
Module 12: Archiving Messages with Live Communications Server 2005 SP1

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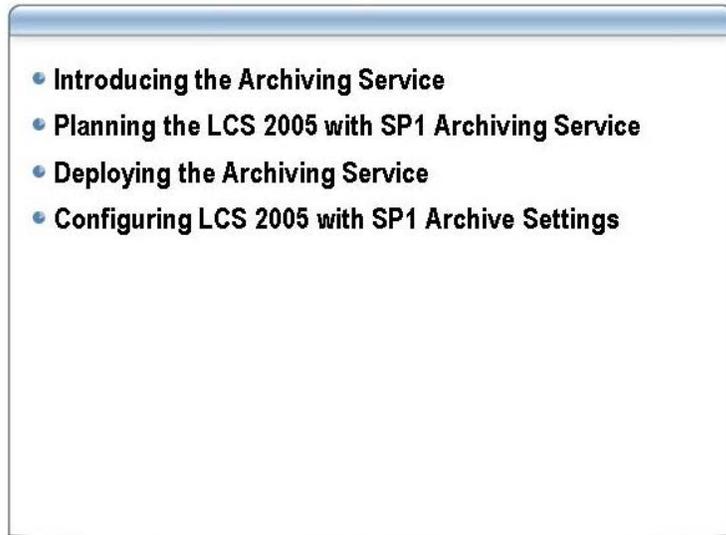
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Overview



Introduction

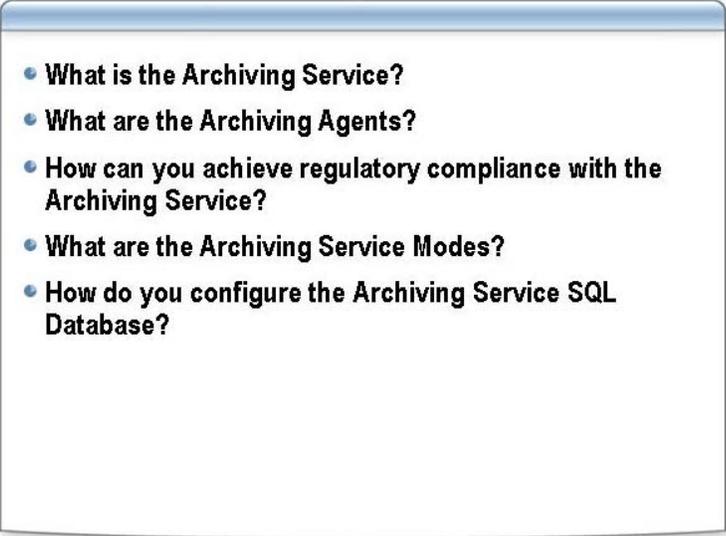
This module guides you through the process of planning and deploying the Microsoft® Office Live Communications Server 2005 with Service Pack 1 (LCS 2005 with SP1) Archiving service. The Archiving Server and its components will be described and the various deployment options will be discussed. This section also describes how to configure users for Archiving and how the settings for a user and in the forest work together.

Objectives

After completing this module, you will be able to:

- Describe the Archiving service.
- Plan the LCS 2005 with SP1 Archiving service.
- Deploy the Archiving service.
- Configure the LCS 2005 SP1 Archiving settings.
- Manage archived messages in SQL Server™.

Lesson: Introducing the Archiving Service

- 
- **What is the Archiving Service?**
 - **What are the Archiving Agents?**
 - **How can you achieve regulatory compliance with the Archiving Service?**
 - **What are the Archiving Service Modes?**
 - **How do you configure the Archiving Service SQL Database?**

Introduction

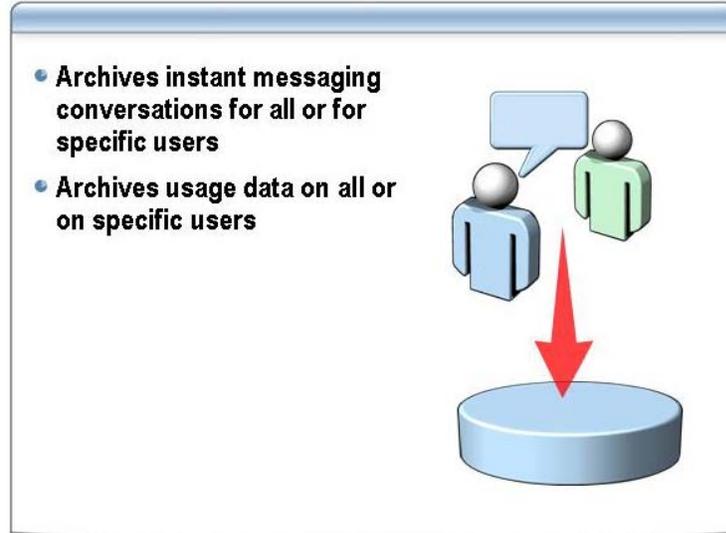
This lesson introduces the Live Communications Server 2005 with SP1 Archiving service. The Archiving service archives instant message conversations and tracks usage data for your users.

Lesson objectives

After completing this lesson, you will be able to:

- Describe the Archiving service.
- Describe the Archiving Agents.
- Describe how the Archiving service helps you achieve regulatory compliance.
- List the modes of the Archiving service.

What Is the Archiving Service?



Introduction

Instant messaging (IM) is by its nature a spontaneous method of communication. IM enables users to ask a colleague a quick question, regardless of where the other person is in the world. However, many organizations, especially those that operate within a regulatory framework, are required to create a permanent record of all electronic communications, including IM. Archiving creates a permanent, searchable record of all internal and external IM sessions.

The Archiving service consists of a server that contains archived instant message conversations or usage data for users that is configured for archiving. Archiving must be enabled on each Live Communications Server that hosts users that you want to archive. The Archiving service uses a SQL database to store archiving information.

All servers can archive except for the Access Proxy. To archive an Enterprise pool, you must enable archiving on all Enterprise Edition Servers in the pool.

Note Archiving across domains is not supported. You cannot use an Archiving Server in one domain to archive instant messaging conversations from users homed on a Live Communications Server in another domain.

Definition

The Archiving service provides the following capabilities:

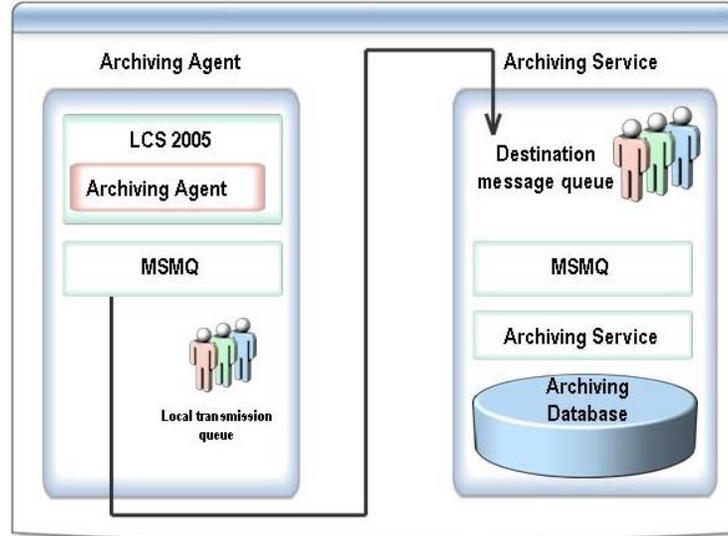
- Archives all the instant messaging conversations for all or specific users.
- Archives usage data on all or specific users.

The Archiving service does not archive Live Communications Server audio, video, or file transfers.

Example of Archiving

The Archiving service enables companies to meet regulatory compliance and to conform to corporate or government policies that require the retention of instant messaging communications.

What Are Archiving Agents?



Introduction

Archiving Agents are included with every Standard Edition Server, Enterprise Edition Server, and Proxy installation, and the agents run under the Live Communications Server service. You must enable the archiving agent and connect it to an Archiving service, either during setup for each Live Communications Server, or following setup using the administrative snap-in.

Tip For most archiving scenarios, you should enable the archiving agent on all your Live Communications Servers in your enterprise. Exceptions might include scenarios where you only want to archive IM conversations of users on specific Live Communications Servers. For archiving some or all users on an Enterprise pool, you must enable the archiving agent on all Enterprise Edition Servers of the Enterprise pool

How the Archiving Agents Connect to the Archiving Service

The archiving agent uses Microsoft Message Queuing (MSMQ) to connect to the Archiving service, so you must install MSMQ on the Live Communications Server before you can enable the archiving agent. The archiving agent sends messages by writing to the destination queue on the Archiving service. MSMQ stores submitted messages until they are written to the Archiving service. MSMQ also routes errors from the Archiving service to the archiving agent. If archiving is enabled in critical mode, the archiving agent uses these errors to force Live Communications Server to shut down.

Per-User Archiving

For per-user archiving, the archiving agent checks all outgoing Session Initiation Protocol (SIP) messages on the Live Communications Server to determine whether they should be archived and in what form. This requires the archiving agent to look up the archiving settings for the sender and receiver of the message. Based on these archiving settings, the archiving agent takes one of the following actions:

- **Archive in regular mode.** Live Communications Server archives the message with the message body for compliance in the messages table and the usage data in a second usage summary table.
- **Archive without bodies for usage data purposes.** Live Communications Server does not archive the message, but archives the users involved and the time the conversation occurred.
- **Do not archive.**

Removing Duplicates

The archiving agent also checks messages to make sure that they are not archived twice when archiving a Standard Edition Server or Enterprise pool. Duplicates are not detected when archiving on a Forward Proxy.

Meeting Regulatory Compliance with the Archiving Service



Introduction

All organizations are facing significant legal and regulatory challenges in areas like information security, privacy, and reliability. These challenges can require major changes to systems and processes across an organization. Businesses must react to and plan for the increasing structure and regulation around accountability and control to meet many legal and ethical objectives.

