

Jatheon cCore v3 Admin Manual

Thank you for choosing Jatheon Technologies. This guide describes administration tasks for your cCore archiving appliance.

*Please note that the system presented in this manual may differ from yours depending on the version of the software you're currently using.

Table of Contents

1. Dashboard

System Info	3
Email Statistics	4
New Statistics	6

2. System

General Configuration	8
Proxy Settings	12
SSL Certificates	12
Support	13

3. Message Source

Ingestion	14
IMAP	20
POP3	26
Folder Synchronization	33
Message Queue	37
Expunge Emails	41
Groupwise	44
Export and Policy	46

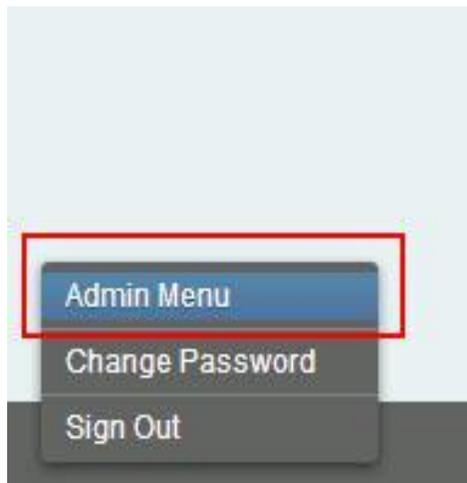
4. User Management

Users	49
Groups/OU	52
LDAP Configuration	54
User Roles	62

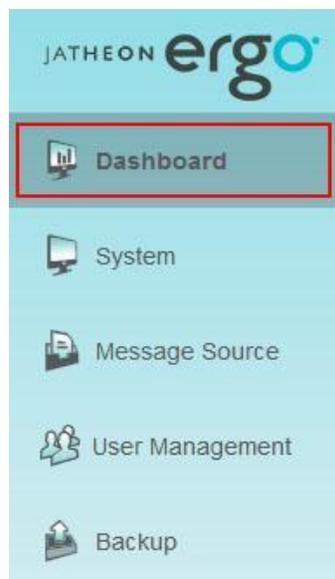
1. Dashboard

This is a short overview of the admin menu dashboard section of the Jattheon appliance web interface.

The dashboard section provides some basic information on the usage, health and statistics of the Jattheon appliance. To access the dashboard, you'll need to have admin permissions on the appliance and go to the admin menu section.



Once there, the first tab on the top left is the dashboard.

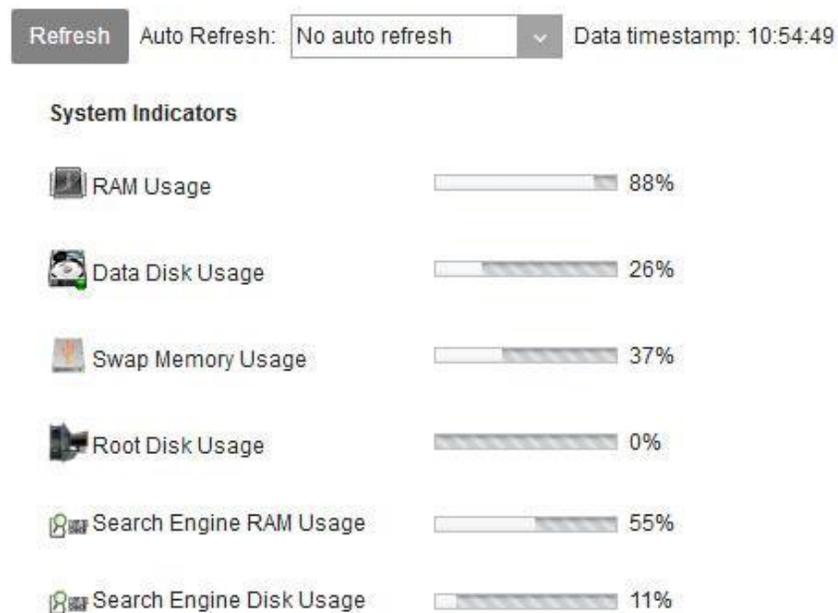


The dashboard section consists of 3 pages: **System Info**, **Email Statistics** and **New Statistics**.

System Info

The System Info tab gives basic information about the usage and health of your appliance. The first thing you'll see at the top is the Refresh button along with a drop-down menu that allows you to configure auto refresh (disabled by default). Pressing the refresh button will refresh the information displayed on this page.

On the left side, you'll see the information about the RAM usage (allocated), disk usage, swap memory usage, root partition usage, as well as search engine RAM and disk usage.



On the right side of the system info tab you'll see health information about the appliance as well as CPU temperature, number of processed emails and number of emails waiting to be processed (pending mails).

System Status Info

Serial Number: 1975

Operating System Version: 7.8

Database Version: 9.1.14

Search Engine Version: 1.2.3

Disaster recovery: N/A

CPU Temperature: Not configured

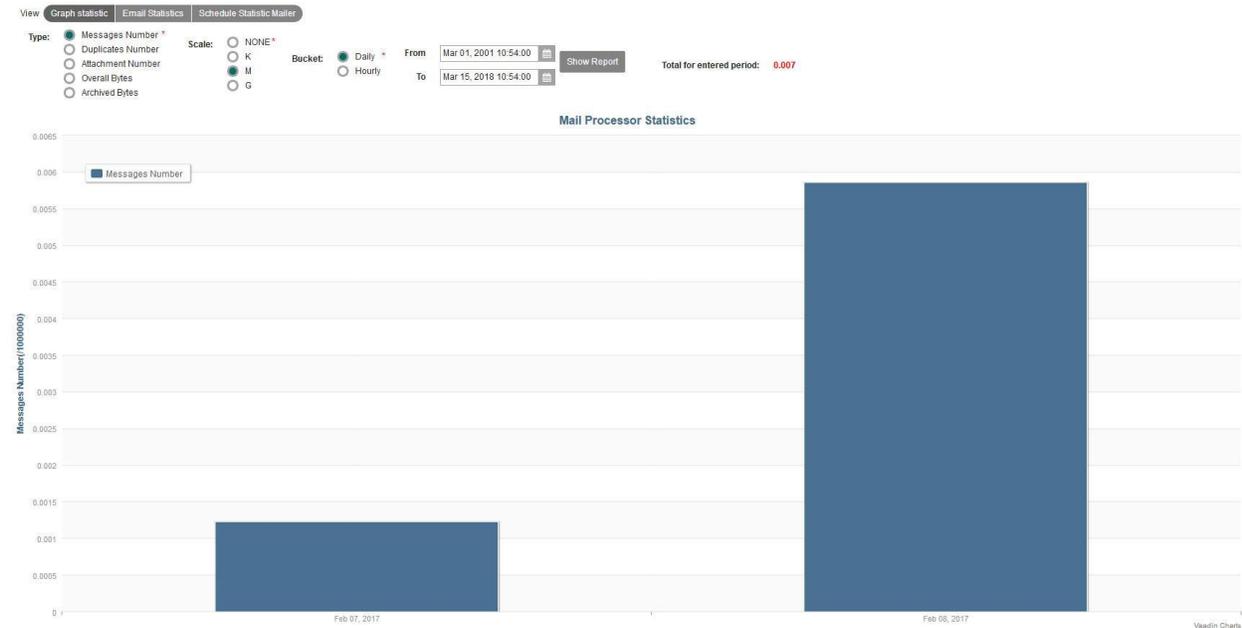
Indexed Mails: 4725

Pending Mails: 0

Problem Folders (Message Queue): 0

Email Statistics

The Email Statistics tab allows you to find statistics on every aspect of the appliance operation. You can filter these by total number of messages on the appliance, number of duplicates, number of attachments and you can also select the size scale you wish to have displayed (KB, MB or GB). You can also select to see a daily or hourly reports and select the date range you wish to generate statistics for. Once it's all configured, you can press the Show Report button and the appliance will generate and display the statistics for the selected parameters below.

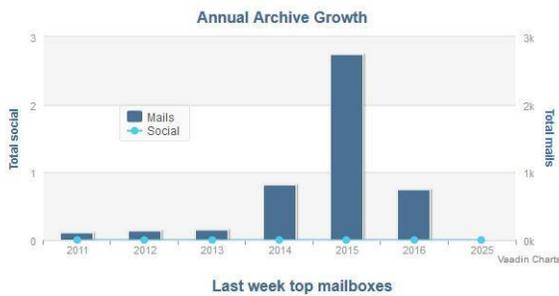
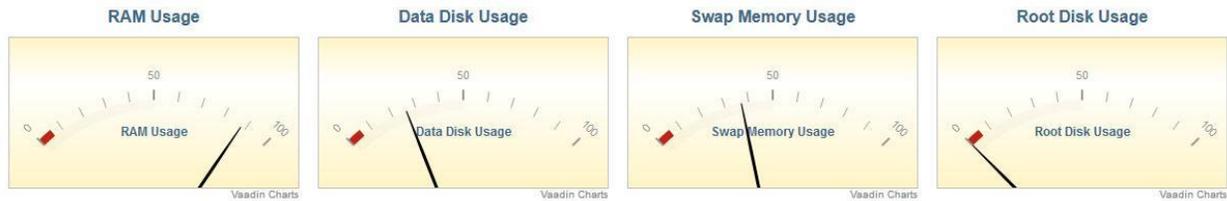


The email statistics tab also has 3 subtabs. The first is **Graph Statistics**, outlined above. The other two are **Email Statistics**, which displays the same results without the graphs and can be copied easily, and **Schedule Statistic Mailer**.

The **Schedule Statistic Mailer** tab allows you to schedule and send statistics reports to specific email addresses. This saves you from having to log in to the web interface every time and run the task for statistics by sending them to you in an email.

New Statistics

The **New Statistics** tab of the dashboard displays more detailed statistics such as how many of the total number of emails were internal, incoming or outgoing, average email size, average attachment size, average emails per day/month/year, as well as the average search time and maximum search time. It will also show RAM usage, disk usage etc.



