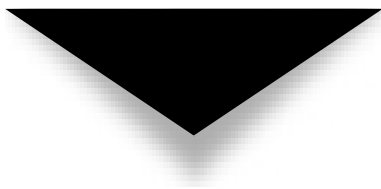

PART II

Administration



CHAPTER 3

Creating and Managing Recipients

Once Exchange Server 2007 is installed and any transitions have occurred from previous versions of Exchange, it's time to get down to the business of managing your Exchange 2007 environment.

One of the main functions in managing an Exchange 2007 environment is the creation and configuration of recipient objects. Now, let's not be fooled here—this involves much more than just mail-enabling a user account or public folder. Once enabled, there are a host of configuration parameters that need to be considered. In addition, the types of recipients have drastically changed from Exchange 5.5 and have somewhat changed from that of Exchange 2000/2003. As well as using graphical tools to accomplish administrative tasks, Microsoft now enables nearly everything you can normally do via the graphical user interface (GUI) through the new Exchange Management Shell (EMS).

In this chapter, I'll illustrate how to create and configure each of these recipient types, both through the primary graphical tool, the Exchange Management Console, as well as the Exchange Management Shell. Then we'll look at how to create and manage customized address lists for your users.

CREATING AND MANAGING RECIPIENTS

Let's start out by covering the various types of recipients. You would naturally figure a mailbox is the first type, but with Exchange 2007, there are *four* types of mailboxes you can create. A *user mailbox* is an Exchange 2007–based mailbox associated with an Active Directory user. A *room mailbox* is a mailbox that is associated with a disabled user for the purpose of room scheduling. An *equipment mailbox*, like a room mailbox, is associated with a disabled user, but is used for the purpose of scheduling equipment within your organization. Last, a *linked mailbox* is a mailbox that is accessible by a security principle (such as a user account) in a separate forest that exists across a trust.

The next set of contacts are used to represent external recipients without Exchange mailboxes. The first is a *mail contact*, which is an Active Directory object representing a person external to your organization who has an associated e-mail address pointing to an external messaging system. You could use mail contact objects, for example, to ensure that important clients are in the global address list. The second type of external recipient is a *mail user*, which is an Active Directory user that has no Exchange mailbox, but instead uses an external messaging system. This object is perfect for situations when you have a contractor on site who needs to log on to Active Directory to access resources, but has his or her own messaging system at his or her office.

A *distribution group* is an Active Directory group that is mail-enabled, having an e-mail address on the Exchange system. Messages sent to a distribution group will be sent to each of the members of that group. Lastly, *public folders* are automatically assigned e-mail addresses. Table 3-1 compares the various recipient types.

While you have been using Active Directory Users And Computers on a server that has the Exchange management tools installed to manage your recipients for years, in order to manage Exchange 2007 recipients, you'll need to focus your attention on the Exchange 2007 management tools.

Recipient Type	Associated Object Type in Active Directory	Accessed By	Internal or External Recipient?	Example of Usage
User mailbox	User	Associated user account	Internal	Internal user
Room mailbox	User	Other users	Internal	Conference room
Equipment mailbox	User	Other users	Internal	Video projector
Linked mailbox	User	User account in a trusted domain in a separate forest	Internal	Centralized company e-mail mailbox accessed by a user in a business unit using a separate (but trusted) Active Directory forest
Mail contact	Contact	n/a	External	External person commonly sent e-mail
Mail user	User	Associated user account	External	Contractor with temporary internal user account but external e-mail
Distribution group	Group	n/a	Can include internal and external recipients	Combines multiple recipients into a single destination
Public folder	Public folder	n/a	Internal	Receives messages needed to be viewed by multiple users

Table 3-1. Comparison of Exchange 2007 Recipients

TIP If you have a mixed Exchange 2007/Exchange 2000 or 2003 environment, you can use the Active Directory Users And Computers MMC snap-in to manage Exchange 2000/2003 recipients.

In this chapter, I'm going to focus on how to manage recipients using the Exchange Management Console and the Exchange Management Shell. I'll cover managing public folders in the next chapter. If you would like a refresher on managing recipients using Active Directory Users And Computers while you are still running a mix of Exchange 2000/2003 and 2007, please refer to the *Exchange Server 2003 Administration Guide* at <http://www.microsoft.com/technet/prodtechnol/exchange/2003/library/admingde.mspx>.

Let's start by looking at how to create and manage the four mailbox types.

Creating and Configuring New Mailboxes

Unlike previous versions of Exchange, where the focus was on creating a user and then associating a mailbox to it, think of this version as reversing the two. Since you'll be working within the Exchange Management Console, the focus is the mailbox; the user is somewhat secondary. Begin managing mailboxes by selecting the Mailbox node in the console tree, just under Recipient Configuration, shown in Figure 3-1. The results pane

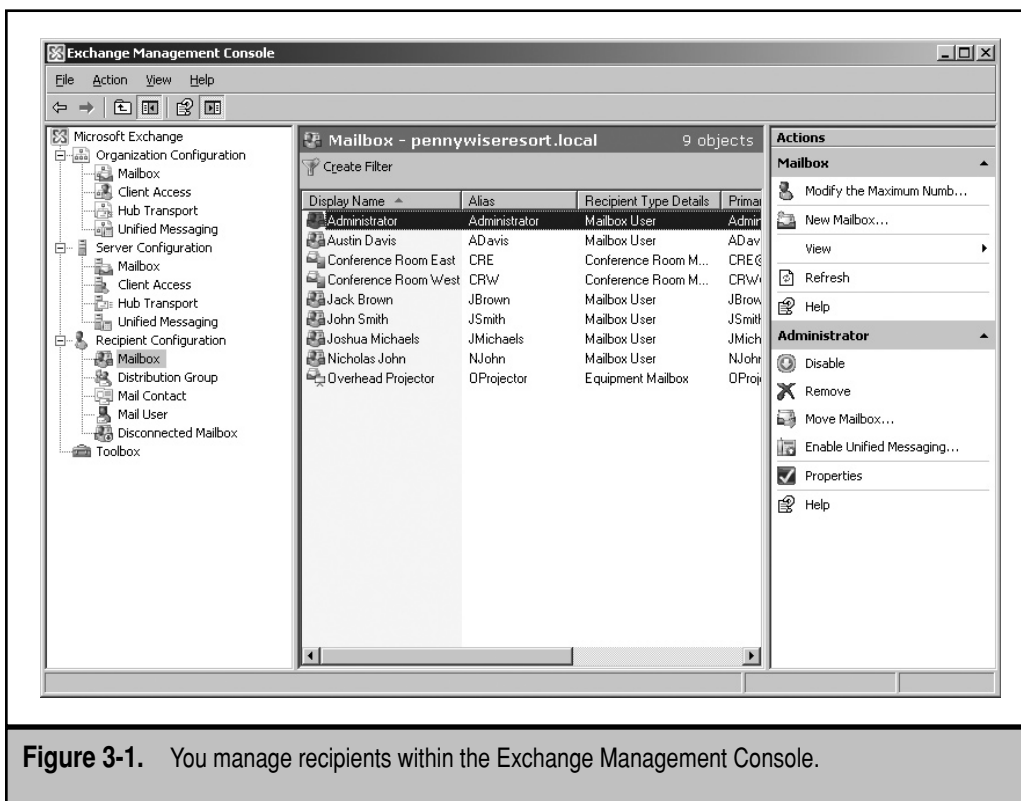


Figure 3-1. You manage recipients within the Exchange Management Console.

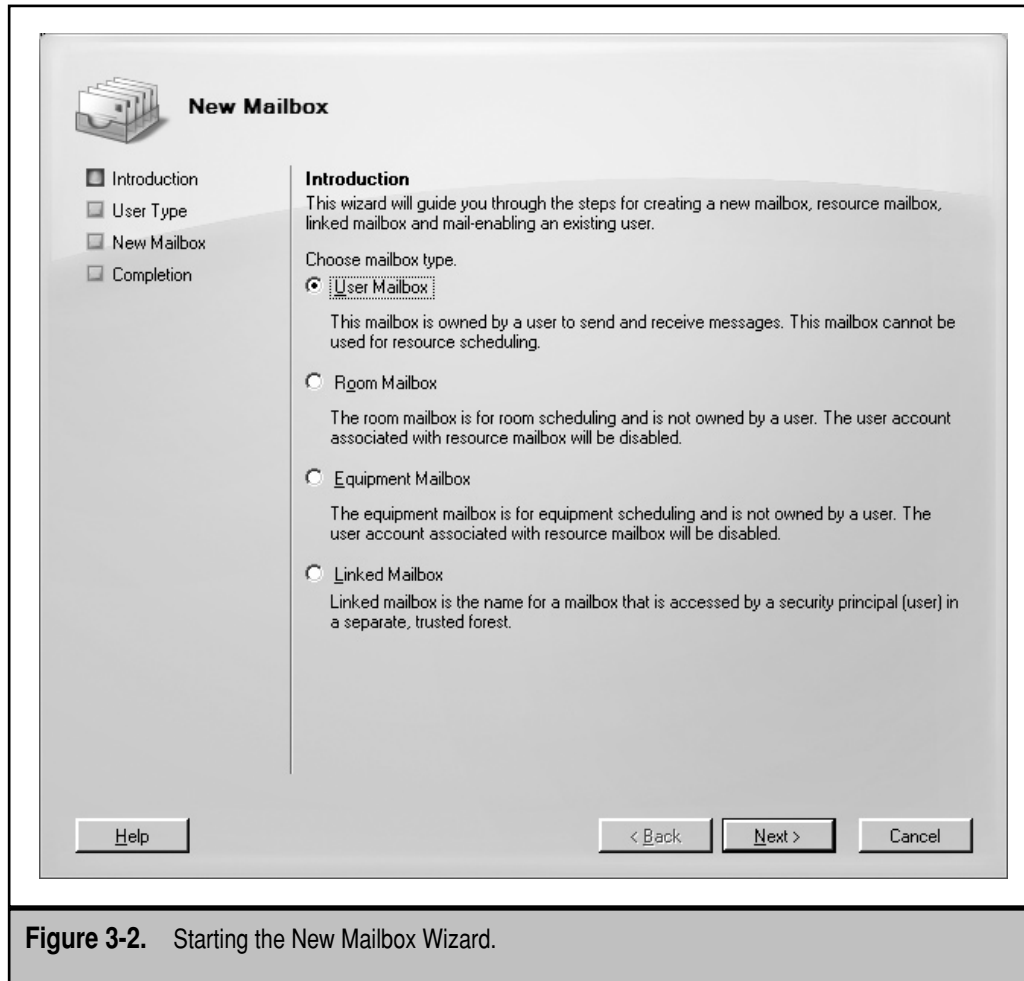


Figure 3-2. Starting the New Mailbox Wizard.

shows any mailboxes that exist within the organization. Even though you may have many more user accounts in Active Directory, this list is specific to those users that have a mailbox. To begin creating a mailbox, select New Mailbox from the action pane. The New Mailbox Wizard starts, giving you the option to create one of the four mailbox types described earlier, as shown in Figure 3-2.

Let's walk through creating each of the four types of mailboxes, starting with the user mailbox.

Creating a User, Room, or Equipment Mailbox

While the purposes for each mailbox type are different, the process is exactly the same, with one caveat—the user account either selected or created during the creation of the

room or equipment mailbox is disabled at the end of the wizard. I'll walk through the creation of a user mailbox to demonstrate creating all three mailbox types.

Select the User Mailbox option, and click Next. On the User Type page of the wizard, you can choose to either create a new user as part of creating the user mailbox or select an existing user that currently does not have a mailbox associated with it, shown in Figure 3-3. Should you need to create a user, you would select New User and click Next, which would display the User Information pane, shown in Figure 3-4. Otherwise, you select Existing User on the User Type page and click the Browse button to select a user, as shown in Figure 3-5.

Whether you create a new user and provide user information or select an existing user, the next page in the wizard is the Mailbox Settings page, shown in Figure 3-6. On this page,

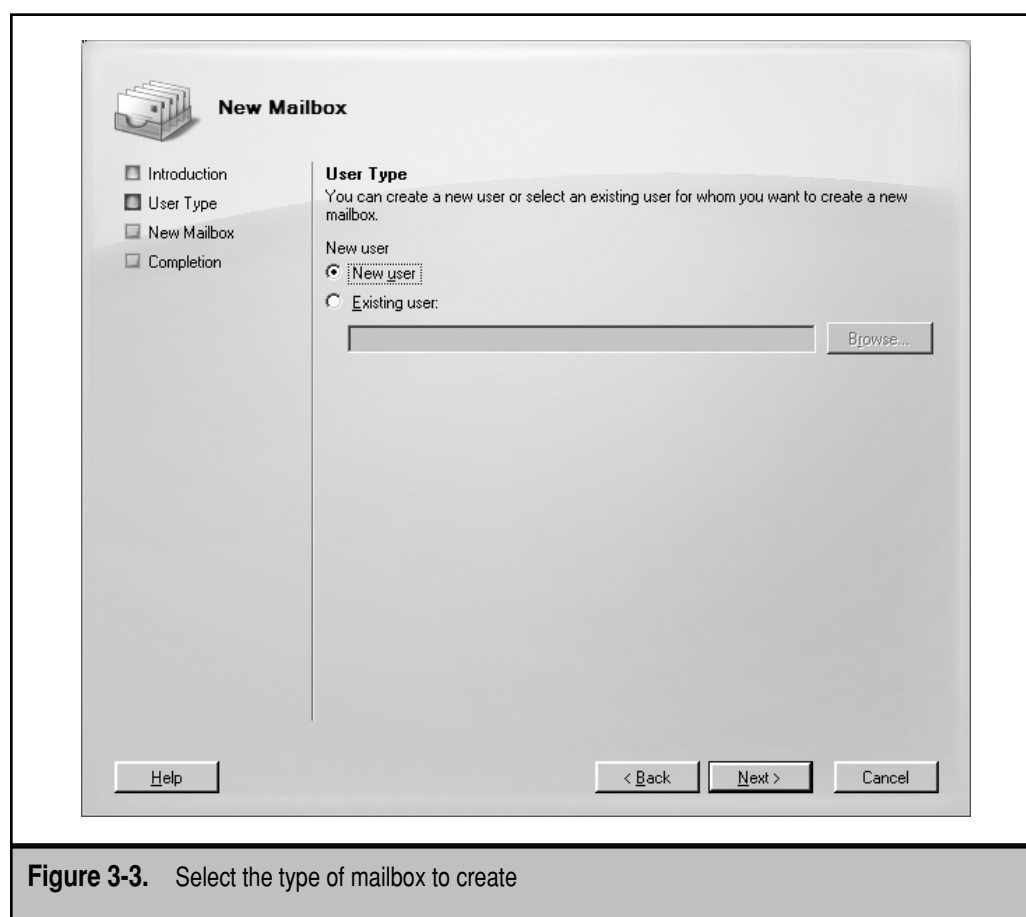


Figure 3-3. Select the type of mailbox to create

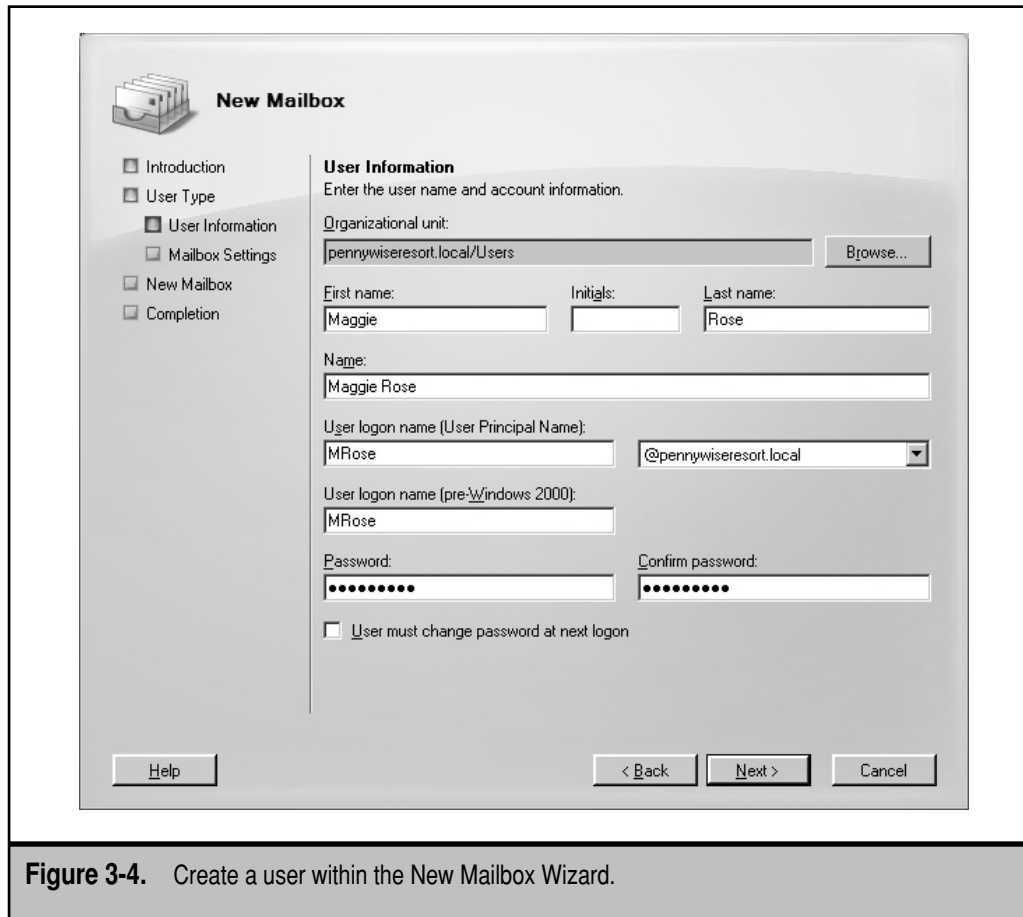


Figure 3-4. Create a user within the New Mailbox Wizard.

you need to specify the alias for the mailbox (which defaults to the user name), the server and mailbox location, and two advanced parameters for establishing mailbox policies (which establish mailbox retention settings, for example) and a policy for ActiveSync (which configures settings for Pocket PC clients that utilize ActiveSync to retrieve messages).

Once you have configured the mailbox settings, click *Next*, review the configuration summary (shown in Figure 3-7), and click *New* to complete the wizard.

Creating a Linked Mailbox

As you recall from earlier in this chapter, a linked mailbox is a mailbox in your Exchange organization that is associated with a user in another Active Directory forest.