Definition

Compliance means meeting all of the legal and business requirements that an organization faces and must demonstrate during the course of operations and in doing business. Compliance also means understanding the legal framework in which judicial and corporate requirements operate.

Example of Regulatory Requirement

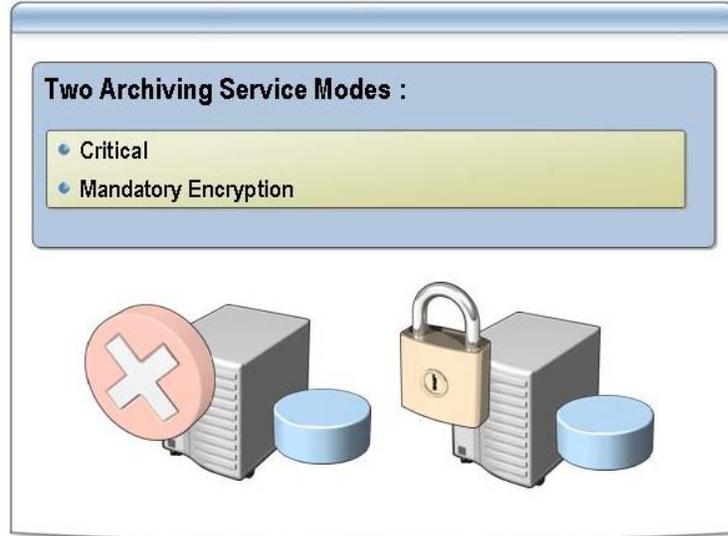
The Sarbanes-Oxley Act is far-reaching federal legislation signed into United States Federal law in July 2002. It requires higher accounting standards, improved trustworthiness in corporate reporting, and greater financial transparency. It affects all public companies, United States-based and international, whose stock is traded on United States exchanges.

Sarbanes-Oxley requires storage of all relevant financial records for a mandatory period. In some cases, these records include unstructured and semi-structured data such as e-mail and IM messages.

For more information about Sarbanes-Oxley and using Microsoft Office for compliance, see *Addressing Sarbanes-Oxley Challenges Using the Microsoft Office System* at <http://www.microsoft.com/office/showcase/sarbanes/tech.mspx>

Note Sarbanes-Oxley is not the only regulatory challenge. The regulatory environment is increasingly complex, compliance is often not a simple process, and regulations vary in the specificity of their requirements. An organization must therefore conduct a full assessment of risks and impacts

What Are the Archiving Service Modes?



Introduction

When you enable the Archiving service, you can choose to configure either or both of two modes:

- Critical Mode
- Mandatory Encryption Mode

Critical Mode

In critical mode, Live Communications Server will shut down if IM messages cannot be archived for approximately 30 minutes. Before this 30-minute window, IM messages are not lost for archival because MSMQ temporarily saves these messages on the outgoing queue of the Live Communications Server, or on the destination queue of the Archiving Service computer if it is available.

Note If the destination queue of the Archiving service is available, the time-out becomes 45 minutes.

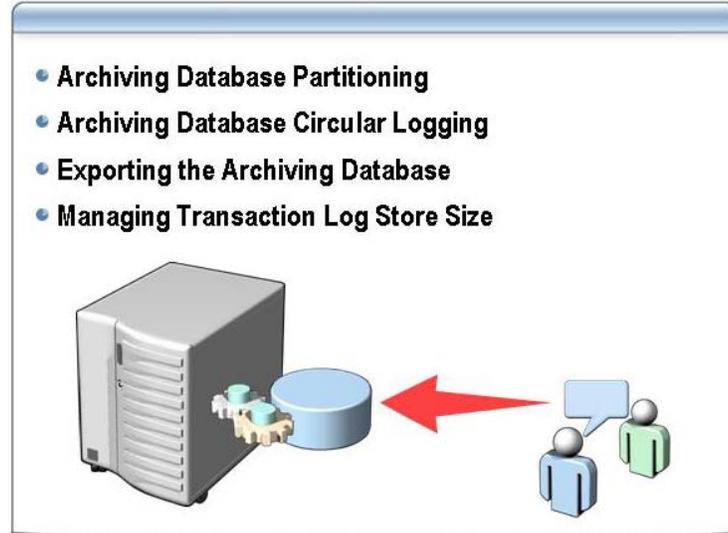
If the Archiving service component that was unavailable recovers or is fixed in less than 30 minutes, the queued IM messages will be archived.

If the 30 minutes is exceeded, and Live Communications Server shuts down, the messages in the queue can still be archived after the server becomes available again.

Mandatory Encryption Mode

In mandatory encryption mode, the Live Communications Server shuts down if MSMQ encryption fails.

Configuring the Archiving Service SQL Database



Archiving Database Partitioning

To increase performance and provide easier troubleshooting, partition your disks so that your database files and the transaction log files used by the Archiving servers are all on separate volumes, to increase performance and reduce the amount of data you need to recover. For a single-tier Archiving server where all components reside on a single server, place your application files for the Archiving service on a separate volume.

Archiving Database Circular Logging

The Archiving service has a circular logging feature to help you automate storage management by enabling a periodic cleanup of the Archiving Database. By default, the circular logging feature is disabled – the `DaysOfArchiving` setting is set to 0. Circular logging is enabled if the `DaysOfArchiving` setting is configured to a specific nonzero number of days.

`DaysOfArchiving` indicates the maximum number of days to keep an archive. Every day at 4:00 A.M., circular logging will delete any archives that are dated from the specified number of days ago. For example, if `DaysOfArchiving` is set to 4, the circular logging feature will delete archives that were dated from four days ago starting at 4:00 A.M. until 4:00 A.M. three days ago.

Important If you are using circular logging and need to preserve your data, you should schedule data export facilities with the circular logging feature such that archives are always exported before they are deleted.

Exporting the Archiving Database

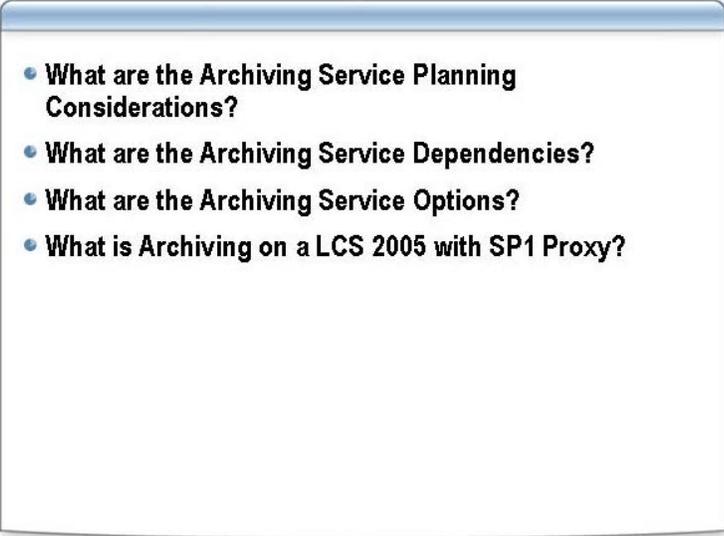
The Archiving Database is often exported to a downstream back-tier permanent store such as a compliance server. The Archiving Database has two extra columns (`reserve1`, `reserve2`) that can be used by other exporting tools for indicating which messages have been successfully exported. These messages can be deleted and cleaned up manually.

Managing Transaction Log Storage Size

An Archiving Server configured for higher-end scalability (for example, archiving an Enterprise pool) may overrun transaction log storage limits rapidly. Make sure to plan and establish backup and cleanup operations to make disk space available for the transaction log. Periodic backups of the database will delete the transaction log files up to the time that you perform the backup.

Note Refer to the Microsoft SQL Server documentation for specific information about backing up and monitoring the performance of the Archiving Database, such as for running out of disk space or systems performance.

Lesson: Planning the Archiving Service

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- **What are the Archiving Service Planning Considerations?**
 - **What are the Archiving Service Dependencies?**
 - **What are the Archiving Service Options?**
 - **What is Archiving on a LCS 2005 with SP1 Proxy?**

Introduction

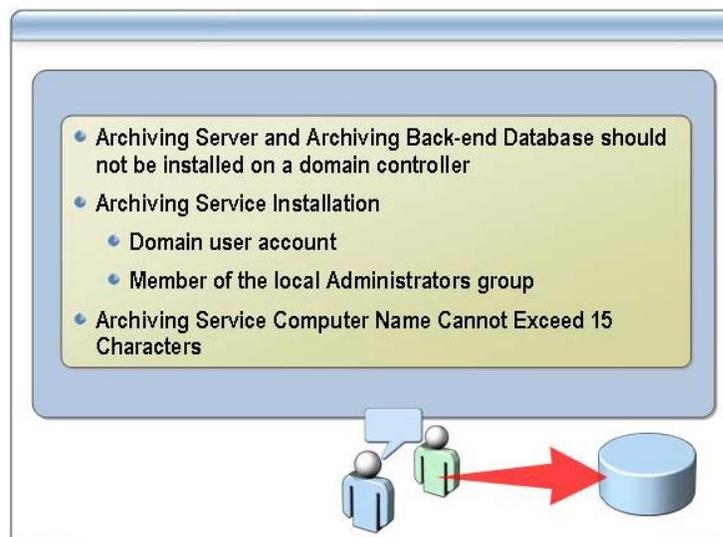
This lesson guides you through the process of planning to deploy the Office Live Communications Server 2005 with SP1 Archiving service.

Lesson objectives

After completing this lesson, you will be able to:

- List the Archiving service planning considerations.
- List the Archiving service dependencies.
- List the Archiving Service Options.
- Describe archiving on an LCS 2005 with SP1 Proxy.

