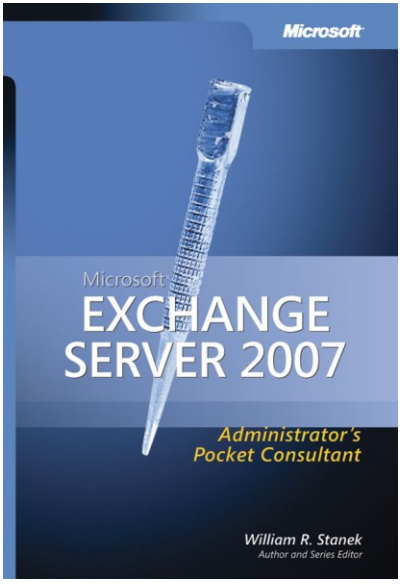

Microsoft® Exchange Server 2007 Administrator's Pocket Consultant

William R. Stanek

To learn more about this book, visit Microsoft Learning at http://www.microsoft.com/MSPress/books/9546.aspx

9780735623484

Microsoft Press

Table of Contents

Chapter 8

Mailbox Administration

The difference between a good Microsoft Exchange administrator and a great one is the attention he or she pays to mailbox administration. Mailboxes are private storage places for sending and receiving mail, and they are created as part of private mailbox databases in Exchange. Mailboxes have many properties that control mail delivery, permissions, and storage limits. You can configure most mailbox settings on a per-mailbox basis. However, you cannot change some settings without moving mailboxes to a different mailbox database or changing the settings of the mailbox database itself. For example, you set the storage location on the Exchange file system, the default public folder database for the mailbox, and the default offline address book on a per-mailbox database basis. Keep this in mind when performing capacity planning and when deciding which storage group and mailbox database to use for a particular mailbox.

Creating Special-Purpose Mailboxes

Exchange Server 2007 makes it easy to create several special-purpose mailbox types, including:

- **Room mailbox** A room mailbox is a mailbox for room scheduling.
- **Equipment mailbox** An equipment mailbox is a mailbox for equipment scheduling.
- **Linked mailbox** A linked mailbox is a mailbox for a user from a separate, trusted forest.
- **Forwarding mailbox** A forwarding mailbox is a mailbox that can receive mail and forward it off-site.

The sections that follow discuss techniques for working with these special-purpose mailboxes.

Using Room and Equipment Mailboxes

You use room and equipment mailboxes for scheduling purposes only. You'll find that:

- Room mailboxes are useful when you have conference rooms, training rooms, and other rooms for which you need to coordinate the use.
- Equipment mailboxes are useful when you have projectors, media carts, or other items of equipment for which you need to coordinate the use.

Every room and equipment mailbox must have a separate user account associated with it. Although these accounts are required so that the mailboxes can be used for scheduling, the accounts are disabled by default so that they cannot be used for logon. To ensure that the resource accounts do not get accidentally enabled, you'll need to coordinate closely with other administrators in your organization.

> **Note** The Exchange Management Console doesn't show the enabled or disabled status of user accounts. The only way to check the status is to use domain administration tools.

Because the number of scheduled rooms and equipment grows as your organization grows, you'll want to carefully consider the naming conventions you use with rooms and equipment:

- With rooms, you'll typically want to use display names that clearly identify the rooms' physical locations. For example, you might have rooms named "Conference Room 28 on Fifth Floor" or "Building 83 Room 15."
- With equipment, you'll typically want to identify the type of equipment, the equipment characteristics, and the equipment's relative location. For example, you might have equipment named "NEC HD Projector at Seattle Office" or "5th Floor Media Cart."

As with standard user mailboxes, room and equipment mailboxes have contact information associated with them. To make it easier to find rooms and equipment, you should provide as much information as possible. Specifically, you can make rooms easier for users to work with by using these techniques:

- If a room has a conference or call-in phone, enter this phone number as the business phone number on the Address And Phone tab of the Mailbox Properties dialog box.
- Specify the location details in the Office text box on the Organization tab of the Mailbox Properties dialog box.
- Specify the room capacity in the Resource Capacity text box on the Resource Information tab of the Mailbox Properties dialog box.

The business phone, location, and capacity are displayed in Microsoft Outlook.

After you've set up mailboxes for your rooms and equipment, scheduling the rooms and equipment is fairly straightforward. In Exchange, room and equipment availability is tracked using free/busy data. In Outlook, a user who wants to reserve rooms, equipment, or both simply makes a meeting request that includes the rooms and equipment that are required for the meeting.

The steps to schedule a meeting and reserve equipment are as follows:

1. In Outlook 2007, click New, and then select Meeting Request. Or press Ctrl+Shift+Q.
2. In the To text box, invite the individuals who should attend the meeting by typing their display names, Exchange aliases, or e-mail addresses, as appropriate (see Figure 8-1).

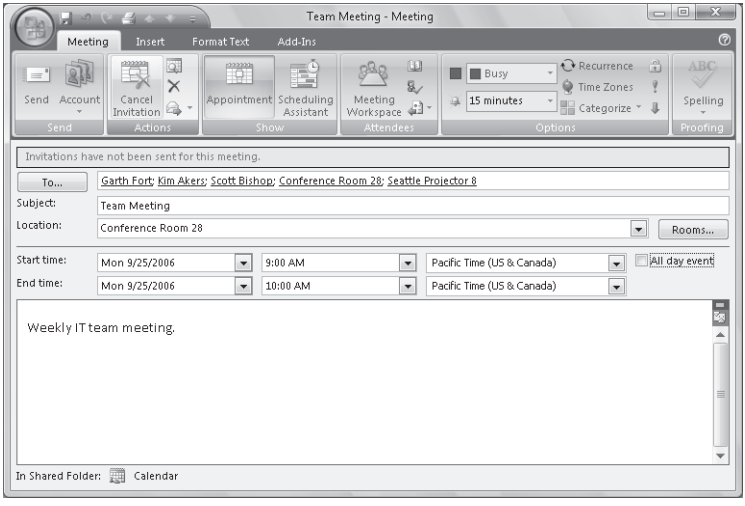

Figure 8-1 You can schedule a meeting that includes a reserved room and equipment.