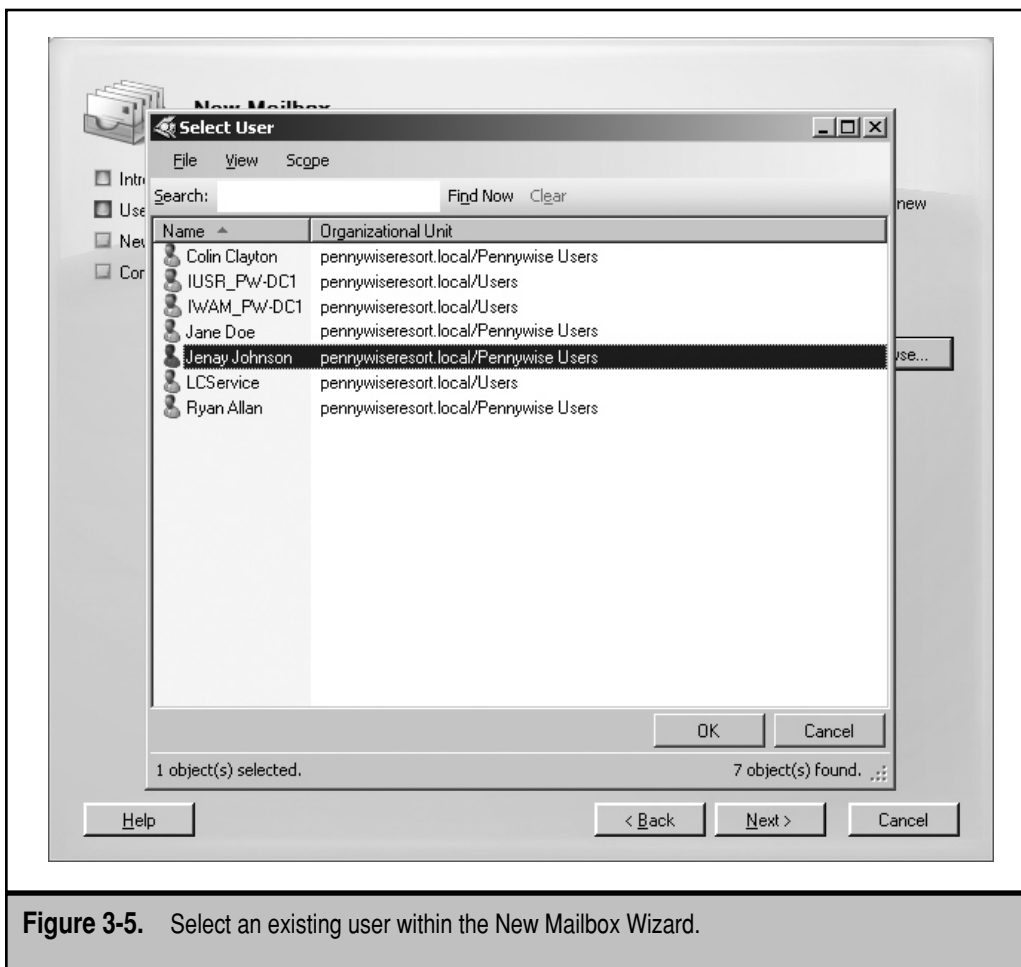


Figure 3-5. Select an existing user within the New Mailbox Wizard.

So the process in your organization is essentially the same as with the previous three mailbox types, with the user account specified from your organization disabled, but specifying another Active Directory forest, domain controller in that forest, and user account that will be granted access to the mailbox in your organization, shown in Figure 3-8.

Configuring Mailboxes

Now that you know how to create a new mailbox and associate a user with it, it's time to configure the mailbox. To start the configuration process, navigate within the Exchange

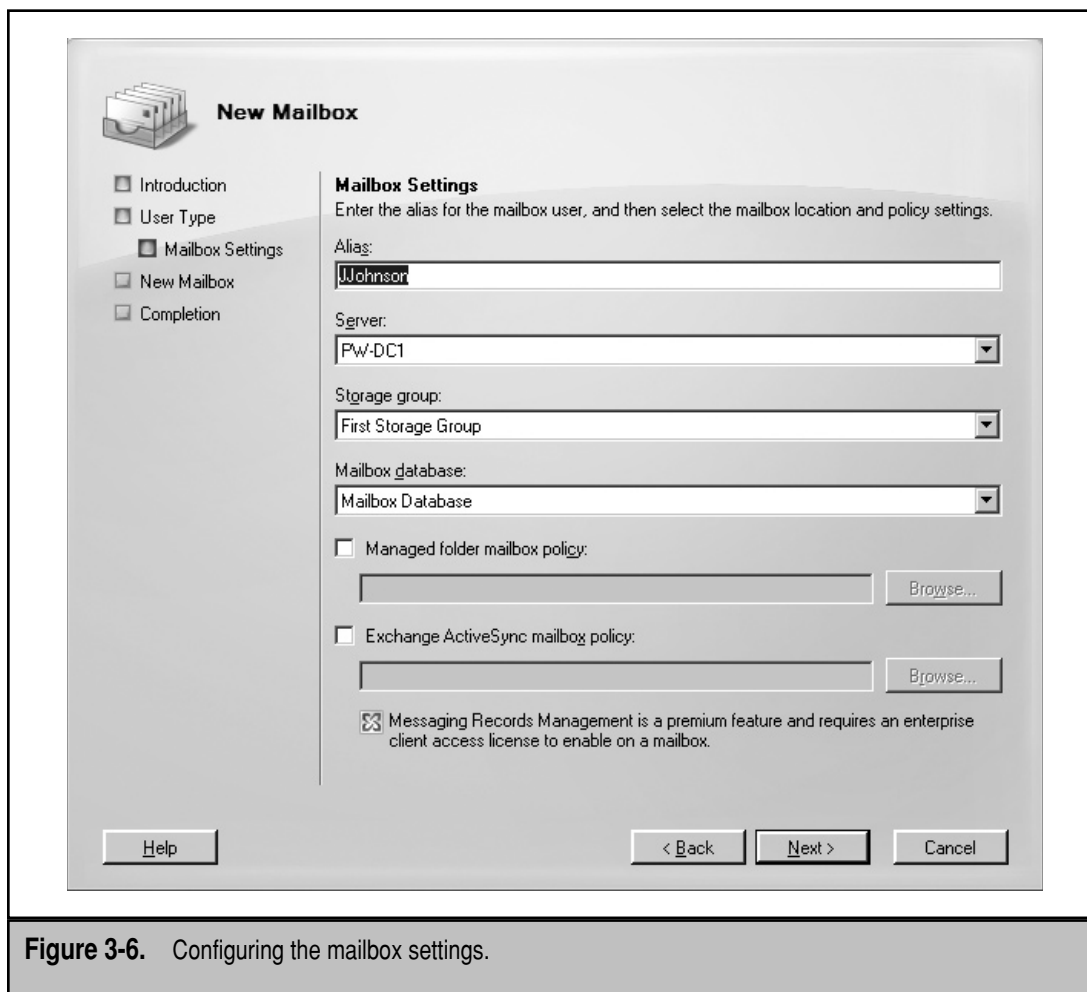
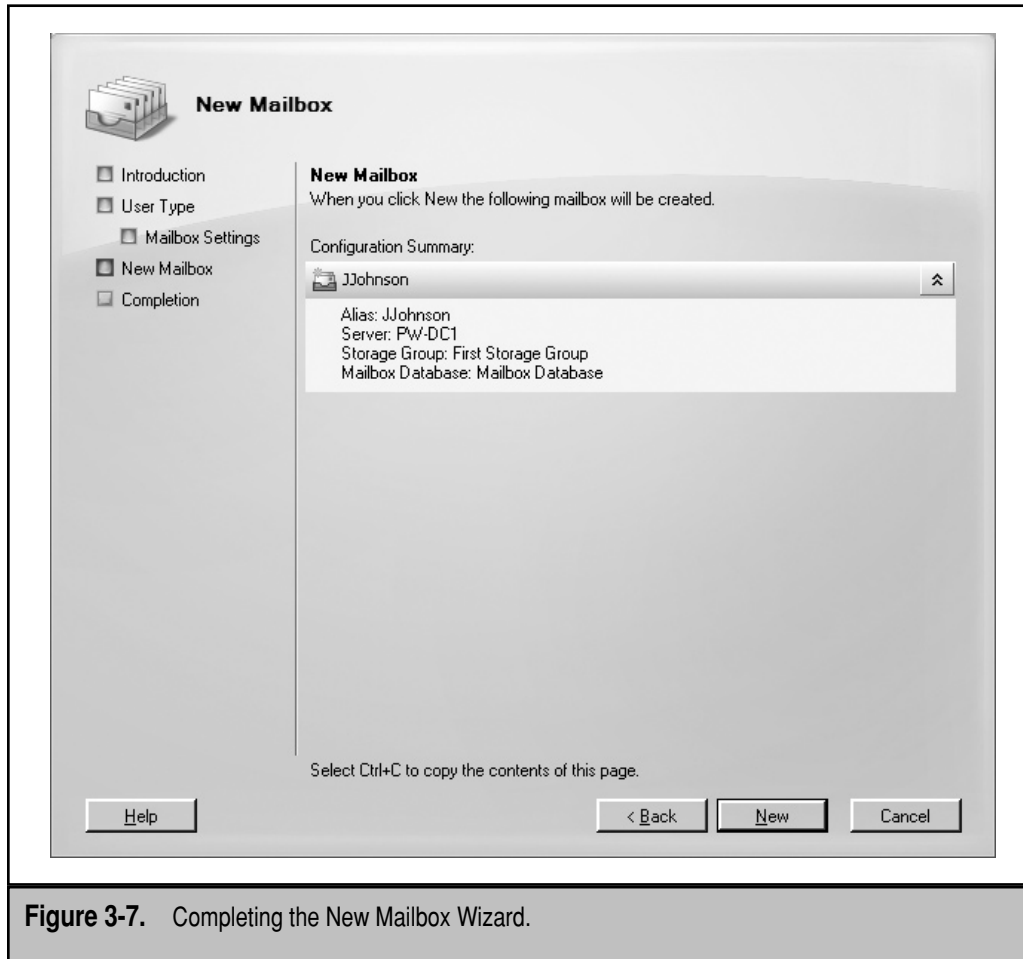


Figure 3-6. Configuring the mailbox settings.

Management Console to the Mailbox node under Recipient Configuration in the console tree. Select the desired mailbox from the results pane, and click the Properties link in the action pane, as shown in Figure 3-9.

Of the ten tabs that are available by default, there are five tabs of interest for our discussions: General, E-mail Addresses, Mailbox Settings, Mail Flow Settings, and Mailbox Features. On the General tab (Figure 3-10), you can learn where the user's mailbox is presently stored, the mailbox size, the associated user account, the user's location in Active Directory, and what alias the mailbox is using. The Custom Attributes button displays the 15 custom attributes supported by Exchange 2007.



Moving to the E-mail Addresses tab (Figure 3-11), we find the various addresses that have been created for this user account and mailbox. You'll notice that there is only a Simple Mail Transfer Protocol (SMTP) address. X.400 addresses are only needed if you plan on connecting to a foreign messaging system via X.400. You should also note that by leaving the Automatically Update E-mail Addresses Based On Recipient Policy check box selected, you can have these e-mail addresses updated without ever having to physically visit each user account.

Management Shell Corner

Throughout this book, when appropriate, I will cover how to accomplish a task from within the Exchange Management Shell using an example command. You should consider the commands presented as examples; you will need to provide your own parameters specific to your organization, servers, storage, etc. To create a new mailbox from the Exchange Management Shell, run the following command (I've added parameters matching the previous GUI-based creation example to show you the equivalent command):

```
New-Mailbox -alias JJohnson -database 'First Storage Group\Mailbox
Database' -Name JJohnson -OrganizationalUnit Users -password $password
-FirstName Jenay -LastName Johnson -DisplayName 'Jenay Johnson'
```

Note that the \$password value is established by first entering the following command so that the user will be prompted for the password:

```
$password = Read-Host "Enter password" -AsSecureString
```

If you are creating a new mailbox for an existing user, the command would be:

```
Enable-Mailbox -Identity:'pennywiseresort.local/Pennywise Users/Jenay
Johnson' -Alias:'JJohnson' -Database: 'First Storage Group\Mailbox
Database'
```

In addition to using the Management Shell Corner throughout this book, you can find more information on how to work with the Exchange Management Shell in Chapter 14. Note that after you run any wizard-driven process within the Exchange Management Console, you will also see the Exchange Management Shell cmdlet and appropriate switches used to perform the command.

Management Shell Corner

To create a linked mailbox from the Exchange Management Shell, perform the following command:

```
New-Mailbox -Database "First Storage Group\Mailbox Database" -Name "Shelly
Thomas" -LinkedDomainController "NW-DC1" -LinkedMasterAccount NICKELWISE\
SThomas -LinkedCredentials NICKELWISE\Administrator -OrganizationalUnit Users
```

Custom Attribute Display Names

You can modify the custom attribute display names by modifying the Active Directory schema with a tool like ADSIEdit. By editing the IDAPDisplayName attribute of the ms-Exch-Extension-Attribute-*x* object (where *x* is the number of the attribute) within the Schema container, shown in Figure 3-12, you will modify the appearance of your custom attributes, shown in Figure 3-13 from within the Active Directory Users And Computers MMC snap-in.

The attribute names don't change within the Exchange Management Console, because the field names are hard-coded into the interface rather than being pulled from the Lightweight Directory Access Protocol (LDAP) display name within Active Directory, as is the case with Active Directory Users And Computers.

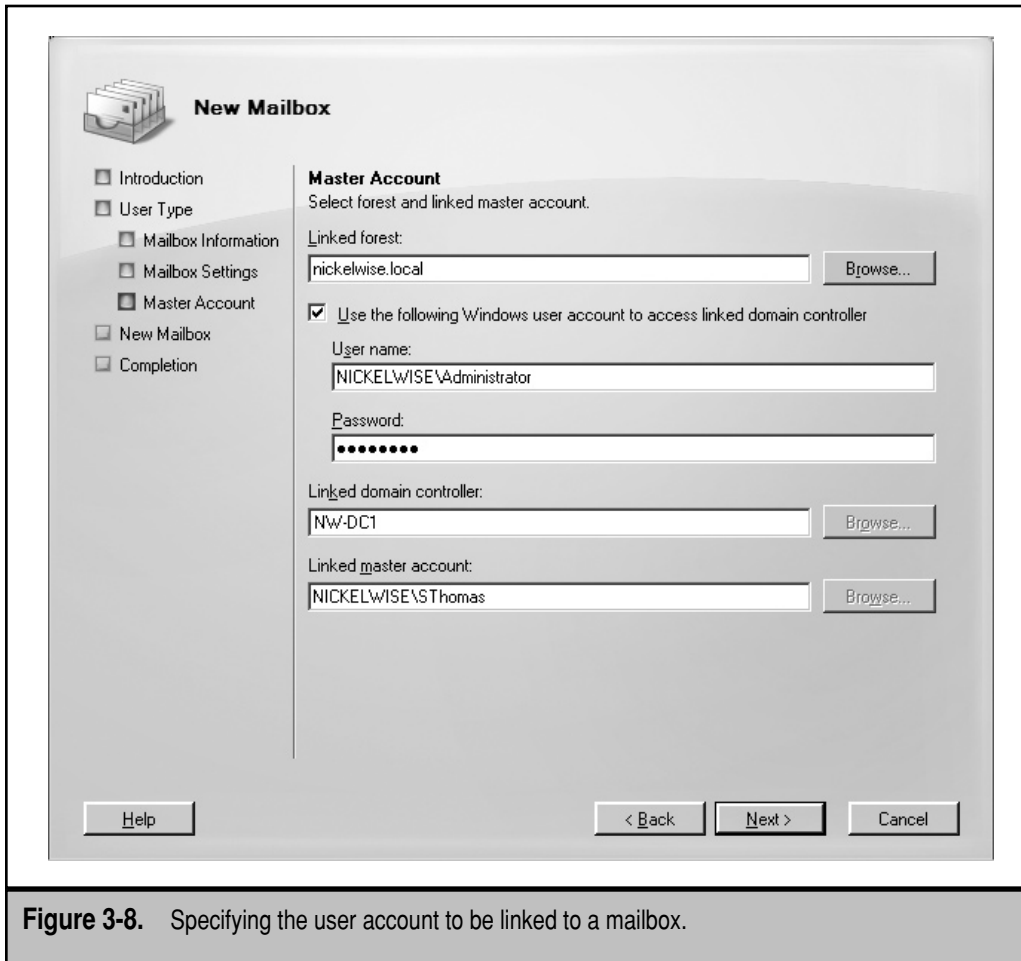


Figure 3-8. Specifying the user account to be linked to a mailbox.

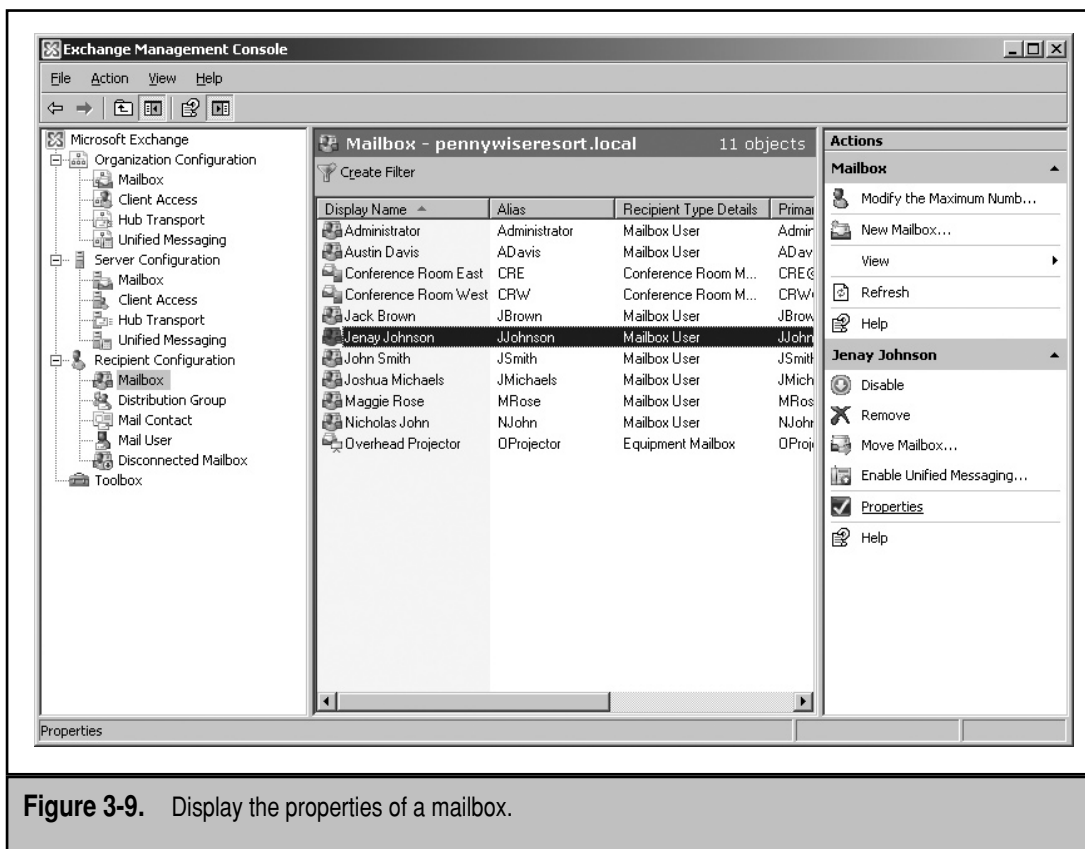


Figure 3-9. Display the properties of a mailbox.

Each user account can have multiple SMTP addresses, which comes in handy if you want mail addressed to more than one recipient to appear in the same mailbox. For example, if you are the administrator for your Web site, you'll have one internal SMTP address that coworkers will use to send you mail. But you could also have the postmaster and Webmaster e-mail addresses assigned to your mailbox so that visitors on the Internet who send mail to the Webmaster will have their messages routed to your inbox.

This feature can also be used if some of your users have names that are difficult to spell. For example, a female user named "Gale" could have her first name misspelled as "Gayle" or "Gail." Adding SMTP addresses to Gale's account that include the various misspellings of her name will reduce the number of non-delivery reports (NDRs) returned to the message originators and will increase her chances that she will receive messages sent to her, even if her name is misspelled.

