



**Barracuda Message Archiver
Barracuda PST Collector Guide**

Version 3.0

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How the PST Collector Works

Automated PST collection enables organizations to seamlessly meet litigation support and regulatory compliance requirements by simplifying the import of PSTs into the Barracuda Message Archiver. While the contents of individual PST files can be imported manually at any time, the Barracuda PST Collector automates the gathering and importing of pre-existing PST files from any directory on a Microsoft Windows-based system, minimizing the number of manual imports necessary to ensure that all emails are discoverable and included in the archive.

Available only for Microsoft Windows-based systems, the Barracuda PST Collector is comprised of three components:

- **Barracuda PST Collector Server:** The server regulates PST transfers in your network to prevent potential network overload, and displays the location and status of all PST files (as reported by the Barracuda PST Collector Clients). It runs as a Windows service on any Windows-based computer in your environment, and is controlled by an administrative console from which all PST collection is configured.
- **Barracuda PST Collector Client:** The client locates the PST files on the local system on which it is installed, and sends the PST files to the Barracuda Message Archiver. The client must be installed on all systems expected to contain PST files that require importing, and runs as a Windows service. However, it does not have any interface since all configurations are received from the Barracuda PST Collector Server.
Note: All systems running the Barracuda PST Collector Client must have access to both the Barracuda PST Collector Server and the Barracuda Message Archiver. If you wish to import PST files from an external system (such as one connected via VPN), or other machines with only intermittent network access, PST collection happens only when connectivity to the other systems is available.
- **Barracuda Message Archiver:** The Barracuda Message Archiver server receives and processes the imported PST files, and adds their contents to the archive.

To create the most comprehensive archive possible, Barracuda Networks recommends that you perform one-time PST collection using the Barracuda PST Collector to gather and import all historical emails saved in PST files into the Barracuda Message Archiver. Once PST collection is complete, the Barracuda PST Collector can be safely deactivated and uninstalled.

Using the Barracuda PST Collector

In order to deploy the PST Collector, perform the following steps in your network:

- Enable PST Collection on the Barracuda Message Archiver
- Install the Barracuda PST Collector Server
- Install the Barracuda PST Collector Client
- Configure and Deploy the Barracuda PST Collector Client
- Verify Barracuda PST Collector Client Installation
- Monitor and Verify PST Collection
- Verify Import of all Transferred PST Files
- Uninstall the Barracuda PST Collector

Caution: All new installations require some initial synchronization tasks to be performed between the Microsoft Exchange Server and the Barracuda Message Archiver. These tasks, including the direct import of messages, stubbing, and folder synchronization, can take a fair amount of time to complete. The Barracuda Message Archiver prioritizes these tasks over PST file collection processing. Therefore, to reduce network traffic as well as potential load on the Barracuda Message Archiver, and to ensure that even the newest PST files are imported, it is *highly recommended* that PST collection begin *after* all such initial integration tasks are complete.

Enable PST Collection on the Barracuda Message Archiver

Use the following steps to enable PST collection on the Barracuda Message Archiver.

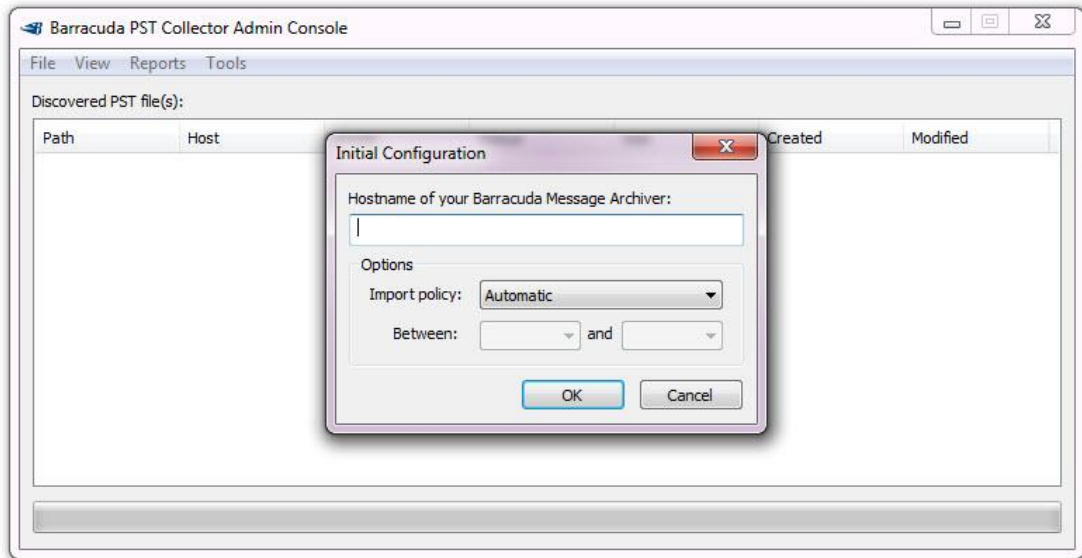
1. Log into your Barracuda Message Archiver as *admin*, and navigate to the **MAIL SOURCES > PST Import** page.
2. In the **PST Import Options** section, set the **Enable PST Collector** option to Yes. Note that this feature *does not* require **Enable Local SMB Share** for PST imports to be enabled as the Collector uses a separate import directory.

