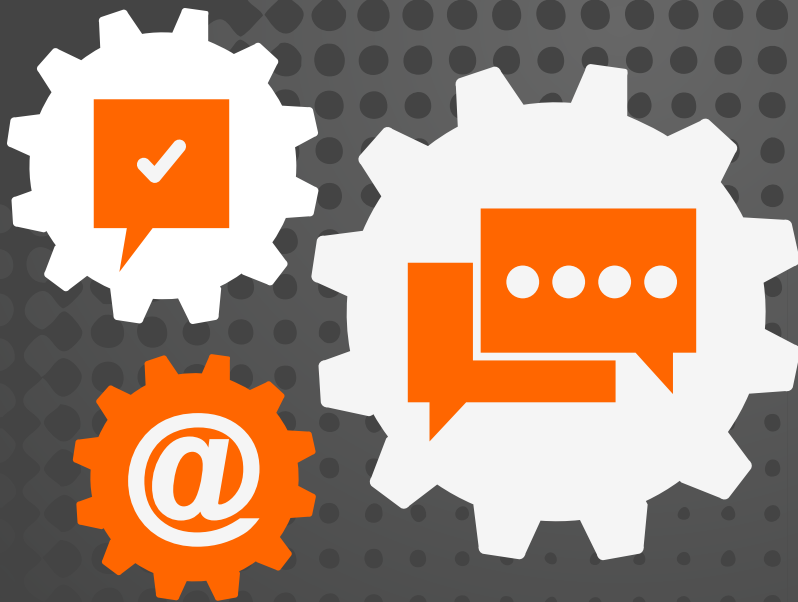


# Email Capture Forwarding Guide

COPYING INCOMING/OUTGOING EMAILS ON  
EXCHANGE 2007/2010 TO ANOTHER MAILBOX

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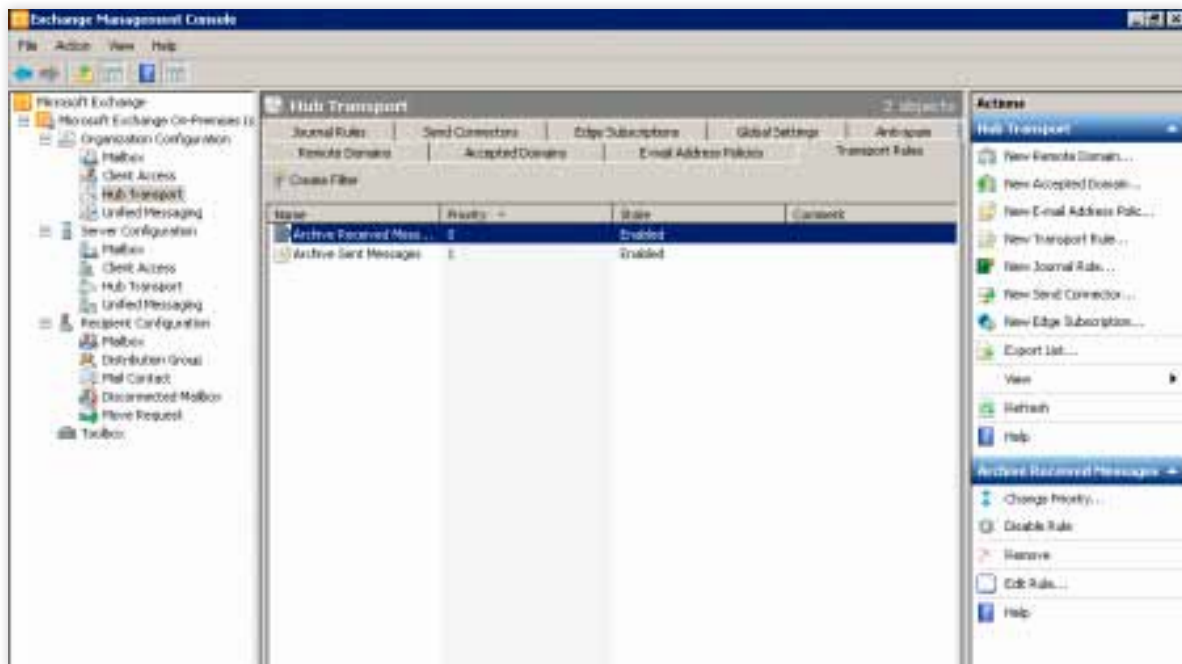
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For Microsoft Exchange Servers, we can configure a certain email account to forward messages to another mailbox, but this would only be enabled for the incoming messages and does not support forwarding of outgoing messages, therefore this process is not recommended.