TIP Remember that even though you can type just about anything as an alternative SMTP address, even with a different domain name, only those domain names that are supported by your Exchange organization will be routed to the recipient.

Managing Your Recipient Policies

If you need to see what default addresses are being generated for mailbox recipients in your forest, navigate to the Hub Transport node under Organization Configuration within the console tree in the Exchange Management Console. Click the E-mail Addresses Policy tab, and select the default policy (Figure 3-14).

Select Edit from the action pane to launch the Edit E-mail Address Policy Wizard. Since there are no editable values on the Introduction page (because you are editing the default policy—if you create a new policy, the grayed-out options will be available for selection), press Next to see the Conditions page, where you can review the recipients this policy will affect. Again, because this is the default policy, you cannot modify these values. Clicking the Preview button will show all the recipients (regardless of their type) affected by this policy. Clicking Next takes you to the E-mail Address page (Figure 3-15) which is the very reason we came here in the first place.

You should first notice that with a new installation of Exchange 2007, the default SMTP address matches that of the Active Directory domain name. Depending on your organization, this may not be a viable public address. If this is your case, you need to first add the domain to be supported, which I discussed in Chapter 2, and then modify the SMTP address value by selecting it and clicking the Edit button. You'll want to select the appropriate domain (.com, .net, etc.), like I've done in Figure 3-16, and click OK.

If your company supports more than one e-mail domain and you want the additional e-mail domain to apply to everyone within the organization, you'll need to add it to the list of supported domains (I discussed this in Chapter 2), and then you can add the extra SMTP address by clicking the Add button (there is also a drop-down list where you can select a custom e-mail address) and selecting the to-be-added domain from the E-mail Address Domain drop-down list.

The E-mail Address Local Part value facilitates the customization of the individual user's alias before the domain name. The default is to have the e-mail alias match the user's alias in Active Directory. If your company has a standard when it comes to naming user accounts that will not match the standard when naming e-mail addresses, you should consider using one of the possible alias-naming values. Once you have the appropriate e-mail addresses listed, click Next to see the Schedule page (Figure 3-17). Here, you can choose when to have the addressing changes applied.

Clicking Next takes you to the Edit E-mail Address Policy page (which is just a summary of changes to take place). Click Edit to complete the wizard.

If you have more than one address of a given type, such as multiple SMTP addresses, you'll need to select one to be the *primary* address, which will act as the reply-to address when e-mail is originated using this account. To select such an address, highlight the desired address in the user's properties, and then click the Set As Reply button, as shown in Figure 3-18.

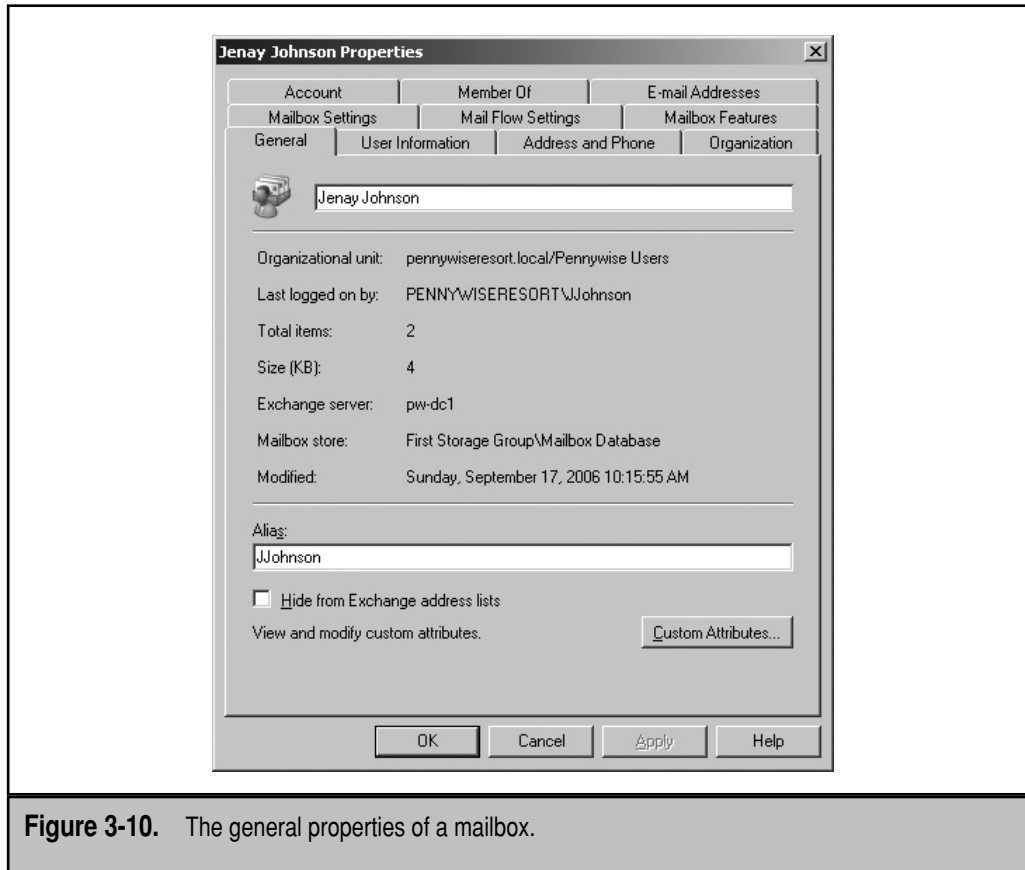


Figure 3-10. The general properties of a mailbox.

Getting back to the e-mail addresses properties of the mailbox, you can clear the Automatically Update E-mail Addresses Based On Recipient Policy check box to keep the e-mail addresses from being affected by a recipient policy. You may want to do this, for example, if a user's e-mail alias before the domain name does not conform to the corporate standard (e.g. JohnS versus the corporate standard of JSmith). Like the recipient policy, if you have multiple addresses of the same type, you can choose one to be the reply-to address by choosing one of the addresses and clicking the Set As Reply button. Keep in mind that if the Automatically Update E-mail Addresses Based On Recipient Policy check box is selected, your choice of reply-to addresses may be overridden by the settings in a recipient policy.

Moving on to the Mailbox Settings tab (Figure 3-19), you can manage messaging records management (MRM), where you can specify retention hold times and managed content settings (more on this topic in Chapter 17), as well as storage limits and deleted

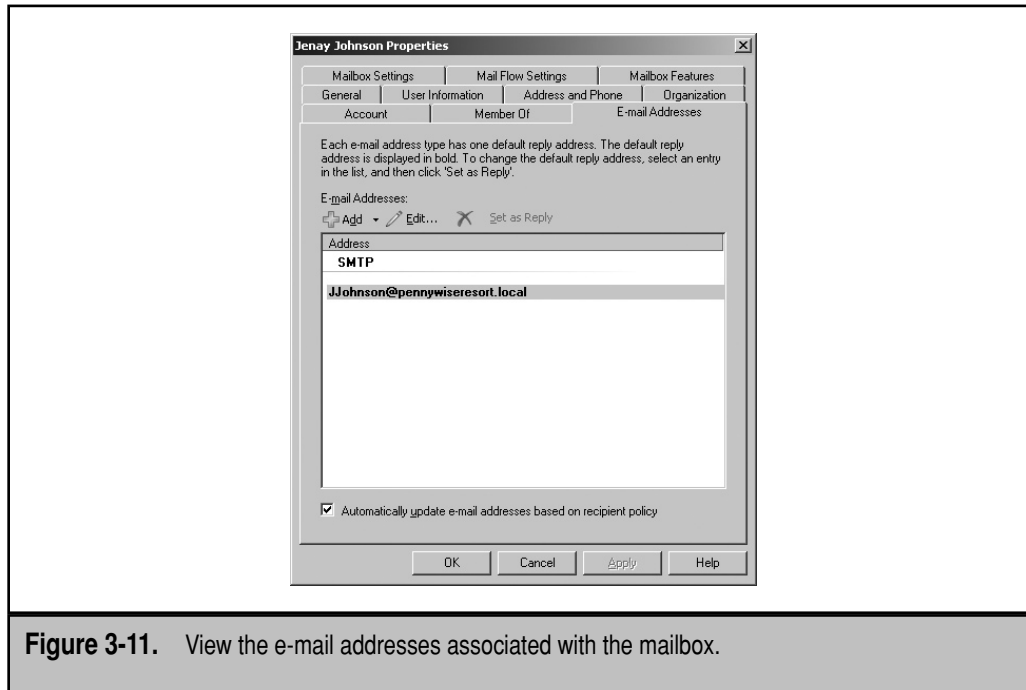


Figure 3-11. View the e-mail addresses associated with the mailbox.

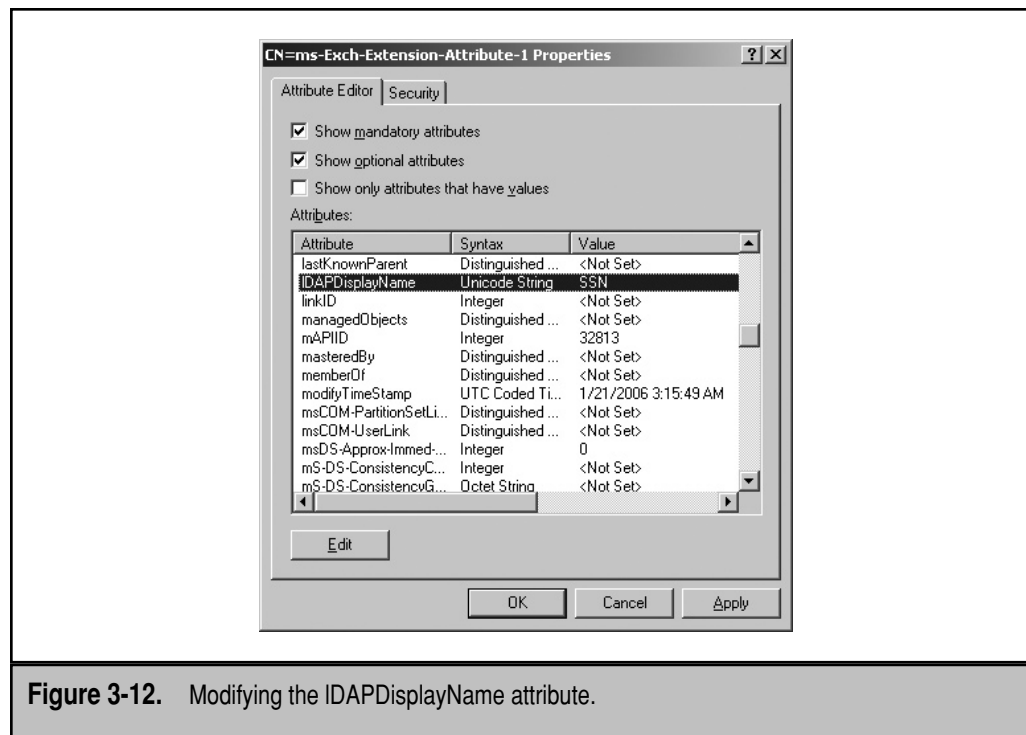
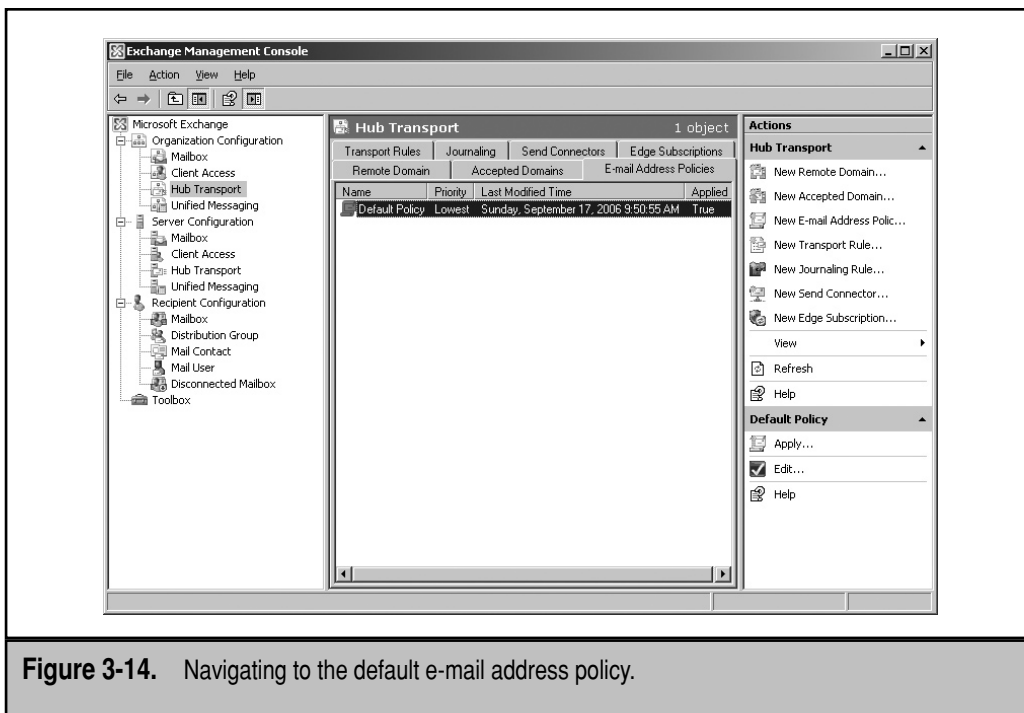
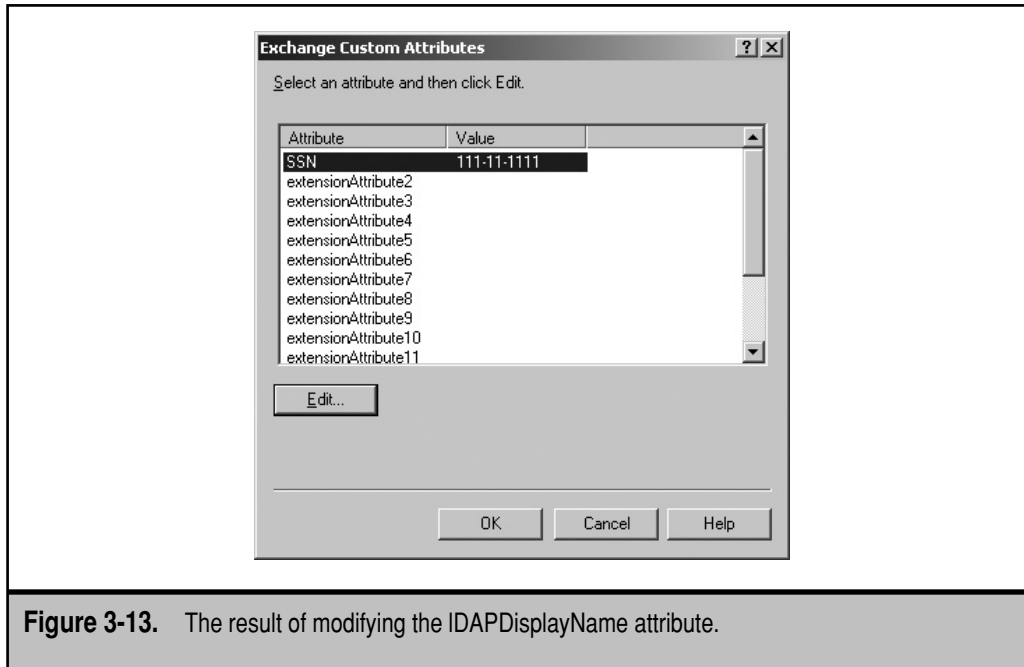


Figure 3-12. Modifying the IDAPDisplayName attribute.



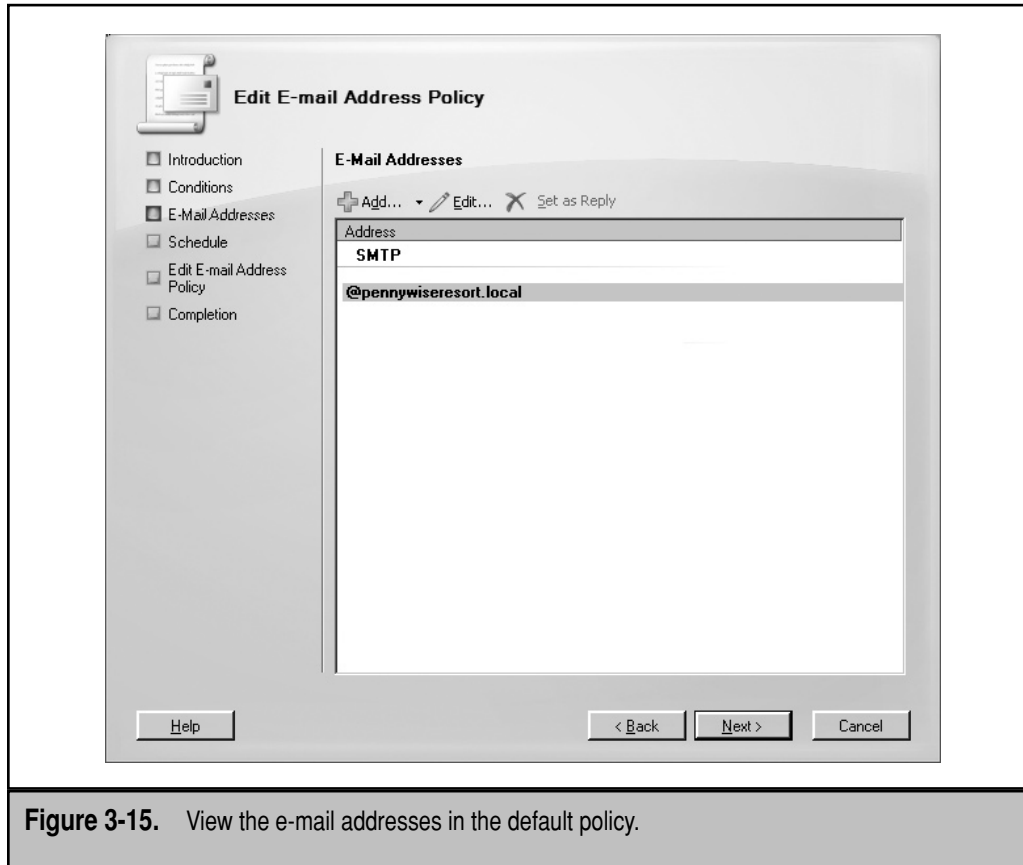


Figure 3-15. View the e-mail addresses in the default policy.