Listing the Archiving Service Planning Considerations



Introduction

The Archiving service can be installed either on a dedicated server used exclusively for content archiving or on an existing Live Communications Server.

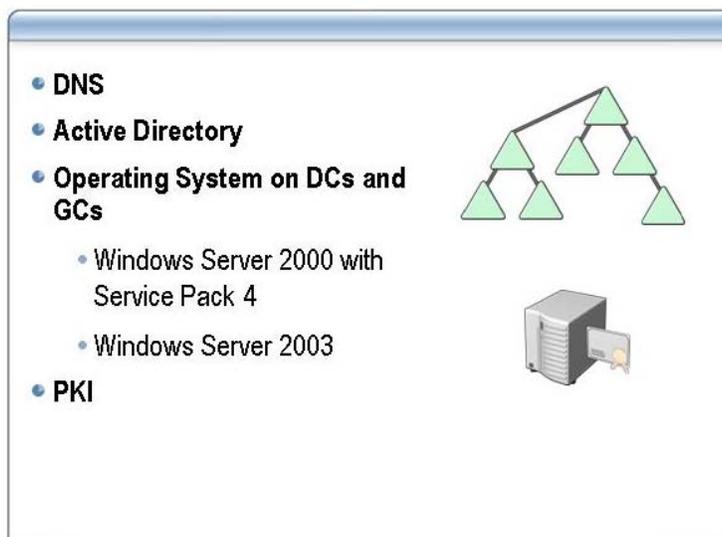
Tip Microsoft recommends using a dedicated server for the Archiving service.

Archiving Service Considerations

The installation process installs the service and appropriate files on the local computer, but you must activate the server to configure various settings and start the service. Before installing the files for the Archiving service, ensure that the following considerations have been addressed:

- The Archiving Server and the archiving back-end database should not be installed on a domain controller, to maintain good security.
- The installation of the Archiving service must be performed by a domain user who is also a member of the local administrator group.
- The computer name for the Archiving service computer cannot exceed 15 characters. MSMQ treats all computer names as NetBIOS names, which are limited to 15 characters.

Listing the Archiving Server Dependencies



Introduction

Before you deploy the Live Communications Server 2005 Archiving service, you must ensure that your IT infrastructure, network, and systems meet several infrastructure requirements.

System Requirements

Your computer systems must have the following configuration:

- **Windows® MSMQ** (Microsoft Message Queuing) is installed on the computer running the Archiving service and on all Live Communications Servers that you want to archive.
- **SQL Server 2000 SP3a or later** instance is installed on the server running the Archiving service or on a dedicated database server. Default or named instances are both supported and Windows Authentication is required.

IT Infrastructure Requirements

You must also confirm that your IT infrastructure meets the following requirements:

- DNS is deployed and correctly configured.
- Active Directory® is deployed.
- Domain controllers are running Microsoft Windows 2000 Server SP4 (Service Pack 4) or Windows Server® 2003.
- Global catalog servers are running Windows 2000 Server SP4 or Windows Server 2003, and that you have at least one global catalog server in the forest root domain.
- A Public Key Infrastructure (PKI) is deployed and configured, either using Windows 2000 or Windows 2003 CA (certification authority) or a third-party CA infrastructure.

Listing the Archiving Service Options



Archiving Service Options

Planning Archiving service for Live Communications Server 2005 involves planning for the following options:

- **Deploying the Archiving service in each domain** with the Live Communications Servers that you want to archive. An Archiving Server can only archive IM communications from other servers within the same domain.

Note Archiving across domains is not supported. You cannot use an Archiving Server in one domain to archive instant messaging conversations from a Live Communications Server in another domain. If you configure archiving in this manner, archiving may not function.

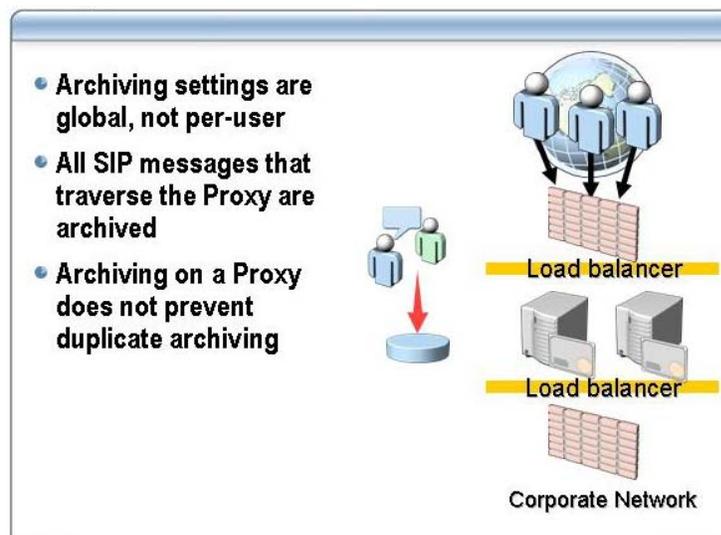
- **Enabling and configuring servers to connect to the archiving server.** All servers can archive except for the Access Proxy. To archive an Enterprise pool, you must enable archiving on all Enterprise Edition Servers in the pool.

Note In Live Communications Server 2005, the archiving agent is installed by default on each Live Communications Server, but it is not activated or configured. You can activate and configure the archiving during server activation, or use the Live Communications Server administrative snap-in after the server is activated.

- **Configure user archival settings based on your requirements.** The following scenarios are supported:
 - Archiving all the conversations of all the users in your organization.
 - Archiving all the conversations of specific users in your organization.
 - Archiving the internal conversations of users in your organization.

- **Archiving federated conversations of users in your organization.** Live Communications Server allows you to archive instant message conversations between your users and external companies when you configure federation between these companies.
- **Disabling specific users from ever being archived.** This user setting takes precedence over any other user settings. If a user is configured not to archive communications, when this user converses with any other user, these conversations are never archived. If your organization must ensure that IM communications for a group of users are always archived, do not exclude any other users from archiving, as the exclusion takes precedence.
- **Capturing user data for some or all users in your organization without archiving the content of the communications.** If you are archiving conversations, this usage data is also captured.

What Is Archiving on an LCS 2005 with SP1 Proxy?



Introduction

Archiving capabilities on a Proxy are more limited than archiving capabilities on a Standard Edition or Enterprise Edition Server. Be aware of the following:

- For each user, archiving settings are not supported when archiving instant messages on a Proxy. The Proxy and its archiving agent do not have access to user archiving settings.
- All SIP messages that traverse the Proxy are archived.
- Archiving on a Proxy does not prevent archiving of duplicate instant messages. Any message that traverses a forwarding Proxy twice, as it is routed from sender to receiver, is archived twice. Because the forwarding Proxy is usually connected to Live Communications Servers through an Access Proxy over the Internet, incoming and outgoing messages are archived.

Scenarios when Archiving on a LCS 2005 with SP1 Proxy

The way you enable archiving on a Proxy varies depending on your planned deployment topology and Active Directory status. Consider the following scenarios:

- In an unprepared domain, a forwarding Proxy connects users in a remote office, through an Access Proxy, to Live Communications Servers in a central office or hub.

In this situation, the following is required:

- You must enable archiving when you activate the Proxy.
- You must deploy the Archiving service in a single-tier topology in the same domain and you must activate the domain before the Proxy. This sequence ensures that the correct permissions are enabled. If the Proxy has already been deployed, run activation again so that only the new archiving settings are updated.
- You cannot configure archiving settings on a Proxy by using the LCS administrative snap-in.

- A forwarding Proxy on a workgroup connects users in a remote office, through an Access Proxy, to Live Communications Servers in a central office or hub.

In this situation, the following is required:

- The Archiving service and the Proxy must be installed on the same server. This is required because MSMQ relies on Windows Authentication for remote link encryption and remote authorization, which will otherwise not work in a workgroup mode.
 - The Archiving service must be deployed in a single-tier topology and activated before Proxy activation. This sequence ensures that the correct permissions are enabled.
 - If the Proxy has already been deployed, run activation again so that only the new archiving settings are updated.
 - Archiving settings on a Proxy cannot be configured through the administrative snap-in.
- In a prepared domain, an application Proxy supports your pools and servers. Configuring archiving on an application proxy is not recommended. Instead, you should configure archiving on your Standard Edition and Enterprise Edition Servers.

If you choose to enable archiving on a Proxy in a domain, this process is similar to enabling archiving on Live Communications Server 2005 Standard Edition. You can enable archiving during the Activation of the Proxy or after Setup from the Live Communications Server administrative console.

Changes to the Archiving Agent settings on the Proxy server, including enabling, do not take effect until you restart the Live Communications Server service (RtcSrv) on the Live Communications Server 2005 Proxy.

Lesson: Deploying the Archiving Service

- Overview of the Archiving Service Deployment Process
- Installing MSMQ
- Installing SQL Server
- Installing the Archiving Service Files
- What is Activating the Archiving Server?
- Activating the Archiving
- What is Enabling Archiving?
- Enabling Archiving

Introduction

This lesson guides you through the process of deploying the Live Communications Server 2005 with SP1 Archiving service. Before deploying the Archiving service, you must have completed the planning process.

Lesson objectives

After completing this lesson, you will be able to:

- Describe the Archiving service deployment process.
- Install MSMQ.
- Install SQL Server.
- Install the Archiving service files.
- Describe the Archiving Server activation process.
- Activate the Archiving Server.
- Describe the Archiving Server enabling process.
- Enable the Archiving Server.