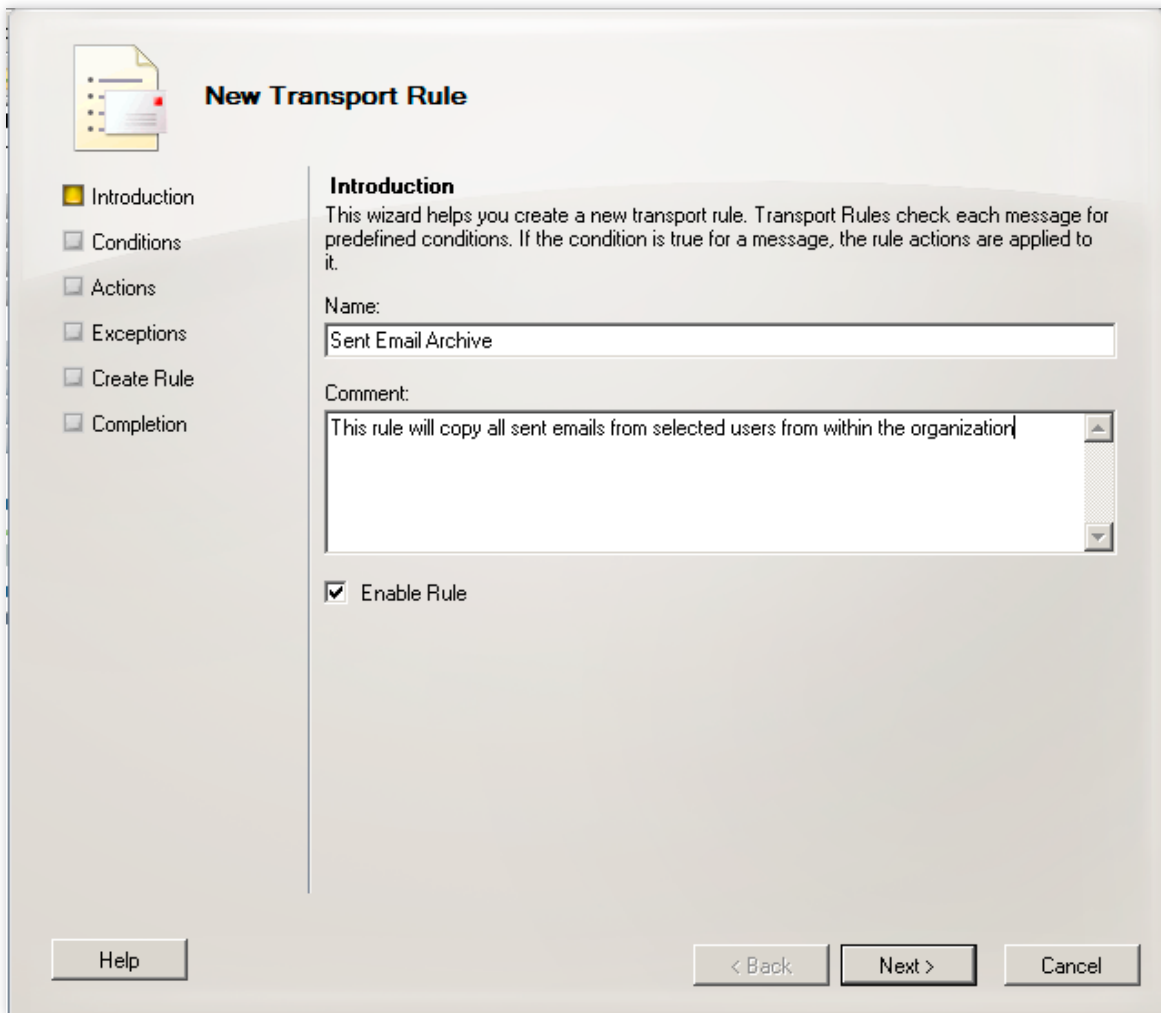
As an alternative we set up an additional mailbox and set up Exchange to copy the incoming and outgoing messages as required. The goal of this article is to provide detailed information on how to set it up. This information is provided presuming that an archive mailbox has been already created.

