environment exclusively (i.e. not a mixed mode environment) specify a master MAPI profile that will be used when connecting to mailboxes or online archives. In Mail Attender, multiple Master profiles can be used to process mailboxes on different stores. When considering what profile to use it is important to make sure that the profile has the same characteristics as the email stores you intend to process. For example, if you intend to use Mail Attender to manage both mailboxes and online archives, you master profile account should have both a mailbox and archive defined in Exchange.



Configuring Listener Ports for Communications

Before you can manage PST files located on users' local hard drives or transfer messages between installations of Mail Attender, you must first provide a communication port for the service to communicate with. Open the Mail Attender console and click on the /Installations entry on the tree. Click the Add a New Listener Port icon on the top right panel.



The following window will be displayed to enter your port configuration information.

Enter a description of the port and a TCP port number. If you have multiple network cards on this computer, enter the preferred address. Otherwise, leave that entry blank. Finally select the Port Usage designation from one of the following options:

- Desktop or Service Communications
- Desktop Communications Only
- Server Communications Only



Finally, you may enter an Alternate Routing Name or Address, this information will be used when this service is being contacted by another to transfer messages. This is the name that will be resolved by the other service in order to establish the connection. For example you could use a DNS entry rather than the computer name for routing purposes. If this setting is left blank the computer name will be used to establish the connection.

Click the OK button when finished. Be sure to note the port and address settings, as you will need them to configure your desktop services.

Installing the Mail Attender Desktop Service

- 1) The desktop service requires the following components to be installed on the computer:
 - Outlook 2003, 2007, 2010 (32 or 64 bit) or 2013 (32 or 64 bit)
 - Microsoft .NET Framework 3.5
 - <u>Microsoft Visual C++ 2008 Redistributable Package</u>
- 2) Run the Setup.exe for the desktop service. The **Mail Attender Desktop Service Setup** screen is launched. Click Next.

Mail Attender Desktop Service Sett	IP	×
SHERPR SOTT WARE	Welcome to the InstallShield Wizard for Mail Attender Desktop The InstallShield Wizard will install Mail Attender Desktop on your computer. To continue, click Next.	
InstallShield	< Back Cancel	

3) The license agreement screen is presented next. If you agree to the terms outlined in the agreement, click on the radio button indicating you accept the terms and click Next to continue.





4) The Setup Types dialog is opened. If you choose the Complete option, the default settings will be used. Choose the Custom option if you would like to change the installation location.

Mail Attender Desktop Service Setup	×
Setup Type	
Select the setup type to install.	
	adde fan en die fan en die fan en die fan en ander fan en die fan en die fan en die fan die fan en die fan en d
Plea	ie select a setup type.
G	omplete All program features will be installed. (Requires the most disk space.)
c	ustom Select which program features you want installed. Recommended for advanced users.
InstallShield	< <u>B</u> ack <u>N</u> ext> Cancel

5) The **Choose Destination Location** window will appear. Use the default Destination Folder or select your own and click the Next button on the next 2 screens to proceed with the installation.



Choose Destination Location	
Select folder where setup will insta	all files.
	Setup will install Mail Attender Desktop in the following folder. To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
	Destination Folder C.\\Sherpa Software\Mail Attender Desktop\ Browse
SHERPA SOFTWARE	

6) The installation wizard will install the necessary files. Once the files are installed, the **InstallShield Wizard Complete** window will appear. Click on the Finish button to complete the installation.

Mail Attender Desktop Service Se	etup
	InstallShield Wizard Complete
	You have successfully installed Mail Attender Desktop
	Launch the Mail Attender Desktop Configurator
S O P T W R R E	
InstallShield	< <u>B</u> ack Finish Cancel

7) The Welcome to the Mail Attender Desktop Service Setup Application window will appear. Click the Continue button.



ail Attender for Exc	<i>change</i>		
Welcome to the Mail Atter	nder Desktop Ser	vice Setup Application	on
This application will guide you Desktop Service on this comp	through the configurati uter.	ion of the Mail Attender	
The Mail Attender Desktop Sei processing to the desktop leve Files (PSTs) located on each c	rvice extends your Mai el, allowing you to man: desktop computer.	I Attender rule age Personal Folder	
Click continue to begin.			2
, sherpasoftware, com		Continue	Cancel

8) Enter the User ID and Password that the desktop service will require in order to process. This account must have local admin rights as well as network access. Do not use the local system account.