Overview of the Archiving Service Deployment Process

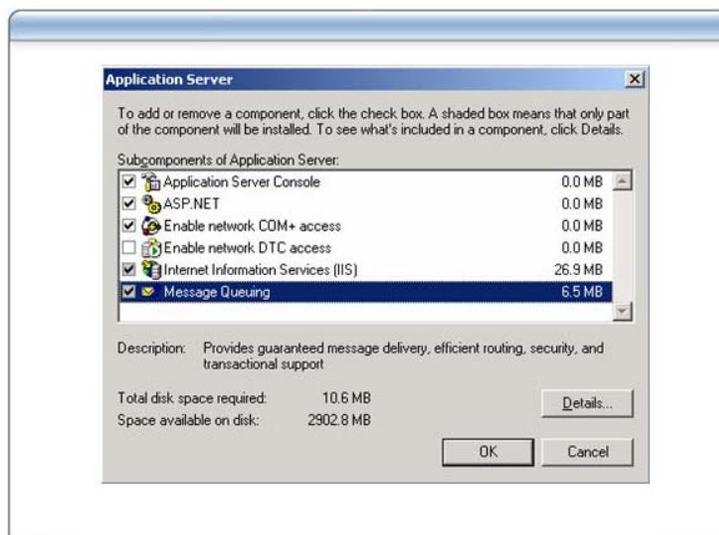


Deploying the Archiving Service

Deploying Archiving service for Live Communications Server 2005 involves the following procedures:

Procedure	Administrative Credentials Required
Install and configure MSMQ.	Local administrator to install Windows MSMQ, credentials to add and remove members of the Windows Authorization Access Group to configure MSMQ.
Install SQL Server 2000.	Local administrator
Install files for Archiving service.	Local administrator
Activate the Archiving service.	Domain Admins and RTCDomainServerAdmins or equivalent credentials in a domain prepared for Live Communications Server If you deploying archiving in the forest root domain, only Domain Admins credentials are required.
Enable Live Communications Servers to connect to the Archiving service.	RTCDomainServerAdmins
Configure global and user archiving settings for different archiving scenarios.	RTCDomainServerAdmins and RTCDomainUserAdmins, depending on whether you are configuring global or user settings.

Installing MSMQ



Introduction

Before you can install the Archiving service, you must install and configure MSMQ. Message Queuing must be installed on all computers participating in archiving.

A Live Communications Server with an Archiving agent connects to the Archiving service. The Archiving Agent uses MSMQ to receive notifications from the Archiving service destination queue and as a local temporary transmission queue if the Archiving service is unavailable.

Important Do not set the privacy level on the destination queue (the private queue) to None. The privacy level must be set to either Body or Optional. The default setting is Optional

Installing MSMQ

To install MSMQ, perform the following steps:

1. From Add or Remove Programs in Control Panel, click **Add/Remove Windows Components**.
2. Click **Application Server**, then click **Details**, and then click **Message Queuing**.
3. Click **OK**, then click **Next**, and then click **Finish** to complete the installation.

Important MSMQ relies on Active Directory for encryption to the destination queue. This requires that MSMQ is installed with the Active Directory Integration component, which is the default configuration during Setup. If you are enabling archiving on an Enterprise pool, all servers in that pool must have MSMQ installed on them.

Enabling Permissions for Archiving Service MSMQ

In order to authenticate users in a Microsoft Windows Server 2003 domain, the computer running MSMQ must be a member of Windows Authorization Access group.

Computer accounts for the following servers must be added to this group:

- The server with the SQL archiving database
- The server running the Archiving service
- Standard Edition Server computer account, if you are archiving a Standard Edition Server
- All Enterprise Editions Servers in a pool on which archiving is enabled
- The server on which the back-end database is run

Note The last two bullets in the list above only apply if you are archiving on an Enterprise pool.

To add the Archiving service (MSMQ) computer account to the Windows Authorization Access group, perform the following steps:

1. Log on to a Windows Server 2003 domain computer with credentials to add and remove members of the Windows Authorization Access Group.
2. Open **Active Directory Users and Computers**, then expand the domain node, and then click **Builtin**.
3. Double-click **Windows Authorization Access Group**.
4. Click **Members**, and then click **Add**.
5. Click **Object Types**, ensure that the Computers check box is selected, and then click **OK**.
6. Type the name of the computer on which Archiving service (MSMQ) has been installed, and then click **OK**.
7. Click **OK** again to commit changes and exit the properties page.

Note If you have authentication problems in a Windows 2000 Server domain, add the Archiving service (MSMQ) computer account to the Windows pre-Windows 2000 Compatible Access group. The Windows Authorization Access group is available only in a Windows Server 2003 domain. In a Windows Server 2003 domain, you also can use the pre-Windows 2000 Compatible Access group although membership in the Windows Authorization Access group is recommended.

Important The above procedure is recommended in any Windows Server 2003 domain to guarantee that the Archiving service MSMQ has permissions to authenticate. However, if the Everyone group or Authenticated User group has been added as a member of either the Windows Authorization Access or the pre-Windows 2000 Compatible Access group, then the Archiving service MSMQ computer account will already have the required permissions. This situation is common in mixed Windows 2000 and Windows Server 2003 domains and in recently upgraded Windows Server 2003 domains.

Configuring MSMQ for Archiving Reliability

To avoid losing archived messages, MSMQ configures **time-to-reach-queue** and **time-to-be-received** time-out settings. If you must guarantee that all IM messages are archived, plan for adequate storage for:

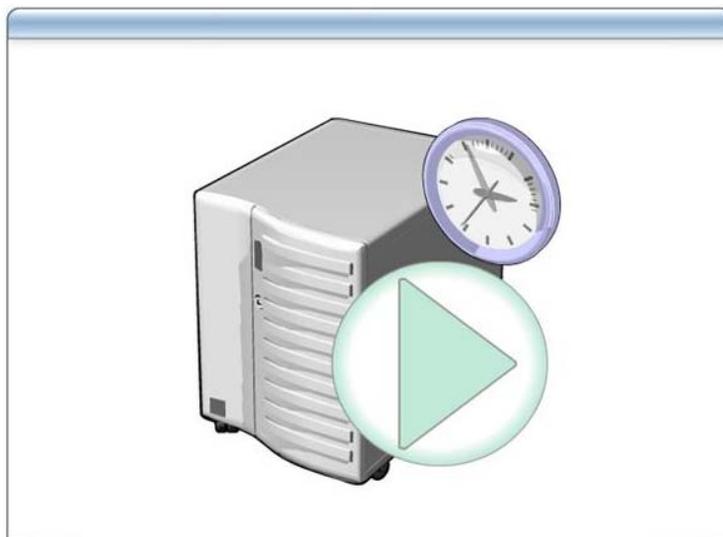
- The destination queue
- The MSMQ on the Archiving Service
- The outgoing queue (MSMQ on each Live Communications Server being archived)

This will ensure that MSMQ will always generate a critical error and shut down the Live Communications Servers before archive messages are lost. MSMQ errors will shutdown the Live Communications Server if it is archiving in critical mode.

Tip As a general guideline, allocate over one gigabyte of storage for the outgoing queue and over one gigabyte for the destination queue.

For more information about planning MSMQ storage, see MSMQ Best Practices, at <http://download.microsoft.com/download/c/5/3/c531b70d-f7a8-4c9f-a996-4e8abe49e956/MSMQBestPractice.doc>.

Installing SQL Server



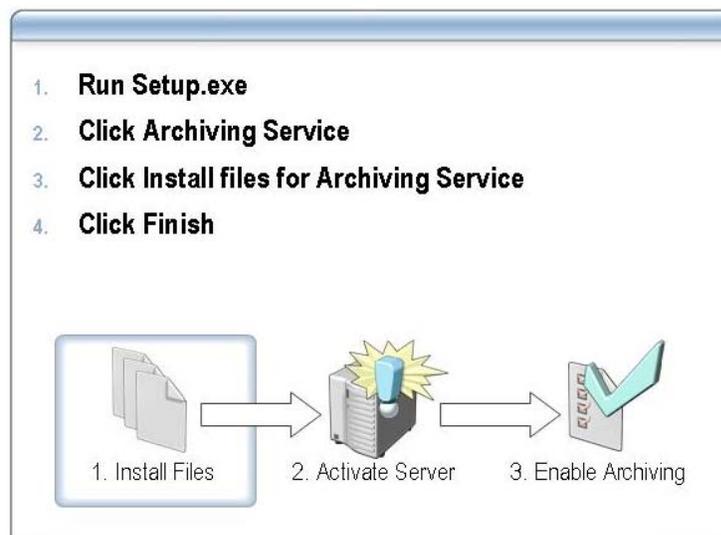
Introduction

Microsoft SQL Server needs to be installed on the Archiving Server or a dedicated database server before you can activate archiving. Ensure that you have at least SQL Server 2000 with Service Pack 3a (SP3a) as well as the latest security updates. SQL Server 2000, Standard Edition and SQL Server 2000, Enterprise Edition are supported.

Installing SQL Server

For information about the installation instructions, see the SQL Server documentation at <http://www.microsoft.com/sql/techinfo/productdoc/2000/books.asp>

Installing the Archiving Service Files



Introduction

The Archiving service can be installed either on a dedicated server used exclusively for content archiving or on an existing Live Communications Server. Microsoft recommends using a dedicated server for the Archiving service.

Installing Files for the Archiving Service

The installation of the Archiving service must be performed by a domain user who is also a member of the local administrator group.

