



CEMAPHORE  
SYSTEMS™

# MailShadow® 2.4 Frequently Asked Questions

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## MailShadow Onsite Current Releases

The current shipping release build is listed below. The current release build (Build 2.4.11) is at:

[MailShadow Onsite 2.4.11](#)

[MailShadow Onsite 2.4.13 Client \(for use with 2.4.11 Server version\)](#)

Please be advised that all 2.4.x builds require a license key. By default they will only install a 20 user/20 day license. Do not use this on a production gateway pair until you contact support ([support@cemaphore.com](mailto:support@cemaphore.com)) for a license. The current licensing instructions are at: [MailShadow Licensing Overview](#)

The current troubleshooting document: [Version 2.4.Generic MailShadow Onsite TroubleShooting](#)

## MailShadow OnSite Utilities

### [Remove Orphaned MailShadow Users \(ROMU\)](#)

There is a file to help clean up users that have not been fully removed. It is called romu.exe. It is located at:

#### [Remove Orphaned MailShadow User\(s\)](#)

Instructions:

1. Copy the file to the \program files\MailShadow directory of a gateway. (It does not matter which one.)
2. Logon to that Gateway as the service account for that gateway.
3. Open a command window and run romu.exe.
4. It will ask about the number of provisioned users showing up in the MMC. In the MMC right click on mailboxes and get the count and ensure the number the utility shows and the MMC shows are the same. If they are not the same contacts Cemaphore Customer Service at [support@cemaphore.com](mailto:support@cemaphore.com).
5. If they are they same continue and finish running the utility.

### [Hide Users in a Exchange 2007 environment](#)

It is located at:

#### [Address Book Cleanup Utility](#)

1. This script clears properties on the MailShadow User Objects so that the users no longer can be seen in the GAL.
2. This will only work for MailShadow Users created in the default path in AD. (Domain\Program Data\Cemaphore\MailShadow\ShadowMail Users). If the users are stored anywhere else in AD, this script will not work.
3. When the script is ran, it will look at every MailShadow User even if it does not need to make a change, so you will see them scroll by on the screen, this is normal behavior.
4. Once the changes have been made on the MailShadow User Object, it may take several hours for them to no longer be seen in the GAL

ClearAddressBook.vbs instruction:

1. While logged in as the service account on either gateway download ClearAddressBooks.vbs from the forum.
2. Go to a command prompt, then go to the path where you downloaded script.
3. Type the following at the command prompt: "cscript ClearAddressBooks.vbs".

## [MailShadow Monitor Update](#)

Some users have been experiencing multiple clear messages for only one error message. This file should correct that.

### [Updated Monitoring Service](#)

Instructions:

1. Copy the file to the desktop of both gateways (Don't forget to do both)
2. Logon to that Gateway as the service account for that gateway.
3. Stop the Cemaphore MailShadow Monitor service.
4. Copy the file to the \program files\MailShadow\Monitor directory of a gateway then restart the Monitor service.

## [Tips for troubleshooting MailShadow OnSite:](#)

[MailShadow OnSite Troubleshooting.zip](#)

## [MailShadow OnSite Current Documentation and Top Issues](#)

[MailShadowDocs.zip](#)

## Shadow User Password Creation Registry Keys

Value: "Password Length"

Type: DWORD

Range: 1-127 (0x1-0x80)

Default: 20

Purpose: Determines the length of the password.

Value: "No Numbers"

Type: (any)

Default: False

Purpose: The presence of this value will remove numerical symbols from the password creation character pool.

Value: "No Specials"

Type: (any)

Default: False

Purpose: The presence of this value will remove special symbols from the password creation character pool.

Value: "No Uppercase"

Type: (any)

Default: False

Purpose: The presence of this value will remove uppercase letters from the password creation character pool.

Value: "No Lowercase"

Type: (any)

Default: False

Purpose: The presence of this value will remove lowercase letters from the password creation character pool.

## How to control what ports MailShadow Onsite uses

From the Exchange Server to the MailShadow Gateway please see <http://www.microsoft.com/technet/prodte...x?mfr=true>

Between the MailShadow Gateways or to Outlook we need at least port 3931, 135 and appropriate RPC ports. This will be configurable in a registry setting. (MS LINK <http://support.microsoft.com/?id=154596>)

1. Add the Internet key under: HKEY\_LOCAL\_MACHINE\Software\Microsoft\Rpc
2. Under the Internet key, add the values "Ports" (MULTI\_SZ), "PortsInternetAvailable" (REG\_SZ), and "UseInternetPorts" (REG\_SZ).

In this example ports 5000 through 5100 inclusive have been arbitrarily selected to help illustrate how the new registry key can be configured. For example, the new registry key appears as follows:

Ports: REG\_MULTI\_SZ: 5000-5100  
PortsInternetAvailable: REG\_SZ: Y  
UseInternetPorts: REG\_SZ: Y

3. Restart the server. All applications that use RPC dynamic port allocation use ports 5000 through 5100, inclusive.

In most environments, a minimum of 100 ports should be opened, because several system services rely on these RPC ports to communicate with each other.

You should open up a range of ports above port 5000. Port numbers below 5000 may already be in use by other applications and could cause conflicts with your DCOM application(s). Furthermore, previous experience shows that a minimum of 100 ports should be opened, because several system services rely on these RPC ports to communicate with each other.

## What you need to install if you add Exchange 2007

You must add the following software to both gateways (in this order):

MMC 3.0 (this is included in a fully patched Server 2003 install)

<http://www.microsoft.com/downloads/details.aspx?displaylang=en>

PowerShell (is part of the Exchange install)

Exchange Console 32bit (only install the management console)

<http://www.microsoft.com/downloads/details.aspx?displaylang=en>

Stand-alone MAPI

<http://www.microsoft.com/downloads/details.aspx?displaylang=en>

(Server 2007 DLL's present)

The Exchange 2003 and Exchange 2007 software will co-exist.

## How to customize the client pop-up message

This is the first section of the registry on the client. Remember this is the user work station.

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Cemaphore\MailShadow]

This is the key that controls the normal delay on the first screen of the client popup message.

"ShutdownDelay"=dword:0000001e (can be in HKEY\_CURRENT\_USER which takes precedence)

This key allows you to add information like "If you have questions call IT at x1234".

"CustomPromptText"="Contact the IT department for additional information."

This key allows you to control the total timeout before Outlook is relaunched by our client with no user interaction.

"MaxTimeoutSeconds"=dword:0000003c (can be in HKEY\_CURRENT\_USER which takes precedence)

These 3 keys should help customize the experience for everyone's organization. Please contact Support if you have questions.

## **Microsoft Operations Manager Cemaphore Performance Counters**

A Microsoft Operations Manager (MOM) management pack has been created to collect the MailShadow service and transport counters. The MailShadow pack includes settings for computer groups and rule groups. This is only available on Build 2.3.964 and later builds. Please see the release announcement post.

The zip file linked to below contains the management pack and a document describing the installation of the pack and definitions.

[Cemaphore Performance Counters MOM pack and docs.zip](#)