Release Number

The current Release Number for this product is: 4.0

System Requirements: Mail Archiver Console and Web Server

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Minimum Requirements</th>
<th>Recommended Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>x64 architecture-based computer. Intel Itanium family IA64 processor are not supported.</td>
<td>x64 architecture-based computer. Intel Itanium family IA64 processor are not supported.</td>
</tr>
<tr>
<td>Memory</td>
<td>4GB</td>
<td>8GB / 16GB for Small Business Server</td>
</tr>
<tr>
<td>Disk Space for program files</td>
<td>350 MB</td>
<td>350MB</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>1024 x 768 pixels</td>
<td>1280 x 1024 or higher</td>
</tr>
</tbody>
</table>

Software

<table>
<thead>
<tr>
<th>Software</th>
<th>Supported Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Systems</td>
<td>Windows Server 2008 x64 (including all service pack levels)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 R2 x64 (including all service pack levels)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2016</td>
</tr>
<tr>
<td></td>
<td>Windows Small Business Server 2008</td>
</tr>
<tr>
<td></td>
<td>Windows Small Business Server 2011</td>
</tr>
<tr>
<td></td>
<td>Windows 7 x64 Service Pack 1 and above</td>
</tr>
<tr>
<td></td>
<td>Windows 8 x64</td>
</tr>
<tr>
<td></td>
<td>Windows 8.1 x64</td>
</tr>
<tr>
<td></td>
<td>Windows 10 x64</td>
</tr>
<tr>
<td>Exchange Server</td>
<td>Microsoft Exchange Server 2010 RTM and above</td>
</tr>
<tr>
<td></td>
<td>Microsoft Exchange Server 2013 RTM and above</td>
</tr>
<tr>
<td></td>
<td>Microsoft Exchange Server 2016 RTM and above</td>
</tr>
<tr>
<td></td>
<td>Microsoft Exchange Server 2019 RTM and above</td>
</tr>
<tr>
<td>Microsoft .Net Framework</td>
<td>Microsoft .Net Framework 4.5.2 and above</td>
</tr>
</tbody>
</table>

The following software is required for Exclaimer Mail Archiver. These components will be installed via the Setup program if not present on the system at the time of installation.

<table>
<thead>
<tr>
<th>Software (Prerequisites)</th>
<th>Minimum Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft IIS</td>
<td>Internet Information Services 7 and above</td>
</tr>
</tbody>
</table>

Note: Desktop operating systems (Windows 7, Windows 8 and Windows 10) have a maximum of 10 concurrent connections for IIS.

System Requirements: Batch Importer (Exchange Mailboxes)
The Batch Importer requires a MAPI provider in order to import Exchange Mailboxes. Please install the MAPI provider for your version of Exchange from the table below.

**Note:** If you have multiple versions of Microsoft Exchange in your organization use the lowest version currently deployed. Once you have installed an appropriate MAPI client you will need to restart the computer before you can use Batch Importer.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Without 2003 Support</td>
<td>With 2003 Support</td>
<td></td>
</tr>
<tr>
<td>Outlook 2010 x86 &amp; x64</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Outlook 2013 x86 &amp; x64</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Outlook 2016 x86</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>MAPI CDO</td>
<td></td>
<td></td>
<td>x*</td>
</tr>
</tbody>
</table>

* It is recommended to use Outlook 2013 x86 & x64 however it is possible to use MAPI CDO - Minimum May 2013 release of [MAPI CDO 1.2.1 version 6.5.8320](#) and above.

Columns **Without 2003 support** and **With 2003 support** are related to the answer given when Microsoft Exchange was first installed (or upgraded from Exchange 2003 or lower) in your organization.

One of the questions asked during Setup is **Do you have any computers running Outlook 2003 and earlier or Entourage in your organization?** Your answer to this question changes the MAPI providers that can be supported in your organization. If you are unsure of your answer to this question, follow instructions in sections below.

**Check by using Microsoft Outlook**

1. On any provider computer in your organization open Microsoft Outlook.
2. Click the Folder icon in the bottom left of the window. (You may have to select More... or ... depending on the version of Microsoft Outlook you are using).
3. The list of folders updates. If the list includes Public Folders, then you have 2003 support.

**Check by using the Exchange Management Shell on your Microsoft Exchange server**

1. Click Start > All Programs > Microsoft Exchange Server > Exchange Management Shell. (For Windows Server 2012 and 2012 R2 point your mouse to the upper-right corner of the screen, moving the mouse pointer down, and then clicking Search from the charm menu. Type Exchange Management Shell in the search and press return. When displayed, click Exchange Management Shell from the search results.)
2. The Exchange Management Shell loads.
3. Enter the command below and press ENTER:

```
@((Get-PublicFolderDatabase).count
```

4. If you are returned a number greater than zero, you have 2003 support.


**Configuring Outlook 2016 as Your MAPI Provider for Exchange 2016**

To configure Outlook 2016 as your MAPI provider for Exchange 2016, follow the instructions below:

**Note:** The 64-bit version of Outlook 2016 is not supported as a MAPI provider for the Mail Archiver Batch Importer.

1. Configure the Exchange Mailbox Access service account in Mail Archiver. Full details can be found in the user manual [here](#).