Install the Barracuda PST Collector Server

Use the following steps to download, install, and configure the Barracuda PST Collector Server.

1. While still logged into your Barracuda Message Archiver as *admin*, navigate to the **USERS > Client Configuration** page.
2. Download the appropriate version of the Barracuda PST Collector Server for your operating system.
3. Install the server application on a Microsoft Windows-based system in your environment that can be reached by all the systems on which the client application is to be deployed. Note that this need not be an actual server, nor does it need any special configuration; you can even use a virtual machine (VM) to function as the Server.

4. Once the server application is installed, run the **Admin Console** to configure the Server:



5. Enter the hostname or IP address of your Barracuda Message Archiver, and select the desired import policy for PSTs:
- **Automatic:** All PSTs are approved for transfer without any further interaction from a system administrator. Recommended.
 - **Manual:** A PST is approved for transfer only if that PST has been manually marked for transfer using the Admin Console. This setting always requires administrative input as each discovered PST file must be explicitly marked for import. This setting is typically used for importing only specific PST files, manually prioritizing specific PST files over others, or during testing of the Barracuda PST Collector in your environment.
 - **Scheduled:** A PST is approved for transfer only if the request occurs within a configured time window. This setting is typically used to restrict PST transfers to a specified time period when there is less traffic, such as after business hours.

Install the Barracuda PST Collector Client

Use the following steps to download and install the Barracuda PST Collector Client.

1. While still logged into your Barracuda Message Archiver as *admin*, navigate to the **USERS > Client Configuration** page, and download the **PST Collector Deployment Kit**:

The screenshot shows the Barracuda Message Archiver 150 web interface. The user is logged in as 'admin'. The navigation menu includes 'LOCAL ACCOUNTS', 'USER ADD/UPDATE', 'DIRECTORY SERVICES', and 'CLIENT CONFIGURATION'. The 'CLIENT CONFIGURATION' section is active, showing several configuration panels:

- Client Access:** 'Enable Client Access' is set to 'Yes'. Description: 'Allows users to access the Barracuda Message Archiver via the Outlook Add-In, the standalone Search Utility, and to retrieve stubbed attachments. Recommended: Yes'.
- Microsoft Outlook Add-In:**
 - 'Outlook Add-In Deployment Kit' with a 'Download Now' button. Description: 'Kit includes all files necessary to perform a GPO deployment of the Barracuda Message Archiver Outlook Add-In, for both 32- and 64-bit versions of Outlook.'
 - 'Outlook Add-In Installer' with a 'Download Now' button. Description: 'Only for Outlook XP, Outlook 2003, Outlook 2007, and Outlook 2010 32-bit.'
- PST Collector:**
 - 'PST Collector Deployment Kit' with a 'Download Now' button. Description: 'Kit includes all files necessary to install and configure the Barracuda Message Archiver PST Collector Utility. Includes server and client installers, an administrative template (.adm), and usage guide. Only available for Microsoft Windows-based systems.'
- Stand-Alone Search Utility:**
 - 'Stand-Alone Search Utility Deployment Kit' with a 'Download Now' button. Description: 'Kit includes all files necessary to perform a GPO deployment of the Barracuda Message Archiver Stand-Alone Search Utility.'
 - 'Stand-Alone Search Utility' with a 'Download Now' button. Description: '.msi for installing the Search Utility on a system to allow archive searches without using either Outlook Add-in, or having to log into the Web interface. Only available for Microsoft Windows-based systems.'
- GroupWise Key Maker:**
 - 'Trusted Application Key Generator' with a 'Download Now' button. Description: 'Kit for creating the Trusted Application Key. This must be run on a Microsoft Windows-based system which has Microsoft .NET installed. You need to be logged in and authenticated with Novell ConsoleOne and should have enough privileges to be able to modify the domain database.'
- Lotus Notes:**
 - 'Lotus Notes Plugin Update Site' with a 'Download Now' button. Description: 'Kit for deploying the Barracuda Message Archiver Lotus Notes Plugin from an Eclipse Update Site (an IBM Lotus Domino widget catalog). Note: Requires pre-installation of the Stand-Alone Search Utility.'
 - 'Lotus Notes Plugin' with a 'Download Now' button. Description: '.exe for installing the Barracuda Message Archiver Lotus Notes Plugin onto a Microsoft Windows-based system running Lotus Notes 8.0 or later. Note: Requires pre-installation of the Stand-Alone Search Utility.'
 - 'NSF Import Utility' with a 'Download Now' button. Description: '.msi for installing the Barracuda Message Archiver NSF Import Utility on a system, to enable importing of the contents of a Lotus Notes .nsf file into the Barracuda Message Archiver. This must be run from a Microsoft Windows-based system that has Lotus Notes installed.'