Set the Logon User Ac	count for the Mail Att	ender Desktop Se	rvice
This account will be used by computer. Please ensure that as the drives and registry.	the desktop service while ru It is has sufficient access to	inning on this local resources such	
User ID (Domain\UserID)	r	_	
Password			
Verify Password	5	100	

9) On the Mail Attender for Exchange Connection Details window, enter the server name or IP address of the server in the Server Name or Address box and enter the Port Number. This will be the Listener Port for the Desktops you configured in the section before. Click the Next button.



Set the Connection Details	to the Mail A	ttender En	terprise Se	rvice
The desktop service must comm Attender Enterprise Service in or activities.	unicate with an ir der to receive ins	istallation of th tructions and i	e Mail eport	
Please enter the address and po Enterprise Service is listening for	rt number on whi desktop commu	ch your Mail A nications.	ttender	
Server Name or Address:	XPTEST	-		
Port Number:	5000			

10)A test connection with the Mail Attender service will be established and the desktop service will be registered. If this is successful the **Congratulations** window will appear next. Click Finish. The desktop client is now ready for use. You should see it appear in your console under \Installations\Desktops.

nil Attender for Exchange	
Congratulations! You have Finished	the Setup for your Service
The Mail Attender Desktop Service is configure Check the box below to start the service now.	ed and ready to begin.
✓ Start the Mail Attender Desk	top Service now
sherpasoftware.com	Finish Cancel



Installing the Mail Attender Desktop Service Silently

There is a silent installation option available for the Mail Attender Desktop Service. To perform the setup silently you simply need to add two text files to the same folder used by the setup.exe file for the desktop service.



Important Tip: This silent install process does not automatically set up the .NET 3.5 framework or Visual C++ 2008 runtime prerequisites required by Mail Attender on each desktop. Please make sure you have pushed these components to your desktop machines prior to distributing the Mail Attender Desktop software. Refer to step 1 of the Desktop Service installation instructions for links to these components.

The first file is an Install Shield silent setup file (setup.iss). You can choose to copy the following sample into a text editor or create your own using the setup application. To record your own, run the setup with the following command line arguments:

setup.exe /r /f1".\setup.iss"

Sample Setup.iss file



The second file is the Mail Attender desktop maSetup.ini file. This file contains the details used to complete the desktop service installation. You can copy the contents of the following sample into a new text file.

Sample maSetup.ini file





In order to perform the silent setup, place these two files are in the same folder as setup.exe and then run the setup.exe with the following command line argument: *setup.exe /s*

The Mail Attender desktop agent supports the distribution of encrypted password information in the maSetup.ini file. To take advantage of this feature, first encrypt the password string by running the utility maObscure.exe which is located in the Mail Attender installation directory. As shown below, maObscure.exe allows you to enter your clear text password then generates an encrypted password string that may be copied to the clipboard and placed in the maSetup.ini file.

Enter your pas	sword	******			
Re-enter your	password	*******			
Obscured pas	sword output	34546745	16E645351	556C495	15778435
505546525	/6B46565.	JAJAOIAJ			

Add the encrypted password string into the maSetup.ini file using the keyword ServicePWD\$. The desktop agent installer will automatically decrypt the password string upon installation.

<u>File Edit Format View Help</u> [Setup] MAEAddress=SERVER MAEPort=1234 ServiceUID=domain\user ServicePWD\$=50554652576B46565345467A516E645351556C4951577843 DualMode=True	Untitled - Notepad			x
[Setup] MAEAddress=SERVER MAEPort=1234 ServiceUID=domain\user ServicePWD\$=50554652576B46565345467A516E645351556C4951577843 DualMode=True	<u>File E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp)		
DualMode=True	[Setup] MAEAddress=SERVER MAEPort=1234 ServiceUID=domain\user	D46565345467451	6F 6 4 5 2 5 1 5 5 6 7 4 0 5 1 5 7 7	A.7
	DualMode=True	640303343407A310	0E043531330C4931377	04 5
T			_	+
	· · · · · · · · · · · · · · · · · · ·			<u>t</u>



Uninstalling Mail Attender[®] for Exchange

To uninstall the Mail Attender console, open the Control Panel and select Add/Remove Programs. Choose Mail Attender for Exchange from the list. You can also re-run the setup.exe program and choose the Remove option.

If you have any questions installing or uninstalling Mail Attender, please contact Sherpa Software.



Contacting Sherpa Software

General phone support for installation is available Monday through Friday from 8:30am to 5:00pm EST. Additional support and upgrades are available through an annual maintenance and support agreement.

Sherpa Software Group

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www.sherpasoftware.com