2. Install Outlook 2016 32-bit on to the server with Mail Archiver installed.

3. Log on to the Mail Archiver server using the account configured for the Exchange Mailbox Access service. By default, this would be **ExclaimerEMA**.

   Alternatively, you can run Outlook using **Run as different user**, then enter the username and password for the Exchange Mailbox Access service account.

4. Create an Outlook profile, and make note of the profile name (by default, this will be **Outlook**).

5. Enter account details for the Exchange Mailbox Access service account:

   ![Add Account](image)

   **E-mail Account**

   - **Your Name:** Exclaimer EMA Account
     Example: Ellen Adams
   - **E-mail Address:** ExclaimerEMA@domain.com
     Example: ellen@contoso.com
   - **Password:** ********
   - **Retype Password:** ********
     Type the password your Internet service provider has given you.

   **Manual setup or additional server types**
6. Click **Next**, select **Change account settings**, and click **Next** again:

![Image of Add Account window](image1)

**Configuring**

Outlook is completing the setup for your account. This might take several minutes.

- Establishing network connection
- Searching for ExclaimerEMA@testnet.local settings
- Logging on to the mail server

Congratulations! Your email account was successfully configured and is ready to use.

7. Uncheck **Use Cached Exchange Mode** for the new mail profile, and click **Finish**:

![Image of Add Account window](image2)

9. Next, you need to add a **System Variable** on the server with Mail Archiver installed.
   
a. Log on to the server with Mail Archiver installed using an account with administrator privileges.
   
b. Open the **Control Panel** and click **System**.
   
c. Click **Advanced System Settings** on the left side:
   
![Control Panel Settings](image)

   d. On the **System Properties Advanced** tab, click **Environment Variables...**
   
e. Under **System variables**, click **New...**
   
f. Add a new variable with the name **EXMAPI_PROFILE** (all uppercase):
g. Enter the name of the Outlook profile (created in step 3 above) under Variable value: (this is case sensitive).

h. Click OK, OK and OK again to save the new system variable.

Once complete you will be able to import emails from the mailboxes on your Exchange 2016 server, using Mail Archiver’s Batch Importer.

**Downloading Exclaimer Mail Archiver**

Please refer to the following link on the Exclaimer website: [http://www.exclaimer.com/mail-archiver/download](http://www.exclaimer.com/mail-archiver/download)

**Installing Exclaimer Mail Archiver**

Download the ‘Mail Archiver’ installation file ‘setup.exe’ and run on one of the supported operating systems listed under the Software heading in the System Requirements section. An MSI is available from support by contacting support@exclaimer.com.

**Uninstalling Exclaimer Mail Archiver**

Uninstall can be achieved via the setup.exe or MSI for the currently installed version of Mail Archiver, or via Programs and Features in your operating system.

Configuration files are located in \ProgramData\Exclaimer Ltd\Mail Archiver and these are not removed as part of the uninstall process. The uninstall process does not lose any of your configuration or settings however, as a backup precaution you may wish to export your configuration, as summarised below:

**Export Steps**

1. Open the Exclaimer Console.
2. Select the ‘Exclaimer’ node.
3. Open the ‘Action’ menu.
4. Select ‘Export Configuration...’
5. Select a location and filename for the export.
6. Press Save.

**Note:** This exports all your settings and licensing data only. Your archived data will not be exported.

**Upgrading Exclaimer Mail Archiver**

Upgrading can be achieved by following the steps above to uninstall the current version and then install the new version. Journal rules will not be disabled; messages will still be delivered to the Journal Mailbox. Journal Mailbox Importers will continue to archive messages once the installation of the new version has been completed.
Important:
When upgrading from Mail Archiver 3.9 to Mail Archiver 4.x you will need to obtain a new license for Mail Archiver 4.x from the Exclaimer Sales team.

Fixed issues:
• Outlook 2016 x86 was not recognised as a MAPI provider on Exchange 2016 servers.
• Problem: Issues loading Mail Archiver Outlook Add-in when after installing following Windows updates: KB4011162 and KB4011178.
  Resolution: The Outlook registry key "EnableRoamingFolderHomepages" is added during the Outlook Add-in installation.

New Features:
• Ability to delete archived emails from Mail Archiver console.
• Made the use of an existing account for Exchange Journal Account the preferred option in Mail Archiver First Use Wizard.