3. Type the display name, Exchange alias, or e-mail address for any equipment you need to reserve.
4. Click the Rooms button to the right of the Location text box. The Select Rooms dialog box appears, as shown in Figure 8-2. By default, the Select Rooms dialog box uses the All Rooms address book. Rooms are added to this address book automatically when you create them.

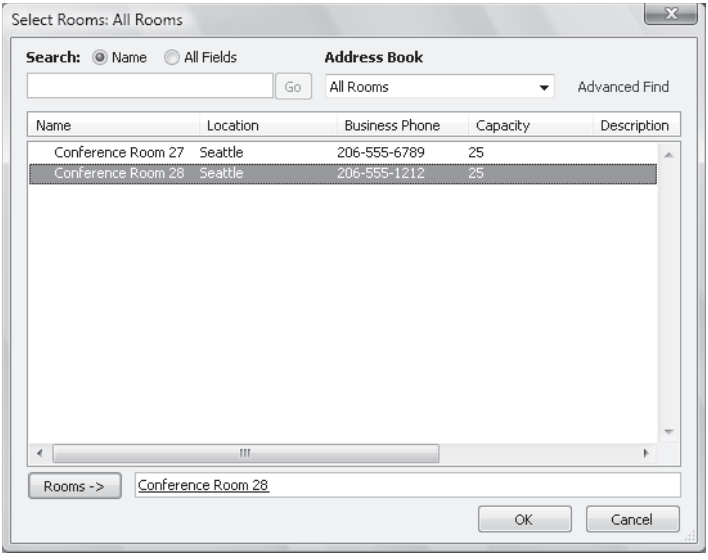

Figure 8-2 Select a room to use for the meeting.

5. Double-click the room you want to use. This adds the room to the Rooms list. Click OK to close the Select Rooms dialog box.
6. In the Subject text box, type the meeting subject.
7. Use the Start Time and End Time options to schedule the start and end times for the meeting.
8. Click Scheduling Assistant to view the free/busy data for the invited users and the selected resources.
9. After you type a message to accompany the meeting request, click Send.

Creating Room and Equipment Mailboxes

In Exchange Management Console, you can create room and equipment mailboxes by completing the following steps:

1. In Exchange Management Console, expand the Recipient Configuration node, and then select the related Mailbox node.

> **Note** If you want to create the user account for the room or equipment mailbox in a domain other than the current one, you'll first need to set the scope for the Mailbox node, as discussed in the "Finding Existing Mailboxes, Contacts, and Groups" section of Chapter 7, "User and Contact Administration."

2. Right-click the Mailbox node, and then select New Mailbox. This starts the New Mailbox Wizard.
3. On the Introduction page, select either Room Mailbox or Equipment Mailbox, as appropriate, and then click Next.
4. On the User Type page, verify that New User is selected, and then click Next. Each room or equipment must have a separate user account. This is necessary to track the unique free/busy data for the room or equipment.
5. On the Mailbox Information page, the Organizational Unit text box shows where in Active Directory the user account will be created. By default, this is the Users container in the current domain. As you'll usually need to create room and equipment accounts in a specific organizational unit rather than the Users container, click Browse. Use the Select Organizational Unit dialog box to choose the location in which to store the account, and then click OK.
6. Type a descriptive display name in the Name text box.
7. In the User Logon Name text box, type the logon name. Use the drop-down list to select the domain with which the account is to be associated. This sets the fully qualified logon name.
8. The first 20 characters of the logon name are used to set the pre-Microsoft Windows 2000 logon name, which must be unique in the domain. If necessary, change the pre-Windows 2000 logon name.
9. Type and then confirm the password for the account. Even though the account is disabled by default, this password must follow the conventions of your organization's password policy.
10. Click Next. On the Mailbox Settings page, the Exchange alias is set to the logon name by default. You can change this value by entering a new alias. The Exchange alias is used to set the user's e-mail address.
11. If multiple Mailbox servers are configured with an information store, use the Server drop-down list to specify the server on which the mailbox should be stored.
12. If several storage groups are configured, use the Storage Group drop-down list to specify the storage group that should be used.
13. If several mailbox databases are configured, use the Mailbox Database drop-down list to specify the mailbox database that should be used.
14. Click Next, and then click New to create the account and the related mailbox. If an error occurs during account or mailbox creation, neither the account nor the related mailbox will be created. You will need to correct the problem and repeat this procedure.

15. Click Finish. For all mailbox-enabled accounts, a Simple Mail Transfer Protocol (SMTP) e-mail address is configured automatically.

In Exchange Management Shell, you can use the New-Mailbox cmdlet to create a user account with a mailbox for rooms and equipment. Sample 8-1 provides the syntax and usage. Although the account is disabled by default, you must enter a secure password for the account when prompted.

Note Note that for rooms, you must use the –Room parameter and set the value to $null. For equipment, you must use the –Equipment parameter and set the value to $null.