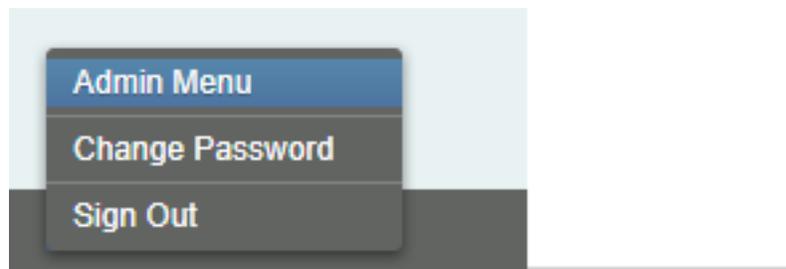
E-mail: 4725	Internal Emails: 0	Mail average search time: 0.25s
Average Email Size: 85.4 KB	Outgoing Emails: 0	Mail maximum search time: 2.90s
Social: 0	Incoming Emails: 4725	
Search: 0	Average Emails Per Day: 4725	
Collaboration: 0	Average Emails Per Month: 4725	
Social Attachments: 0	Average Emails Per Year: 4725	
Mail Attachments: 1166	Average YoY Growth: 100%	
Average Attachment Size: 412.5 KB		

FROM
 TO

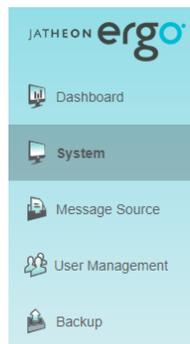
2. System

This is a short overview of the admin menu system section of the Jatheon appliance web interface.

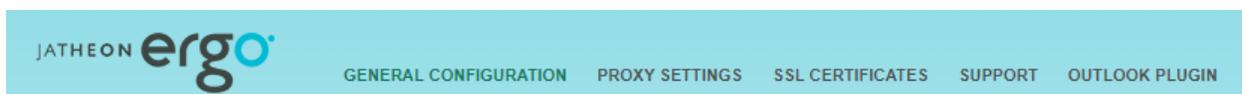
To access the system settings you'll need to have admin permissions on the appliance and go to the admin menu section.



Once there, click on the second tab on the top left to access system settings.

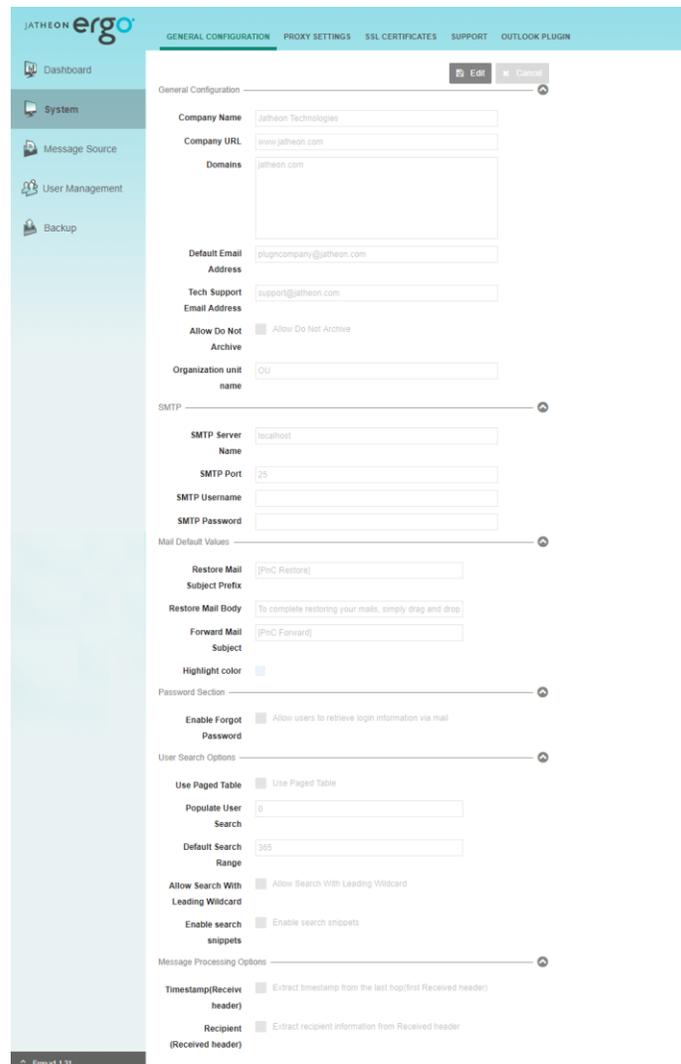


System settings section consists of 5 pages: **General Configuration**, **Proxy Settings**, **SSL Certificates**, **Support** and **Outlook Plugin**.



General Configuration

You can edit General configuration settings by clicking on **Edit** button.



The image shows the 'General Configuration' settings page in the JATHEON ergo interface. The page has a teal header with the JATHEON ergo logo and navigation tabs: 'GENERAL CONFIGURATION', 'PROXY SETTINGS', 'SSL CERTIFICATES', 'SUPPORT', and 'OUTLOOK PLUGIN'. On the left, there is a sidebar menu with options: 'Dashboard', 'System', 'Message Source', 'User Management', and 'Backup'. The main content area is titled 'General Configuration' and contains various settings fields and sections:

- Company Name:** Jatheon Technologies
- Company URL:** www.jatheon.com
- Domains:** jatheon.com
- Default Email Address:** plugincompany@jatheon.com
- Tech Support Email Address:** support@jatheon.com
- Allow Do Not Archive:** Allow Do Not Archive
- Organization unit name:** OU
- SMTP:**
 - SMTP Server Name:** localhost
 - SMTP Port:** 25
 - SMTP Username:**
 - SMTP Password:**
- Mail Default Values:**
 - Restore Mail Subject Prefix:** [PhC Restore]
 - Restore Mail Body:** To complete restoring your mails, simply drag and drop
 - Forward Mail Subject:** [PhC Forward]
- Highlight color:**
- Password Section:**
 - Enable Forgot Password:** Allow users to retrieve login information via mail
- User Search Options:**
 - Use Paged Table:** Use Paged Table
 - Populate User Search:** 0
 - Default Search Range:** 365
 - Allow Search With Leading Wildcard:** Allow Search With Leading Wildcard
 - Enable search snippets:** Enable search snippets
- Message Processing Options:**
 - Timestamp(Receive header):** Extract timestamp from the last hop(first Received header)
 - Recipient (Received header):** Extract recipient information from Received header

At the bottom left of the page, there is a small version number: 'Ergo v1.131'.

When you're done editing, you can save your settings by clicking on the **Save** button which will replace the **Edit** button once you select it.

General Configuration ⬆

Company Name	<input type="text" value="Jatheon Technologies"/>
Company URL	<input type="text" value="www.jatheon.com"/>
Domains	<input type="text" value="jatheon.com"/>
Default Email Address	<input type="text" value="plugncompany@jatheon.com"/>
Tech Support Email Address	<input type="text" value="support@jatheon.com"/>
Allow Do Not Archive	<input checked="" type="checkbox"/> Allow Do Not Archive
Organization unit name	<input type="text" value="OU"/>

SMTP 

SMTP Server Name

SMTP Port

SMTP Username

SMTP Password

Mail Default Values 

Restore Mail Subject Prefix

Restore Mail Body

Forward Mail Subject

Highlight color

Password Section 

Enable Forgot Password Allow users to retrieve login information via mail

User Search Options ⌵

Use Paged Table Use Paged Table

Populate User Search

Default Search Range

Allow Search With Leading Wildcard Allow Search With Leading Wildcard

Enable search snippets Enable search snippets

Message Processing Options ⌵

Timestamp(Receive header) Extract timestamp from the last hop(first Received header)

Recipient (Received header) Extract recipient information from Received header

Proxy Settings

Here you can add your proxy settings.

GENERAL CONFIGURATION
PROXY SETTINGS
SSL CERTIFICATES
SUPPORT
OUTLOOK PLUGIN

Proxy Settings Enabled Save

Host

Port

Username

Password

SSL Certificates

You can easily install or renew your SSL certificate by importing it to your appliance.

GENERAL CONFIGURATION
PROXY SETTINGS
SSL CERTIFICATES
SUPPORT
OUTLOOK PLUGIN

For SSL installation instructions, please login to [Jatheon Customer Portal](#)

Keystore Content

Keystore type: JKS
Keystore provider: SUN

Your keystore contains 3 entries

Alias name: root
Creation date: Oct 13, 2016
Entry type: trustedCertEntry

Owner: CN=Go Daddy Root Certificate Authority - G2, O="GoDaddy.com, Inc.", L=Scottsdale, ST=Arizona, C=US
Issuer: CN=Go Daddy Root Certificate Authority - G2, O="GoDaddy.com, Inc.", L=Scottsdale, ST=Arizona, C=US
Serial number: 0
Valid from: Tue Sep 01 00:00:00 UTC 2009 until: Thu Dec 31 23:59:59 UTC 2037
Certificate fingerprints:
MD5: 66:2A:0C:22:04:58:FB:8D:0E:2B:27:4A:22:4D:0A:04

Generate New Private Key

Generate Certificate Signing Request (CSR)

Backup Keystore File

Restore Keystore File

Select File: No file chosen

Import Root Certificate (Alias: root)

Select Certificate File: No file chosen

Import Intermediate Certificate

Alias:

Select Certificate File: No file chosen

Import Certificate (Alias: tomcat)

Select Certificate File: No file chosen

Import Certificate Bundle

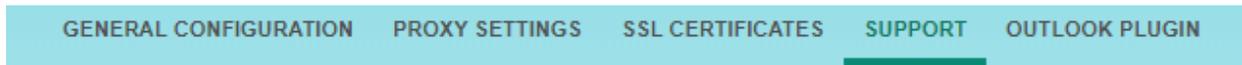
Select Bundle File: No file chosen

Select Certificate File: No file chosen

Restart Web Server

Support

You can easily install the dedicated support channel which will allow Jatheon support to log in remotely.