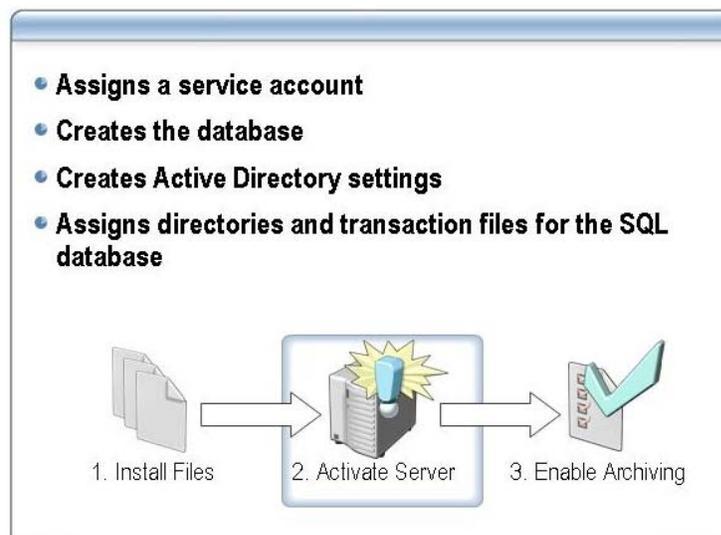
Note The computer name for the Archiving service computer cannot exceed 15 characters. MSMQ treats all computer names as NetBIOS names, which are limited to 15 characters.

To install files for the Archiving service, perform the following steps:

1. Log on to the server where you will install the files by using local administrator credentials.
2. In the Live Communications Server install folder or CD, run **Setup.exe** to start the Deployment Tool.
3. Click **Archiving Service**.
4. Click **Install Files for Archiving Service**.
5. On the Welcome to the Setup Wizard for Microsoft Office Live Communications Server 2005 Archiving Service page, click **Next**.
6. On the License Agreement page, review licensing agreement, and if you accept the terms, click **I accept the terms in the license agreement**, and then click **Next**.
7. On the Customer Information page, enter your organization name and customer information, and then click **Next**. The Live Communications Servers IM Archiving Service Options page appears.
8. On the Live Communications IM Archiving Service Options page, accept the default queue name or type a different queue name, and then click **Next**.

9. To change the installation path, click **Change** and specify the location where you want to install the Archiving service files, and then click **Next**.
10. On the Ready to Install the Program page, click **Back** to change any options or click **Install** to install the files.
11. Click **Finish**.

What Is Activating the Archiving Server?



Introduction

The activation process performs the following tasks:

- Assigns a service account for the Archiving service
- Creates the archiving database
- Creates Active Directory settings
- Assigns directories for the database and transaction files used by the SQL database
- If possible, enables the Archiving service to start

Activating Archiving Service in a Prepped Domain

If you deploy archiving to archive Standard Edition and Enterprise Edition Servers that host users in your organization, verify that Prep Domain has run and successfully completed in the domain before you activate the Archiving service. The domain must be successfully prepared to ensure that activation of the Archiving service grants the Archiving service access to Live Communications Server Active Directory settings for the following:

- To grant permissions for the pool and servers to archive
- To enable remote administration and discoverability of your Archiving services
- To allow RTCDomainServerAdmins to manage the Archiving service

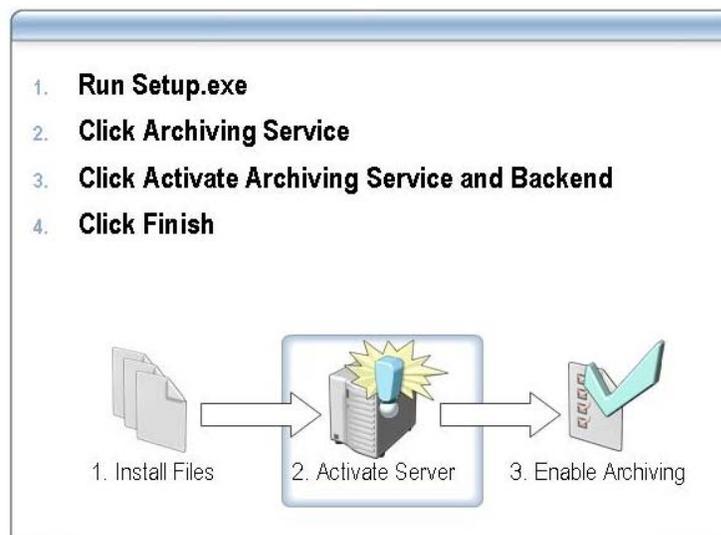
Activating Archiving on a Proxy

Only deploy the Archiving service in an unprepared domain or workgroup topology if you are archiving servers hosting users through the Internet and the Access Proxy or a forwarding Proxy that is separated from the pool. This topology is usually associated with an organization whose Live Communications Servers are hosted by another entity, with a branch office, or with a Clearinghouse.

Be aware of the following limitations when activating the Archiving service on a Proxy in a workgroup or unprepared domain:

- The Archiving service must be activated before the Proxy is activated. The sequencing is important to enable the correct permissions. If the Proxy is already deployed, run activation again to update the archiving settings. All other configuration settings are retained.
- The Proxy and its archiving agent can only be enabled for archiving through the Proxy activation procedure and cannot be enabled through the administrative snap-in.
- The Archiving service can only be deployed in a single-tier configuration where all its components, including the database are on the same computer.
- In the workgroup scenario, the Archiving service must be deployed on the same computer as the Proxy. This is required because MSMQ relies on Windows Authentication for remote link encryption and remote authorization, which otherwise does not work in workgroup mode.
- In an unprepared domain, the Archiving service must also be on a computer joined to the domain.

Activating the Archiving Service



Introduction

The activation procedure has the following prerequisites:

- A SQL instance should be installed with Windows Authentication.
- The procedure must be run from a computer that has Sqldmo.dll installed. The Archiving Back-end computer will have Sqldmo.dll installed.

Note SQLDMO (SQL Distributed Management Objects) is installed on any computer that has SQL Server or SQL Server client tools.

In a prepared domain, Domain Admins and RTCDomainServerAdmins credentials are required to run this procedure. If you are activating the Archiving Server in the forest root domain, only Domain Admins credentials are required. In a workgroup, RTC Local Administrator credentials are required.

Note If you are deploying a two-tier Archiving service in which the destination queue and Archiving service component are deployed on a separate server from the Archiving service back-end database, encryption is not enabled for messages sent from the Archiving service component server to the Archiving database server. To support this encryption, configure SQL SSL encryption. For more information about enabling SQL SSL encryption, see the Microsoft Knowledge Base articles [276553](http://support.microsoft.com/kb/276553) and [841695](http://support.microsoft.com/kb/841695) at <http://support.microsoft.com>

Activating the Archiving service using the Setup

To activate the Archiving service, perform the following steps:

1. Log on to the computer where you installed the files for the Archiving service using relevant administrative credentials.
2. On the Live Communications Server installation folder or CD, run **Setup.exe**.
3. Click **Archiving Service**.
4. Click **Activate the Archiving Service and Backend** to start the Activate Archiving Service Wizard. The Welcome page appears.
5. Click **Next** to continue.
6. On the Select Service Account page, specify a new or existing service account for the Archiving service to use. By default this account name is LCArchivingService. This can be a new or an existing account.

Note By default, Setup configures this account password to expire in 14 days. When the service account password expires, the service stops. You must then change the password and restart the service. If this is not acceptable in your organization, you can modify the service account configuration in Active Directory Users and Computers.

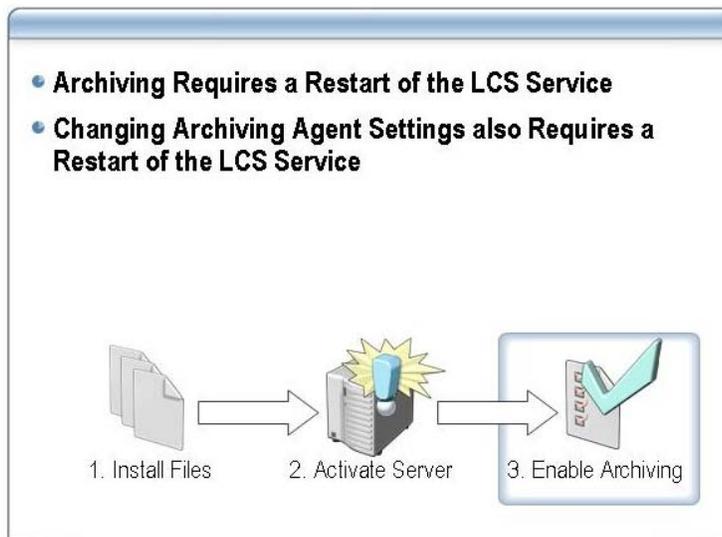
7. Click **Next** to continue.
8. On the Select SQL Server Instance page, enter the SQL Server Name and the Instance Name. If you installed SQL using the default instance, specify only the SQL server name. The wizard will use the default SQL instance name if none is provided. Enter a database name or accept the default, and then click **Next**.
9. On the Option for Re-Using Existing Database page, do not click the **Replace any existing database** check box if you want to re-use an existing database. To replace any existing archiving database, click the **Replace any existing database** check box. If you replace a database, any data within the database is not retained.
10. On the Choose Destination Locations page, type the locations where the SQL database and transaction logs will be stored, or click **Local server directory** to browse to a local directory. These are the locations on the SQL server where you want to write the SQL database and transaction logs. If you are using a clustered SQL back end, ensure that you point your transaction log files and database files to shared storage that both cluster nodes can access. Click **Next**.

Note Placing your transaction logs and database files on separate physical disks is recommended. Ensure that the files are not placed on a page file or system disk.

11. On the Start Service Option page, clear the **Start the service after activation** check box if you do not want the service to start at the end of the activation procedure. You should clear this option if you must configure certain settings on the server before starting the service.
12. On the Ready to Activate Archiving Service page, review the information and settings selected. Click **Next** to start the procedure.

13. On the Activate Archiving Service has Completed page, click **View Log**. Look for Success at the end of each task to verify that activation completed successfully. Close the Log window when you have finished.
14. Click **Finish**.

What Is Enabling Archiving?



Introduction

After you activate and configure your Archiving service, you must enable archiving on each Live Communications Server on which you want to archive messages. These servers can then connect to the Archiving service.