At the bottom left, the serial number is #BAR-MA-187977 and the firmware version is v3.0.0.r145648. The Barracuda logo is at the bottom right.

2. Extract the contents to an easily accessible location; the following files are included:
 - Barracuda PST Collector Client 32-bit version installer ending in **_x86.msi**
 - Barracuda PST Collector Client 64-bit version installer ending in **_x64.msi**
 - Barracuda PST Collector administrator module **Barracuda PST Collector.adm**
 - A copy of this .pdf file
3. Move (or copy) the **Barracuda PST Collector.adm** file to your local %systemroot%\inf directory, for example: C:\winnt\inf
4. Copy the .msi file(s) to a location or fileshare accessible to users.
5. Open the Group Policy Management Editor for the organizational unit (OU) that is to use the Barracuda PST Collector, e.g., the default domain policy.

6. Either *edit* the default policy or *create* a new policy object, and link it to the desired container. For example, the particular OU containing the computers on which the Barracuda PST Collector Client is to be installed.
7. In the Group Policy Management Editor, expand **Computer Configuration**.
8. Right-click on **Administrative Templates**, point to **All Tasks**, and click **Add/Remove Templates**.
9. Navigate to the %systemroot%\inf directory, select **Barracuda PST Collector.adm**, and click **Add**.

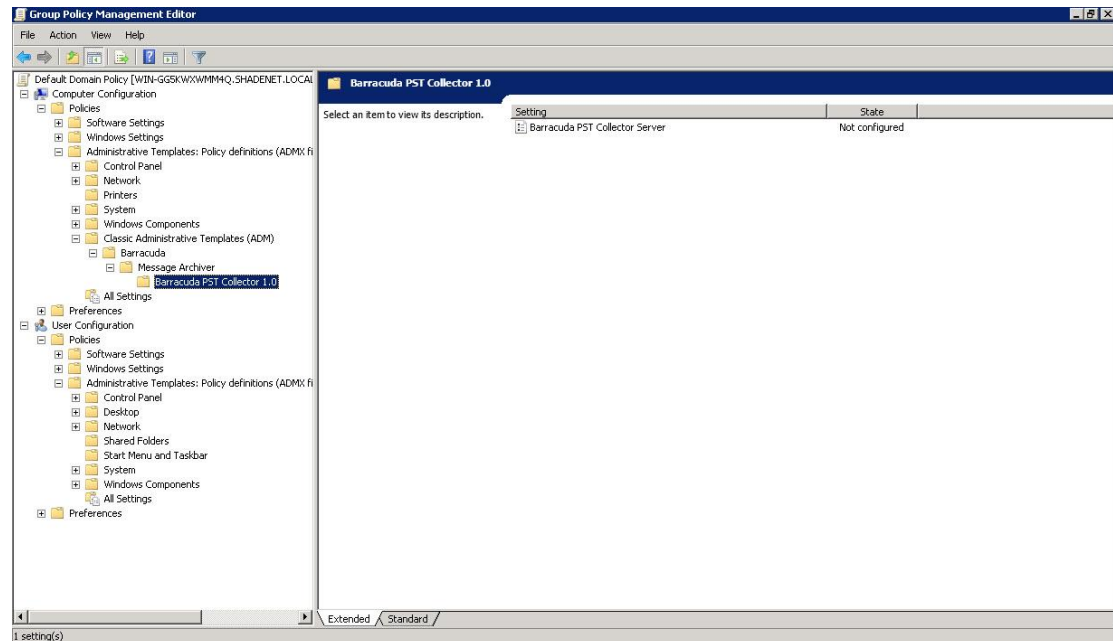
Configure and Deploy the Barracuda PST Collector Client