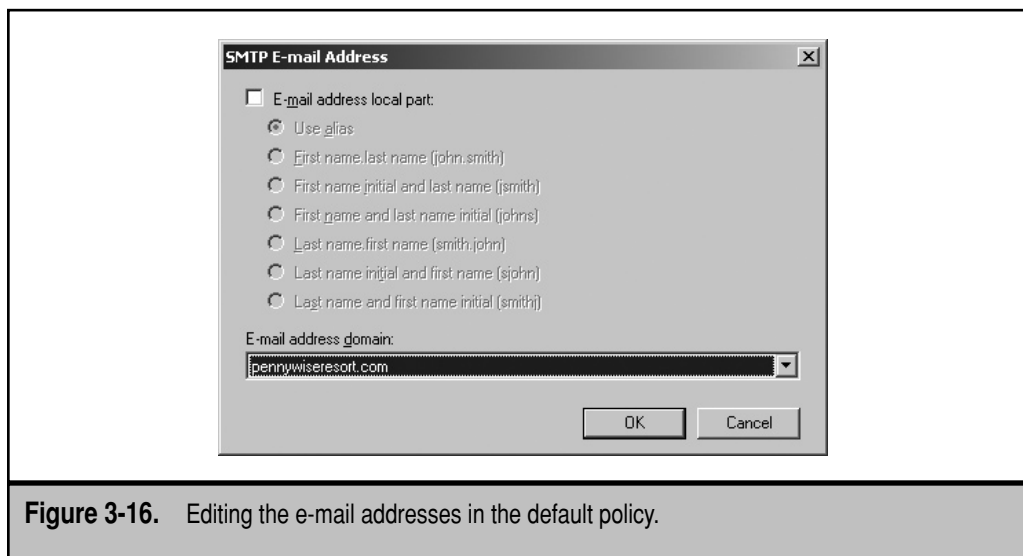


Figure 3-16. Editing the e-mail addresses in the default policy.

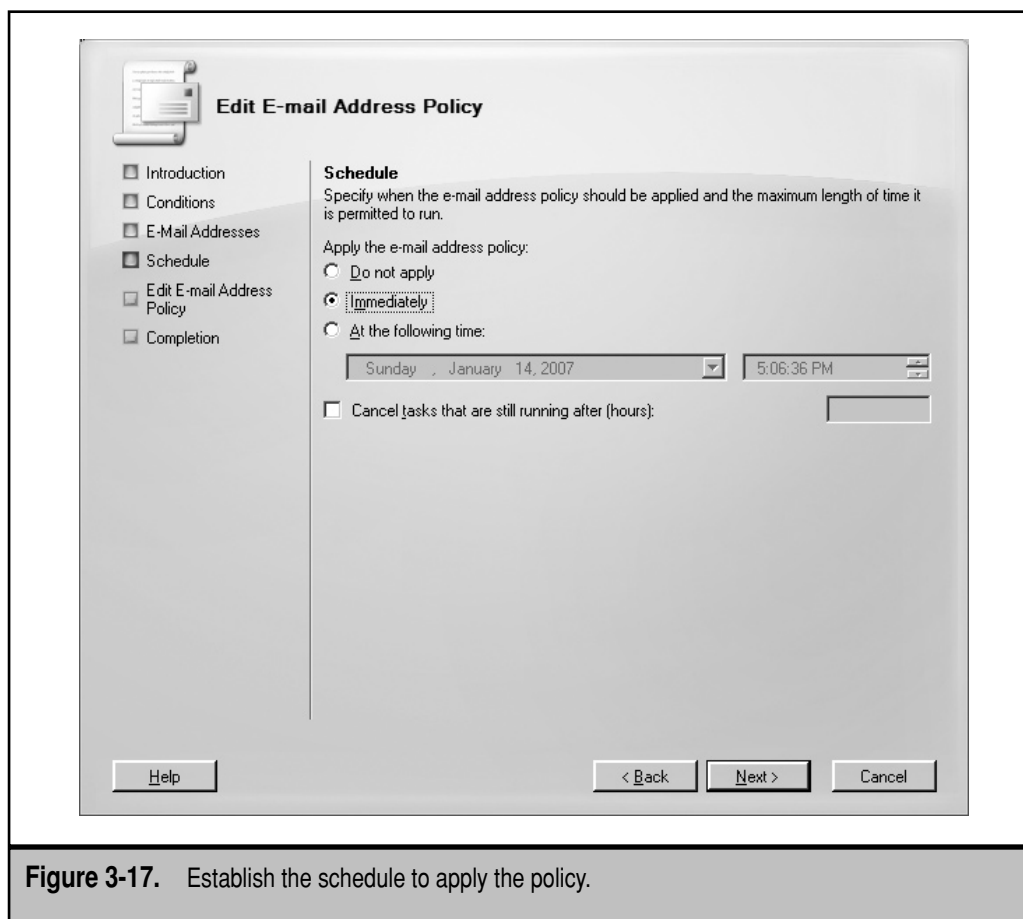


Figure 3-17. Establish the schedule to apply the policy.

item retention times. These latter two settings, shown in Figure 3-20, default to utilizing values from the mailbox database where the mailbox resides.

Should you need to have values specific to a single mailbox, you can clear the Use Mailbox Database Defaults check box for either set of parameters and establish either storage quota values or define how long to retain “deleted” items before permanently removing them from the mailbox database. Storage quota values can, when storage limits are exceeded, warn the user, limit the user to only receive mail but not send, or even restrict both sending and receiving of messages.

TIP If you are going to establish storage quota values at either an individual mailbox or mailbox database level, I highly recommend establishing settings that warn the user of excessive storage and even settings that restrict the user’s ability to send messages. However, I typically do not recommend restricting the user’s ability to receive. The reason is that while it does motivate the user to clean his or her mailbox more quickly, the only loser is the sender of a message, who receives an NDR. This may affect your company’s ability to interact with customers, vendors, or even other internal users.

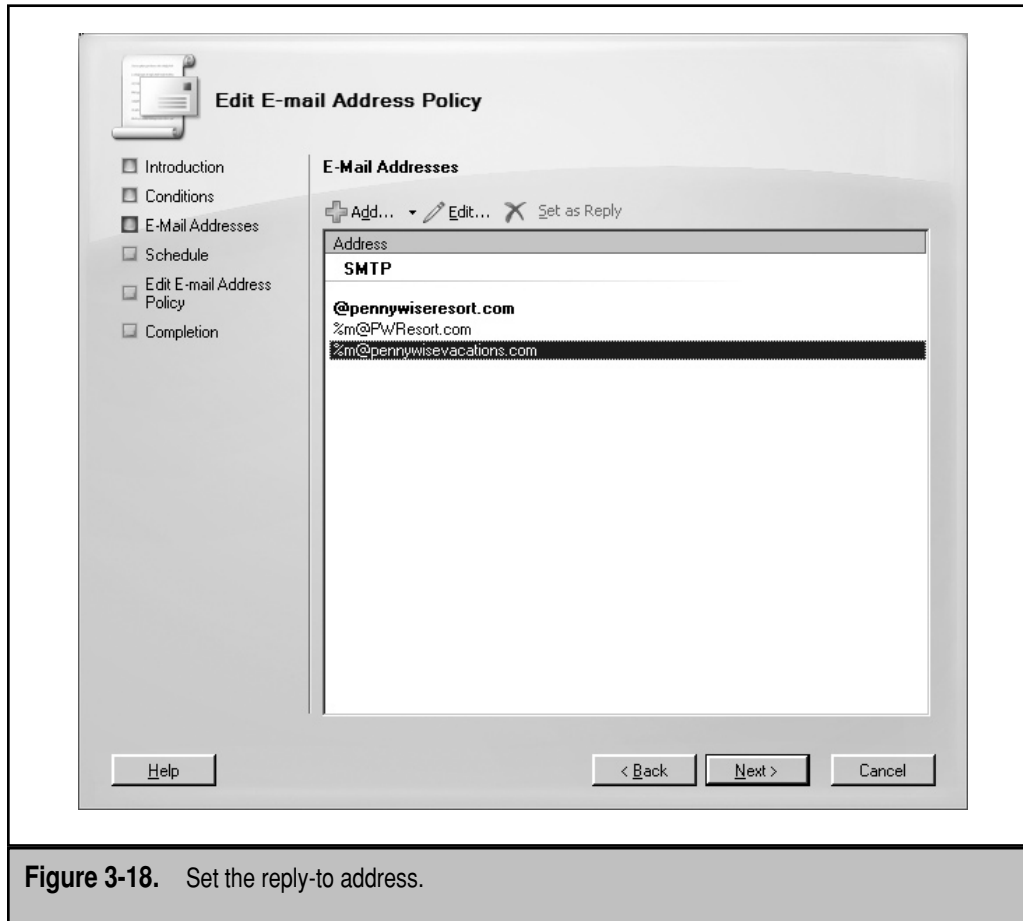


Figure 3-18. Set the reply-to address.

The Mail Flow Settings tab (Figure 3-21) establishes restrictions related to whether messages can come in to the mailbox, go out, and who messages should be delivered to.

To see the Delivery Options dialog box, shown in Figure 3-22, select Delivery Options and click the Properties button. The Send On Behalf area displays relevant permissions (which allow other users to send messages marked as being from them, but send on your behalf), forwarding settings (which can be used to make a copy of all received messages in another mailbox or to forward messages to an outside account), and recipient limits (which specify the number of recipients an individual message can have from a given mailbox.)

To see the message size restrictions, select the same named property from the Mail Flow Settings tab, and click Properties (Figure 3-23). Here, you can restrict the size of incoming and outgoing messages.

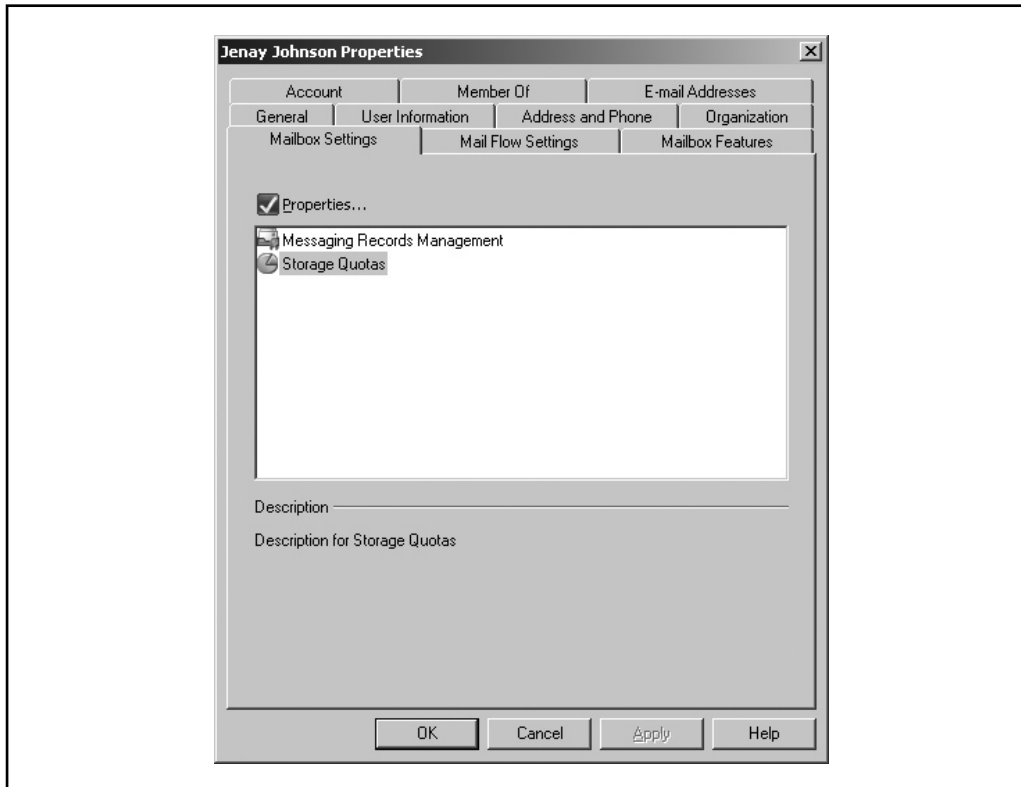


Figure 3-19. The properties associated with a mailbox.

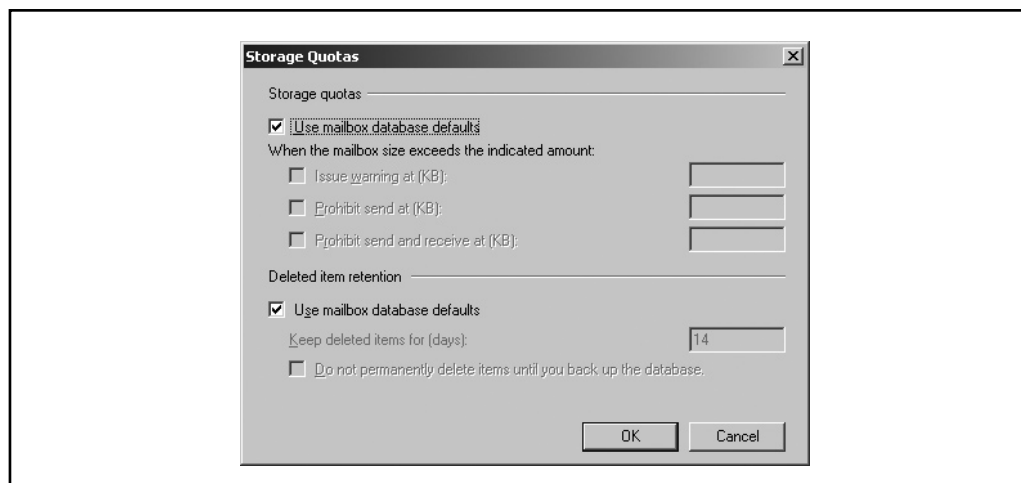


Figure 3-20. Setting the storage quotas.

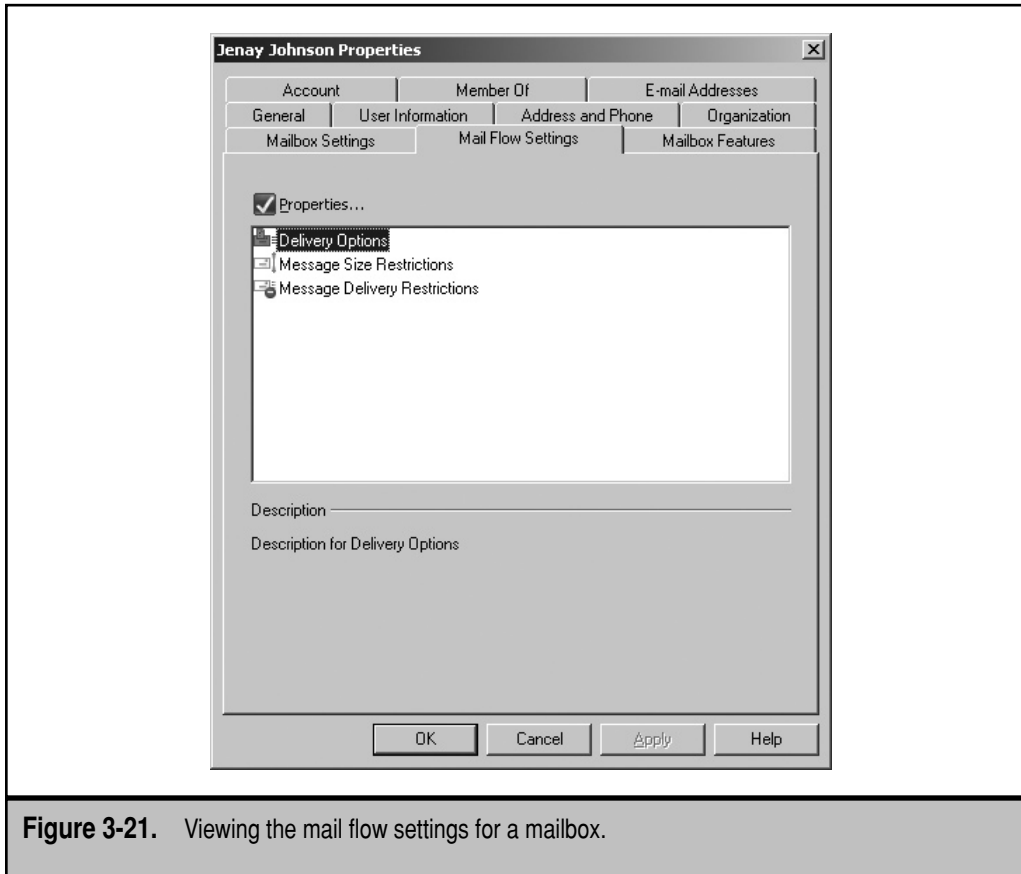


Figure 3-21. Viewing the mail flow settings for a mailbox.

The Message Delivery Restrictions dialog box, shown in Figure 3-24, restricts who can send messages to a given mailbox.

The last tab we will look at is the Mailbox Features tab, shown in Figure 3-25. It lists the various Exchange features available to users of mailboxes. For most settings on this tab, the most you can do is disable or enable a given feature, which you may want to do for various reasons. For example, you may want to restrict usage of Outlook Web Access by certain users whom you do not want accessing e-mail from outside the organization. Or you may have a licensing issue with your phone system provider that integrates with Exchange's unified messaging, so you need to limit the number of mailboxes with this feature turned on. This list may be potentially extended by third-party products.

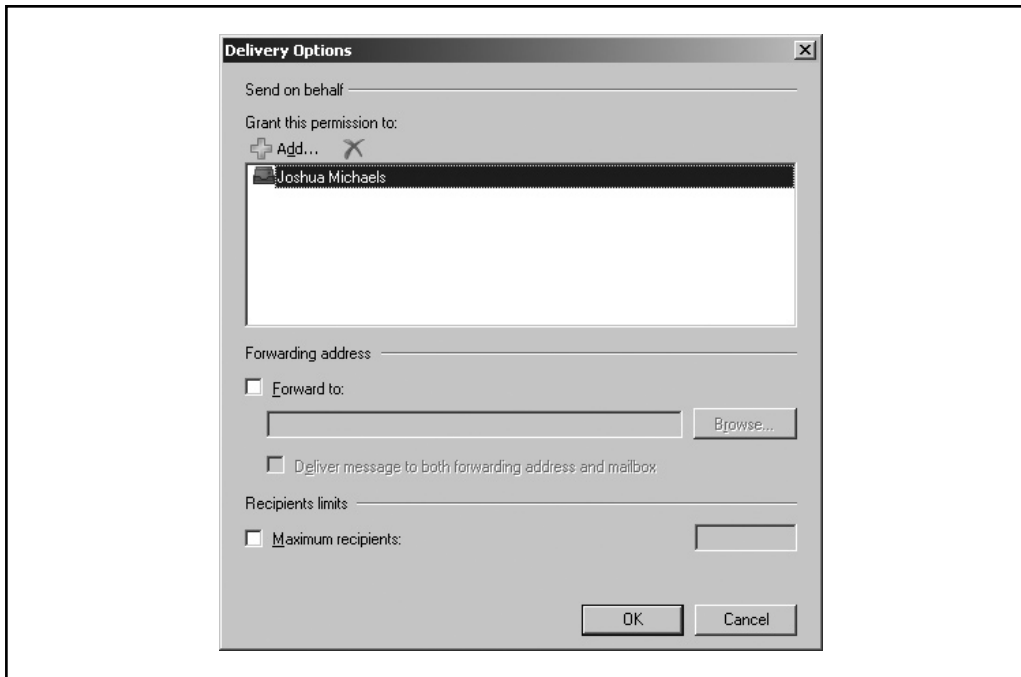


Figure 3-22. Modifying the delivery options.