Important You must install MSMQ on each server before you enable archiving. In an Enterprise pool, each server within the pool must have MSMQ installed.

Enabling Archiving

Enabling archiving is slightly different for each type of server role. Each process is explained in detail in the following sections. Before you enable archiving on your servers, be aware that:

- If you activate archiving using the Live Communications Server administrative snap-in, archiving will not start until you have restarted the Live Communications Server service (RtcSrv) on the server. For a Live Communications Server 2005 Enterprise pool, the RtcSrv must be restarted on all the servers within the pool. Stop and restart these servers one at a time in a phased manner to avoid affecting service availability to users.
- Any further changes in the Archiving Agent settings also require a restart of the Live Communications Server service before taking effect.
- Changes to global archiving settings configured on the forest node are not applied until the Live Communications Server services on all Live Communications Servers are restarted.

Enabling Archiving on a Live Communications Server 2005 Server Standard Edition or Enterprise Pool

Enabling archiving on a Standard Edition Server is slightly different from enabling archiving on an Enterprise pool:

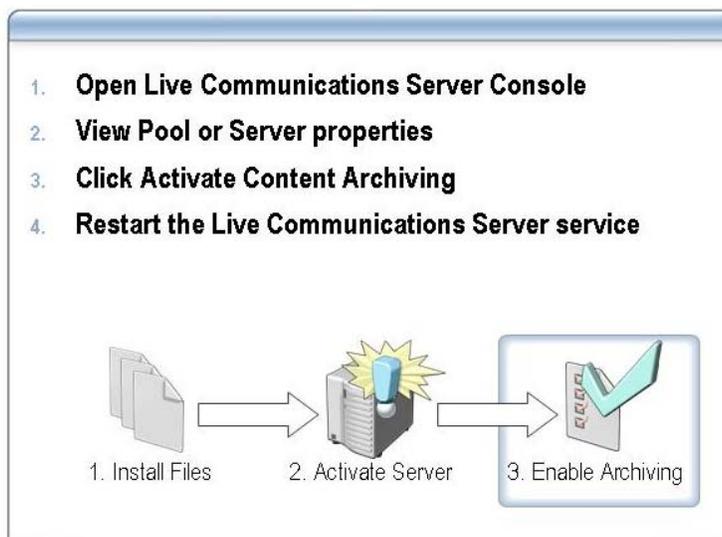
- On Live Communications Server 2005 Standard Edition, enable archiving and provide the queue path to the archiving agent. The archiving agent uses this path to connect to the destination queue on the Archiving service.
- In an Enterprise pool, enable archiving on the pool and associate a queue path on each server in the pool. Each server in the pool requires a queue path to connect to the destination queue on the Archiving service.
- If you designate an Enterprise pool as the next hop behind an Access Proxy, some limitations exist when archiving on this pool
 - If the Enterprise pool is configured as a Director, you must not archive on the Director, and you must archive only on the internal pools and servers hosting users.

Note Because of the way messages are routed through a Director, archiving will not always function as expected. If your organization has a requirement to archive federated conversations, use the global archiving settings to configure this, and enable archiving on your internal servers.

- If the Enterprise pool does host users, to ensure that archiving works correctly, you must add the FQDN of each Enterprise Edition Server within the pool to the internal servers authorized to connect to this Access Proxy server on each Access Proxy.

Warning The archiving agent on each Live Communications Server is configured to shut down if encryption fails between the archiving agent and the destination queue and to prevent Live Communications Server from starting if this encryption fails. (This setting is available on the **Archiving** tab of the server or pool properties.)

Enabling Archiving



Introduction

Configuring archiving on a Standard Edition Server or an Enterprise Edition Server can be performed either when you activate the servers or after you run Setup from the administrative snap-in. However, during activation, you can only enable the archiving agent in critical mode, where the server shuts down if archiving fails.

Enabling archiving on Live Communications Server 2005 Standard Edition or Enterprise Edition

To enable archiving on Live Communications Server, perform the following steps:

1. Click **Start**, point to **Administrative Tools**, and then click **Live Communications Server**.
2. Expand the Forest node, expand the relevant Domain node, and then expand **Pools and Servers**.
3. Right-click the pool on which you want to enable archiving, and then click **Properties**.
4. On the **Archiving** Tab, select the **Activate content archiving** check box.
 A warning message appears to inform you that one or more servers do not have an archiving queue associated with them.
5. Click **OK**.
6. To enable archiving in critical mode, select the **Shut down server if archiving fails** check box. To require mandatory encryption, select the **Shutdown server if MSMQ encryption fails** check box. These two modes are usually required for organizations that must archive all IM conversations due to regulatory compliance.

Warning Critical mode causes Live Communications Server services to become unavailable if archiving fails.

7. Select a Live Communications Server from the list, and then click **Associate**.

8. In **Message queue path name**, type the queue path by entering typing in the **Archiving Server Name** and **Queue Name**. The queue name is the Archive queue name that you configured during the Archiving service setup. By default, the name is Lcslog.
9. Click **OK**. A warning message appears. Click **OK**.
10. For each Live Communications Server in the list, repeat steps 7 to 10 to enable archiving and associate the proper queue on each server.

Important You must associate a queue for each Live Communications Server in this list.

11. On the Archiving tab, click **OK**.
12. Restart all Live Communications Server services on all Live Communications Servers in the pool. For Standard Edition, you need only to start your single server.

Enabling Archiving on a LCS 2005 with SP1 Proxy

To enable archiving on Live Communications Server Proxy, perform the following steps:

1. Click **Start**, point to **Administrative Tools**, and click **Live Communications Server**.
2. In the console tree, expand the Forest node, expand the relevant Domain node, and then expand the Proxy.
3. Right-click the proxy server, and then click **Properties**.
4. On the **Archiving** tab, select the **Activate content archiving** check box.
5. To enable archiving in critical mode, select the **Shutdown server in case of failure** check box.

Note Critical mode is often used by companies who must archive all instant messaging conversations due to regulatory compliance.

6. Type in the message queue path in the following format:
`<archiving server name>\<queue name>`
7. Click **OK**.
8. On the **Archiving** tab, click **OK**.
9. Restart the Live Communications Server service (RtcSrv) on the Proxy.

Enabling archiving on a Proxy server in an unprepared domain or workgroup during Proxy Activation

To enable archiving on a Live Communications Server Proxy in an unprepared domain, perform the following steps:

1. Log on to a computer with the appropriate credentials.
2. Using a command prompt, navigate to the directory where the LcsCmd.exe tool is installed. By default, this tool is located on the Live Communications Server 2005 CD in the `\setup\i386` directory.
3. Use the LcsCmd.exe command with the archiving parameter specified:
`/server[:<server FQDN>] /action:Activate /role:Proxy [/user:<Service Account Name>] /password:<service account password>
/archserver:servername /queueName:archivingqueueName [/nostart]`

For example:

```
LcsCmd.exe /server:server1.contoso.com /action:Activate /role:Proxy  
/user:LCProxyService /password:<service account password>  
/archserver:archServer.contoso.com /queueName:lcslog
```

Lesson: Configuring LCS 2005 SP1 Archive Settings



Introduction

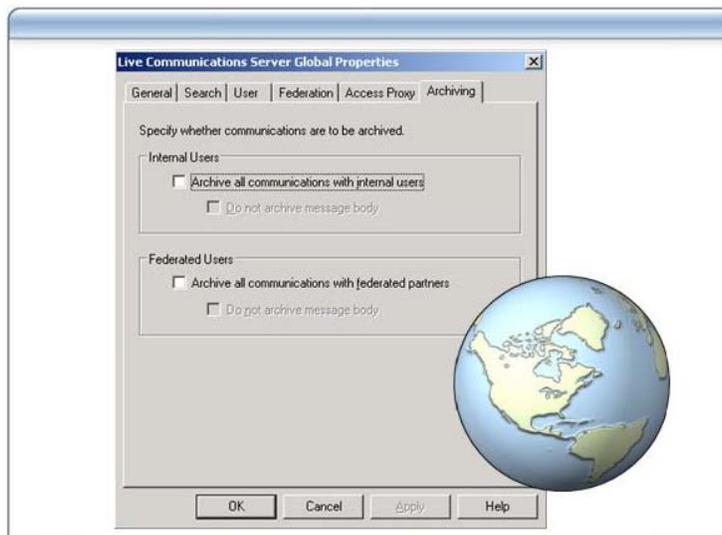
After enabling archiving on the appropriate Live Communications Server, you must configure global and user archiving settings to support your archiving scenario requirements. This lesson guides you through the process of configuring the settings for the Office Live Communications Server 2005 with SP1 Archiving service.

Lesson objectives

After completing this lesson, you will be able to:

- Configure the Archiving service global settings.
- Configure the Archiving service user level settings.

Configuring Global Settings



Introduction

Configuring the Archiving service by using the global settings enables you to choose whether every message sent by every user in your organization is archived.

Definition

The supported global archiving scenario is to archive all conversations for all users in your organization. You also receive usage data on all users in your enterprise.

Unique Requirements to Archive All Instant Messaging Conversations

If your organization has the requirement to archive all instant messaging conversations of certain users, do not configure any users to the archiving settings for **Do Not Archive** or **Archive without message body**. When users with these settings converse with any users who must be archived, these conversations are not archived.

