

GFI Archiver Emailer Setup Guide

Helpful tips regarding configuring and troubleshooting the email process.

Configuration is performed through General Settings.

General ▾

Change License Key
Valid
s.aspx

General Settings
mukunda@devmukunda.onmicrosoft.com

GFI Directory Service
Disabled

General Settings Additional Settings

Administrator Email Address

The Administrator email address is used for notifications and when restoring archived items to a mailbox. Users will receive the restored items from the email address below.

Administrator Email Address: mukunda@devmukunda.onmicrosoft.com

SMTP Server

The email server details below are used by GFI Archiver when sending important notifications and restoring items from an Archive Store.

SMTP Server: smtp.office365.com
Port number: 587

Use SSL
 The SMTP server requires authentication

Username: mukunda@devmukunda.onmicrosoft.com

Send a test email

Version Check Settings

General Settings Configuration

The general settings allow you to configure the email address and mail server to use to send system notifications.

Administrator Email Address

Specify the email address where you want GFI Archiver to send important notifications. This email address is also used when restoring archived items to a mailbox. The user would receive the restored email addressed from this email address.

Administrator Email Address: 1

SMTP Server

Specify the SMTP server and port number you want GFI Archiver to use when sending important notifications and restoring emails from an Archive Store.

SMTP Server: 2 Port number: 3
 Use SSL 4
 The SMTP server requires authentication
Username: 5
Password:

[1] Administrator Email Address

As mentioned in the text above this field, this is the email address where notifications and other emails from GFI Archiver will come from. This is the user that will be logged into when SMTP authentication is used.

*For Office365, this user needs to allow **Authenticated SMTP** in order to enable authentication.*

Manage email apps

Choose the apps where Grady Archie can access Microsoft 365 email.

- Outlook on the web
- Outlook desktop (MAPI)
- Exchange web services
- Mobile (Exchange ActiveSync)
- IMAP
- Pop
- Authenticated SMTP

There are also organization-level configurations that can disable SMTP authentication.

[2] SMTP Server address

This is the server where mail will be handed off for delivery. Mail flow will work like this:

[GFI Archiver] >> [SMTP Server] >> [Recipient]

If the *recipient* email address is not located on the same server, for example, if the administrator email address is admin@gfi.com and the recipient is user@test.com, it will likely not work unless:

- You are using SMTP authentication to log into the administrator email account in order to send mail anywhere.
- You have a rule set up on the mail server to allow relaying from your GFI Archiver server's IP address.
 - This may naturally be the case if your installation is local on the Exchange server.

[3] Port Number

Typically this is either 587 (mail submission) or 25 (submission or relay). 587 is preferred if you are using SMTP Authentication. 25 is preferred otherwise.

If you are not using authentication, then you may want to consider an SPF policy rule to allow the GFI Archiver IP address to send mail.

Additionally (as described previously), you may not be able to relay outside of the home domain(s) without a specific rule set up to allow relaying from the GFI Archiver IP address.

[4] Use SSL

This will enable encryption/SSL/TLS on the connection. Port 25 and 587 can still be used as GFI Archiver will use opportunistic TLS (STARTTLS). This is mandatory for many major mail tenants.

[5] The SMTP Server requires authentication

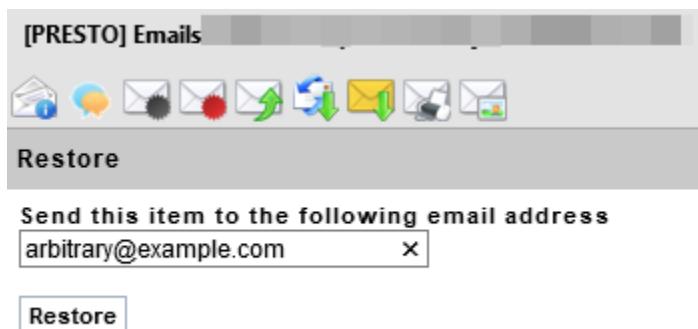
These are the credentials that allow you to log into the SMTP server for sending mail. If you are not using authentication, then you will likely need policy rules in place to allow the GFI Archiver IP address to send mail.