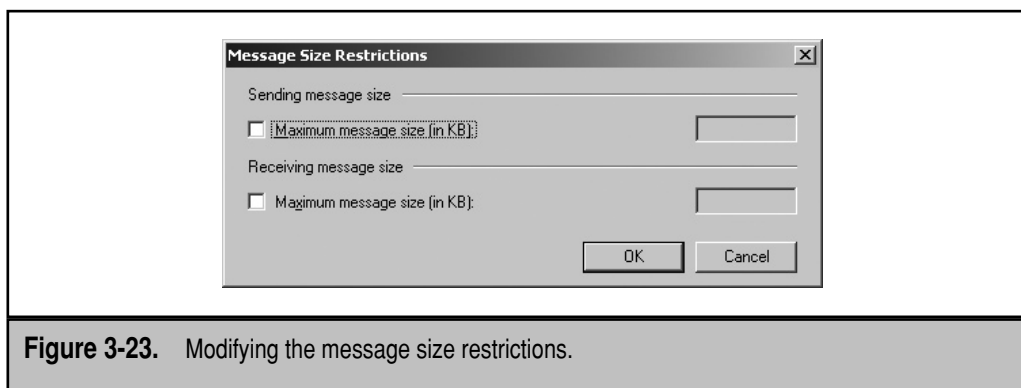


Figure 3-23. Modifying the message size restrictions.

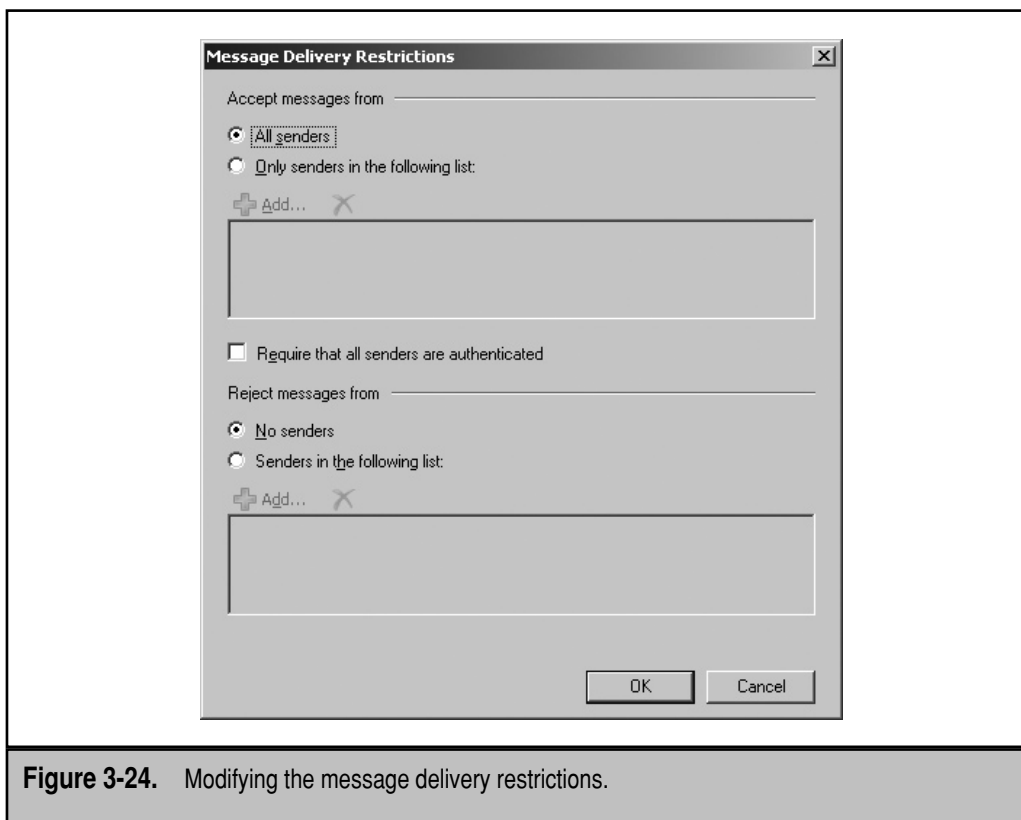


Figure 3-24. Modifying the message delivery restrictions.

Deleting and Reconnecting Mailboxes

Deleting a mailbox is a rather simple task in Exchange 2007: choose the mailbox, select Remove from the action pane, and it's gone. The opportunity exists, though, to reassociate the "deleted" mailbox (which is actually in a "disconnected" state and won't be deleted immediately) with another existing user account in Active Directory. First, the issue of deleted versus disconnected: Each mailbox database has its own settings on how long to retain deleted mailboxes, as well as a setting on whether to wait for a backup before deleting mailboxes. You can read more on this in Chapter 5. The process of recovering a mailbox involves selecting the "deleted" mailbox (I put deleted in quotes, as it isn't really deleted until Exchange deems it so) and connecting it to an existing Active Directory user account that currently does not have a mailbox. Figure 3-26 shows the disconnected mailbox object in the Exchange Management Console.

Selecting the mailbox and choosing Connect from the action pane starts the Connect Mailbox Wizard, shown in Figure 3-27. You can choose the type of mailbox the reconnected

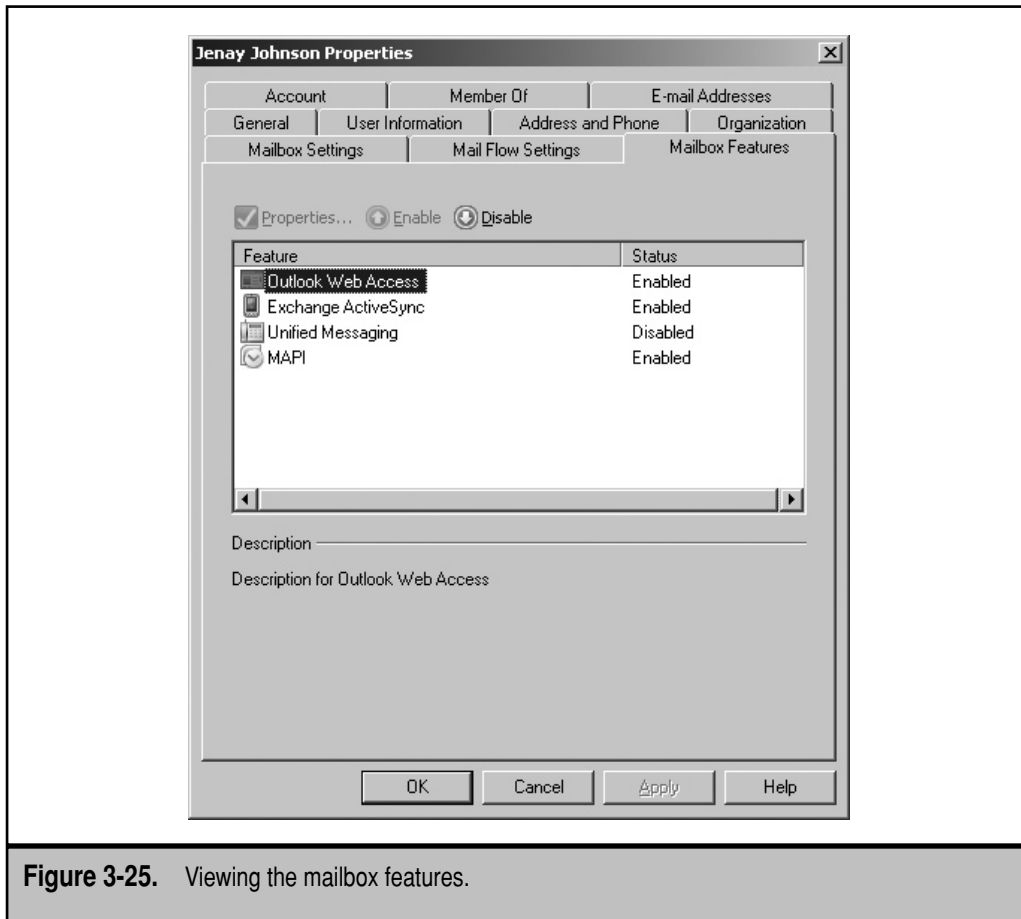


Figure 3-25. Viewing the mailbox features.

mailbox will be. The process is similar to creating a new mailbox, with the only difference being that the mailbox dataset already exists and you need to select the existing user or match it to an alias, as shown in Figure 3-28.

Creating and Configuring Contacts

A contact is an account that is created in Active Directory that has two main features. First, it can neither be used to authenticate a user on the network nor to assign permissions to objects in the directory, so creating these accounts doesn't represent a security threat. Second, the account is created to send messages to a foreign e-mail account, usually an SMTP account, and does not represent a human user on your network.

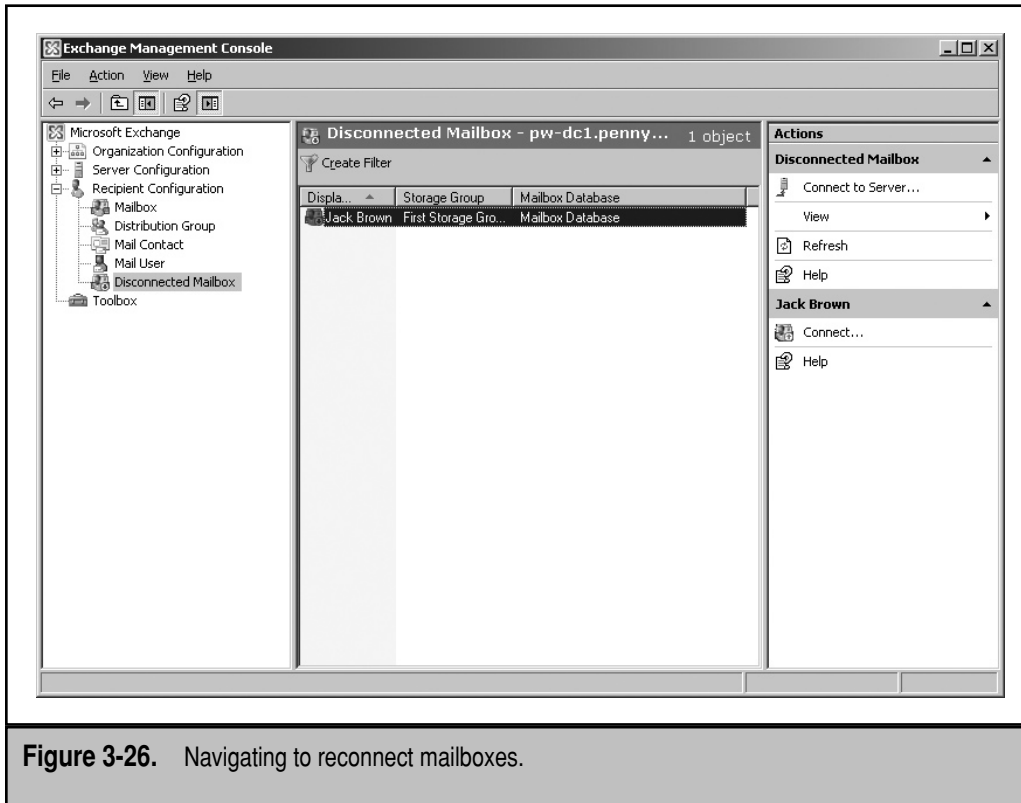


Figure 3-26. Navigating to reconnect mailboxes.

Generally speaking, it is a good idea to create a different organizational unit in which to house your contacts, especially if you're going to have more than a few of them. In some companies, where contractors are used on a regular basis, this becomes even more important. So consider creating an organizational unit (OU) for your contacts.

To create a contact in the Exchange Management Console, begin by navigating to the Mail Contact node under Recipient Configuration in the console tree. In the action pane, click the New Mail Contact link (Figure 3-29) to start the New Mail Contact Wizard (Figure 3-30).

On the Introduction page of the wizard, you can choose to create a new contact or, by selecting an existing contact, you mail-enable it and associate an e-mail address with it. In this chapter, we'll focus on creating a new contact, so you'd select New Contact and click Next. On the Contact Information page (Figure 3-31), provide contact information and specifically add information to the External E-mail Address field by clicking the Edit button and entering an SMTP address. Once complete, click Next.

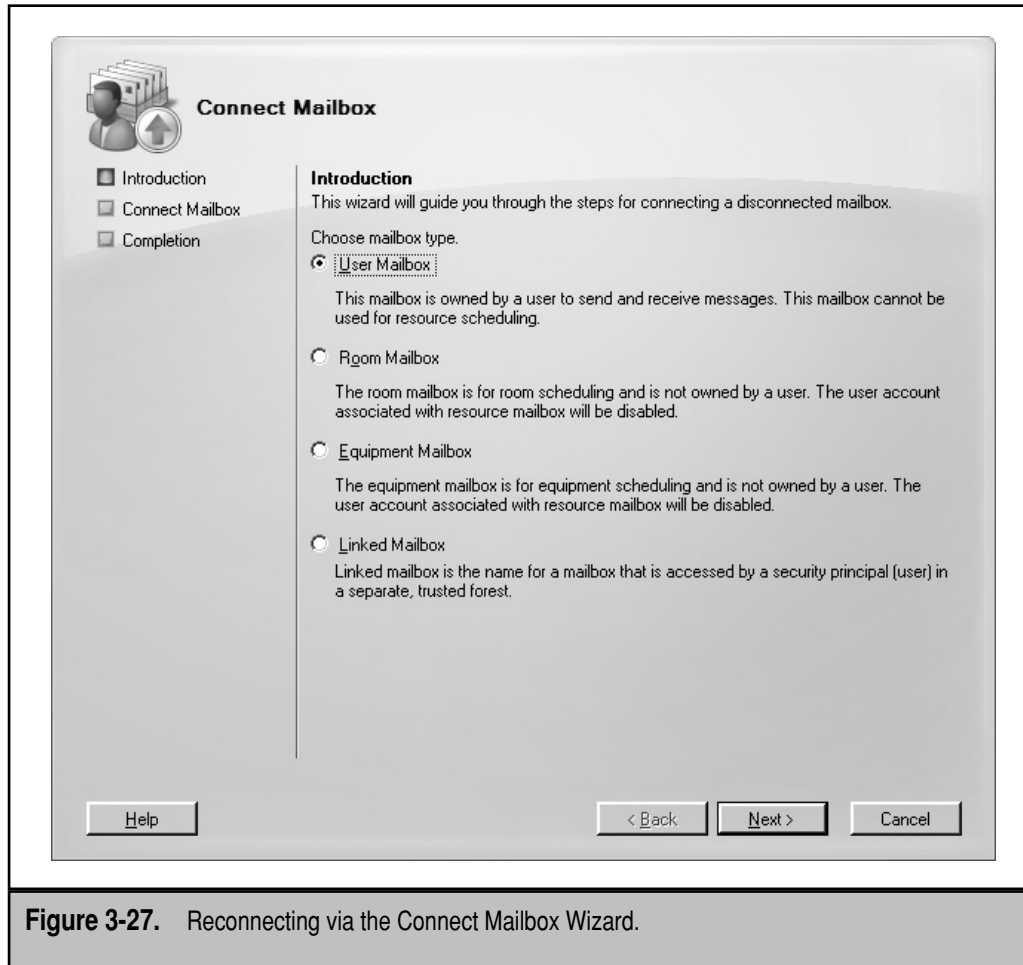


Figure 3-27. Reconnecting via the Connect Mailbox Wizard.

Management Shell Corner

To create a new mail contact, run the following command:

```
New-MailContact -ExternalEmailAddress:'SMTP:bthomas@outsidecompanyaddress.com' -Name:'Brandi Thomas' -Alias:'Brandi_Thomas' -OrganizationalUnit:'pennywiseresort.local/Users' -DisplayName:'Brandi Thomas' -FirstName:'Brandi' -Initials:'' -LastName:'Thomas'
```

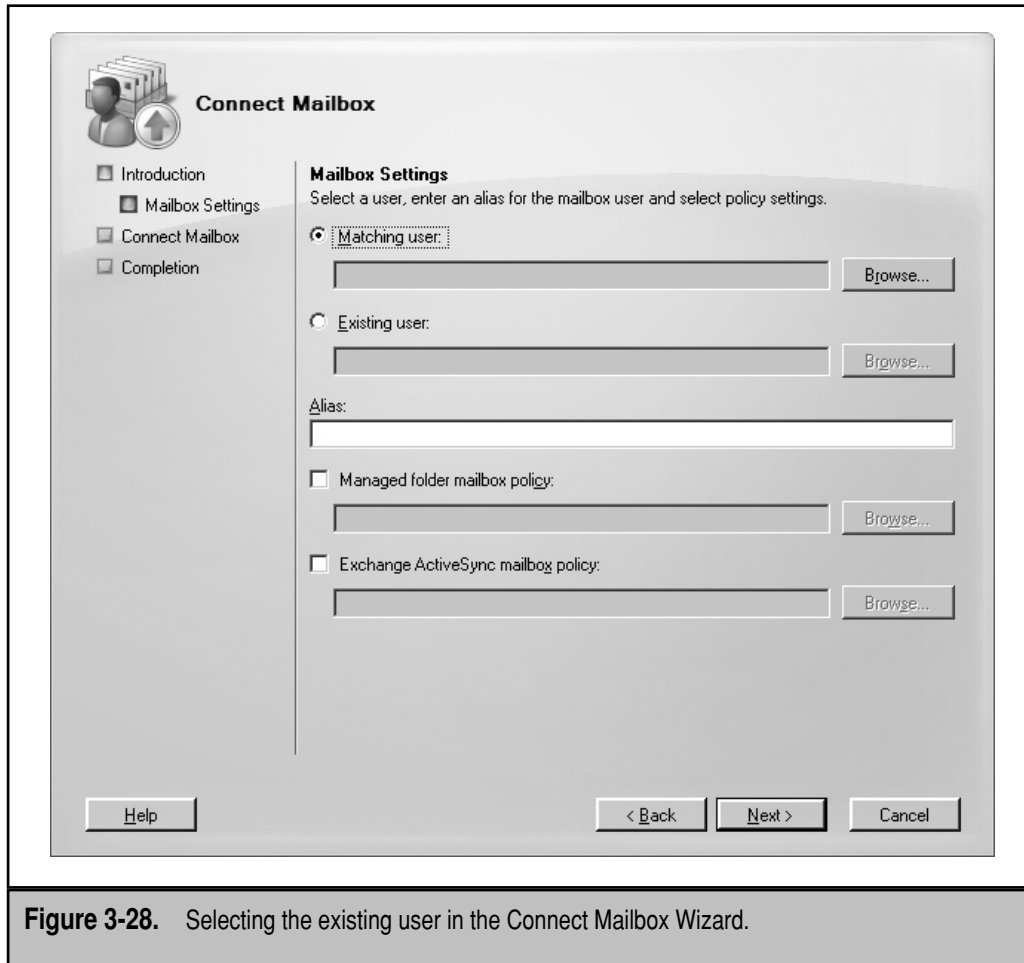


Figure 3-28. Selecting the existing user in the Connect Mailbox Wizard.

The New Mail Contact page summarizes the information you provided, and after you click the New button, the Completion page lists the outcome.

When looking at the properties of a contact (accomplished by selecting the contact in the results pane and clicking the Properties link in the action pane), most of the tabs and input boxes are self-explanatory (see Figure 3-32), so we won't go through them in great detail. However, on the General tab, you can force messages sent to this contact to be in the form of Messaging Application Programming Interface (MAPI) rich text. Select this, if appropriate.