Start with opening the Exchange Management Console and navigating to Organization Configuration -> Hub Transport



## Organization Configuration—Hub Transport

On the Actions list select New Transport Rule. The New Transport Rule wizard will be presented.



The screenshot shows a wizard window titled "New Transport Rule". On the left is a navigation pane with a document icon and a list of steps: Introduction (selected), Conditions, Actions, Exceptions, Create Rule, and Completion. The main area is titled "Introduction" and contains the following text: "This wizard helps you create a new transport rule. Transport Rules check each message for predefined conditions. If the condition is true for a message, the rule actions are applied to it." Below this text are two input fields: "Name:" with the value "Sent Email Archive" and "Comment:" with the value "This rule will copy all sent emails from selected users from within the organization". At the bottom of the main area is a checkbox labeled "Enable Rule" which is checked. At the bottom of the window are three buttons: "Help", "< Back", and "Next >", and a "Cancel" button.

## New Transport Rule—Introduction

Type in a Name for the transport rule and optionally a comment explaining the rule and then click on Next. Follow by selecting the rule conditions.

**New Transport Rule**

- Introduction
- Conditions
- Actions
- Exceptions
- Create Rule
- Completion

**Conditions**

Step 1: Select condition(s):

- from people
- from a member of distribution list
- from users that are inside or outside the organization
- sent to people
- sent to a member of distribution list
- sent to users that are inside or outside the organization, or partners
- between members of distribution list and distribution list
- when the manager of any sender is people
- when the sender is the manager of a recipient
- if the sender and recipient's AD Attribute are Evaluation

Step 2: Edit the rule description by clicking an underlined value:

Apply rule to messages  
from 'administrator@company.com'

Help      < Back      Next >      Cancel

## New Transport Rule—Conditions

Select the conditions based on which the emails need to be copied. In case of the emails being sent from organization, the most likely option is to select From People. This action will fill in the conditions at the bottom of the screen and provides a link to select the list of senders from which the sent emails need to be copied. Once all condition are selected, continue by clicking Next again. The following screen will allow you to choose the desired actions.

The screenshot shows the 'New Transport Rule' dialog box with the 'Actions' step selected. The left sidebar shows the following steps: Introduction (green), Conditions (green), Actions (yellow), Exceptions (grey), Create Rule (grey), and Completion (grey). The main area is titled 'Actions' and contains the following content:

**Step 1: Select actions:**

- prepend message subject with string
- apply message classification
- append disclaimer text and fallback to action if unable to apply.
- rights protect message with RMS template
- set the spam confidence level to value
- set header with value
- remove header
- add a recipient in the To field addresses
- copy the message to addresses
- Blind carbon copy (Bcc) the message to addresses