Use the following steps to configure and deploy the Barracuda PST Collector Client through the Group Policy Management Editor.

1. While still in the Group Policy Management Editor, navigate to **Computer Configuration > Administrative Templates**, and expand the **Barracuda** node.

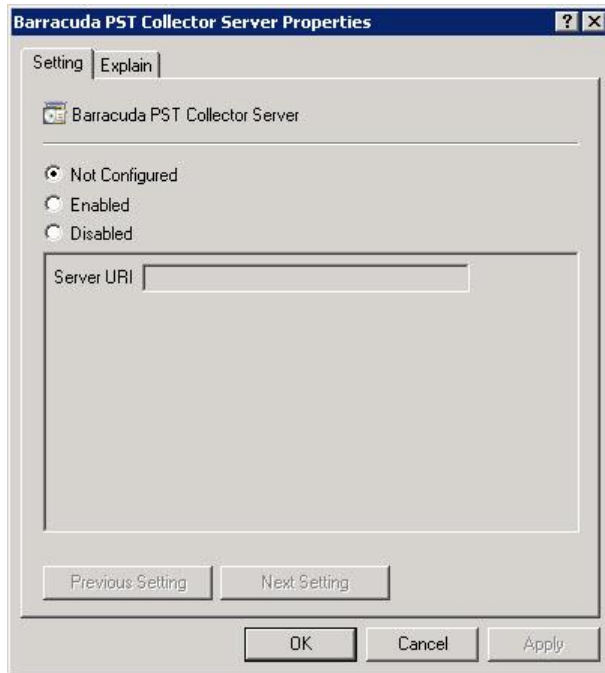
Note: For Windows 2008 Server, the policy appears under **Classic Administrative Templates (ADM)** as the templates are in ADM format.

2. Click **Message Archiver**, and click **Barracuda PST Collector**:



3. Double-click the **Barracuda PST Collector Server** URI policy.

4. In the **Properties** window, enter the hostname or IP address of the system where the Barracuda PST Collector Server is installed:



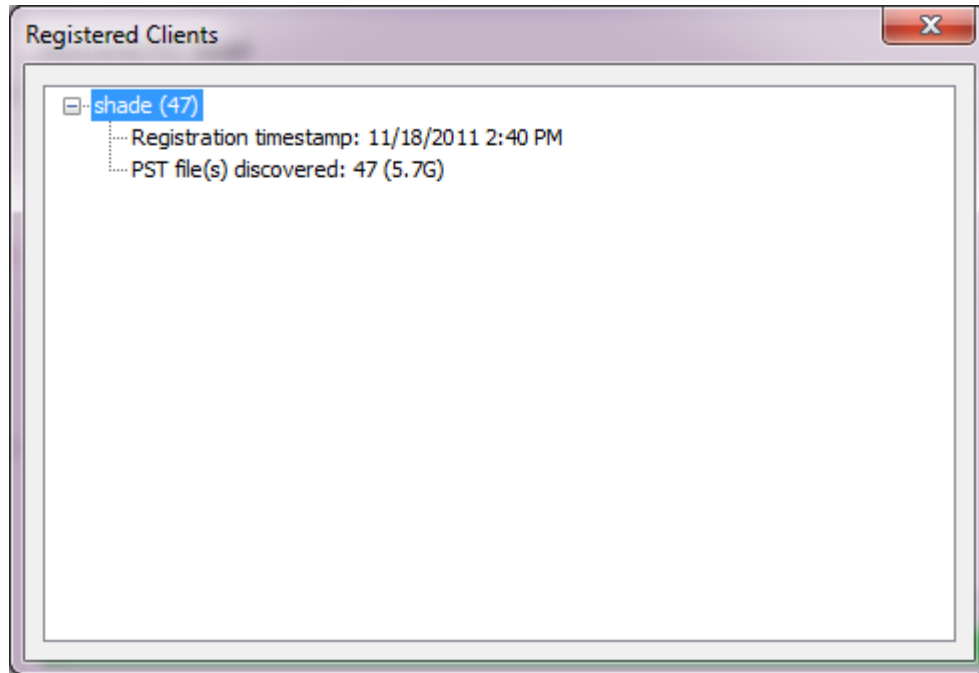
Note: The hostname (FQDN) must be resolvable and the system must be accessible by all machines on which the Barracuda PST Collector Client is to be deployed.