Archiving All Users in the Organization

To archive all the users in your organization, you must:

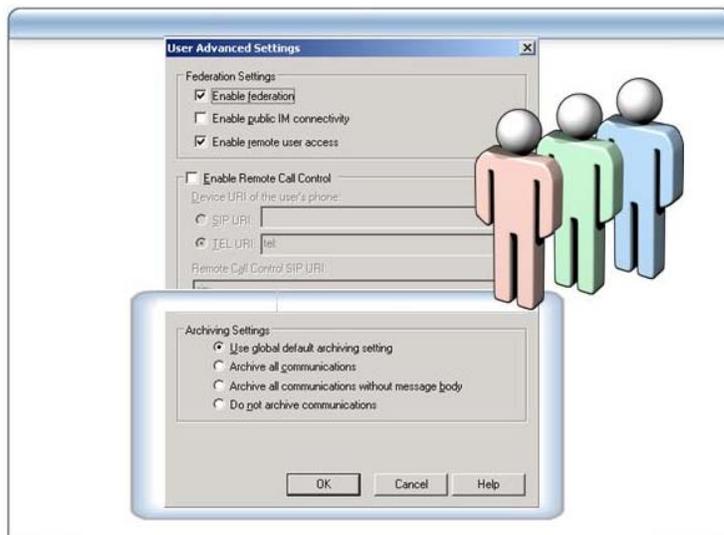
- Configure the global settings for archiving on the Forest node to be TRUE.
- Archive the entire message body (as opposed to the option to archive only usage data without the message body).

Perform the following steps to enable archiving for all users:

1. Log on to a computer using RTCDomainServerAdmins credentials. The computer needs to have Live Communications Server administration tools or Live Communications Server 2005 installed.
2. Click **Start**, point to **Administrative Tools**, and then click **Live Communications Server**.
3. In the console tree, right-click the Forest node, and then click **Properties**.
4. In **Global Properties**, click **Archiving**.
5. Select the **Archive all communications with internal users** check box to archive all communications between your internal users.
6. Ensure that the **Do not archive message body** check box is cleared.

7. Select the **Archive communication with federated partners** check box to archive all conversations between your users and federated users.
8. Ensure that the **Do not archive message body** check box is cleared.
9. Click **Apply**, and then click **OK**.
10. Restart the Live Communications Server services on all Live Communications Servers.

Configuring User Level Settings



Introduction

Configuring the Archiving service by using the user level settings enables you to choose which messages sent by which users in your organization are archived.

Definition

The following are the main supported archiving scenarios.

- **Archiving all conversations for specific users in your organization.** These users could represent a large or small percent of your overall users. You also receive usage data on these users or on all users in your enterprise.
- **Archiving only the federated conversations for users in your organization.** You also receive usage data on these federated or internal conversations, or on all conversations.
- **Archiving only internal communications** for users in your organization.
- **Excluding specific users from ever being archived as a special case.** This setting will take precedence over any other user or global setting for enabling archiving and will prevent specific users from being archived even when in conversations with other users who are enabled for archiving.
Do not use this setting if your organization has requirements to archive all instant message conversations for all users or a group of users.
- **Archiving usage data for all users in your enterprise.** This scenario can be combined with a need to archive all conversations for specific users in your organization. Alternatively, you do not need to archive any conversations (just usage data) in this scenario.

Archiving Specific Users in Your Organization

If you want to archive only a specific set of users, perform the following steps in the Live Communications Server console:

- Configure the global settings for archiving on the Forest node to be FALSE by clearing both check boxes on the Global Settings Archiving tab. This disables archiving for all users.
- Configure the specific users with the Archive All Communications setting.

In this configuration, users who are not configured for archiving inherit the global settings for archiving. These users are not archived unless they are in a conversation with users who are configured for archiving.

You can enable archiving individually for specific users by using:

- The Live Communications Server 2005 administration snap-in
- Active Directory Users and Computers
- WMI scripts

Disabling Global Settings for Archiving at the Forest Level

To disable archiving at the forest level, perform the following steps:

1. Log on to a computer with Live Communications Server 2005 administration tools installed, or log on to a server running Live Communications Server 2005. In both cases, log on with RTCDomainServerAdmins credentials.
2. Click **Start**, point to **Administrative Tools**, and then click **Live Communications Server**.
3. In the console tree, right-click the **Forest** node, and then click **Properties**.
4. In **Global Properties**, click **Archiving**.
5. Verify that the **Archive all communications with internal users** check box is cleared. If necessary, click it to clear this check box.
6. Verify that the **Archive communication with federated partners** check box to archive all conversations between your users and federated users is cleared. If necessary, clear this check box.
7. Click **Apply**, and then click **OK**.
8. If you changed these settings, restart the Live Communications Server service (RtcSrv) on all Live Communications Servers.

Enabling archiving for specific users in Active Directory Users and Computers

To enable archiving for specific users, perform the following steps:

1. Log on to a Live Communications Server with RTCDomainUserAdmins credentials.
2. In the Live Communications administrative console or in Active Directory Users and Computers, right-click the users, and then click **Properties**.
3. Click **Live Communications**, and then select the **Archive All Communications** check box.

Lab 12: Planning, Installing, and Configuring Archiving in LCS 2005 with SP1



Objectives

After completing this lab, you will be able to:

- Prepare to install the Archiving service files.
- Install the files for the Archiving service and activate the Archiving service.
- Enable Archiving on an Enterprise Edition server.
- Verify the Archiving service functionality.

Estimated time to complete this lab: **30 minutes**



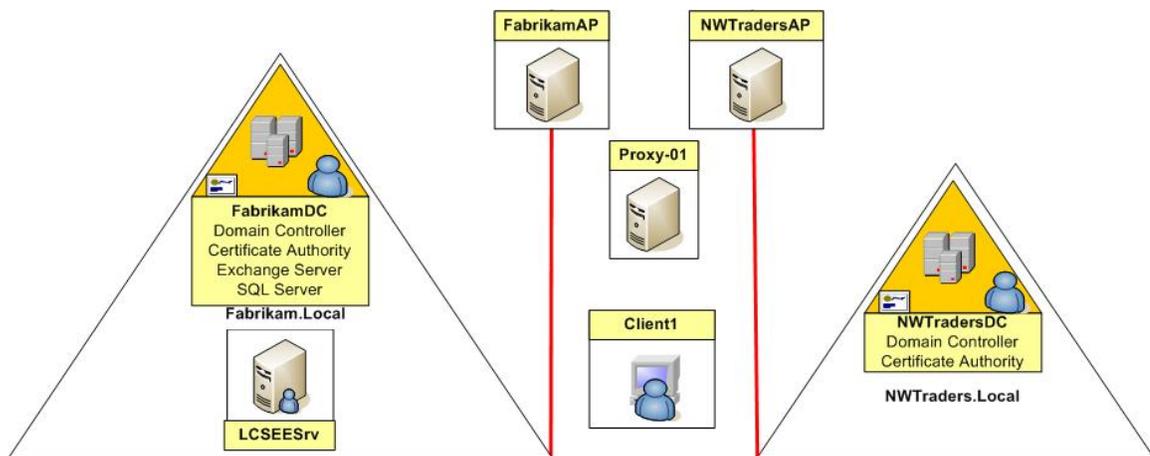
Important: At the end of this lab, close down the VPC images and delete changes.

Introduction

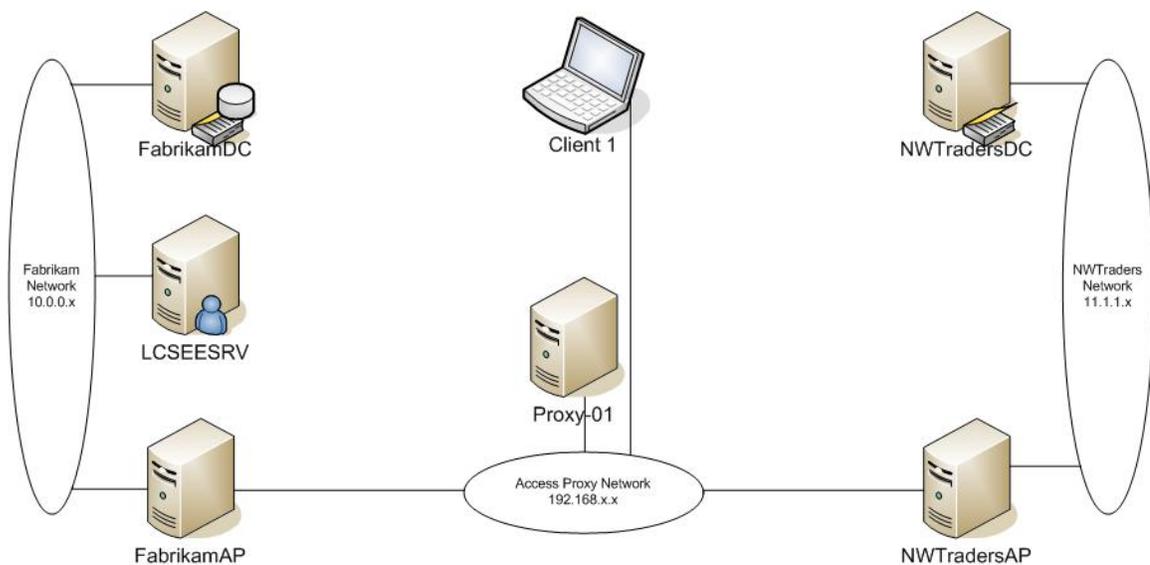
In this lab, you will install the Archiving service and use the Archiving service functionality in Live Communications Server 2005 with SP1.

Network Topology

The labs in this course use virtual machines. In order to configure the virtual machines to be usable in a lab environment, the network topology has been substantially modified from a typical network configuration. The lab configuration combines many server roles in non-standard ways that are not recommended and are generally not viable in a production network. The network topology used in these labs is shown in the following figure.



Physical Network Topology



Virtual PC Image to Computer NetBIOS Name Mappings

The following table shows the mapping between the VPC images and the computer NetBIOS names for this lab. Please ensure you use the correct VPC image from the VPC console to start the lab.

VPC Configuration Name	Computer NetBIOS Name
7034A-FabrikamDC-B	FabrikamDC
7034A-LCSEESRV-B	LCSEESRV



Important: You should start these virtual PC images prior to commencing the lab exercises.