Support Setup

 Install

Serial Number:

Customer ID

Support Channel

Status

Contact Jatheon [Contact Jatheon Support](#)

Support

Tech Support

Email Address

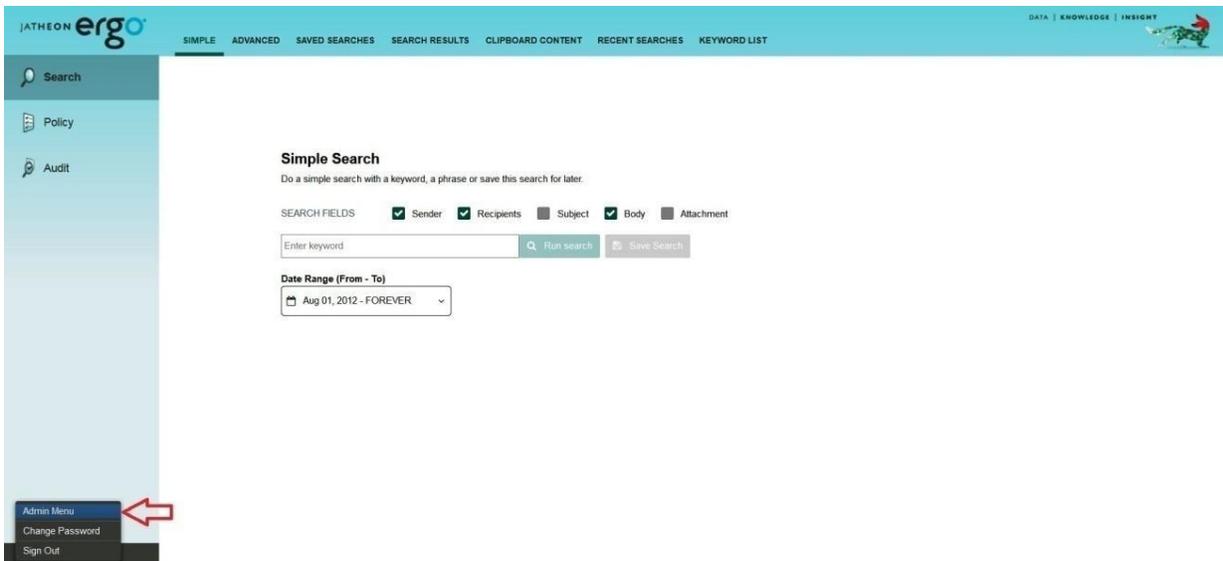
3. Message Source

Ingestion

Introduction

The Ingestion task is used to import emails that are packed inside a Microsoft PST file or individual EML files. You should have a predefined folder where all PST or EML files will be located. The process will start after you click on the **Execute Now** button. Please note that it may take a while to finish depending on the number of emails you are trying to ingest. When the process is finished, you can check the log for the ingestion process in the history tab.

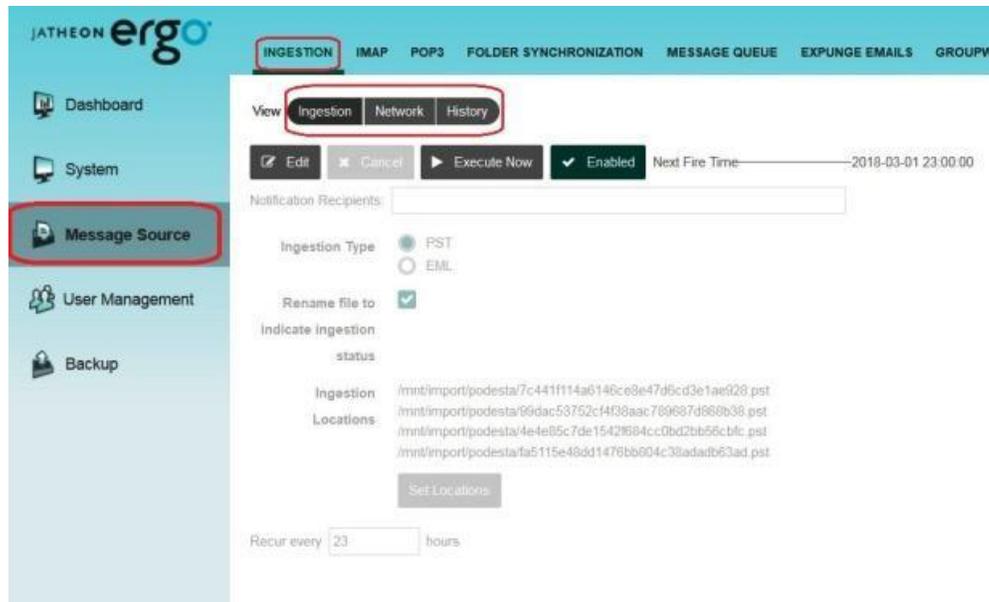
To configure Ingestion on the cCore appliance, please do the following:
Log in (default admin details) **admin@jattheon.com / jattheonergo**
Go to the **Admin menu** in the bottom left corner.



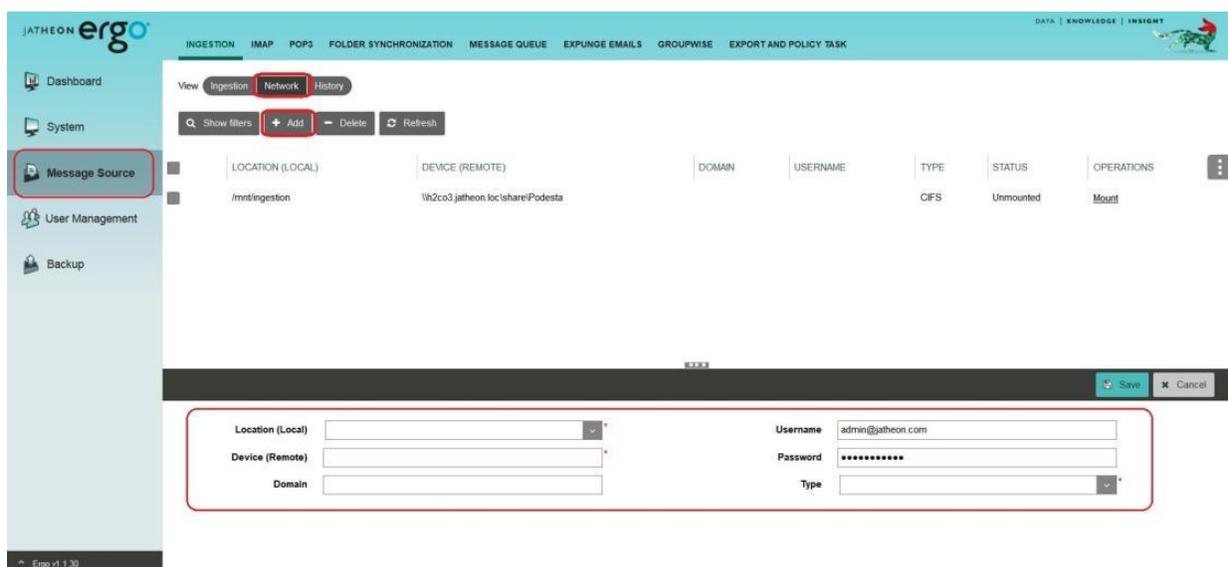
The screenshot displays the JATHEON ergo web interface. The top navigation bar includes links for SIMPLE, ADVANCED, SAVED SEARCHES, SEARCH RESULTS, CLIPBOARD CONTENT, RECENT SEARCHES, and KEYWORD LIST. The left sidebar contains Search, Policy, and Audit. The main content area is titled "Simple Search" and includes a search form with fields for "Enter keyword", "Run search", and "Save Search". Below the search form is a "Date Range (From - To)" dropdown menu set to "Aug 01, 2012 - FOREVER". At the bottom left, the "Admin Menu" is visible, with a red arrow pointing to it. The Admin Menu options are "Admin Menu", "Change Password", and "Sign Out".

When you are in the **Admin menu**, click on the **Message Source tab** on the left and select **Ingestion tab**. Here you will see the following sections:

1. Ingestion
2. Network
3. History



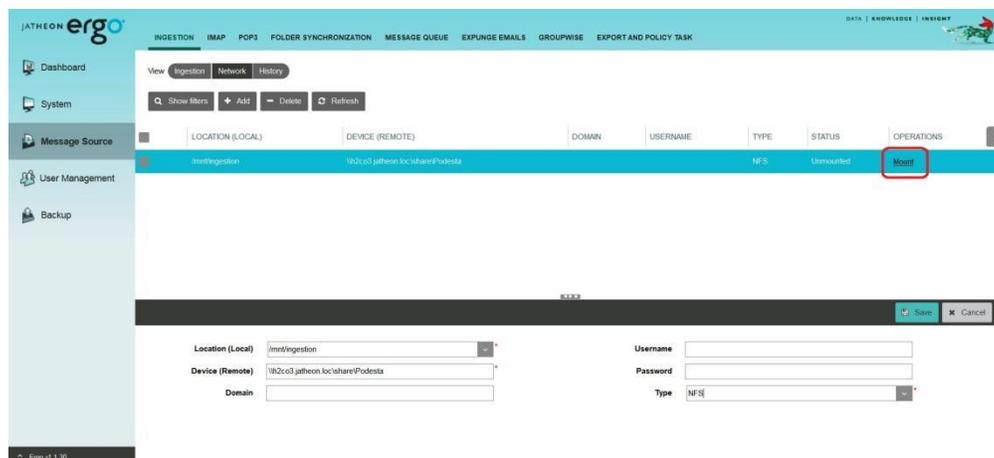
You'll first need to create and configure the **Network** section. Click on the **Add** button and the **Edit** section will appear.



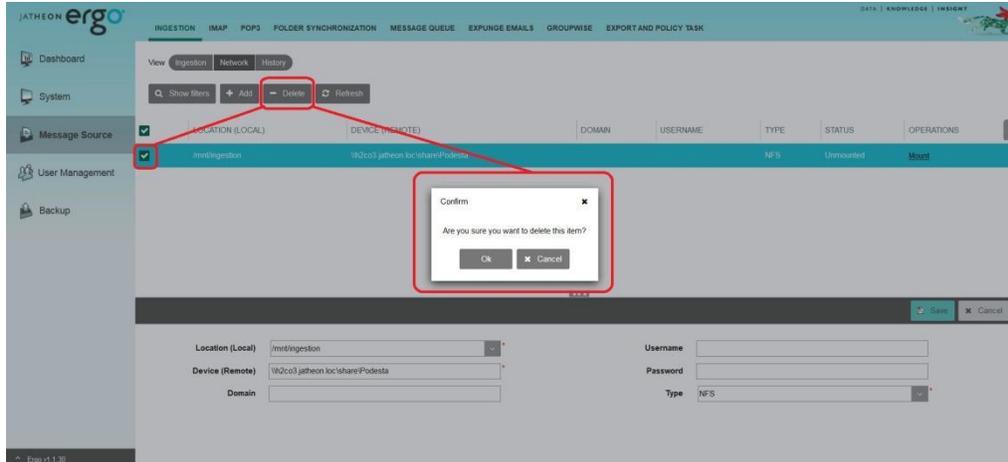
The following table explains all field functions and use:

Location (Local)	Select a local destination folder for mounting remote network drive. At this moment only one location is available - /mnt/ingestion
Device (Remote)	Enter network drive address (location) Do not use backslash \ You should use slash / Here's an example: //edison.jatheon.local/pncimport.
Domain	Here you can define Domain security attribute for network drive (if required).
Username	Here you can define username security attribute for network drive (if required).
Password	Here you can define password for username (if required).
Type	Here you can choose between two network drive types, (access protocols) CIFS or NFS.