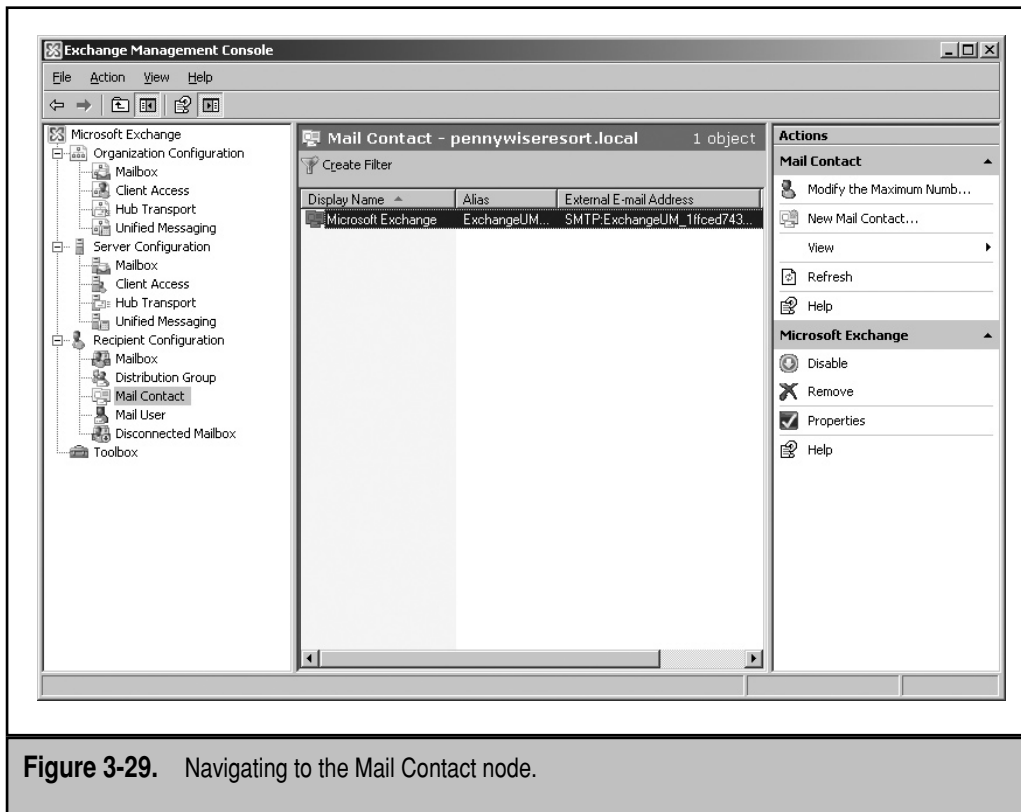


Figure 3-29. Navigating to the Mail Contact node.

Creating and Configuring Mail Users

Mail users are actual accounts in your Active Directory, but their e-mail does not reside within your Exchange environment; they use their own messaging system, Hotmail account, etc. This may sound a lot like a contact, but the difference is that a contact is an object that represents someone who neither has a mailbox in your Exchange environment nor an Active Directory account, whereas the mail user still has an Active Directory account.

To create a mail user in the Exchange Management Console, begin by navigating to the Mail User node under Recipient Configuration in the console tree. In the action pane, click the New Mail User link (Figure 3-33) to start the New Mail User Wizard (Figure 3-34).

Since you are creating a user within Active Directory, you first need to provide user account information on the User Information page of the wizard, as shown in Figure 3-35. Then, because the user will utilize an outside messaging system, you will need to provide his or her external e-mail address, as shown in Figure 3-36.

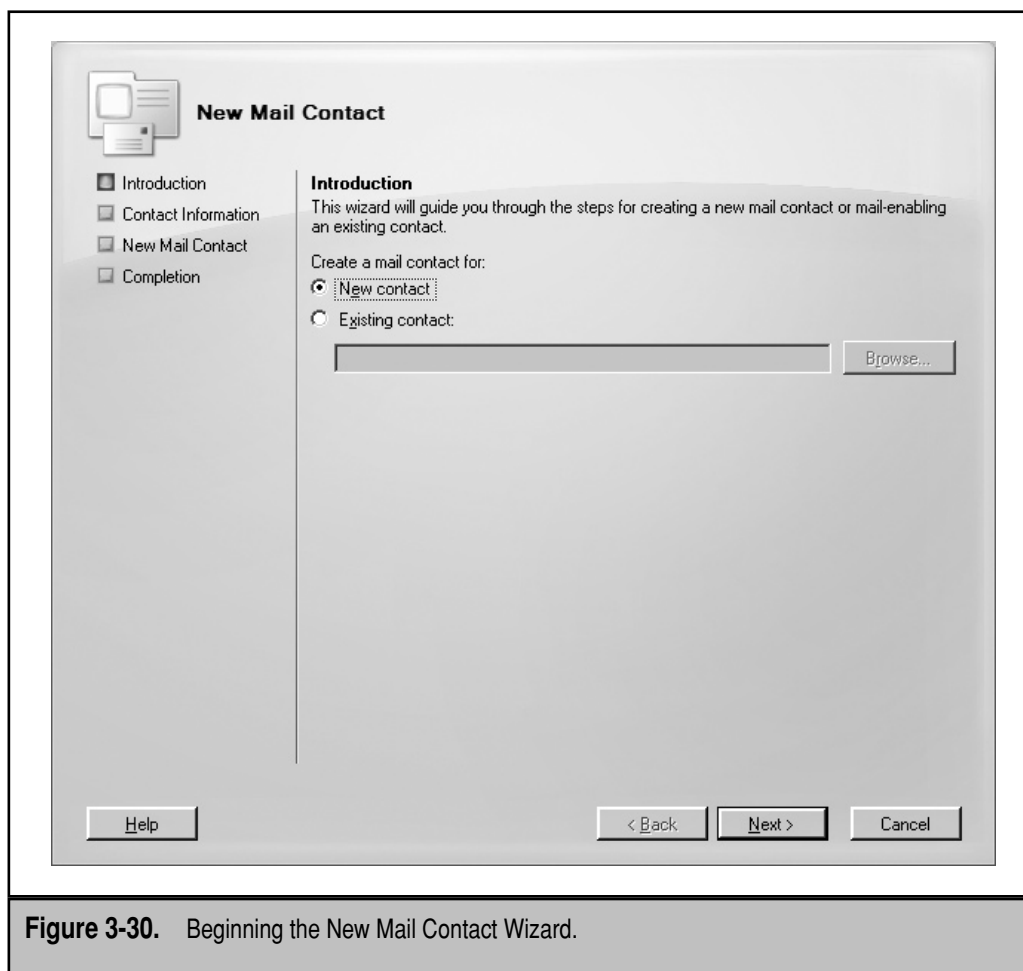


Figure 3-30. Beginning the New Mail Contact Wizard.

The properties of a mail user are extremely similar from an Exchange perspective. See the previous section for notes on what you may want to change on an existing mail user.

Creating and Configuring Distribution Groups

For the benefit of those of you who may be coming from Exchange 5.5, a distribution group is simply a mail-enabled group in Active Directory that has the same function as a distribution list did in Exchange 5.5. Sending a message to the distribution group will result in all members of the group receiving the message. Exchange 2007 supports two

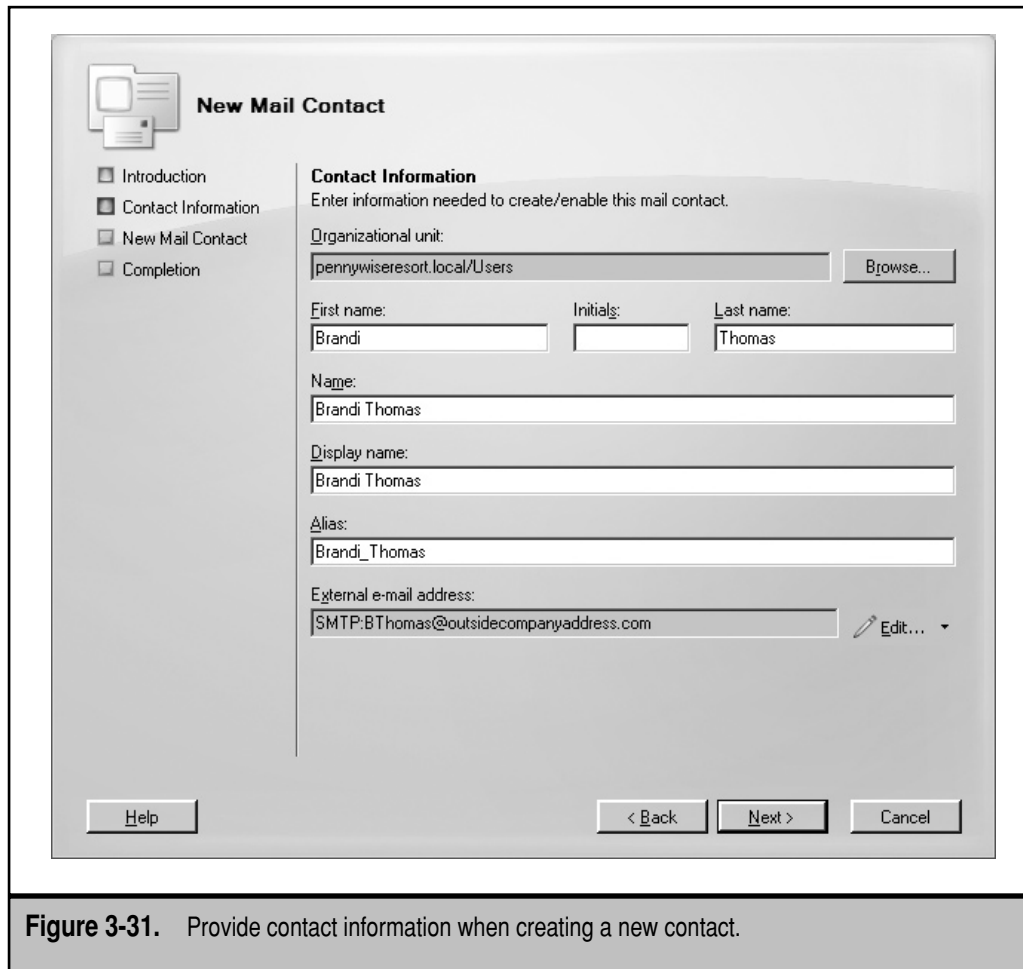


Figure 3-31. Provide contact information when creating a new contact.

kinds of distribution groups: those with a static membership (referred to simply as a *distribution group*) and those with a dynamic membership (referred to as a *dynamic distribution group*). Distribution groups act in the same manner as security groups: members are added and removed administratively. Dynamic distribution groups have their membership defined via a simple query definition.

Creating a Distribution Group

To create a distribution group in the Exchange Management Console, begin by navigating to the Distribution Group node under Recipient Configuration in the console tree.

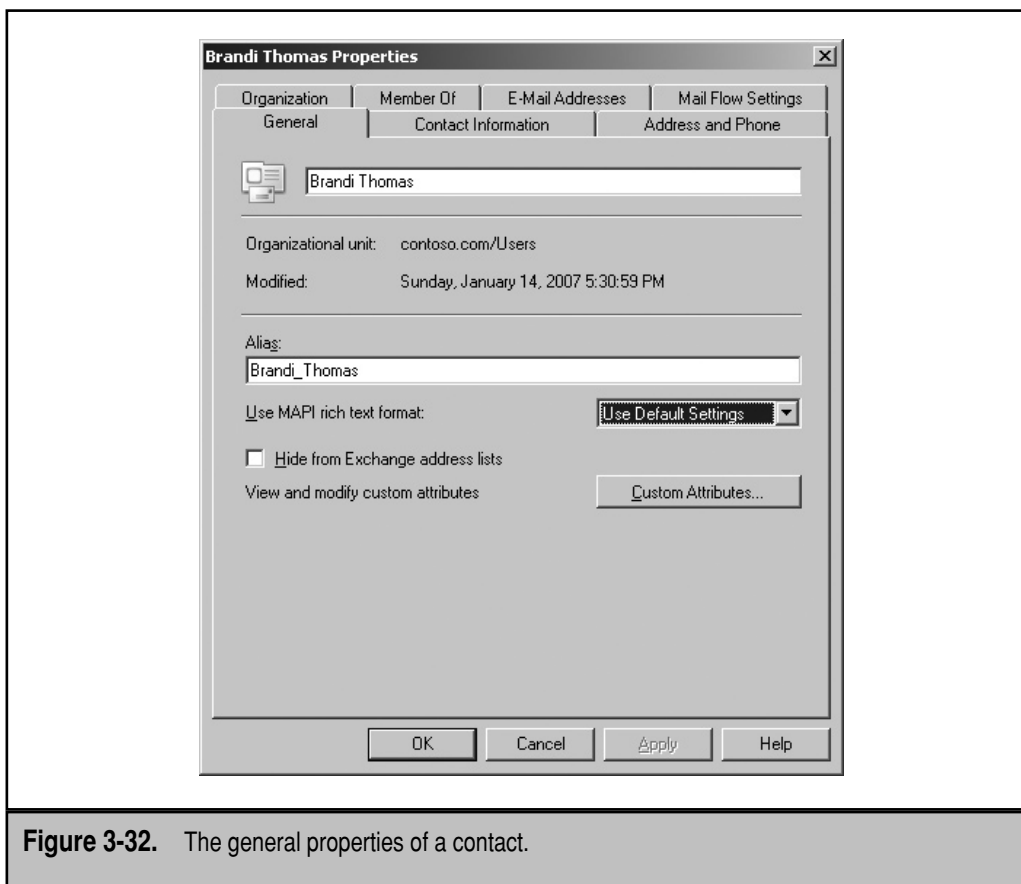


Figure 3-32. The general properties of a contact.

In the action pane, click the New Distribution Group link (Figure 3-37) to start the New Distribution Group Wizard (Figure 3-38).

On the Introduction page of the wizard, you can choose to create a new distribution group. Or, by selecting an existing group, you will mail-enable an existing security group in Active Directory. For the purposes of this chapter, I'll select New Group and click Next. On the Group Information page of the wizard (Figure 3-39), you'll need to decide whether you'll be creating a distribution or security group and provide general information about the group. The difference between the two is that a distribution group is only used for e-mail purposes, whereas the security group can be used for e-mail purposes, as well as to grant permissions to resources. Once you are done, click Next.

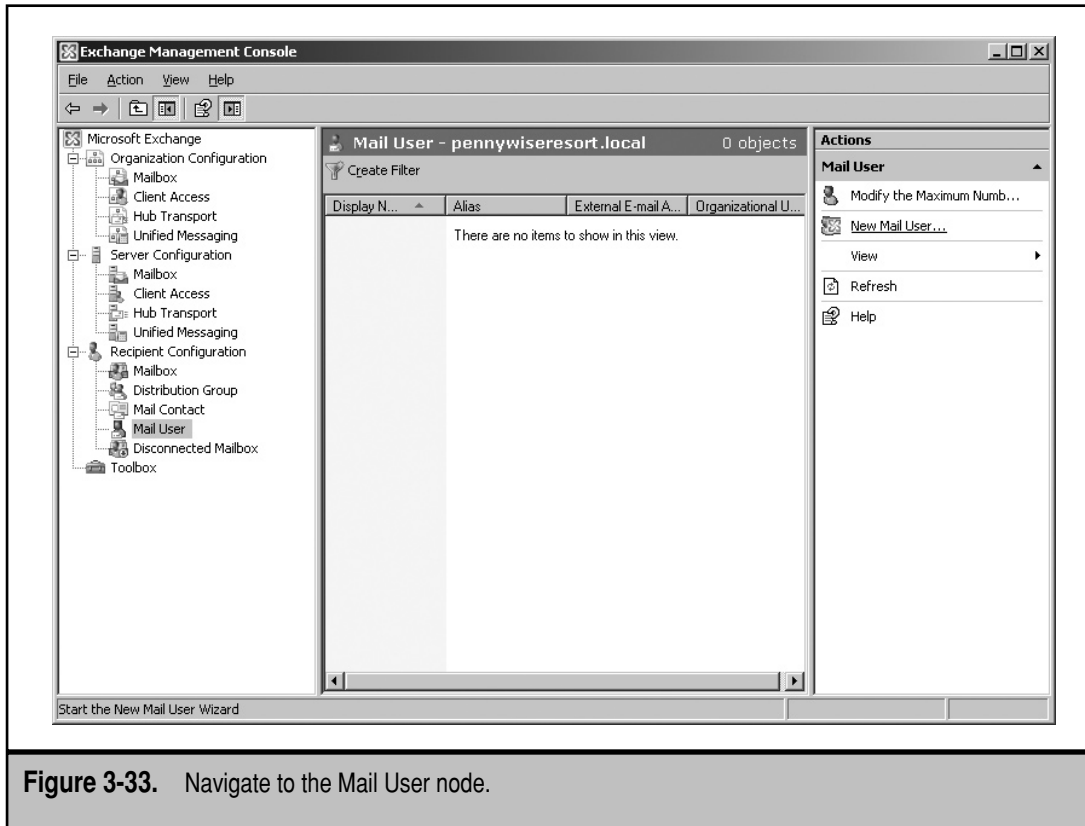


Figure 3-33. Navigate to the Mail User node.

TIP If you create a security group on this page, the group will be an e-mail recipient and be granted access to resources. If you create a distribution group, the group can only be an e-mail recipient.

The New Distribution Group page summarizes the information you provided. After you click the New button, the Completion page lists the outcome.

Management Shell Corner

To create a new distribution group, run the following command:

```
new-DistributionGroup -Name:'Frugle Staff Group' -
Type:'Distribution' -OrganizationalUnit:'pennywiseresort.local/
Users' -SamAccountName:'Frugle Staff Group' -DisplayName:'Frugle
Staff Group' -Alias:'Frugle_Staff_Group'
```

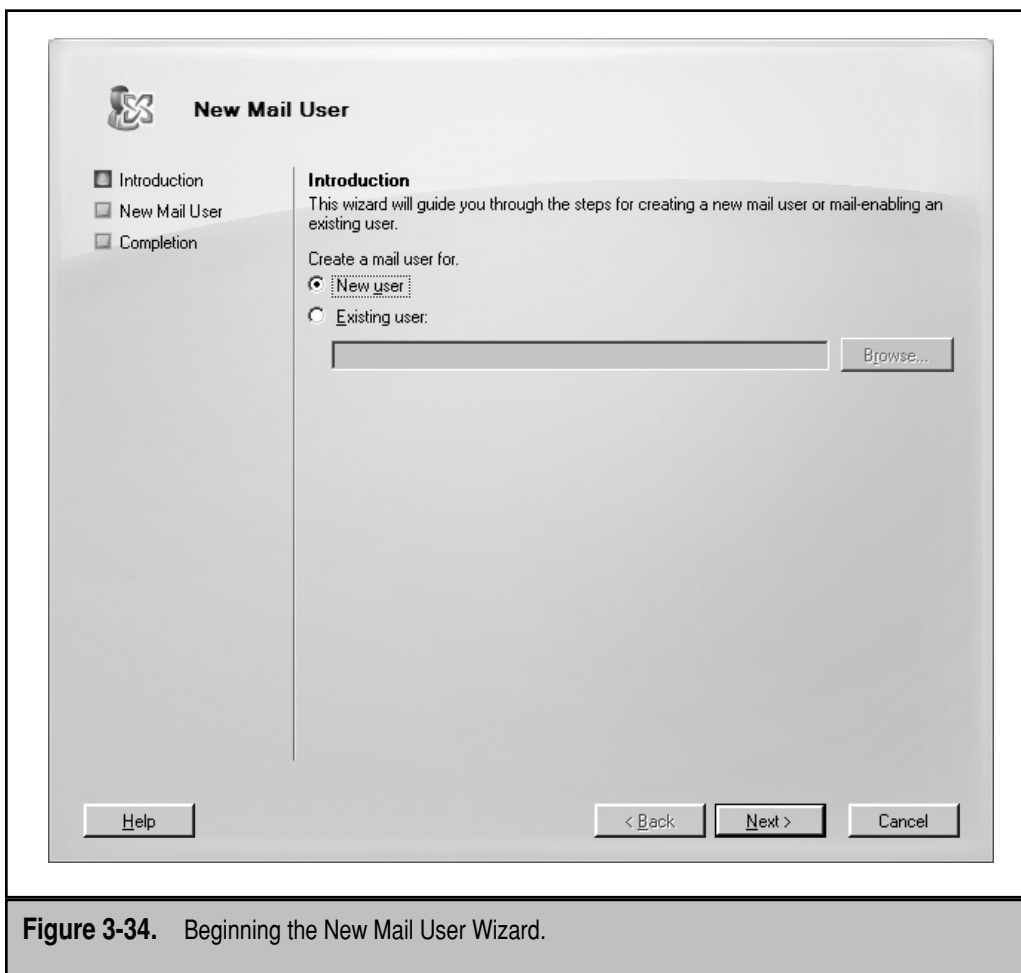


Figure 3-34. Beginning the New Mail User Wizard.