**Step 2: Edit the rule description by clicking an underlined value:**

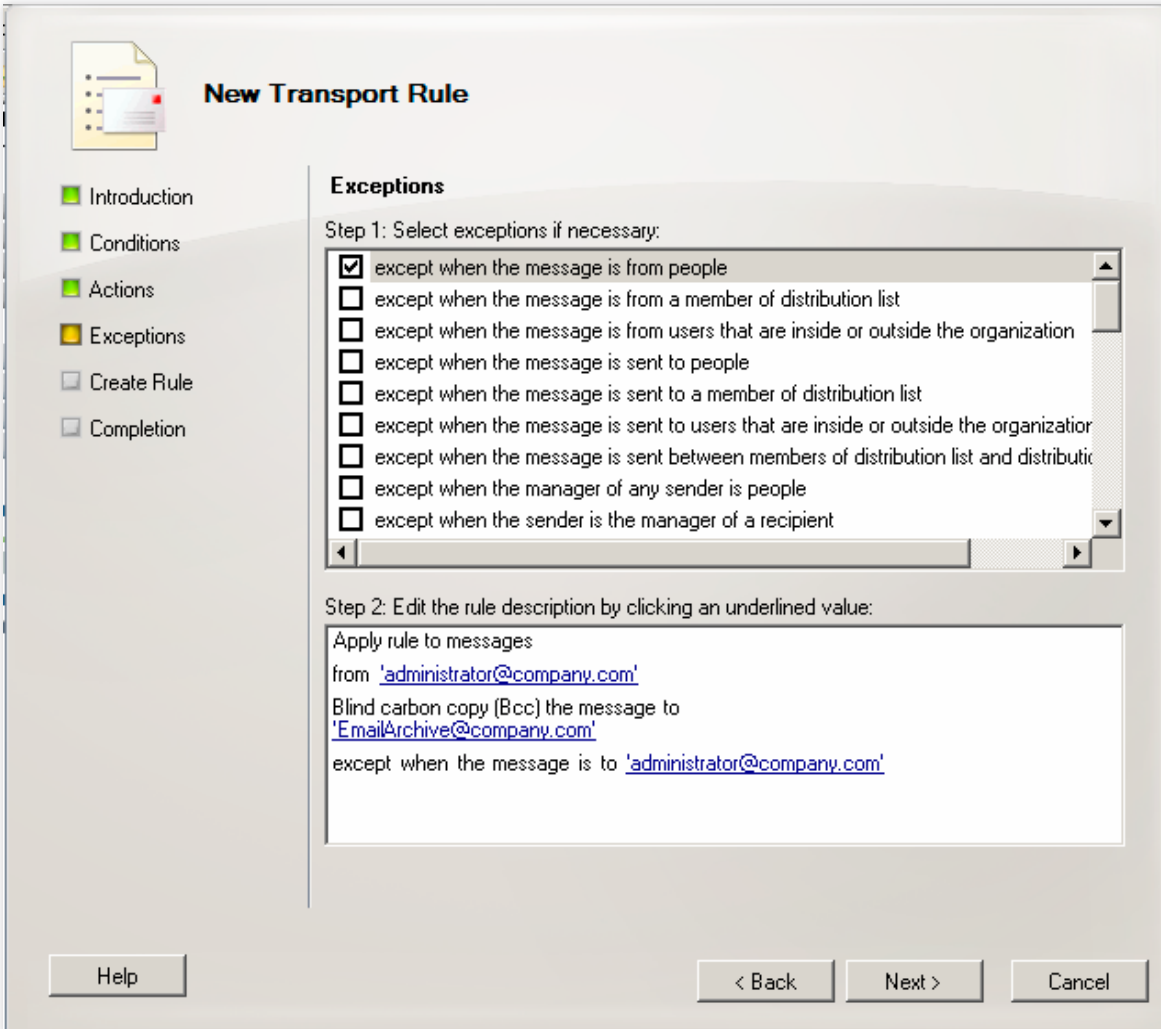
Apply rule to messages  
from '[administrator@company.com](mailto:administrator@company.com)'  
Blind carbon copy (Bcc) the message to  
'[EmailArchive@company.com](mailto:EmailArchive@company.com)'

Rights Management Service (RMS) is a premium feature that requires an Exchange Enterprise Client Access License (CAL) for each user mailbox.

Buttons at the bottom: Help, < Back, Next >, Cancel.

## New Transport Rule—Actions

The Action screen allows you to select what to do with the messages. There is a wide range of options, but in our scenario the best option is to use the Blind Carbon Copy (BCC) message to. Selecting this option will again enable the link to choose where to BCC the messages. In this step we can pick the Email Archive mailbox that has been previously created. When the destination is selecting, continue to the next screen. The exceptions screen will be displayed.



**New Transport Rule**

- Introduction
- Conditions
- Actions
- Exceptions**
- Create Rule
- Completion

**Exceptions**

Step 1: Select exceptions if necessary:

- except when the message is from people
- except when the message is from a member of distribution list
- except when the message is from users that are inside or outside the organization
- except when the message is sent to people
- except when the message is sent to a member of distribution list
- except when the message is sent to users that are inside or outside the organization
- except when the message is sent between members of distribution list and distributio
- except when the manager of any sender is people
- except when the sender is the manager of a recipient