5. Start the Group Policy Management Editor for the domain for which you are installing the Barracuda PST Collector Client.
6. Either *edit* the default policy or *create* a new policy object, and link it to the desired container. For example, the particular OU containing the computers on which the Barracuda PST Collector Client is to be installed.
7. Navigate to **Computer Configuration > Software Settings > Software Installation**.
8. Right-click **Software Installation** and click **New > Package**.
9. Enter the UNC path to the .msi file located in the shared folder. For example:
`\\fileserver\deploy`
10. Click **OK**.

Verify Barracuda PST Collector Client Installation

Use the following steps to verify that the Barracuda PST Collector Client is installed and registered on all clients.

1. On the system where the Barracuda PST Collector Server is installed, open the Admin Console (**Start > Programs > Barracuda > Message Archiver > PST Collector**).
2. From the **Reports** menu, click **Registered Clients**; a window displays a list of all systems currently running a Barracuda PST Collector Client configured to connect to the PST Collection Server:



3. Restart the client system and verify the software installation policy has taken effect. The Barracuda PST Collector Client should be installed when you log in, with policies as configured on the Barracuda PST Collector Server already in place.
4. Group policies can take several minutes to post; if a system is not listed and you have used the Group Policy Management Editor to install the Barracuda PST Collector Client, run the following command to perform an immediate update:

```
gpupdate /force
```

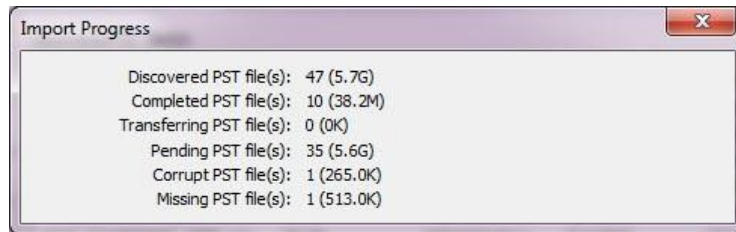
Once you run the command, restart the client system.
5. Refresh the **Registered Clients** display on the Barracuda PST Collector Server, and verify the restarted system is registering correctly.

Note: Additional information on fixing Group Policy issues is available from the Microsoft website: <http://technet.microsoft.com/en-us/library/cc775423.aspx>

Monitor and Verify PST Collection

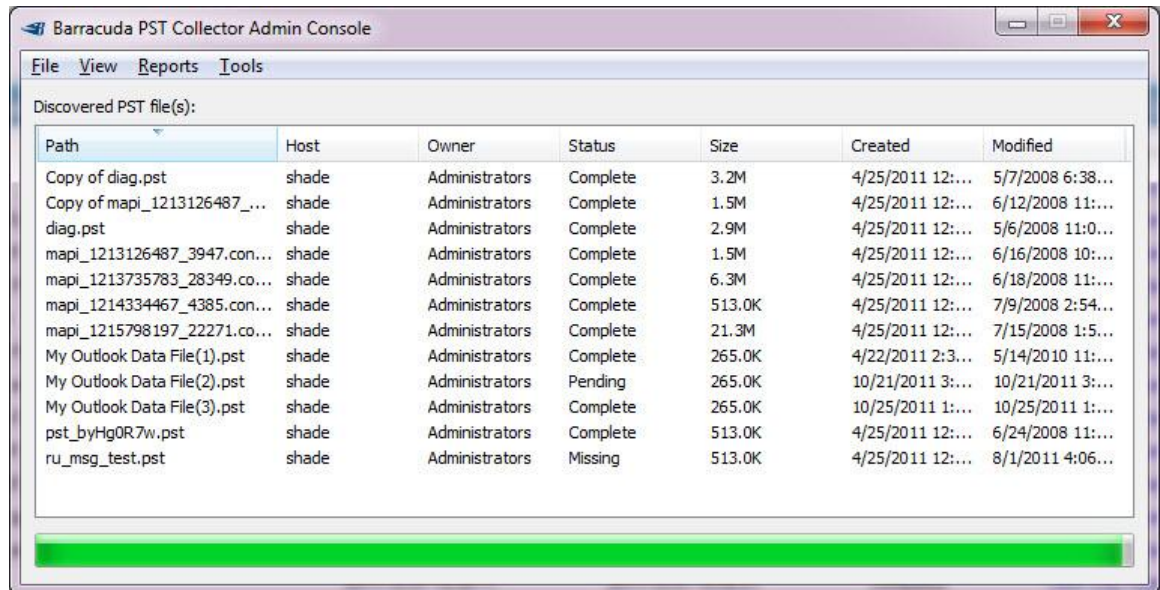
Use the following steps to monitor and verify PST collection.