After the network drive has been mapped, you'll see the **Mount** option. You need to mount the drive so it can be used (displayed) as selection in PST and EML Ingestion.



If you want to delete the network drive from the appliance, you need to click on the checkbox on the left to select it and then click on the **Delete** button.

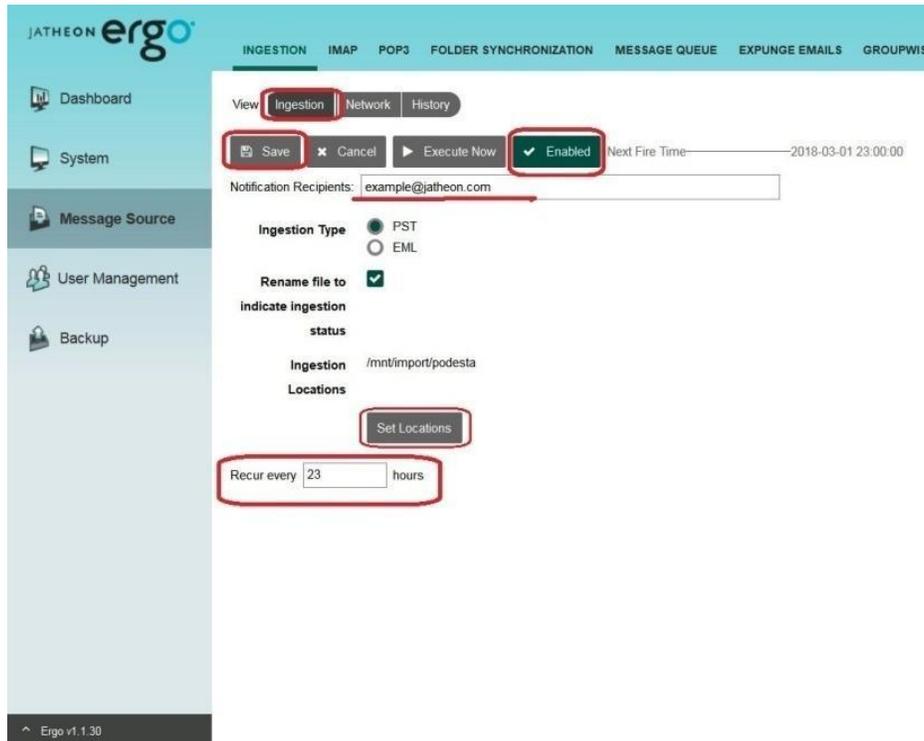


PST/EML Ingestion Section

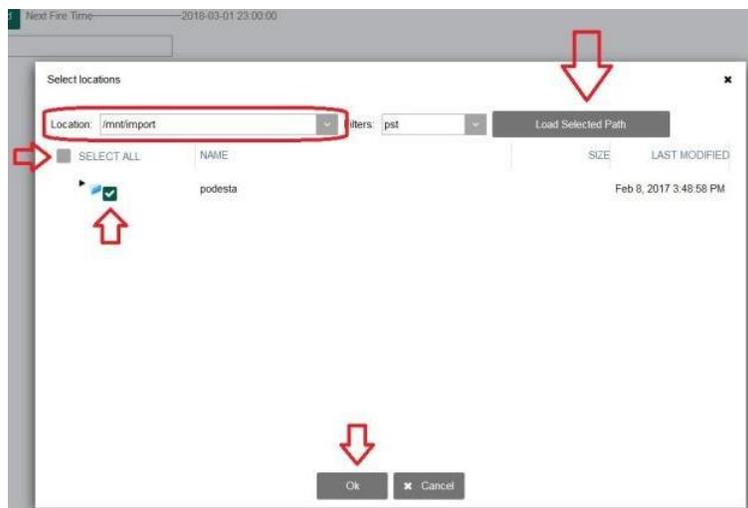
Once the network drive has been mapped, go to the **Ingestion** section, choose the file type you are importing (**PST/EML**), fill in the recipient email to be notified once the task is done, select /rename files to/ check box.

If the import was completed without errors, you'll have your original files renamed as pst. If you are importing a huge number of PST files and for some reason the ingestion task finishes with errors, you'll be able to reingest only the problematic files (PST failed).

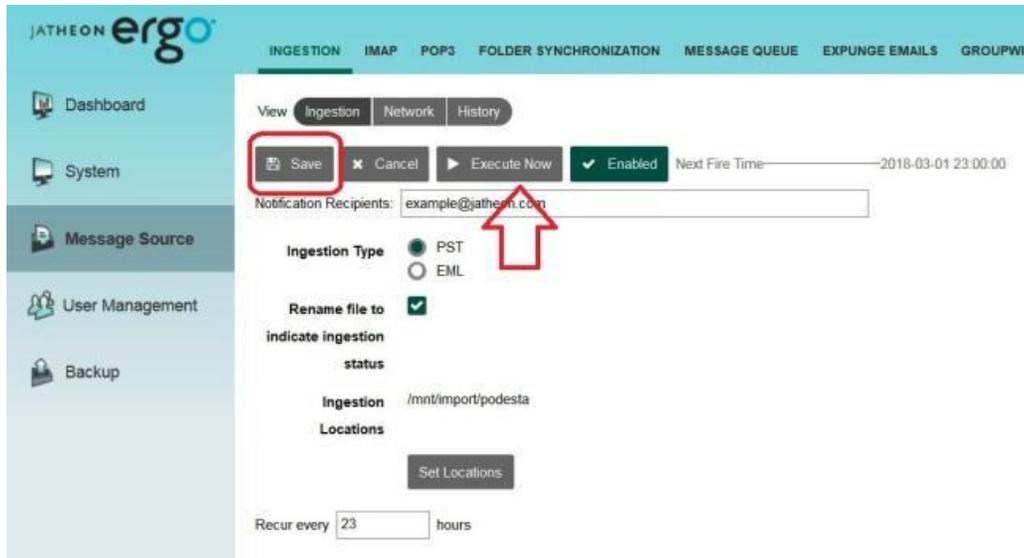
Make sure that the task is set to **Enabled**. You can also set the number of hours for the task to reoccur if you wish to automate the process and simply load the PST/EML files to the shared drive and execute ingestion as per schedule.



Once you've prepared everything as described in the previous segment, go to the **Edit tab** and choose **Set locations** tab. Choose location and load selected path. You'll be able to see shared drive content. Select the desired PST files. Use **Select All** option or manually select the folders you wish to ingest.

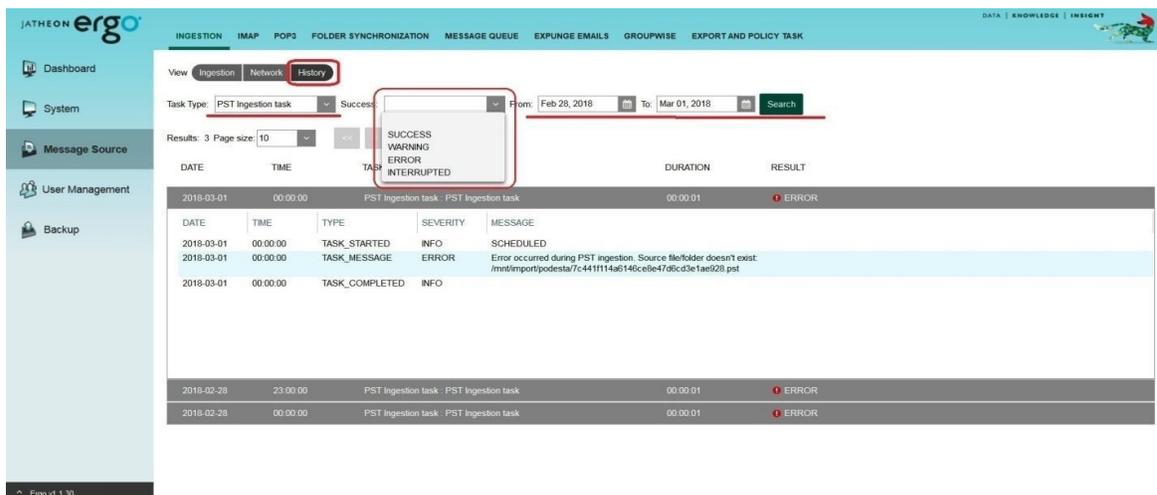


Save the changes and click on the **Execute** tab to start ingesting selected files from the mounted network path.



Ingestion – History Section

In the History section you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When the Success drop-down menu is set on blank, it will display all logs. You can choose to see the history for the PST Ingestion tasks or for the EML Ingestion tasks by clicking on the task type drop-down menu. After selecting, click on the **Search** button, select the period for which you would like to check your logs and you'll get the desired results. Click on the log to expand it and examine it in greater details.