Sample 8-1 Creating Room and Equipment Mailboxes

Syntax

```
New-Mailbox -Name 'DisplayName' -Alias 'ExchangeAlias'
-OrganizationalUnit 'OrganizationalUnit'
-Database 'Database'
-UserPrincipalName 'LogonName' -SamAccountName 'prewin2000logon'
-FirstName '' -Initials '' -LastName ''
[-Room $null | -Equipment $null
```

Usage

```
New-Mailbox -Name 'Conference Room 27' -Alias 'room27'
-OrganizationalUnit 'cpandl.com/Sales'
-Database 'Corpsvr127\First Storage Group\Sales'
-UserPrincipalName 'room27@cpandl.com' -SamAccountName 'room27'
-FirstName '' -Initials '' -LastName ''
-Room $null
```

Creating Linked Mailboxes

A linked mailbox is a mailbox that is accessed by a user in a separate, trusted forest. Typically, you'll use linked mailboxes when your organization's mailbox servers are in a separate resource forest, and you want to ensure users can access free/busy data across these forests.

All linked mailboxes have two user account associations:

- A unique user account in the same forest as the Mailbox server. The same forest user account is disabled automatically so that it cannot be used for logon.
- A unique user account in a separate forest for which you are creating a link. The separate forest user account is enabled so that it can be used for logon.

In Exchange Management Console, you can create a linked mailbox by completing the following steps:

1. In Exchange Management Console, expand the Recipient Configuration node, and then select the related Mailbox node.
2. Right-click the Mailbox node, and then select New Mailbox. This starts the New Mailbox Wizard.
3. On the Introduction page, select Linked Mailbox, and then click Next.
4. On the User Type page, verify that New User is selected, and then click Next.
5. On the Mailbox Information page, click Browse to create the new user account in a different container. Use the Select Organizational Unit dialog box to choose the location in which to store the account, and then click OK.
6. Type the user's first name, middle initial, and last name in the text boxes provided. These values are used to create the Name entry, which is the user's display name.
7. In the User Logon Name text box, type the user's logon name. Use the drop-down list to select the domain with which the account is to be associated. This sets the fully qualified logon name.
8. The first 20 characters of the logon name are used to set the pre-Windows 2000 logon name, which must be unique in the domain. If necessary, change the pre-Windows 2000 logon name.
9. Type and then confirm the password for the account. Although the account will not be used for logon, this password must follow the conventions of your organization's password policy.
10. Click Next. The Exchange alias is set to the logon name by default. Make sure the alias matches the one used in the resource forest.
11. Use the Server, Storage Group, and Mailbox Database drop-down lists to specify the server, storage group, and mailbox databases for the mailbox.
12. Click Next. On the Master Account page, click Browse to the right of the Linked Forest text box. In the Select Trusted Forest Or Domain dialog box, select the linked forest or domain in which the user's original account is located, and then click OK.
13. If you need additional administrative permissions to access the linked forest, select the Use The Following Windows Account check box. Then type the user name and password for an administrator account in this forest.
14. Click the Browse button to the right of the Linked Domain Controller text box. In the Select Domain Controller dialog box, select a domain controller in the linked forest, and then click OK.
15. Click the Browse button to the right of the Linked Master Account text box. Use the options in the Select User dialog box to select the original user account in the linked forest, and then click OK.

16. Click Next, and then click New to create the account and the related mailbox. If an error occurs during account or mailbox creation, neither the account nor the related mailbox will be created. You will need to correct the problem and repeat this procedure.
17. Click Finish. For all mailbox-enabled accounts, an SMTP e-mail address is configured automatically.

In Exchange Management Shell, you can create a user account with a linked mailbox using the New-Mailbox cmdlet. Sample 8-2 provides the syntax and usage. You'll be prompted for two sets of credentials: one for the new user account and one for an administrator account in the linked forest.

Sample 8-2 Creating linked mailboxes

Syntax

```
New-Mailbox -Name 'DisplayName' -Alias 'ExchangeAlias'
 -OrganizationalUnit 'OrganizationalUnit'
 -Database 'Database'
 -UserPrincipalName 'LogonName' -SamAccountName 'prewin2000logon'
 -FirstName 'FirstName' -Initials 'Initial' -LastName 'LastName'
 -ResetPasswordOnNextLogon State
 -LinkedDomainController 'LinkedDC'
 -LinkedMasterAccount 'domain\user'
 -LinkedCredentials 'domain\administrator'
```

Usage

```
New-Mailbox -Name 'Wendy Richardson' -Alias 'wendyr'
 -OrganizationalUnit 'cpandl.com/Sales'
 -Database 'Corpsvr127\First Storage Group\Sales'
 -UserPrincipalName 'wendyr@cpandl.com' -SamAccountName 'wendyr'
 -FirstName 'Wendy' -Initials '' -LastName 'Richardson'
 -ResetPasswordOnNextLogon $true
 -LinkedDomainController 'CohoDC58'
 -LinkedMasterAccount 'coho\wrichardson'
 -LinkedCredentials 'coho\williams'
```

Creating Forwarding Mailboxes

Custom recipients, such as mail-enabled users and contacts, don't normally receive mail from users outside the organization because a custom recipient doesn't have an e-mail address that resolves to a specific mailbox in your organization. At times, though, you might want external users, applications, or mail systems to be able to send mail to an address within your organization, and then have Exchange forward this mail to an external mailbox.