Creating a Dynamic Distribution Group

Creating a dynamic distribution group is similar to creating a regular distribution group, with the exception of needing to establish the dynamic membership. Figure 3-40 shows the first additional wizard page where you define the recipient types that will be included in the group membership.

Once you've defined the types of recipients, the Conditions page (shown in Figure 3-41) gives you several options to choose from to further hone the dynamic membership of the group. Unfortunately, there is no way in this release of Exchange to create your own custom conditions or to use an LDAP query.

New Mail User

Introduction
 User Information
 Mail Settings
 New Mail User
 Completion

User Information
 Enter the user name and account information.

Organizational unit:
 pennywiseresort.local/Users

First name: Rosemary Initials: Last name: Wells

Name:
 Rosemary Wells

User logon name (User Principal Name):
 RWells @contoso.com

User logon name (pre-Windows 2000):
 RWells

Password: Confirm password:

User must change password at next logon

Figure 3-35. Provide account information when creating a new mail user.

Managing Distribution Group Properties

Once a distribution group is mail-enabled, you can send messages to it, and it will act like a distribution list. The distribution group will be expanded to reveal its members, and the message will be sent to each recipient in the group. The nice thing about this is that you can minimize administrative effort by using user groups that were created for assigning permissions to resources to also act as distribution lists for those members who are mail-enabled. Of course, a mail-enabled group need not be a security group, but these two functions can be accomplished with the same Active Directory object.

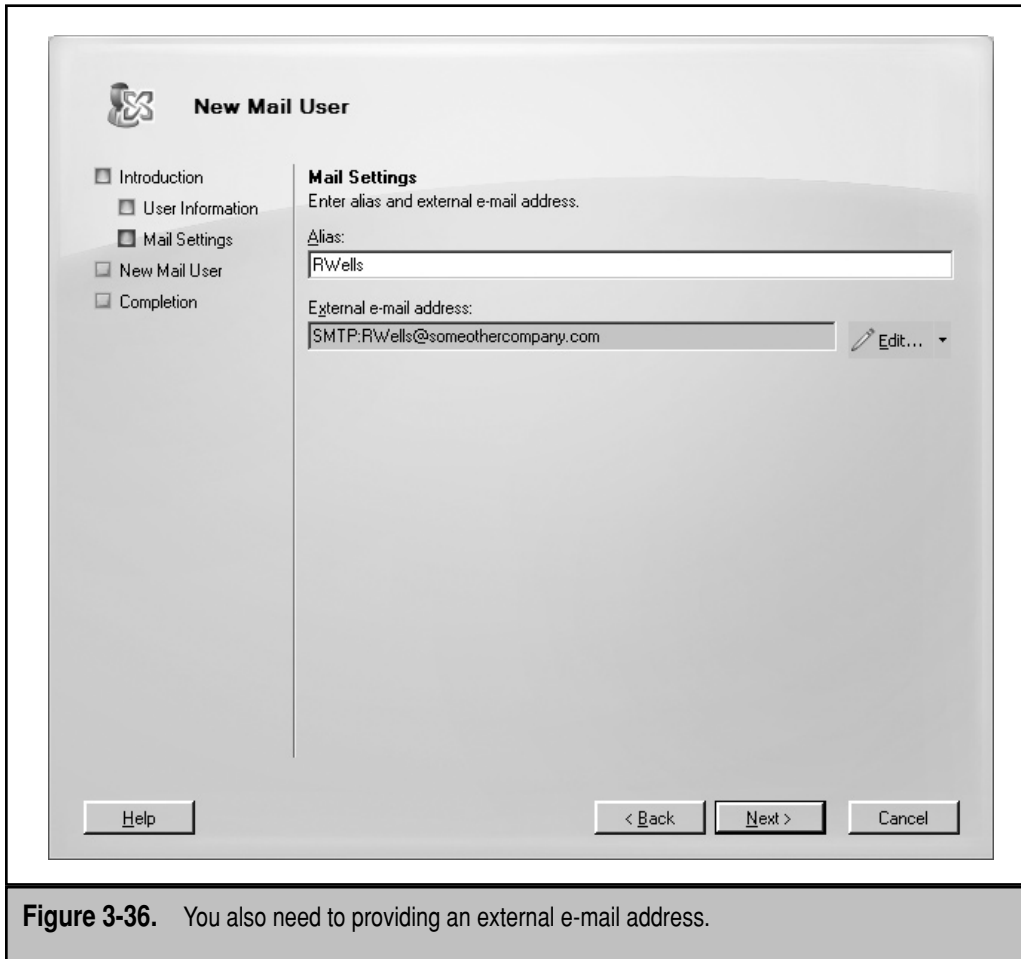


Figure 3-36. You also need to providing an external e-mail address.

Once the group is created, you can review its properties and see that there are a number of configuration options. Since many of them are self-explanatory, we'll only mention a few here.

First, on the Members tab, individual users, other groups, and mail-enabled public folders can be added. This means that a single distribution group can be used to send messages to every type of recipient available in Exchange 2007: mailboxes, groups, contacts, and public folders. On the Member Of tab, this group itself can become a member of another distribution group. When used correctly, this allows for the nesting of distribution groups to ease administrative effort.

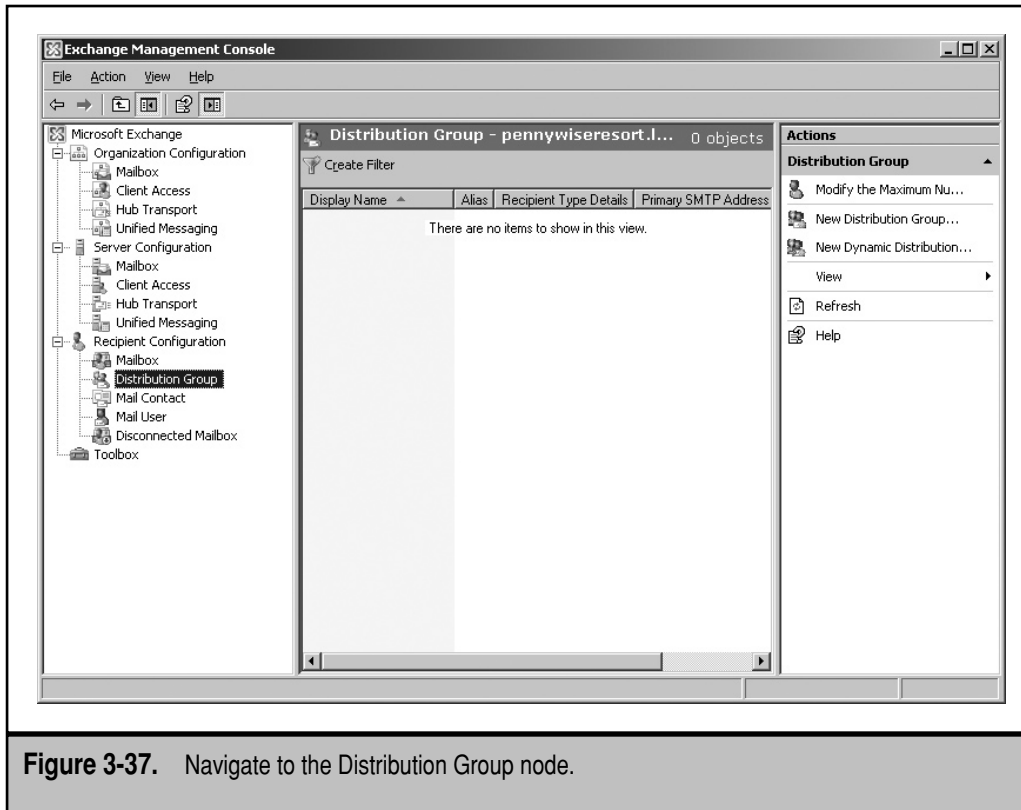


Figure 3-37. Navigate to the Distribution Group node.

For example, let's assume you have an overall distribution group called Customers. However, inside this group, you have three other distribution groups as members, each one divided along your three product lines. Now, if you want to send an e-mail message to those in product line number one, you could send the message to the Product Line One group. However, if you had a more general message for all of your customers, such as a grand opening for a new location, then you could send the message to the Customers distribution group, and that message would, in turn, be sent to all three product line distribution groups. By nesting your distribution groups, you can efficiently select the scope of your e-mail message based on its purpose.

On the General tab, you can specify a unique alias for the distribution group. This is especially helpful if the group's name is long and you don't want to force users to type in such a long name. Also, on the Mail Flow Settings tab, message size limits can (and should) be set, as well as from whom messages will be accepted.

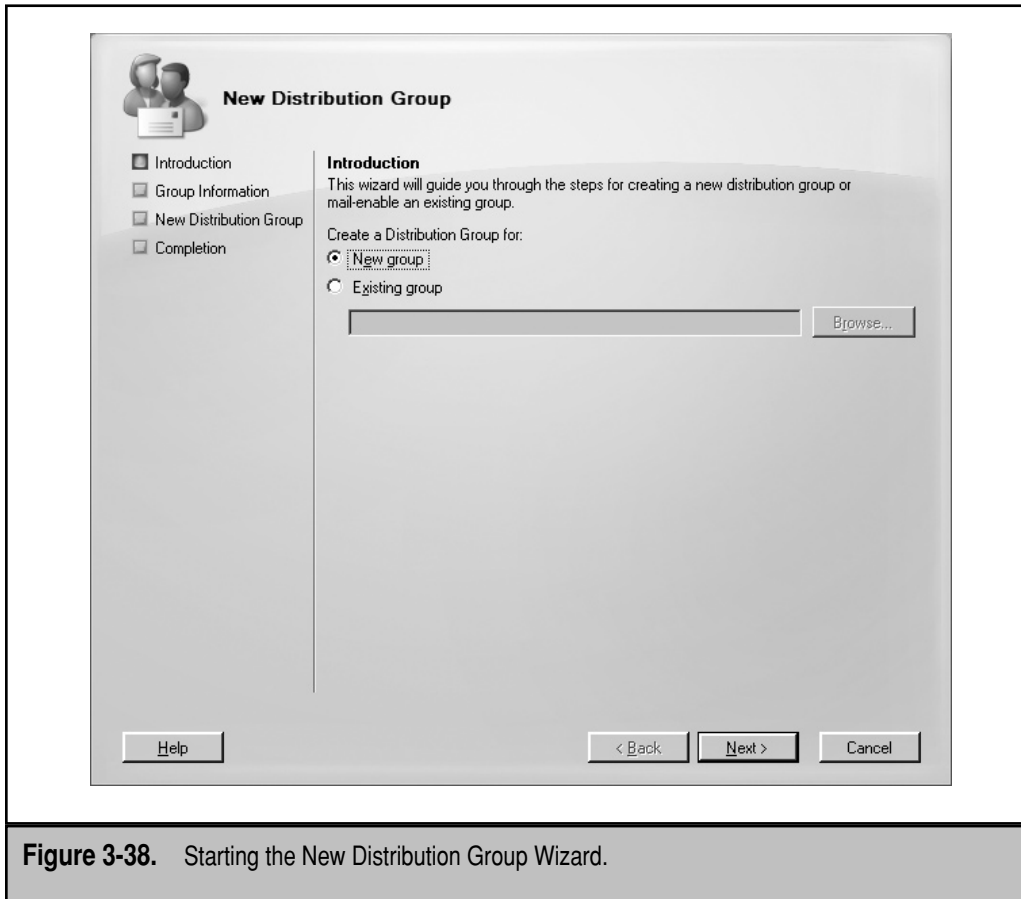


Figure 3-38. Starting the New Distribution Group Wizard.

Now, there are a couple of things to keep in mind. First, the wider or broader the scope of the distribution group, the more tightly message originators should be controlled. For instance, you don't want to leave the default option, Accept Messages From Everyone, for the All Company Users Distribution list. Can you see it now? A disgruntled employee is on his way out the door and spams everyone in the company with pornographic images. Not a good thing, right? So increasingly tighten who can send messages to a distribution group as the group's scope widens.

Second, you'll want to limit the message size the group can receive. I once worked in a company where the owner would spam everyone in the company (80 users in three cities) with unzipped scanned images of magazine articles about the company. When dialing in over a 56.6-kilobytes per second (Kbps) connection (at the time, employees only had dial-up), it took over 20 minutes to download the e-mail, because he didn't identify it in the subject line as an e-mail with a large attachment.

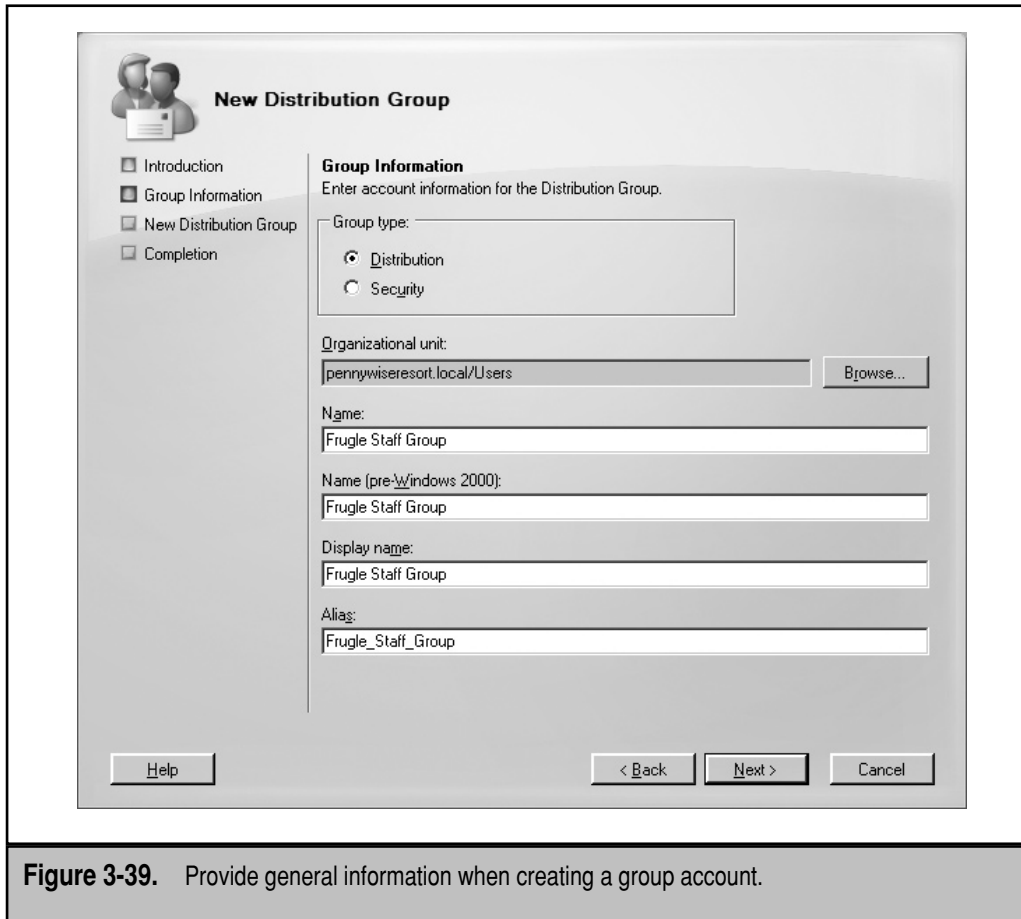


Figure 3-39. Provide general information when creating a group account.

While such situations might be politically difficult to manage, they need our attention as administrators. We should be attentive to how message size affects our remote users and, therefore, we should be diligent about enforcing message size limitations.

With the Single Instance Storage (SIS) feature of Exchange 2000 Server (see Chapter 15), we don't need to be as concerned about our databases growing out of control because of large message spamming; however, we should be concerned about the amount of bandwidth that large message spamming consumes. Be careful to perform regular capacity planning for your network, and ensure that you have set the message size limits at the largest, but optimal, setting possible.

On the Advanced tab, shown in Figure 3-42, you'll need to decide if a specific expansion server needs to be specified. This is done by using the Expansion Server drop-down list box.

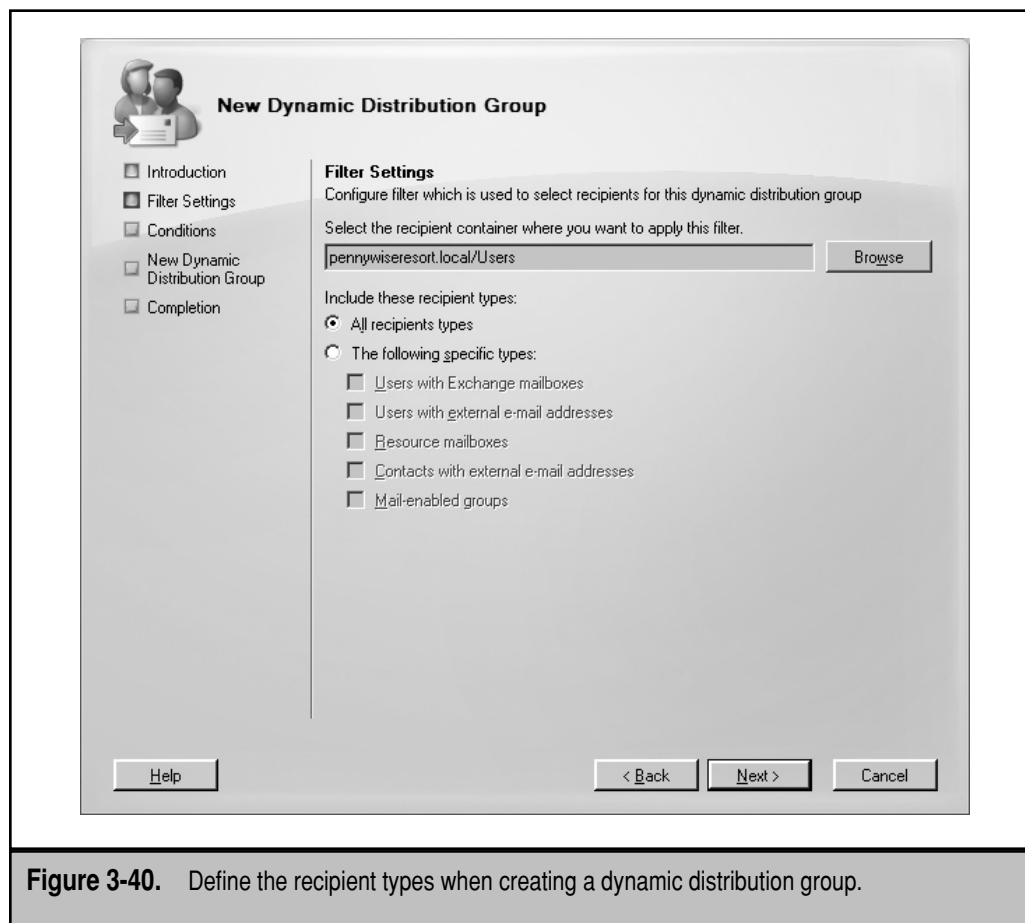


Figure 3-40. Define the recipient types when creating a dynamic distribution group.