IMAP

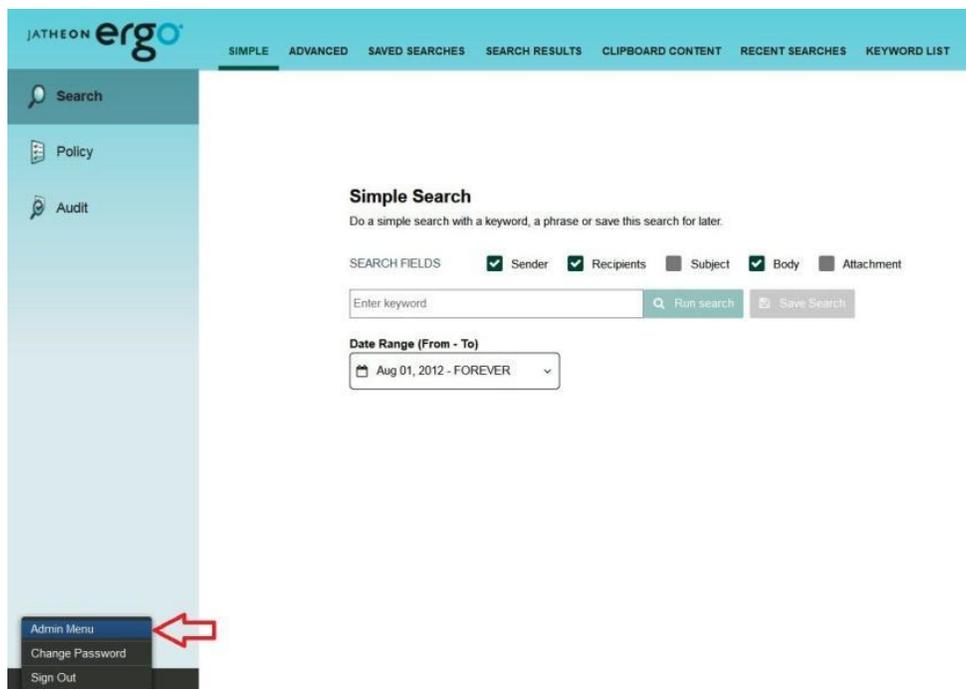
Introduction

IMAP module is a utility for retrieval of email messages from IMAP servers. In order to fetch content from an IMAP server, you need to define a server connection, which can be done in the **IMAP Connection** section. The IMAP server is the latest and most popular protocol among modern email servers. The biggest internet providers allow their users to configure their accounts for IMAP access to their messages. All the required information on the connection settings can usually be found on their proprietary pages.

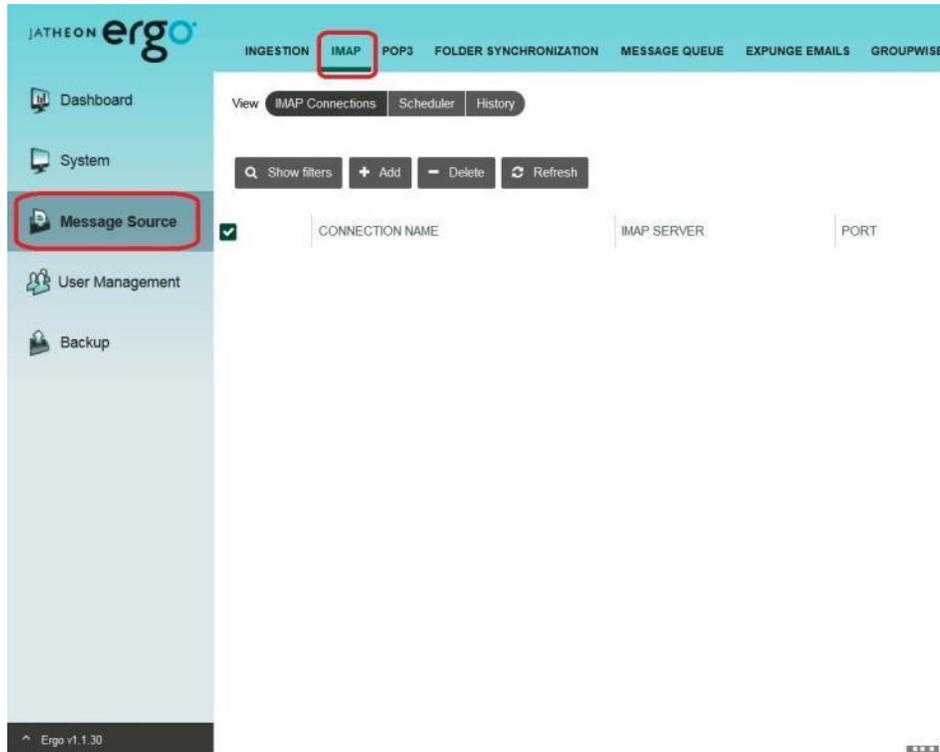
To configure the IMAP task on the cCore appliance, please follow the following instructions:

Log in (default admin details) **admin@jatheon.com / jatheonergo**

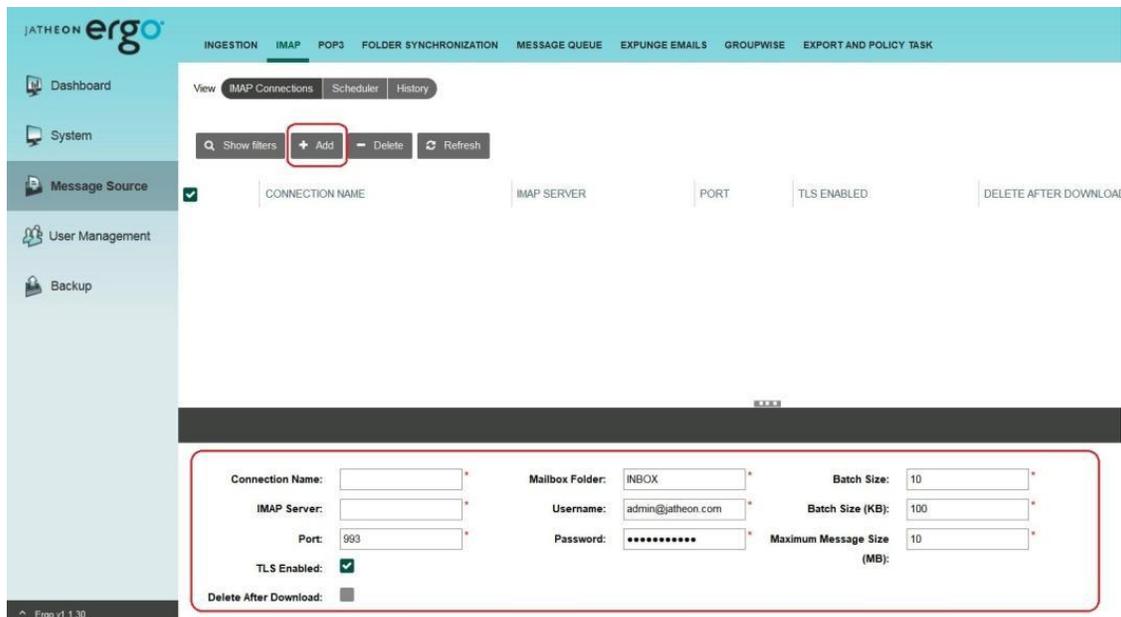
Go to **Admin menu** in the bottom left corner:



When in **Admin menu**, click on the **Message Source** tab on the left and then select **IMAP**:



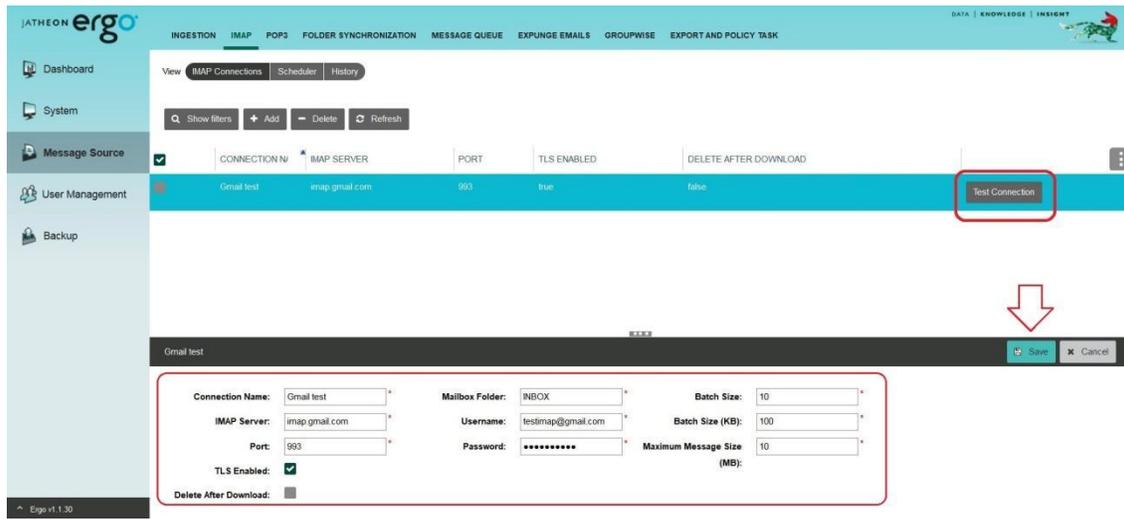
After clicking on the **Add** button, **Edit** section will appear with the following options:



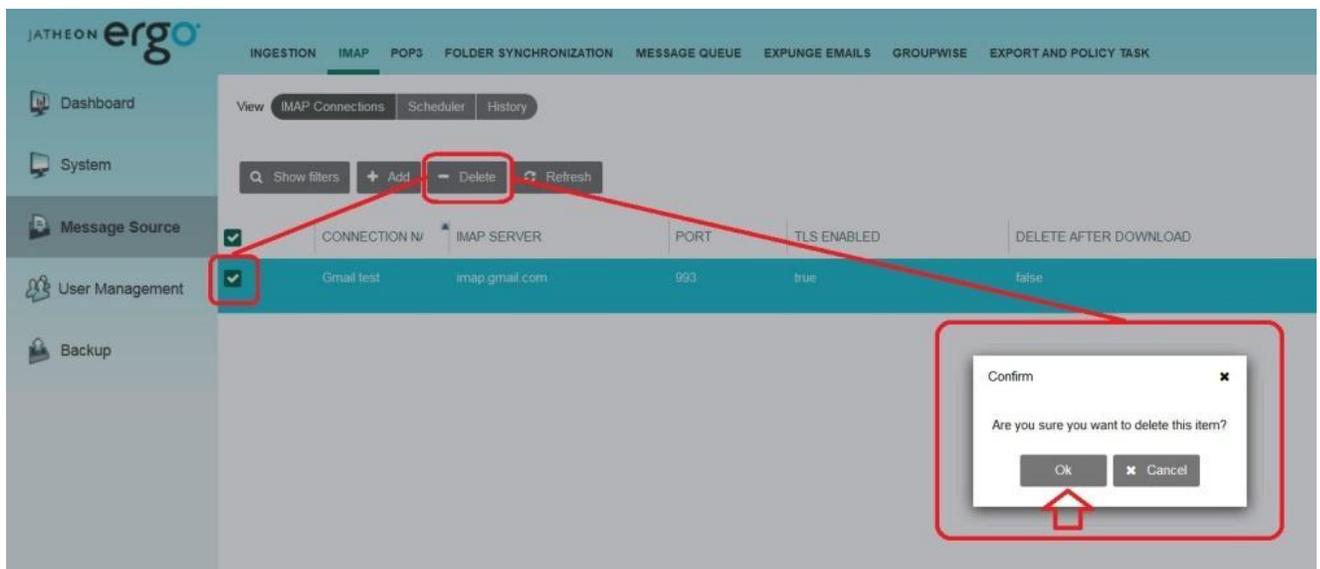
The following table explains all field functions and use:

Field Name	Explanation
Connection Name	Enter the name of new IMAP connection. After data is saved, the connection name will appear on the IMAP main list.
IMAP Server	Enter your IMAP server HOST name, which can be an IP address or the FQDN. (for example: imap.gmail.com)
Port	Provide server port for IMAP traffic.
TLS Enabled	Check this box if server requires Transport Layer Security protocol (TLS).
Delete after Download	Check this box if you want your email messages to be deleted on IMAP mailbox after messages are delivered to cCore. (NOTE – IMAP server configuration may overwrite this behavior depending on IMAP users account settings).
Mailbox Folder	Enter the remote mailbox name (e.g. Inbox, Sent etc.).
Username	Enter email account (email address).
Password	Enter account password.
Batch Size	You can define maximum number of email messages to fetch in a single batch retrieval operation. The purpose is to reduce IMAP server traffic load. Please change default values of Batch size, and Batch size (KB) with extreme caution.
Batch size (KB)	You can define maximum package size in kilobytes for email messages to fetch in a single batch retrieval operation. Please change the default values with extreme caution.
Maximum Message size (MB)	You can define the maximum size of an email message to retrieve. Messages larger than this size will be excluded from download and will remain on the server. In case such messages exist, the task log will create a warning message.

After IMAP connection has been created, the **Test Connection** button will appear. You can test if the connection is properly set up and whether it's working without retrieving emails from the folder.



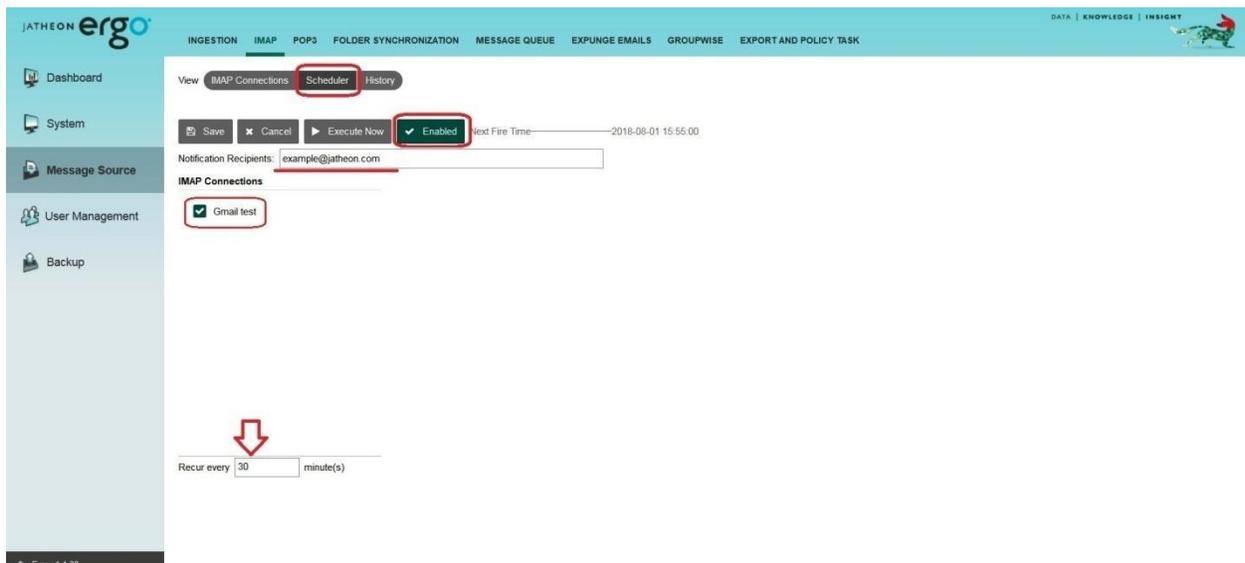
If you want to **Delete the IMAP** connection, click on the check box on the left to select the IMAP connection and then click on **Delete** button.



IMAP – Scheduler Section

Once you've created the IMAP connection(s) and tested it to make sure it's working properly, you can automate the task to run as per schedule. You can also run the task manually at any time by hitting the **Execute Now** button. Click on **Scheduler** section on the IMAP and then click on the **Edit** button to enter into scheduler edit mode.

Once you are in **Edit** mode, you'll have the **Save** button, and all options will be available/not grayed out.



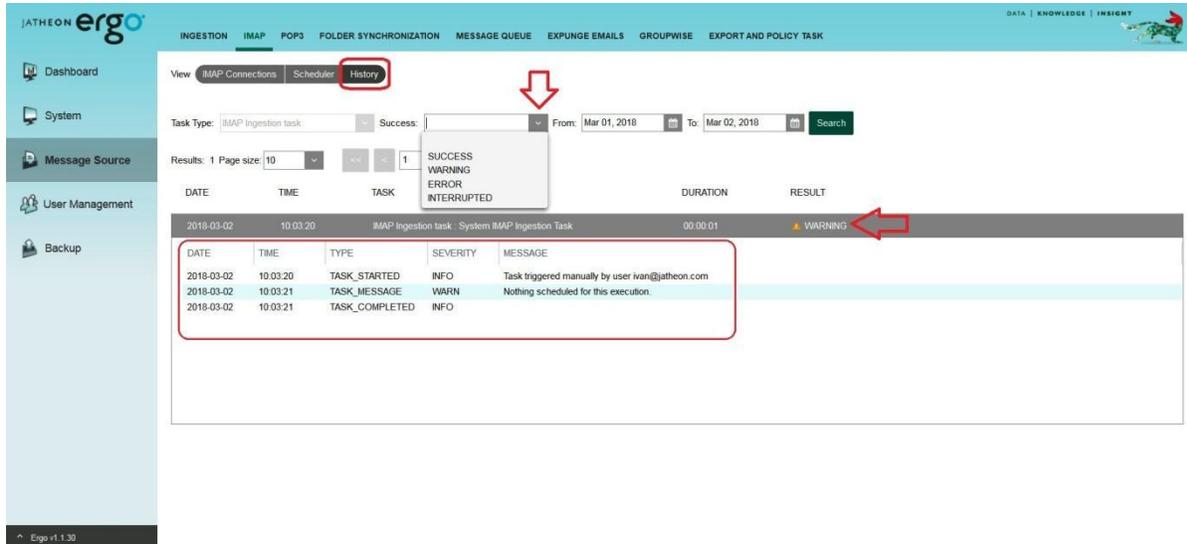
The screenshot displays the JATHEON ergo web interface. The top navigation bar includes 'INGESTION', 'IMAP', 'POPS', 'FOLDER SYNCHRONIZATION', 'MESSAGE QUEUE', 'EXPUNGE EMAILS', 'GROUPWISE', and 'EXPORT AND POLICY TASK'. The left sidebar contains 'Dashboard', 'System', 'Message Source', 'User Management', and 'Backup'. The main content area shows the 'Scheduler' configuration for an IMAP connection. The 'View' tabs are 'IMAP Connections', 'Scheduler', and 'History'. The 'Scheduler' tab is active, showing a 'Save' button, a 'Cancel' button, an 'Execute Now' button, and an 'Enabled' checkbox which is checked. The 'Next Fire Time' is set to '2018-08-01 15:55:00'. The 'Notification Recipients' field contains 'example@jatheon.com'. Under 'IMAP Connections', there is a checked checkbox for 'Gmail test'. At the bottom, the 'Recur every' field is set to '30' minutes.

The following table explains all field functions and use:

Function	Explanation
Save	<p>Select which IMAP connections you want system to run as per schedule.</p> <p>The Save button will remember all the changes and it will turn back again into the Edit button. Please note that this is not enough for task to be automated as it must be in the Enabled state.</p>
Cancel	Discard all changes and return task to previous state.
Execute Now	Select which IMAP connections you want to run manually by clicking on their check boxes on the left and then click on Execute Now button to start the task.
Disabled/Enabled	The disabled button is in red and it indicates that there will be no automatic task performed. By clicking on it, you are Enabling the task. This means that after the save button is used, all selected IMAP connections will run as per schedule.
IMAP Connections list	The list of all existing IMAP connections.
Recur every _ minute(s)	You can set up the time in minutes for the system to re-run the task.
Next fire time	If the task is disabled, there will be nothing here. If the task is enabled you'll see the next fire time for the task.

IMAP – History Section

In the history section of IMAP, you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When **Success** drop-down menu is set on blank, it will display all tasks. Click on the log to expand it and examine it in greater detail.



The screenshot shows the JATHEON ergo interface. The top navigation bar includes: INGESTION, IMAP, POP3, FOLDER SYNCHRONIZATION, MESSAGE QUEUE, EXPUNGE EMAILS, GROUPWISE, EXPORT AND POLICY TASK. The left sidebar has: Dashboard, System, Message Source, User Management, Backup. The main content area is titled 'View: IMAP Connections, Scheduler, History'. Below this, there are filters for 'Task Type: IMAP Ingestion task', 'Success: [dropdown]', 'From: Mar 01, 2018', and 'To: Mar 02, 2018'. A 'Results: 1' and 'Page size: 10' are also visible. A dropdown menu for 'Success' is open, showing options: SUCCESS, WARNING, ERROR, INTERRUPTED. Below the filters is a table with columns: DATE, TIME, TASK, DURATION, RESULT. A task is highlighted with a red box, showing a 'WARNING' result. Below this is a detailed log table with columns: DATE, TIME, TYPE, SEVERITY, MESSAGE.