Tip In my organization, I've created forwarding mailboxes for pager alerts. This simple solution lets managers (and monitoring systems) within the organization quickly and easily send text pages to IT personnel. Here, I've set up mail-enabled contacts for each pager e-mail address, such as 8085551212@adatum.com, and then created a mailbox that forwards e-mail to the custom recipient. Generally, the display name of the mail-enabled contact is in the form Alert *User Name*, such as Alert William Stanek. The display name and e-mail address for the mailbox are in the form Z *LastName* and AE-*MailAddress@myorg.com*, such as Z Stanek and AWilliamS@adatum.com, respectively. Afterward, I hide the mailbox so that it isn't displayed in the global address list or in other address lists, so users can see only the Alert William Stanek mailbox.

To create a user account to receive mail and forward it offsite, follow these steps:

1. Using Exchange Management Console, create a mail-enabled contact for the user. Name the contact X – *User Name*, such as X – William Stanek. Be sure to establish an external e-mail address for the contact that refers to the user's Internet address.
2. Using Exchange Management Console, create a mailbox-enabled user account in the domain. Name the account with the appropriate display name, such as William Stanek. Be sure to create an Exchange mailbox for the account, but don't grant any special permission to the account. You might want to restrict the account so that the user can't log on to any servers in the domain.
3. Using Exchange Management Console, access the Properties dialog box for the user's mailbox.
4. On the Mail Flow Settings tab, select Delivery Options, and then click Properties.
5. In the Delivery Options dialog box, select the Forward To check box, and then click Browse.
6. In the Select Recipient dialog box, select the mail-enabled contact you created earlier, and then click OK three times. You can now use the user account to forward mail to the external mailbox.

Managing Mailboxes: The Essentials

You often need to manage mailboxes the way you do user accounts. Some of the management tasks are fairly intuitive and others aren't. If you have questions, be sure to read the sections that follow.

Viewing Current Mailbox Size, Message Count, and Last Logon

You can use the Exchange Management Console to view who last logged on to a mailbox, last logon date and time, mailbox size, and message count by completing these steps:

1. In Exchange Management Console, expand the Recipient Configuration node, and then select the related Mailbox node.

2. Double-click the mailbox with which you want to work.
3. On the General tab, the Last Logged On By text box shows who last logged on to the mailbox and the last logon date and time (see Figure 8-3).
4. On the General tab, the Total Items and Size (KB) areas show the number of messages in the mailbox and the current mailbox size in kilobytes, respectively.

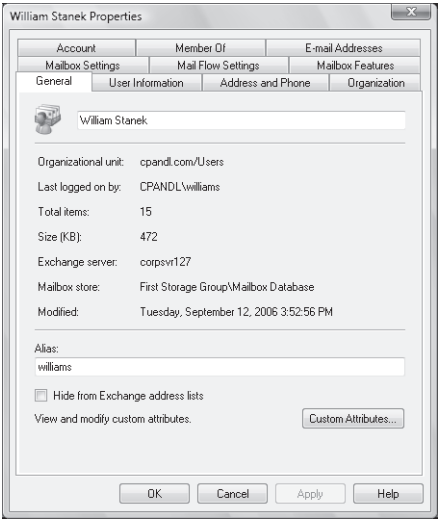

Figure 8-3 View mailbox statistics.

If you want to view this same information for all mailboxes on a server, the easiest way to do so is to use the Get-MailboxStatistics cmdlet. Sample 8-3 shows examples using this cmdlet.

Sample 8-3 Getting statistics for multiple mailboxes

Syntax

```
Get-MailboxStatistics [-Server 'Server' | -Identity 'Identity'
     | -Database 'Database']
```

Usage

```
Get-MailboxStatistics -Server 'corpsvr127'
Get-MailboxStatistics -Database 'Corpsvr127\First Storage
Group\Engineering'

Get-MailboxStatistics ÐIdentity 'cpandl\williams'
```

Setting Alternate Mailbox Display Names for Multilanguage Environments

In some cases, the full display name for a mailbox won't be available for display. This can happen when multiple language versions of the Exchange snap-in are installed on the network or when multiple language packs are installed on a system. Here, the system cannot interpret some or all of the characters in the display name and, as a result, doesn't show the display name. To correct this problem, you can set an alternate display name using a different character set. For example, you could use Cyrillic or Kanji characters instead of standard ANSI characters.

You can set an alternate display name for a mailbox by following these steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the User Information tab, type the alternate display name in the Simple Display Name text box, and then click OK.

Hiding Mailboxes from Address Lists

Occasionally, you might want to hide a mailbox so that it doesn't appear in the global address list or other address lists. One reason for doing this is if you have administrative mailboxes that you use only for special purposes. To hide a mailbox from the address lists, follow these steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the General tab, select the Hide From Exchange Address Lists check box, and then click OK.

Defining Custom Mailbox Attributes for Address Lists

Address lists, like the global address list, make it easier for users and administrators to find available Exchange resources, including users, contacts, distribution groups, and public folders. The fields available for Exchange resources are based on the type of resource. If you want to add additional values that should be displayed or searchable in address lists, such as an employee identification number, you can assign these values as custom attributes.

Exchange provides 15 custom attributes, labeled Customer Attribute 1, Custom Attribute 2, and so on, through Custom Attribute 15. You can assign a value to a custom attribute by completing the following steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.

2. On the General tab, click Custom Attributes. The Custom Attributes dialog box appears.
3. Enter attribute values in the text boxes provided, and click OK twice.