1. On the system where the Barracuda PST Collector Server is installed, open the Admin Console (**Start > Programs > Barracuda > Message Archiver > PST Collector**).
2. From the **Reports** menu click **Import Progress**:



A window displays the number and size of the PST files that:

- were discovered;
 - have completed transfer to the Barracuda Message Archiver;
 - are in the midst of a transfer;
 - are awaiting transfer;
 - are in some way corrupted.
3. Once imports are no longer in progress, verify that the number and size of the completed PST files are as expected in the **PST Collector Admin Console**:



4. If there are PST files that failed to complete due to corruption or other errors, return to the main Admin Console window. From the **View** menu select **Filter**, and click **Show Corrupt**. A list of all such PST files displays in the main window along with detailed information including the owner, the originating client system, and creation and last modification dates. Independent investigation may be necessary to perform for each PST file that failed to import as there can be a variety of reasons for the failure including (but not limited to):
 - the client system does not have, or does not allow, adequate access to the PST file location;
 - the PST file is too large for transfer;
 - the PST file is still in use.

Note: Error messages are found in various logs on the client system including those in the installation directory. If you are unable to find a cause for the PST import errors, consider enabling verbose logging or contact Barracuda Networks Technical Support for further assistance.

Verify Import of all Transferred PST Files

Use the following steps to confirm import of all transferred PST files to the Barracuda Message Archiver.

1. Confirm that all PST files are correctly transferred to the Barracuda Message Archiver, and verify that the contents of each PST file has been extracted and imported into the archive:
 - a. Log into your Barracuda Message Archiver as *admin*, and navigate to the **MAIL SOURCES > PST Import** page.
 - b. In the **Recent PST Imports** section, verify the status for all listed PST files displays as *Completed*.

Recent PST Imports				
File Name	Start Time	End Time	Status	Actions
diag.pst	2011-12-12 15:07:06	2011-12-12 15:07:20	Completed	View Log Report Delete
mapl_1213735783_26349.conf.pst	2011-12-12 15:06:32	2011-12-12 15:06:47	Completed	View Log Report Delete
mapl_1215798197_22271.conf.pst	2011-12-12 15:05:52	2011-12-12 15:06:12	Completed	View Log Report Delete
My Outlook Data File(1).pst	2011-12-12 15:05:23	2011-12-12 15:05:33	Completed	View Log Report Delete
Copy of diag.pst	2011-12-12 15:04:49	2011-12-12 15:05:02	Completed	View Log Report Delete
My Outlook Data File(3).pst	2011-12-12 15:04:20	2011-12-12 15:04:30	Completed	View Log Report Delete
pst_byHg0R7w.pst	2011-12-12 15:03:49	2011-12-12 15:04:01	Completed	View Log Report Delete
Copy of mapl_1213126487_3947.conf.pst	2011-12-12 15:03:14	2011-12-12 15:03:29	Completed	View Log Report Delete
mapl_1214334467_4385.conf.pst	2011-12-12 15:02:37	2011-12-12 15:02:55	Completed	View Log Report Delete
mapl_1213126487_3947.conf.pst	2011-12-12 15:02:00	2011-12-12 15:02:18	Completed	View Log Report Delete
Trying to get a 1gigger_a203.pst	2011-12-05 18:43:11	2011-12-05 18:49:16	Completed	View Log Report Delete
has_bccs_vtkn.pst	2011-12-01 18:59:43	2011-12-01 18:59:54	Completed	View Log Report Delete
amoran_1.pst	2011-12-01 18:56:11	2011-12-01 18:56:21	Completed	View Log Report Delete
bjorn01.pst	2011-12-01 18:55:40	2011-12-01 18:55:50	Completed	View Log Report Delete
A_Couple of Spaces.pst	2011-12-01 18:55:06	2011-12-01 18:55:18	Completed	View Log Report Delete
bnma-415701.pst	2011-12-01 18:54:37	2011-12-01 18:54:47	Completed	View Log Report Delete
A_few_selected_folders_mPv8.pst	2011-12-01 18:54:05	2011-12-01 18:54:15	Completed	View Log Report Delete