DATE	TIME	TASK	DURATION	RESULT
2018-03-02	10:03:20	IMAP Ingestion task - System IMAP Ingestion Task	00:00:01	WARNING

DATE	TIME	TYPE	SEVERITY	MESSAGE
2018-03-02	10:03:20	TASK_STARTED	INFO	Task triggered manually by user ivan@jattheon.com
2018-03-02	10:03:21	TASK_MESSAGE	WARN	Nothing scheduled for this execution.
2018-03-02	10:03:21	TASK_COMPLETED	INFO	

POP3

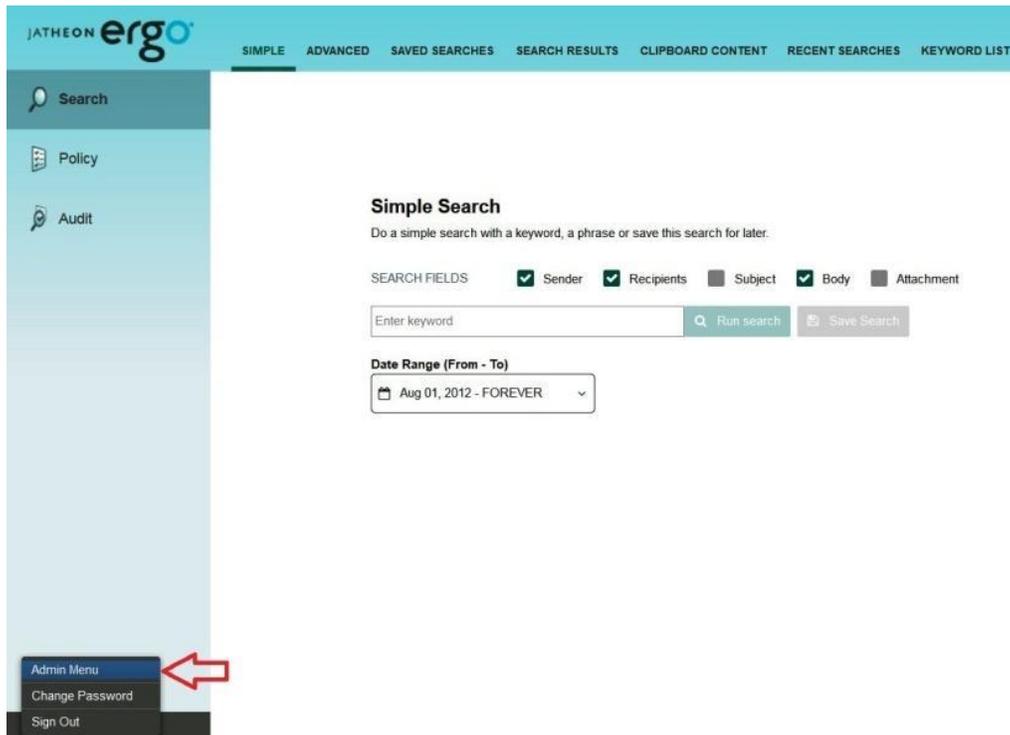
Introduction

POP3 is the first widely adopted email protocol within the internet community. This module is used to define a connection to client's POP3 servers and retrieve messages, either on demand (triggered manually) or as a scheduled task. In order to define relevant connection attributes, please contact your network (POP3) server administrator.

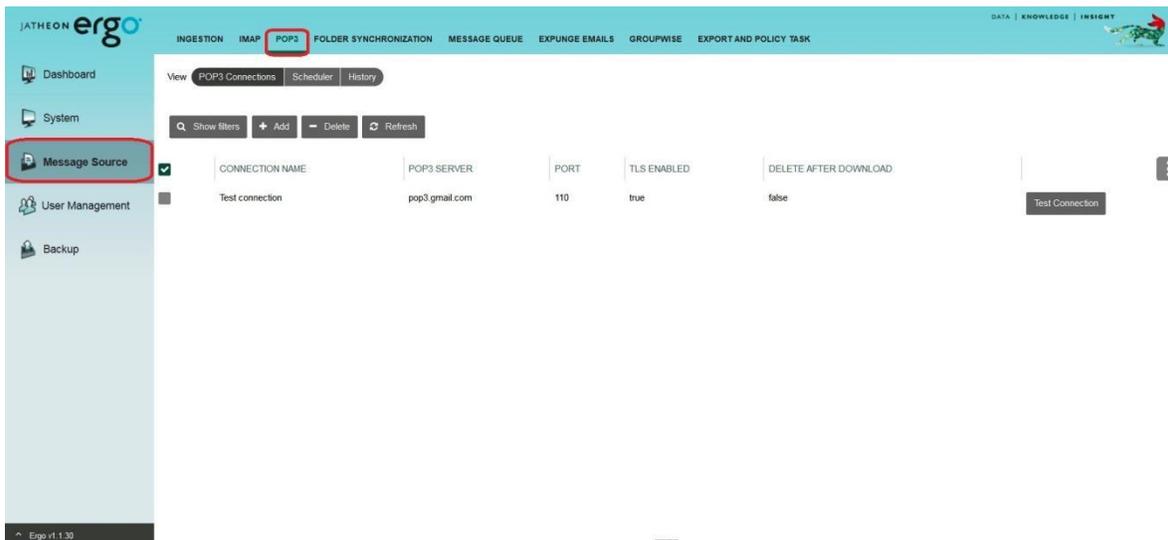
To configure Ingestion on the cCore appliance, please do the following:

Log in (default admin details) **admin@jattheon.com / jattheonergo**

Go to the **Admin menu** in the bottom left corner:



When you are in the **Admin menu**, click on the **Message Source** on the left and then select **POP3**.

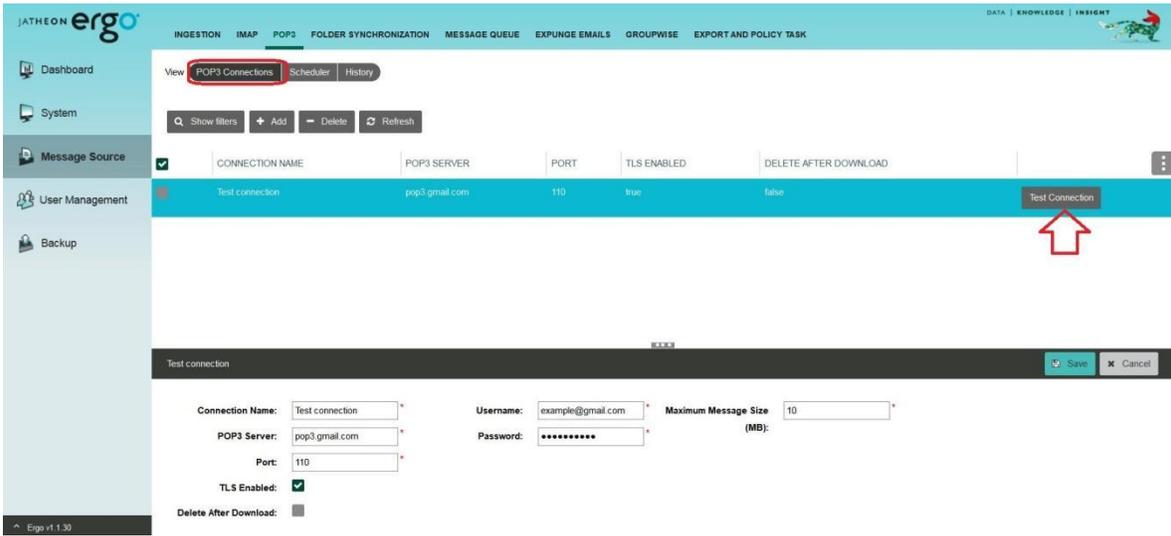


After clicking on the **Add button**, **Edit section** will appear with the following options:

The following table outlines all field functions and uses:

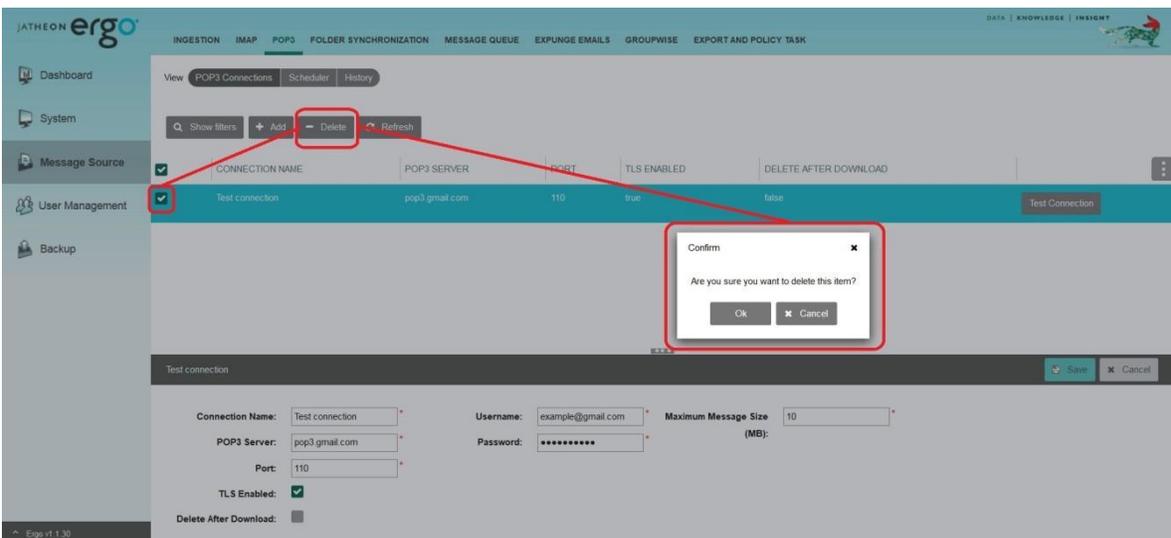
Field Name	Explanation
Connection Name	Enter the name of the POP3 connection. After data is saved, connection name will be on the POP3 main list.
POP3 Server	Enter your IMAP server HOST name, which can be an IP address or FQDN (e.g. pop3.gmail.com).
Port	Define the server port for POP3 traffic.
TLS Enabled	Check this box if the server requires Transport Layer Security protocol (TLS).
Delete after Download	If checked, the messages will be deleted from POP3 server mailbox after being downloaded to the cCore server.
Username	Enter the email account (email address).
Password	Enter the email account password.
Maximum Message Size (MB)	Here you can define the maximum size of email message to retrieve. Messages larger than this number will be excluded from download and will remain on the email server. In case such messages exist, the task log will create a warning message.