Moving Mailboxes

To complete an upgrade, balance the server load, or manage drive space, you can move mailboxes from one server, storage group, or database to another server, storage group, or database:

- When your source and destination Mailbox servers are running Exchange Server 2007 and are in the same forest, you use Exchange Management Console or the Move-Mailbox cmdlet to move the mailboxes. This might be necessary when you are seeking to balance the load on a particular server.
- When your source servers are running Exchange 2000 Server or Exchange Server 2003 and your destination servers are running Exchange Server 2007, you can use the Move-Mailbox cmdlet to move the mailboxes. This might be necessary when you are upgrading to Exchange Server 2007.
- When your source and destination servers are running Exchange Server 2007 but are in different forests, you can use the Move-Mailbox cmdlet to move the mailboxes. This might be necessary if you are implementing an Exchange resource forest or establishing a new forest.

The sections that follow discuss how to perform these various types of move tasks.

Moving Mailboxes: The Essentials

Moving mailboxes while they are actively being used isn't a good idea, as it may cause some disruption to the affected users. Typically, you'll want to move mailboxes at a time when they are less likely to be in use. You can use the move scheduling features in Exchange Server 2007 to do this when you use Exchange Management Console.

When you move mailboxes from one server to another, or even to a different storage group on the same sever, keep in mind that the Exchange policies of the new mailbox database may be different from the old one. Because of this, consider the following issues before you move mailboxes to a new server or storage group:

- **General policy** Changes to watch out for include those in the default public folder database, the offline address book, and message settings. The risk is that the users whose mailboxes you move could lose or gain access to public folders. They might have a different offline address book, which might have different entries. This address book will also have to be downloaded in its entirety the first time the user's mail client connects to Exchange after the move.

- **Database policy** Changes to watch out for pertain to the maintenance interval and automatic mounting. If Exchange performs maintenance when these users are accessing their mail, they might have slower response times. If the mailbox database is configured so that it isn't mounted at startup, restarting the Exchange services could result in the users not being able to access their mailboxes.
- **Limits** Changes to watch out for pertain to storage limits and deletion settings. Users might be prohibited from sending and receiving mail if their mailbox exceeds the storage limits of the new mailbox database. Users might notice that deleted items stay in their Deleted Items folder longer or are deleted sooner than expected if the Keep Deleted Items setting is different.

Moving Mailboxes Using Exchange Management Console

When your source and destination Mailbox servers are running Exchange Server 2007 and are in the same forest, you can move mailboxes by completing these steps:

1. In Exchange Management Console, expand the Recipient Configuration node, and then select the related Mailbox node.
2. Right-click the mailbox, and then select Move Mailbox. This starts the Move Mailbox wizard, as shown in Figure 8-4.

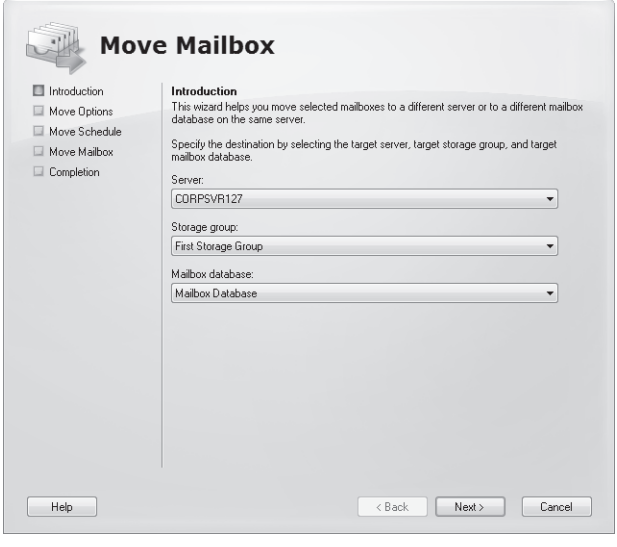

Figure 8-4 Use the Move Mailbox wizard to move mailboxes.

> **Tip** You can select and move multiple mailboxes at the same time. To select multiple users individually, hold down the Ctrl key, and then click each user account that you want to select. To select a sequence of accounts, hold down the Shift key, select the first user account, and then click the last user account.

3. Use the Server drop-down list to specify the server on which the mailbox should be stored.
4. Use the Storage Group drop-down list to specify the storage group that should be used.
5. Use the Mailbox Database drop-down list to specify the mailbox database that should be used.
6. Click Next. If corrupted messages are found in a mailbox, specify how you'd like those messages to be handled. To skip the mailbox if corrupted messages are found, select Skip The Mailbox. To skip the corrupted messages if they are found but still move the mailbox, select Skip The Corrupted Messages.
7. If you elected to skip corrupted messages, you must also specify the maximum number of corrupted messages to skip. If this value is exceeded, the mailbox will not be moved.
8. Click Next. If you want to move the mailboxes right away, select Immediately. To schedule the mailbox move, select At The Following Time, and then set the move date and time.
9. To specify the maximum length of time that the mailbox move can run, select the Cancel Tasks That Are Still Running After (Hours) check box, and then set the maximum number of hours the move task can run.

> **Note** Cancelling a move after a maximum number of hours is designed to ensure move tasks that are blocked or not proceeding as expected are cancelled. Most move operations should be completed in eight hours or less, but the exact duration depends on the number of mailboxes being moved, the size of the mailboxes, and the connection speed of the link connecting the source and destination mail servers.

10. When you click Next, and then click Move, Exchange Server attempts to move the mailbox. If a problem occurs, you'll see an Error dialog box that lets you retry or cancel the operation.