- c. For any listed file, including files that did not complete, click the *View Log* link to display a log of what transpired during the import, or click the *Report* link to view a summary of the imported data.

2. Generate and save a PST collection activity report:
 - a. On the system where the Barracuda PST Collector Server is installed, open the Admin Console (**Start > Programs > Barracuda > Message Archiver > PST Collector**).
 - b. From the **File** menu, click **Export Discovered PST Data**.
 - c. Select the name and location where you wish to store the data displayed in the main window. The file is saved in .csv format, suitable for reading by Microsoft Excel or similar program.

Uninstall the Barracuda PST Collector

Use the following steps to uninstall the Barracuda PST Collector from the client systems and server:

1. Using Group Policy Management Editor, uninstall the Barracuda PST Collector Client from all systems to which it was deployed.
2. On the Barracuda PST Collector Server, open the **Registered Clients** window and verify that all clients were removed; no systems should be listed in the window.
3. Uninstall the Barracuda PST Collector Server from the system where it was installed, typically via the **Add or Remove Programs** utility.

How It Works

There are three main stages to PST collection:

- **Inventory:** The Barracuda PST Collector Client scans client systems for PST files, and creates an inventory of those files which is then submitted to the Barracuda PST Collector Server.
- **Transfer:** The Barracuda PST Collector Server authorizes and schedules each client to send their PST files to the Barracuda Message Archiver.
- **Import:** The Barracuda Message Archiver receives the PST files directly from the client systems and queues them for automatic import adding the contents of each PST file into the archive.

When the Barracuda PST Collector Client is initially installed, it registers against the designated Barracuda PST Collector Server. No PST files are reported or transmitted during this initial registration; thus no discovered PST files display in the Admin Console. A list of registered clients is available from the **Reports > Registered Clients** menu.

The Barracuda PST Collector Client then performs a one-time inventory of all PST files on the machine by scanning all non-network drives for files that have a PST extension and a valid signature. This inventory is then submitted to the Barracuda PST Collector Server, and the client system PST files are visible in the Admin Console.

Important: Any PST file created after this scan is *not* reported or transferred, so it is essential to disable the creation of additional PST files prior to deploying the Barracuda PST Collector -- particularly if PST collection is being done for compliance reasons.

At no time are the actual PST files transferred onto the Barracuda PST Collector Server; only the details of the files, such as the name, location, owner, size and dates/times of creation and last modification, are recorded.

Once the inventory is submitted, each client requests permission from the Barracuda PST Collector Server to initiate transfer of its PST files. The transfer policy configured in the Admin Console determines if, and when, the PST files are actually transferred:

- **Automatic:** All PSTs are approved for transfer.
- **Manual:** Only PST files marked in the Admin Console are approved for transfer; all other PST files remain listed in the display until they are either explicitly approved or a different transfer policy is selected.
- **Scheduled:** PST files are approved for transfer only during a specific time period.

If a file transfer is attempted on a PST file that is currently open, the client uses Microsoft's Volume Snapshot Service (VSS) to create a shadow copy of the volume containing the PST. The PST is then transferred from the shadow copy, and the shadow copy is deleted once PST collection is complete.

To prevent potential network congestion, the Barracuda PST Collector Server controls when approved PST file transfers occur. If an approved PST file transfer is not initiated at the time of the request, the Barracuda PST Collector Client resubmits the request in one hour. Once a transfer is approved, the client is sent the system information for the Barracuda Message Archiver. The client then coordinates directly with the Barracuda Message Archiver on the rate of file transfer to ensure maximum efficiency on both ends. If the system load on the Barracuda Message Archiver becomes too high, the client reinitiates contact in 10 minute intervals until all PST file transfers are complete.