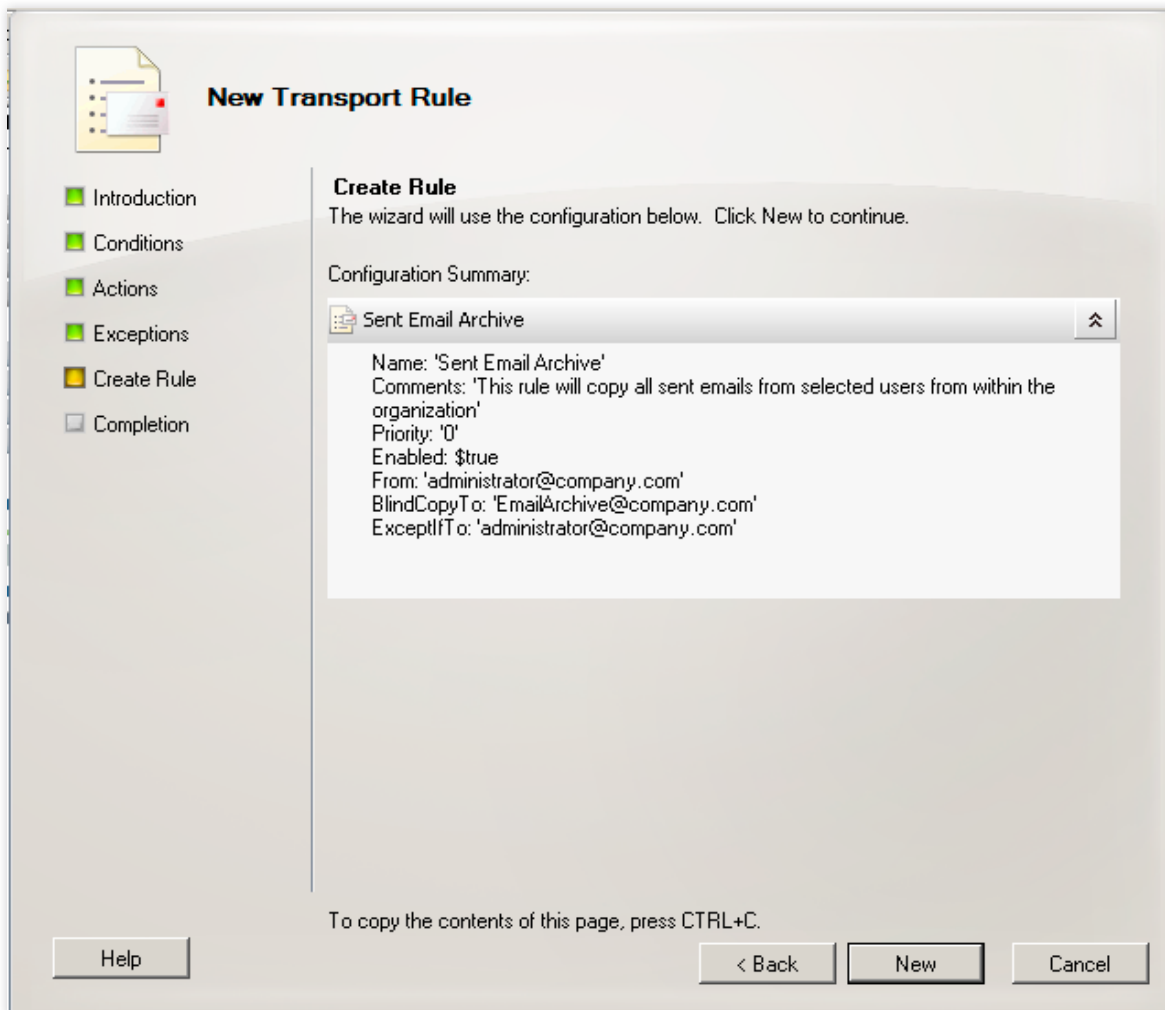
Step 2: Edit the rule description by clicking an underlined value:

Apply rule to messages  
from 'administrator@company.com'  
Blind carbon copy (Bcc) the message to  
'EmailArchive@company.com'  
except when the message is to 'administrator@company.com'

Help < Back Next > Cancel

## New Transport Rule—Exceptions

This screen, as all the others, presents a long list of exceptions that can be selected. Following our scenario, the obvious option would be excluding emails sent to the person who will be reviewing the emails as that could cause duplication of emails. Finish following to the Summary screen.





## New Transport Rule—Summary

On the final screen you can review the selected options, make sure all look good and save the new rule by clicking the New button.

Following this procedure a similar rule can be created for incoming messages, adjusting the options accordingly.

\*\*\* Be sure to replace **EmailArchive@company.com** to the email capture address provided by the SalesNexus Staff.