> **Note** In Exchange Management Console, you can't move mailboxes between forests. To move mailboxes among servers, the servers must be in the same forest.

Moving Mailboxes Using Exchange Management Shell

In Exchange Management Shell, you can move individual mailboxes using the Move-Mailbox cmdlet. Sample 8-4 provides the syntax and usage for using Move-Mailbox to move a specific mailbox from one server to another.

Sample 8-4 Moving individual mailboxes

```
Syntax
Move-Mailbox -Identity 'Identity' -TargetDatabase 'Database'
 [-BadItemLimit Number] [-DomainController 'DCName']
 [-IgnorePolicyMatch Switch] [-RetryTimeout TimeSpan]
 [-RetryInterval TimeSpan]
Usage
Move-Mailbox ÐIdentity 'cpandl\williams'
 -TargetDatabase 'Corpsvr127\First Storage Group\Engineering'
 -BadItemLimit 50 -IgnorePolicyMatch $true
 -RetryTimeout '8:00:00' -RetryInterval '5:00'
```

If you want to move all mailboxes from one database to another, you can use the In Get-Mailbox and Move-Mailbox cmdlets together, as shown in Sample 8-5.

Sample 8-5 Moving all mailboxes in a database

```
Syntax
Get-Mailbox -Database 'Database' | Move-Mailbox -Identity 'Identity'
-TargetDatabase 'Database'
 [-BadItemLimit Number]
 [-DomainController 'DCName'] [-IgnorePolicyMatch Switch]
 [-RetryTimeout TimeSpan] [-RetryInterval TimeSpan]
Usage
Get-Mailbox -Database 'Corpsvr98\First Storage Group\Technology' |
 Move-Mailbox -TargetDatabase 'Corpsvr127\First Storage
Group\Engineering'
 -BadItemLimit 50 -IgnorePolicyMatch $true
-RetryTimeout '8:00:00' -RetryInterval '5:00'
```

If you are moving mailboxes between domains, you'll want to specify domain controllers and Global Catalogs to use in both the source and target domains, as shown in Sample 8-6. This ensures that performance and replication issues don't cause problems when moving mailboxes across domains.

Sample 8-6 Moving mailboxes across domains

Syntax

```
Move-Mailbox -Identity 'Identity'
-TargetDatabase 'Database'
 [-SourceDomainController 'SourceDCName']
 [-DomainController 'TargetDCName']
 [-SourceGlobalCatalog 'SourceGCName']
 [-GlobalCatalog 'TargetGCName']
 [-BadItemLimit Number] [-DomainController 'DCName']
 [-IgnorePolicyMatch Switch] [-RetryTimeout TimeSpan]
 [-RetryInterval TimeSpan]
```

Usage

```
Move-Mailbox ÐIdentity 'cpandl\williams'
 -TargetDatabase 'Corpsvr127\First Storage Group\Engineering'
 -SourceDomainController 'CohoDC27'] [-DomainController 'CityDC85']
 -SourceGlobalCatalog 'CohoGC18'] [-GlobalCatalog 'CityDC12']
 -BadItemLimit 50 -IgnorePolicyMatch $true
```

If you are moving mailboxes across forests, you must specify domain controllers and Global Catalogs to use in both the source and target forests, as shown in Sample 8-7. You must also specify the NT account organizational unit. When you perform the move mailbox task, you'll be prompted for administrator credentials to connect to the target database in the target forest. You must provide the account name and password for an administrator account in the target forest.

Sample 8-7 Moving mailboxes across forests

Syntax

```
Move-Mailbox -Identity 'Identity' -TargetDatabase 'Database'
 [-SourceDomainController 'SourceDCName']
 [-DomainController 'TargetDCName']
 [-SourceGlobalCatalog 'SourceGCName']
 [-GlobalCatalog 'TargetGCName']
 [-BadItemLimit Number] [-DomainController 'DCName']
 [-IgnorePolicyMatch Switch] [-RetryTimeout TimeSpan]
 [-RetryInterval TimeSpan]
```

Usage

```
Move-Mailbox ÐIdentity 'cpandl\williams'
 -TargetDatabase 'Corpsvr127\First Storage Group\Engineering'
 -SourceDomainController 'CohoDC27'] [-DomainController 'CityDC85']
 -SourceGlobalCatalog 'CohoGC18'] [-GlobalCatalog 'CityDC12']
 -BadItemLimit 50 -IgnorePolicyMatch $true
```

Configuring Mailbox Delivery Restrictions, Permissions, and Storage Limits

You use mailbox properties to set delivery restrictions, permissions, and storage limits. To change these configuration settings for mailboxes, follow the techniques discussed in this section.

Setting Message Size Restrictions for Contacts

You set message size restrictions for contacts in much the same way that you set size restrictions for users. Follow the steps listed in the section of this chapter entitled "Setting Message Size Restrictions on Delivery to and From Individual Mailboxes."

Setting Message Size Restrictions on Delivery to and From Individual Mailboxes

Using the When The Size Of Any Attachment Is Greater Than Or Equal To Limit transport rule condition, you can set restrictions regarding the size of message attachments and specify what action to take should a message have an attachment that exceeds this limit. You set individual delivery restrictions by completing the following steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the Mail Flow Settings tab, double-click Message Size Restrictions. As shown in Figure 8-5, you can now set the following send and receive restrictions:

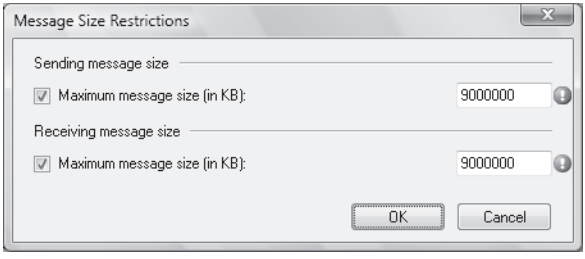

Figure 8-5 You can apply individual delivery restrictions on a per-user basis.