Without authentication, recipients are typically limited unless you have special rules on your mail server.

How does it work?

GFI Archiver acts as a mail **client**. This is an important distinction because it does not perform any routing. It simply deposits mail directly to a mail server. It does not look up MX records to determine where to send mail.

It sends under the given “administrator email” address, with the recipient either being the same administrator, for notifications, or an arbitrary mailbox, when using the “restore to mailbox” feature.



When sending an email, Archiver follows this process:

1. Connect to the configured mail server on the specified port.

2. If SSL is enabled, then establish a secure connection via STARTTLS.
3. If authentication is enabled, then attempt to login with basic authentication.
4. Submit the email contents.

This can fail for a number of reasons, for example:

- The server is not available.
- The server is not accepting connections from the IP address.
- The server doesn't support SSL/TLS, or, more commonly, the server *only* supports SSL/TLS.
- The server TLS version is higher than what is supported.
- The authentication method is not supported.
- Etc.

If mail fails to be sent, it will be kept in the “Retry” folder under GFI\Archiver\Core\SMTP\Retry. And they will be retried every few minutes to be sent.

Do note that mail stays in the Retry folder indefinitely and can repeatedly cause errors in your mail queue, so this folder should be cleaned of any files if they are stuck with permanent delivery errors.

Notification-only workaround

Many customers face an issue where the authentication method is not supported by the mail server. If you only care about administrator notifications, and do not care about a working “restore to mailbox” feature, then you can employ a workaround of faking a “mail relay” rather than “mail client”.

Look up the MX record of your email domain. For example, marctest.xyz:

```
C:\Users\Work>nslookup -type=mx marctest.xyz
Server:  dfdc01.devfactory.local
Address:  10.212.70.10

Non-authoritative answer:
marctest.xyz      MX preference = 10, mail exchanger = mail.marctest.xyz
mail.marctest.xyz      internet address = 74.91.115.219

C:\Users\Work>
```

We see the mail server is mail.marctest.xyz. Typically organizations have multiple. Just choose the one with the lowest priority number (MX preference).

Configure the settings with:

- The recipient address of who you want to receive notifications.
- The primary MX server.
- Port 25.
- SSL
- No authentication.

Administrator Email Address

Specify the email address where you want GFI Archiver to send important notifications. This email address is also used when restoring archived items to a mailbox. The user would receive the restored email addressed from this email address.

Administrator Email Address: X

SMTP Server

Specify the SMTP server and port number you want GFI Archiver to use when sending important notifications and restoring emails from an Archive Store.

SMTP Server:

Port number:

Use SSL

The SMTP server requires authentication

This way, we're tricking GFI Archiver with primitive mail routing (with a fixed MX address) to deposit mail at the specified address. Naturally this doesn't work to send email anywhere else, so it is not the recommended path, but it is a simple workaround for many customers.

Note that some spam filters will block mail like this as it might appear to be impersonating the administrator email address. To get around that, you may need to add an SPF record or whitelist the GFI Archiver server's IP address.

Troubleshooting Issues

The SMTP module is easy to troubleshoot with the debug logs. First, enable them as per [Gathering Troubleshooter Logs for Archiver](#).

Click **Send a test email**

SMTP Server

The email server details below are used by GFI Archiver when sending emails:

SMTP Server: smtp.office365.com

Port number: 587



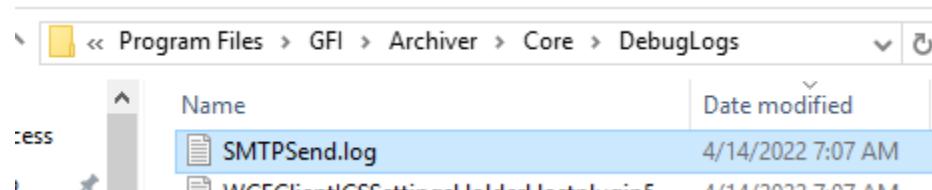
The SMTP server requires authentication

Username: mukunda@devmukunda.onmicrosoft.com

Send a test email



And then check the log to see the result: GFI\Archiver\Core\DebugLogs\SMTPSend.log



