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Overview

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today. We deliver a fully integrated Legal GRC platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world’s largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law.

1 Exchange admin center (EAC) - Data Source Configuration

Prerequisites

• The Exterro FTKC application has to be installed in the same domain where the Exchange server (on-premises) is installed.
• The service account has to be provided with the below permission and role type from the Exchange admin center.

<table>
<thead>
<tr>
<th>Permission</th>
<th>Role type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance Management</td>
<td>Mailbox Import Export</td>
</tr>
</tbody>
</table>

• Add Exchange Trusted Subsystem group to the shared folders with read and write permissions.

*Note: The shared folders should be accessible by the Exchange server.*

• The case result path should be a network shared path (accessible to Exchange Admin PowerShell and ADGWebLab self-host service users) without any drive characters (e.g., c$, E$).
Ensure that the **Integrated Windows authentication** option is enabled in **Exchange Admin Center > Servers > Virtual Directories > PowerShell (Default Web Site)**.
• The AllowBasic in registry settings should be set to False(0)
  
  o Open Registry Editor (RegEdit) as an administrator and to set the key go to the below location:

  `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\WinRM\Client`

  **Note:** You should create the key if it doesn’t exist already.

  o Set the value for AllowBasic as 0.
Data Source Configuration

1. Login to Exterro FTK Central.
2. From Home page navigate to Exchange data source.
3. In the Version field, select the Exchange Server EAC option.
4. Provide the Name of the data source.
5. Provide the Address (URL) of the Exchange Server EAC.

   Note: The host name of the Exchange server should be provided along with the HTTP protocol.

6. Provide the Username.
7. Provide the Password for the address.
8. In the Confirm Password field re-enter the configured password.

   Note: Enable the Associated to all custodian checkbox to associate all the available custodians.

9. Click Save.

   Note: You are recommended to select the newly introduced ‘EAC’ option against the ‘Connector Type’ field for performing the collection.
Filters

Only the following filters are applicable for Exchange Server EAC:

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sender’s Email</td>
<td>Provide the senders’ email address.</td>
</tr>
<tr>
<td>Recipient’s Email</td>
<td>Provide the recipients’ email address.</td>
</tr>
<tr>
<td>Bcc’s Email</td>
<td>Provide the ‘Bcc’ recipients’ email address.</td>
</tr>
<tr>
<td>Cc’s Email</td>
<td>Provide the ‘Cc’ recipients’ email address.</td>
</tr>
<tr>
<td>Keyword(s)</td>
<td>Searches the keyword in email subject, sender, recipients and in the email body.</td>
</tr>
<tr>
<td>Subject</td>
<td>Searches with the provided email subject.</td>
</tr>
<tr>
<td>Creation Date</td>
<td>Message date option with Date Equals and Date Between options.</td>
</tr>
</tbody>
</table>

Limitations

- The ‘Report Only’ collection is not applicable for Exchange Server EAC.
- The ‘Results Report’ is not applicable for Exchange Server EAC. When the user tries downloading it, the ‘Results Report download Failed’ error message will be displayed.
- The ‘Enable Recurrence’ and ‘Incremental Collection’ options in ‘Execution Mode’ of collection configuration is not applicable for Exchange Server EAC.
- The ‘Exclude’ option in the ‘Apply Filter’ pop-up of ‘Filters’ will not be available for Exchange Server EAC.
- The ‘Hits’ column and ‘Last File Collected’ field in the ‘Collection Progress’ pop-up will display ‘N/A’ for the collections of Exchange Server EAC.
Contact Exterro

If you have any questions, please refer to this document, or any other related materials provided to you by Exterro. For usage questions, please check with your organization’s internal application administrator. Alternatively, you may contact your Exterro Training Manager or other Exterro account contact directly.

For technical difficulties, support is available through support@exterro.com.

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