   - **Sending Message Size** Sets a limit on the size of messages the user can send. If an outgoing message exceeds the limit, the message isn't sent, and the user receives a nondelivery report (NDR).
   - **Receiving Message Size** Sets a limit on the size of messages the user can receive. If an incoming message exceeds the limit, the message isn't delivered, and the sender receives an NDR.
3. Click OK. The restrictions that you set override the global default settings.

Setting Send and Receive Restrictions for Contacts

You set message send and receive restrictions for contacts in the same way that you set these restrictions for users. Follow the steps listed in the section of this chapter entitled "Setting Message Send and Receive Restrictions on Individual Mailboxes."

Setting Message Send and Receive Restrictions on Individual Mailboxes

By default, user mailboxes are configured to accept messages from anyone. To override this behavior, you can:

- Specify that only messages from the listed users, contacts, or groups be accepted.
- Specify that messages from specific users, contacts, or groups listed be rejected.
- Specify that only authenticated users, meaning users who have logged on to the Exchange system or the domain, be accepted.

You set message send and receive restrictions by completing the following steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the Mail Flow Settings tab, double-click Message Delivery Restrictions. As shown in Figure 8-6, you can now set message acceptance restrictions.

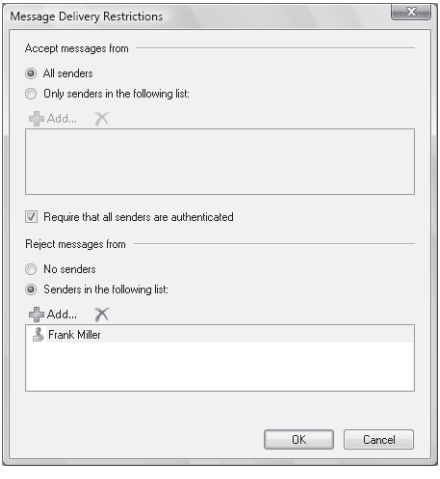

Figure 8-6 You can apply send and receive restrictions on messages on a per-user basis.

3. If you want to ensure that messages are accepted only from authenticated users, select the Require That All Senders Are Authenticated check box.

4. To accept messages from all e-mail addresses except those on the reject list, under Accept Messages From, select All Senders.
5. To specify that only messages from the listed users, contacts, or groups should be accepted, select the Only Senders In The Following List option, and then add acceptable recipients.
   - ❑ Click Add to display the Select Recipient dialog box.
   - ❑ Select a recipient, and then click OK. Repeat as necessary.

   Tip You can select multiple recipients at the same time. To select multiple recipients individually, hold down the Ctrl key, and then click each recipient that you want to select. To select a sequence of recipients, hold down the Shift key, select the first recipient, and then click the last recipient.
6. To specify that no recipients should be rejected, under Reject Messages From, select No Senders.
7. To reject messages from specific recipients, under Reject Messages From, select Senders In The Following List, and then add unacceptable recipients.
   - ❑ Click Add to display the Select Recipients dialog box.
   - ❑ Select a recipient, and then click OK. Repeat as necessary.
8. Click OK.

Permitting Others to Access a Mailbox

Occasionally, users will need to access someone else's mailbox, and in certain situations, you should allow this. For example, if John is Susan's manager and Susan is going on vacation, John might need access to her mailbox while she's away. Another situation in which someone might need access to another mailbox is when you've set up special-purpose mailboxes, such as a mailbox for Webmaster@domain.com or a mailbox for Info@domain.com.

Granting someone the right to access a mailbox also gives that person the right to view the mailbox and send messages on behalf of the mailbox owner. You can grant or revoke access by completing the following steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the Mail Flow Settings tab, double-click Delivery Options. The Grant This Permission To list box shows any users that currently have access permissions. You can now do the following:
   - ❑ **Grant access** To grant the authority to access the mailbox, click Add, and then use the Select Recipient dialog box to choose the user or users who should have access to the mailbox.

- **Revoke access** To revoke the authority to access the mailbox, select an existing user name in the Grant This Permission To list box, and then click Remove.

3. Click OK.

> **Note** Another way to grant access permissions to mailboxes is to do so through Outlook. Using Outlook, you have more granular control over permissions. You can allow a user to log on as the mailbox owner, delegate mailbox access, and grant various levels of access. For more information on this issue, see the sections of Chapter 3, "Managing Microsoft Exchange Server 2007 Clients," entitled "Accessing Multiple Exchange Server Mailboxes" and "Granting Permission to Access Folders Without Delegating Access."

Forwarding E-mail to a New Address

Any messages sent to a user's mailbox can be forwarded to another recipient. This recipient could be another user or a mail-enabled contact. You can also specify that messages should be delivered to both the forwarding address and the current mailbox.

To configure mail forwarding, follow these steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the Mail Flow Settings tab, double-click Delivery Options.
3. To remove forwarding, in the Forwarding Address panel, clear the Forward To check box.
4. To add forwarding, select the Forward To check box, and then click Browse. Use the Select Recipient dialog box to choose the alternate recipient.
5. If messages should go to both the alternate recipient and the current mailbox owner, select the Deliver Messages To Both Forwarding Address And Mailbox check box (see Figure 8-7). Click OK.