At the bottom of the log, you will see the most recent attempt, for example:

```
"info  ","SMTPSend","Process: SMTP server[smtp.office365.com], port[587], ssl[True], sslmode[sslExplicit]"  
"info  ","SMTPSend","Enabling TLS security Protocols "  
"error ","SMTPSend","ERROR: Process: Failed to connect to server[smtp.office365.com:587] with error[SMTP protocol error. 535  
5.7.139 Authentication unsuccessful, the user credentials were incorrect. [DS7PR03CA0084.namprd03.prod.outlook.com].]"  
"info  ","SMTPSend","Process: finished processing emails"  
"info  ","SMTPSend","Process: copying failed mails to retry..."  
"info  ","SMTPSend","Process: finished processing failed emails"
```

This indicates a basic error that the authentication failed.

Telnet Test

To test a server directly for mail submission, you can use telnet or openssl.

Telnet can be installed as a Feature through server manager.

Openssl can be installed from here <https://slproweb.com/products/Win32OpenSSL.html>

Given the desired hostname and port number, connect to the server directly.

```
C:\Users\Work>telnet mail.marctest.xyz 25
```

Identify yourself with EHLO <domain>

Test authentication with AUTH LOGIN. You will likely need STARTTLS before this. To use STARTTLS, use openssl.

```
openssl s_client -tls1_2 -connect <hostname>:<port> -starttls smtp  
-crlf
```

Example:

```
C:\Users\Work>openssl s_client -connect mail.marctest.xyz:25 -starttls smtp -crlf
```

```
read R BLOCK  
ehlo example.com  
250-marctest.xyz  
250-AUTH LOGIN  
250-ENHANCEDSTATUSCODES  
250-8BITMIME  
250-PIPELINING  
250-ETRN  
250-DSN  
250 HELP  
auth login  
334 VXNlcm5hbWU6
```

The basic string of commands to test are:

```
EHLO <DOMAIN>  
AUTH LOGIN  
<USERNAME>  
<PASSWORD>  
MAIL FROM:<ADMINISTRATOR EMAIL>  
RCPT TO:<RECIPIENT EMAIL>  
DATA  
test  
.QUIT
```

<DOMAIN> should ideally resolve from your server's IP address when performing a PTR lookup, but can usually be anything, like example.com
AUTH LOGIN triggers authentication, and the server will ask for your username and password. This is the username and password specified in the Archiver settings. You need to encode the username and password in Base64.
<ADMINISTRATOR EMAIL> is the administrator email address you specify in the settings.
<RECIPIENT EMAIL> is the same as the administrator email, unless you want to test

Example:

```
openssl s_client -tls1_2 -connect mail.marctest.xyz:25 -starttls smtp  
-crlf
```

```
---  
250 HELP  
ehlo example.com ← Your server  
250-marctest.xyz  
250-AUTH LOGIN  
250-ENHANCEDSTATUSCODES  
250-8BITMIME  
250-PIPELINING  
250-ETRN  
250-DSN  
250 HELP  
auth login ← Login  
334 VXNlcm5hbWU6 ← Username "sa" in base64  
c2E= ←  
334 UGFzc3dvcmQ6 ← Password (base64)  
235 2.0.0 Authentication successful ← Sender email  
mail from:sa@marctest.xyz ←  
250 2.1.0 Sender <sa@marctest.xyz> ok ← Recipient email  
rcpt to:sa@marctest.xyz ←  
250 2.1.5 Recipient <sa@marctest.xyz> ok (local)  
data  
354 Enter mail, end with CRLF.CRLF ← Data test  
test  
. ←  
250 2.0.0 625da768-00000004 Message accepted for delivery  
quit  
221 2.0.0 SMTP closing connection  
closed
```

Usually the data test isn't needed, and it might not even work. You should get an error before getting to that point, either from the authentication attempt or from the sender/recipient email commands.

Mail servers are usually fairly verbose in what the error is, and they will tell you what you can't do. If you get an error message, configuration on either the server side or the client side needs to be adjusted.