The purpose of the expansion server is to specify which server will expand the membership list of the distribution group, and perform its routing and selection process to send the message to each group member. This is both a RAM- and a processor-intensive activity. For groups with a small membership of fewer than 50 or 75 members, this is not a big deal and can be performed on any server in the administrative group.

But if the group contains several hundred or even several thousand members, it might be wise to dedicate a server to this function. Expanding even a simple message and then running each user through the routing and selection process, could take hours. Dedicating a server to this function, in such a scenario, just makes sense.

On the Advanced tab, you can specify how delivery reports should be handled and whether out-of-office messages from recipients should be sent to the originator of

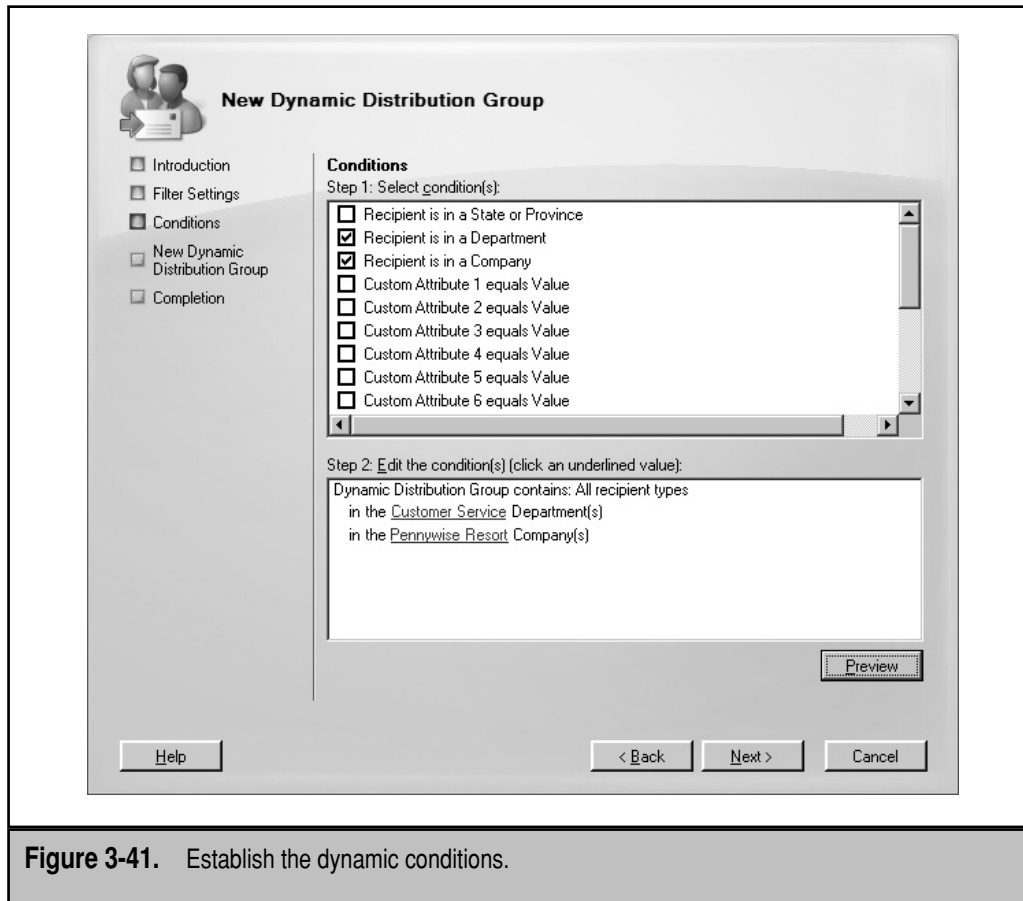


Figure 3-41. Establish the dynamic conditions.

the message. Generally, you'll want to leave this check box unselected; but there might be certain kinds of distribution groups, such as time-sensitive messages or mission-critical groups, where having an out-of-office message sent to the originator would be a wise course of action.

TIP Send your company-wide e-mail messages using the Bcc field instead of the To field. If the message is sent using the To field, then anyone can use the Reply To All button and send their response to everyone in the company. By using the Bcc field, the originator's name will appear as the sender of the message. Therefore, if a user uses the Reply To All button, the message will only come back to the message originator.

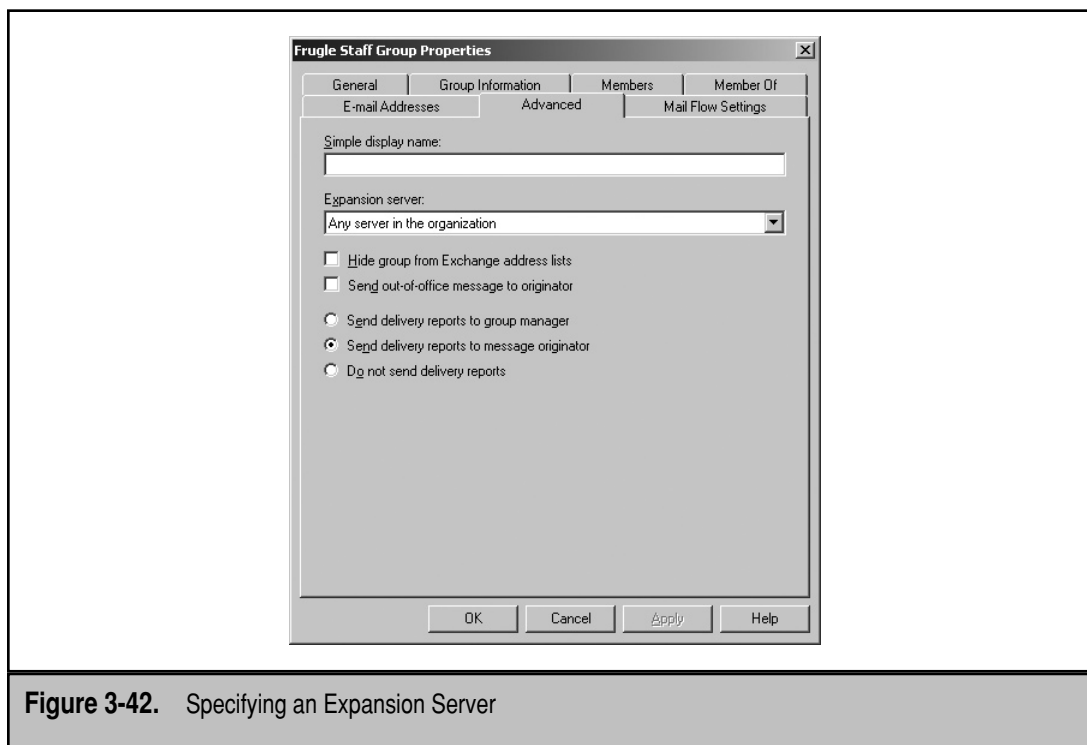


Figure 3-42. Specifying an Expansion Server

MANAGING ADDRESS LISTS

Address lists are managed in the Exchange Management Console on the Mailbox node under Organization Configuration in the console tree. They can be found by selecting the Address List tab in the results pane. Address lists are created by using filter rules—rules that search Active Directory and find objects that match a predefined set of criteria. Once all the objects are accumulated, a list is built and it becomes an address list. Figure 3-43 shows the Introduction page of the Edit Address List Wizard when editing the All Users address list. You'll notice the recipient filter in Figure 3-43 showing the LDAP filter that the list will return from Active Directory.

Default lists are provided for All Contacts, All Groups, All Rooms, All Users, and Public Folders. Additional rule sets can be created by selecting New Address List in the action pane and following the wizard. Interestingly enough, you really don't need a developer to create these rules. Exchange asks for the types of recipients and allows you to specify that the recipients belong to a certain company, department, or state/province.

An address list is another object in the directory, so it will have an Access Control List (ACL) for security purposes. This means that you can create an address list, and then specify who can access it by assigning permissions to the list using users and groups in

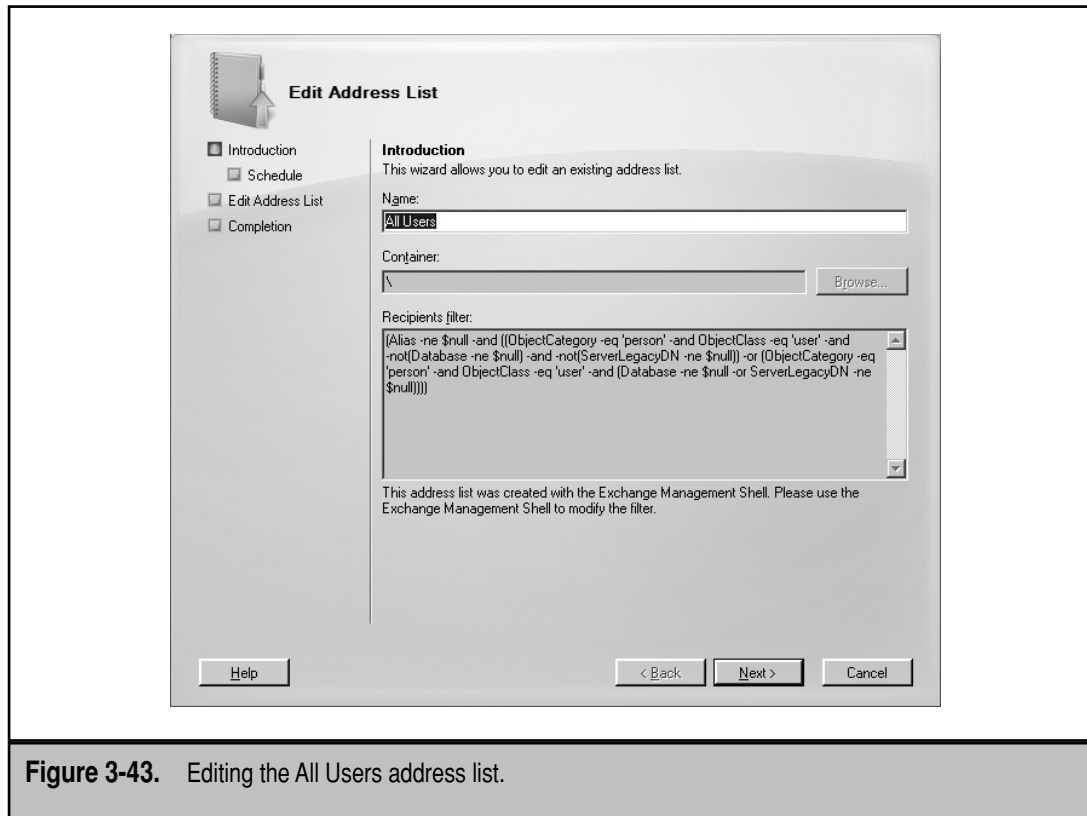


Figure 3-43. Editing the All Users address list.

Active Directory. Some address lists, such as top corporate executives or those who hold sensitive positions, may not want their e-mail addresses available to everyone. Use the ACL to limit who can see sensitive address lists. By default, the Everyone group is not given any access and the Authenticated Users group is only given List Contents permissions.

After an address list is created, it will not update immediately. If you need it to update immediately, or if you just want to force an address list to update because new users have been added to Active Directory, you can use the Update-EmailAddressPolicy cmdlet within the Exchange Management Shell.

Offline Address Lists

An offline address list is simply an address list made up of other address lists that, when combined, are available as a single list when Outlook clients are offline. If you need certain address lists available offline, then you'll need to create them in the Offline Address Lists area of the Mailbox node under Organization Configuration. When creating an offline address list, you will need to specify the server responsible for generating the list, as well

as the address lists that should be included when users are offline, as shown in Figure 3-44. You cannot copy and paste an address list from one container to another, so if you need to create an intricate set of address lists that are available both on the local area network (LAN) and remotely, you'll need to perform two steps—first create the address list and then create a corresponding offline address list.

Unlike previous versions of Exchange, where the offline address list was published in the public folders, Exchange 2007, in conjunction with Outlook 2007, supports publishing the offline address list via Web-based distribution. This allows your Outlook 2007 client to remain updated even when not in the office. Figure 3-45 shows the Distribution Points page of the New Offline Address List Wizard, where you can specify which Exchange server and corresponding Web site within that server's IIS instance will host the offline address list.

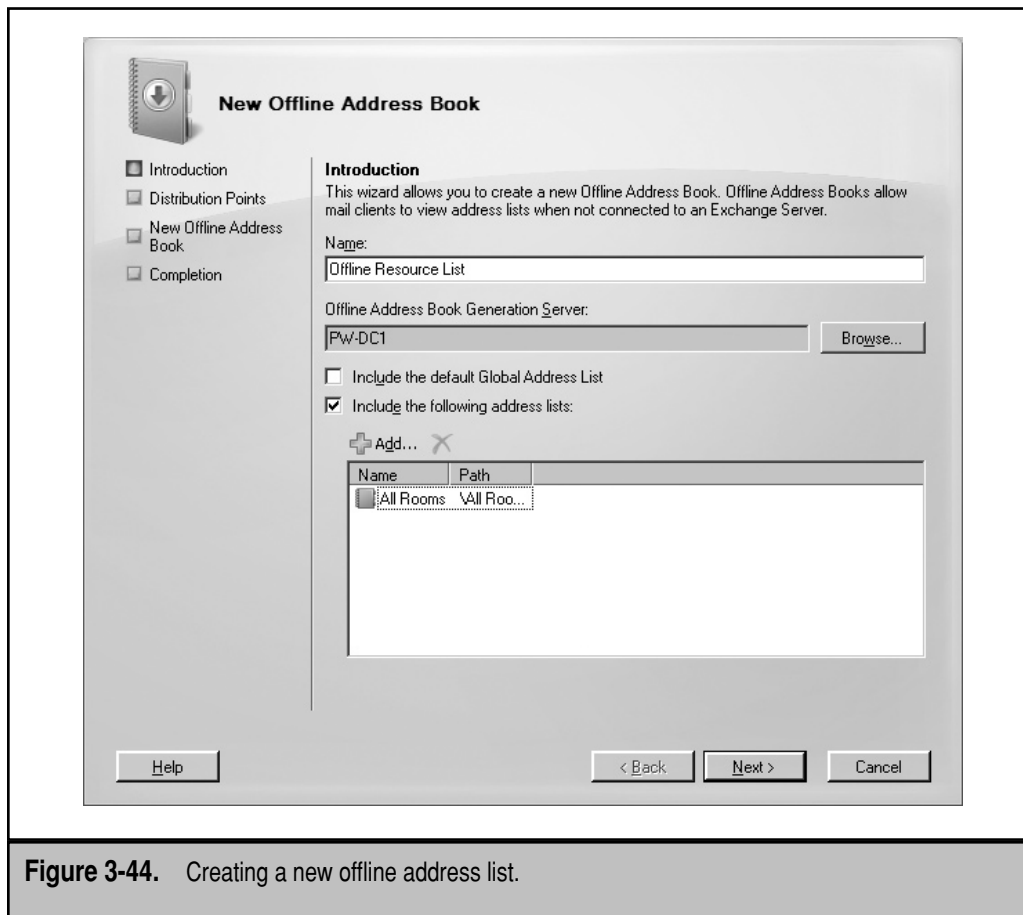


Figure 3-44. Creating a new offline address list.

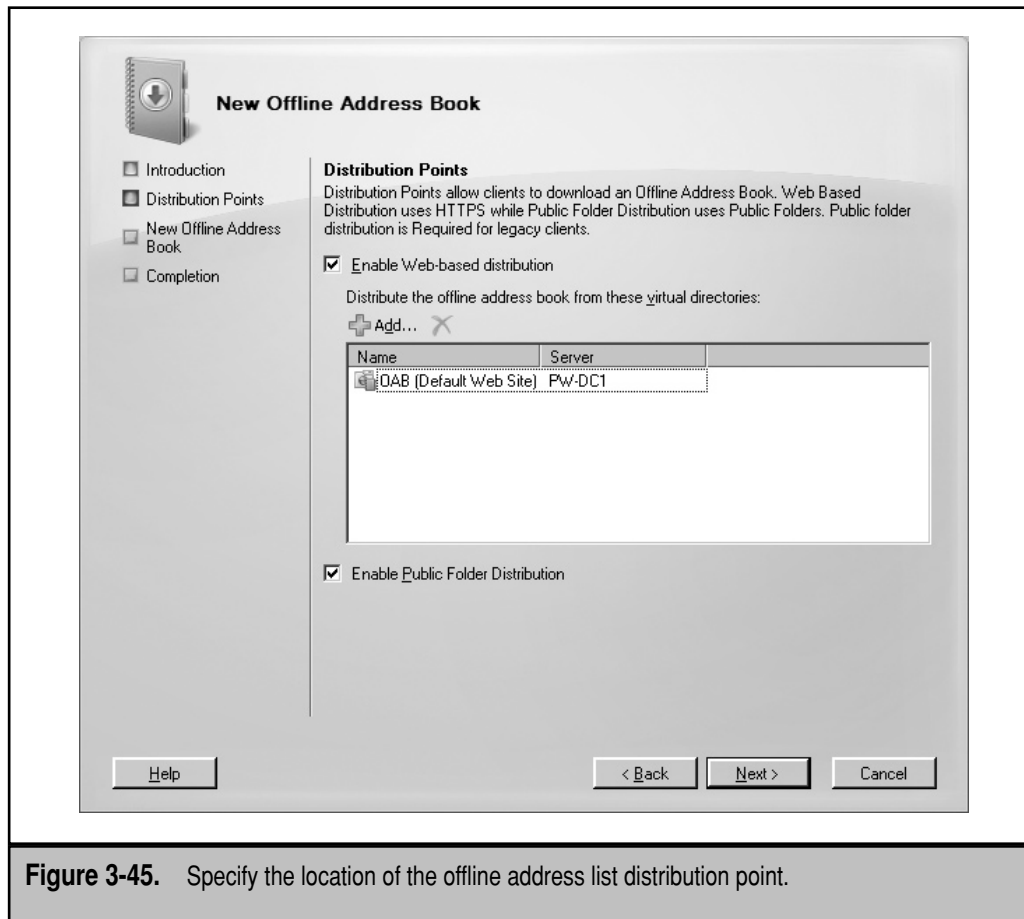


Figure 3-45. Specify the location of the offline address list distribution point.

SUMMARY

In this chapter, you learned how to create and manage mailbox, contact, and distribution group recipients. You also learned how to create and manage address lists. This was a big “how to” chapter and it should get you going on the basics of managing mailboxes in your environment.

In the next chapter, we’ll take a look at how public folders are created and managed. This is a more complex topic, but just as necessary to performing good day-to-day Exchange administration. Despite solutions like SharePoint Server to make information available to multiple users, public folders are still a very large part of most Exchange installations, so don’t skip over the next chapter.