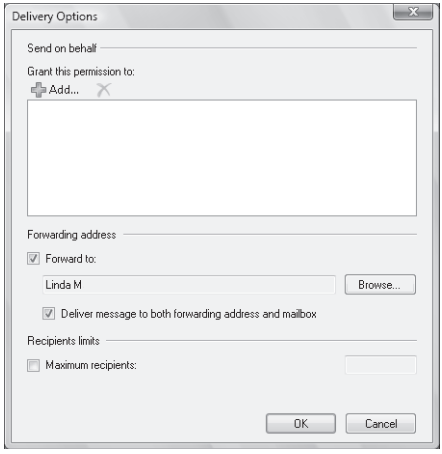

Figure 8-7 Using the Delivery Options dialog box, you can specify alternate recipients for mailboxes and deliver mail to the current mailbox as well.

Setting Storage Restrictions on an Individual Mailbox

You can set storage restrictions on multiple mailboxes using global settings for each mailbox database or on individual mailboxes using per-user restrictions. Global restrictions are applied when you create a mailbox and are reapplied when you define new global storage restrictions. Per-user storage restrictions are set individually for each mailbox and override the global default settings.

> **Note** Storage restrictions apply only to mailboxes stored on the server. They don't apply to personal folders. Personal folders are stored on the user's computer.

You'll learn how to set global storage restrictions in Chapter 12, "Mailbox and Public Folder Database Administration." See the section of that chapter entitled "Setting Mailbox Database Limits and Deletion Item Retention."

You set individual storage restrictions by completing the following steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the Mailbox Settings tab, double-click Storage Quotas. This displays the Storage Quotas dialog box, shown in Figure 8-8.

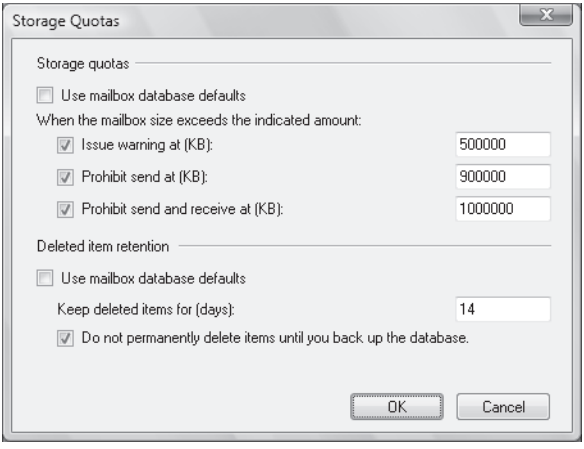

Figure 8-8 Using the Storage Quotas dialog box, you can specify storage limits and deleted item retention on a per-user basis when necessary.

3. To set mailbox storage limits, in the Storage Quotas panel, clear the Use Mailbox Database Defaults check box. Then set one or more of the following storage limits:

   - **Issue Warning At (KB)** This limit specifies the size, in kilobytes, that a mailbox can reach before a warning is issued to the user. The warning tells the user to clean out the mailbox.
   - **Prohibit Send At (KB)** This limit specifies the size, in kilobytes, that a mailbox can reach before the user is prohibited from sending any new mail. The restriction ends when the user clears out the mailbox and the mailbox size is under the limit.
   - **Prohibit Send And Receive At (KB)** This limit specifies the size, in kilobytes, that a mailbox can reach before the user is prohibited from sending and receiving mail. The restriction ends when the user clears out the mailbox and the mailbox size is under the limit.

   Caution Prohibiting send and receive might cause the user to lose e-mail. When someone sends a message to a user who is prohibited from receiving messages, an NDR is generated and delivered to the sender. The original recipient never sees the e-mail. Because of this, you should rarely prohibit send and receive.

4. Click OK twice.

Setting Deleted Item Retention Time on Individual Mailboxes

When a user deletes a message in Microsoft Office Outlook 2007, the message is placed in the Deleted Items folder. The message remains in the Deleted Items folder until the user deletes it manually or allows Outlook to clear out the Deleted Items folder. With personal folders, the message is then permanently deleted and you can't restore it. With server-based mailboxes, the message isn't actually deleted from the Exchange information store. Instead, the message is marked as hidden and kept for a specified period of time called the *deleted item retention period*.

Default retention settings are configured for each mailbox database in the organization. You can change these settings, as described in the section of Chapter 12 entitled "Setting Mailbox Database Limits and Deletion Item Retention," or override the settings on a per-user basis by completing these steps:

1. Open the Properties dialog box for the mailbox-enabled user account by double-clicking the user name in Exchange Management Console.
2. On the Mailbox Settings tab, double-click Storage Quotas. This displays the Storage Quotas dialog box, shown previously in Figure 8-8.
3. In the Deleted Item Retention panel, clear the Use Mailbox Database Defaults check box.
4. In the Keep Deleted Items For (Days) text box, enter the number of days to retain deleted items. An average retention period is 14 days. If you set the retention period to 0, messages aren't retained and can't be recovered.
5. You can also specify that deleted messages should not be permanently removed until the mailbox database has been backed up. This option ensures that the deleted items are archived into at least one backup set. Click OK twice.

Real World Deleted item retention is convenient because it allows the administrator the chance to salvage accidentally deleted e-mail without restoring a user's mailbox from backup. I strongly recommend that you enable this setting, either in the mailbox database or for individual mailboxes, and configure the retention period accordingly.