On 7034A-FabrikamDC-B, a Service Control Manager message box may appear, with the following message: At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details. If this message appears, click OK, and continue. The message refers to the Kerberos Key Distribution Center service. However, this service starts properly.

On 7034A-LCSEESRV-B, the Live Communications Server service may fail to start if FabrikamDC has not completely booted before starting LCSEESRV. Before you start the lab, check that the Live Communications Server service on LCSEESRV is running.

At the end of the lab, ensure that you shut down the virtual computers without saving changes.

Exercise 1

Preparing to Install the Archiving Service Files

Scenario

Fabrikam have acquired a subsidiary that provides financial services. This acquisition requires Fabrikam to archive all IM conversations. Matt Dawson, the network administrator, has to install the Archiving Service into his existing LCS 2005 with SP1 environment. The first stage is for him to prepare the environment.

Description

In this exercise, you will install the MSMQ on Live Communications Server 2005 SP1 Enterprise Edition, and then you will configure the computer accounts into the appropriate groups. The SQL Server is already installed.

Tasks	Detailed Steps
 Important: Perform this exercise on the 7034A-FabrikamDC-B virtual machine.	
1. Install MSMQ.	<ol style="list-style-type: none"> a. Log on to 7034A-FabrikamDC-B as Administrator with the password of pass@word1. b. Click Start, point to Control Panel, and then click Add or Remove Programs. c. Click Add/Remove Windows Components. d. Click Application Server (do not select the check box), and then click Details. e. Select the Message Queuing check box, click OK, and then click Next. f. Click Finish to complete the wizard. g. Close Add or Remove Programs.
2. Add the Archiving Service computer accounts to the Windows Authorization Access group.	<ol style="list-style-type: none"> a. Click Start, and then click Run. b. In the Open box, type dsa.msc, and then click OK. c. In the console tree, expand the fabrikam.local domain node, and then click Builtin. d. Double-click Windows Authorization Access Group. e. Click Members, and then click Add. f. Click Object Types, select the Computers check box, and then click OK. g. In the Enter the object names to select box, type FabrikamDC, and then click OK. h. In the Windows Authorization Access Group Properties dialog box, click OK. i. Close Active Directory Users and Computers.

Exercise 2

Installing Files for Archiving and Activating the Service

Scenario

Now that Matt has prepared his environment for the Archiving service on LCS 2005 SP1, he can install and activate the service.

Description

In this exercise, you will install the files and activate the Archiving service on Live Communications Server 2005 SP1 Enterprise Edition.

Tasks	Detailed Steps
 Important: Perform this exercise on the 7034A-FabrikamDC-B virtual machine.	
<ol style="list-style-type: none"> 1. Install the files for the Archiving service and activate the Archiving service. 	<ol style="list-style-type: none"> a. Click Start, click My Computer, navigate to E:\Demo Files\LCS2005SP1\EE\SETUP\I386, and then double-click Setup.exe. b. Click Archiving Service. c. Click Install Files for Archiving Service. The Welcome to the Setup Wizard for Microsoft Office Live Communications Server 2005, Archiving Service page appears. d. To start the Wizard, click Next, accept the terms of the Licensing Agreement, and then click Next. e. On the Customer Information page, click Next. f. Leave the default Message queue path name, and then click Next. g. In the The message queue specified does not exist dialog box, click Yes to create it. If you see an hourglass (system busy icon), click Yes anyway. h. Click Install, and after the wizard completes, click Finish. i. In the Server Activation dialog box, click Yes. j. On the Welcome page of the activation wizard, click Next. k. Ensure Create A New Account is selected, accept the default for the Archiving Service account name, type and confirm the password of pass@word1, and then click Next. l. On the Select SQL Server Instance page, type FabrikamDC as the SQL instance, accept the default database name, and then click Next. m. On the Option for Re-Using Existing Database page, ensure the Replace any existing database check box is cleared, and then click Next. n. On the Choose Destination Locations page, click Next.

	<ul style="list-style-type: none">o. On the Start Service Option page, accept the default selection, and then click Next.p. On the Ready to Activate Archiving Service page, click Next.q. When activation completes, click View Log.r. When the log Web page opens, click the information bar at the top, and click Allow Blocked Content, at the Security Warning dialog box, click Yes.s. Expand Execute Action.t. In the log, the Action Information column has the results of each step. Close the log window when you have finished browsing the log.u. On the Activate Archiving Service Wizard has completed page, click Finish.v. On the Microsoft Office Live Communications Server 2005 with SP1 Enterprise Edition Deployment Tool dialog box click Close.w. Click Exit and then close My Computer.
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Exercise 3

Enabling Archiving on the Enterprise Edition Server

Scenario

With the Archiving service successfully installed and activated, Matt can enable the service.

Description

In this exercise, you will enable the Archiving service.

Tasks	Detailed Steps
 Important: Perform this exercise on the 7034A-FabrikamDC-B virtual machine.	
<ol style="list-style-type: none"> 1. Enable the Archiving service 	<ol style="list-style-type: none"> a. On 7034A-FabrikamDC-B, click Start, point to All Programs, point to Administrative Tools, and then click Live Communications Server 2005. b. Expand Forest – fabrikam.local. c. Expand Domains. d. Expand fabrikam.local. e. Expand Live Communications servers and pools. f. Right-click EEPool1, and then click Properties. g. Click Archiving, and then select the Activate content archiving check box. h. In the warning dialog box, click OK. i. On the Archiving tab, click Associate. j. In the Associate Queue Path dialog box, type the path to the MSMQ queue; <code>.\private\$\LcsLog</code>, there must be a “.” before <code>\private\$</code>, and then click OK. k. In the EEPool1 properties dialog box, click OK. l. Right-click the Forest – fabrikam.local node, and then click Properties. m. On the Archiving tab, select the Archive all communications with internal users and the Archive all communications with federated partners check boxes, and then click OK. n. Expand EEPool1. o. Right-click fabrikamdc.fabrikam.local, and then click Stop. p. Right-click fabrikamdc.fabrikam.local, and then click Start.

Exercise 4

Verifying the Archiving Service Functionality

Scenario

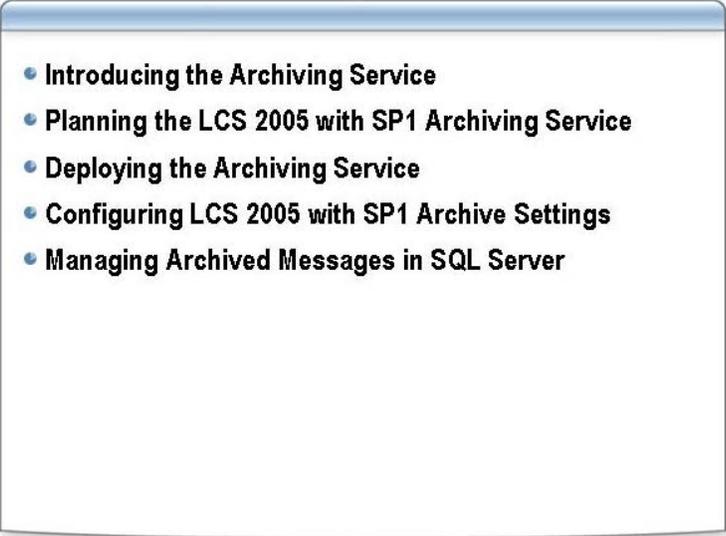
The Archiving service has been successfully enabled. To finish off, Matt wants to check that messages are being archived, and that he can query SQL Server for those messages.

Description

In this exercise, you will verify the functionality of the Archiving service on Live Communications Server 2005 SP1 Enterprise Edition.

Tasks	Detailed Steps
 Important: Perform this exercise on both the 7034A-LCSEESRV-B and the 7034A-FabrikamDC-B virtual machine.	
1. Generate some Instant Messages	<ol style="list-style-type: none"> a. On 7034A-LCSEESRV-B, log on as Matt with a password of pass@word1. b. Ensure that Communicator starts and that you are signed in. c. On 7034A-FABRIKAMDC-B, log on as Administrator with a password of pass@word1. d. Click Start, point to All Programs, and then click Microsoft Office Communicator 2005. e. Sign in to Communicator as Jim with a password of pass@word1. f. Send messages between the two users logged onto Microsoft Office Communicator on 7034A-FabrikamDC-B and 7034A-LCSEESRV-B.
2. Verify that the SQL database has the archived instant messages.	<ol style="list-style-type: none"> a. On 7034A-FabrikamDC-B, click Start, point to All Programs, point to Microsoft SQL Server, and then click Enterprise Manger. b. Expand Microsoft SQL Servers, SQL Server Group, (local) (Windows NT), Databases, LcsLog, and then click Tables. c. In the tables pane, right-click messages, point to Open Table, and then click Return all rows. d. The archived messages are shown in the returned values. e. Close Enterprise Manager.
3. Close down the Virtual PCs	<ol style="list-style-type: none"> a. In the virtual PC window for 7034A-FabrikamDC-B, click the Action menu, and then click Close. b. In the Close dialog box, select Turn off and delete changes, then click OK. c. Repeat these steps on the remaining Virtual PCs.

Review

- 
- **Introducing the Archiving Service**
 - **Planning the LCS 2005 with SP1 Archiving Service**
 - **Deploying the Archiving Service**
 - **Configuring LCS 2005 with SP1 Archive Settings**
 - **Managing Archived Messages in SQL Server**

In this module, you learned that the Archiving service provides the following capabilities:

- Archives all the instant messaging conversations for all or specific users
- Archives usage data on all or specific users

Without the Archiving service, you will not be able to meet regulatory compliance in your environment.

In the next Module, you will look at how to upgrade from Live Communications Server 2003 to Live Communications Server 2005 with SP1.