After the POP3 connection has been created, the **Test Connection** button will appear. You can test if the connection has been properly set up and whether it's working without retrieving emails from the folder.



The screenshot shows the JATHEON ergo interface. The top navigation bar includes 'INGESTION', 'IMAP', 'POP3', 'FOLDER SYNCHRONIZATION', 'MESSAGE QUEUE', 'EXPUNGE EMAILS', 'GROUPWISE', and 'EXPORT AND POLICY TASK'. The left sidebar has 'Dashboard', 'System', 'Message Source', 'User Management', and 'Backup'. The main content area shows a table of POP3 connections. The table has columns for 'CONNECTION NAME', 'POP3 SERVER', 'PORT', 'TLS ENABLED', and 'DELETE AFTER DOWNLOAD'. The first row is 'Test connection' with 'pop3.gmail.com', '110', 'true', and 'false'. A red arrow points to the 'Test Connection' button in the right column. Below the table, a form for testing the connection is visible, with fields for 'Connection Name', 'POP3 Server', 'Port', 'Username', 'Password', and 'Maximum Message Size (MB)'. The 'Test connection' button is highlighted in blue.

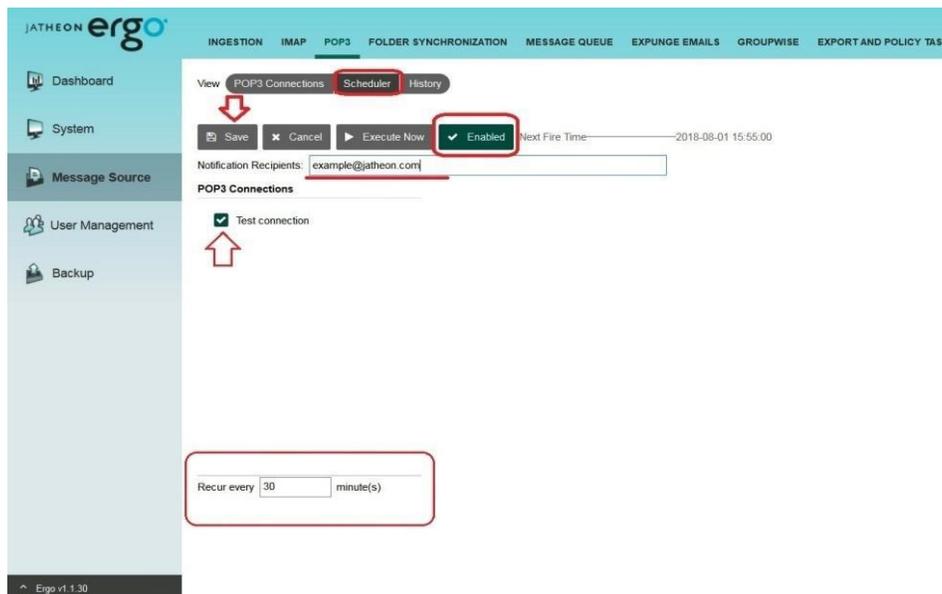
If you want to Delete the POP3 connection, click on the check box on the left to select a specific connection and use the **Delete** button to perform the action.



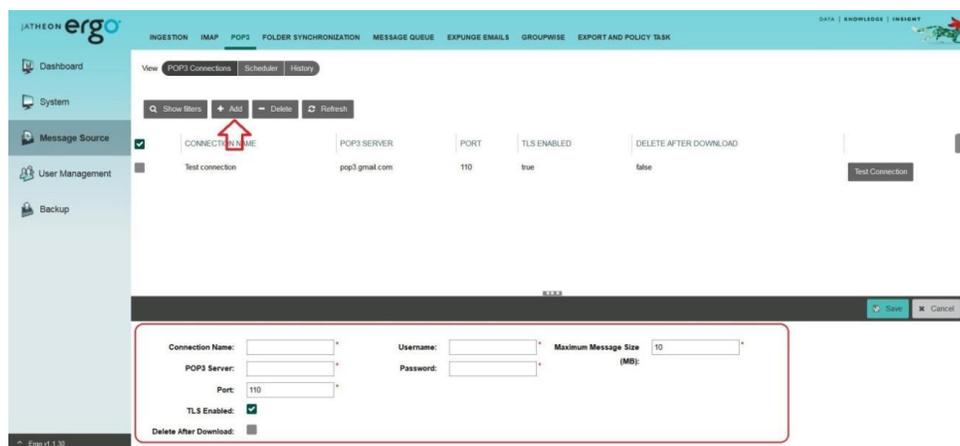
The screenshot shows the JATHEON ergo interface. The top navigation bar includes 'INGESTION', 'IMAP', 'POP3', 'FOLDER SYNCHRONIZATION', 'MESSAGE QUEUE', 'EXPUNGE EMAILS', 'GROUPWISE', and 'EXPORT AND POLICY TASK'. The left sidebar has 'Dashboard', 'System', 'Message Source', 'User Management', and 'Backup'. The main content area shows a table of POP3 connections. The table has columns for 'CONNECTION NAME', 'POP3 SERVER', 'PORT', 'TLS ENABLED', and 'DELETE AFTER DOWNLOAD'. The first row is 'Test connection' with 'pop3.gmail.com', '110', 'true', and 'false'. A red box highlights the 'Delete' button in the top toolbar. A red arrow points from the 'Delete' button to a 'Confirm' dialog box that asks 'Are you sure you want to delete this item?' with 'Ok' and 'Cancel' buttons. The 'Test connection' row is selected, and the 'Delete' button is highlighted in red.

POP3 Scheduler Section

When a POP3 connection is created and tested to verify that it is working properly, you can set up automatic task to run on a scheduled base for the chosen POP3 connections. You can also run the task manually using the **Execute Now** button. Click on the Scheduler section of the POP3 tab and then click on the Edit button to enter into Scheduler Edit mode.



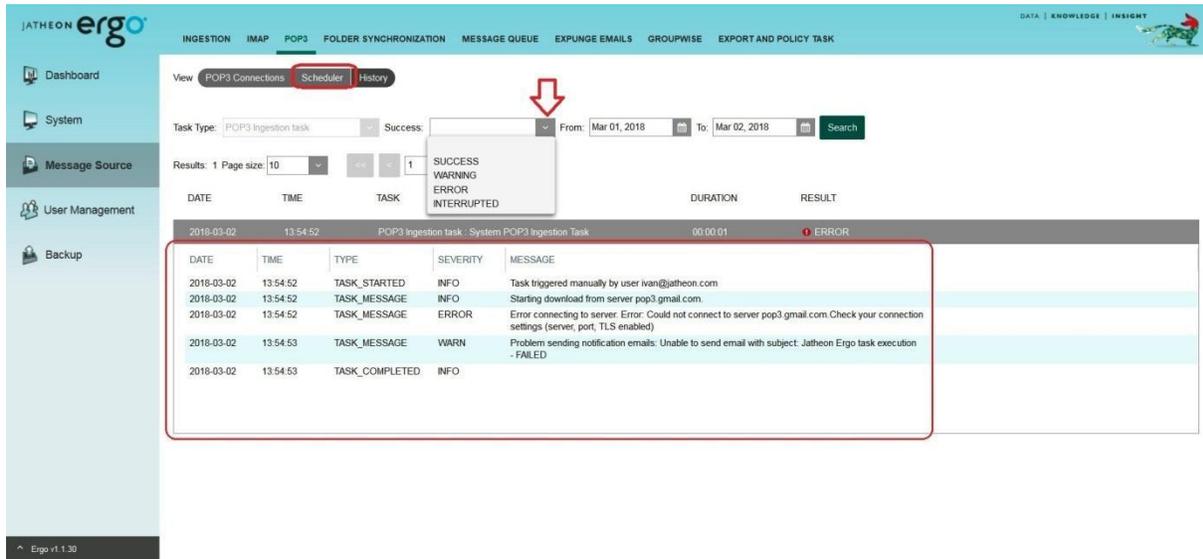
Once in **Edit mode**, you will see the Save button, and all options will be available and not grayed out.



Function	Explanation
Save	Select which POP3 connections you want the system to run as per schedule and set up the process to repeat at some number of minutes.
Cancel	The Save button will remember all those changes and will turn back again into Edit button. Please note that this is not enough for the task to be automated since you still need to use Enable/Disable option.
Cancel	Discard all changes. The Scheduler will roll back into its last saved state.
Execute Now	You can select which POP3 connections you want to run manually by clicking on their check box on the left and then clicking on the Execute Now button.
Disabled/Enabled	The Disabled button is in red status and it indicates that there will be no automatic task performed. Click on it and change the status into Enabled. This means that after the save button is used, all selected POP3 connections will run as per schedule.
POP3	You can see all already created POP3 connections and chose whether to be executed automatically by the system or not.
Connections list	You can run the selected connections instantly with the Execute now button.
Recur every _ minutes	You can set up the time in minutes for the system to rerun the task.
Next fire time	If the task is disabled there will be nothing here. If the task is enabled, you will see the next fire time for the task.

POP3 History Section

In the POP3 history section you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When Success drop down is set on blank it will display all tasks. Click on the log to expand it and see more details.



The screenshot shows the Jatheon Ergo interface. The 'Success' dropdown menu is open, and a red arrow points to it. Below the dropdown is a table with the following data:

DATE	TIME	TASK	DURATION	RESULT
2018-03-02	13:54:52	POP3 Ingestion task - System POP3 Ingestion Task	00:00:01	ERROR

Below this table is a detailed log table with the following data:

DATE	TIME	TYPE	SEVERITY	MESSAGE
2018-03-02	13:54:52	TASK_STARTED	INFO	Task triggered manually by user ivan@jatheon.com
2018-03-02	13:54:52	TASK_MESSAGE	INFO	Starting download from server pop3.gmail.com.
2018-03-02	13:54:52	TASK_MESSAGE	ERROR	Error connecting to server. Error: Could not connect to server pop3.gmail.com. Check your connection settings (server, port, TLS enabled)
2018-03-02	13:54:53	TASK_MESSAGE	WARN	Problem sending notification emails: Unable to send email with subject: Jatheon Ergo task execution - FAILED
2018-03-02	13:54:53	TASK_COMPLETED	INFO	

Folder Synchronization

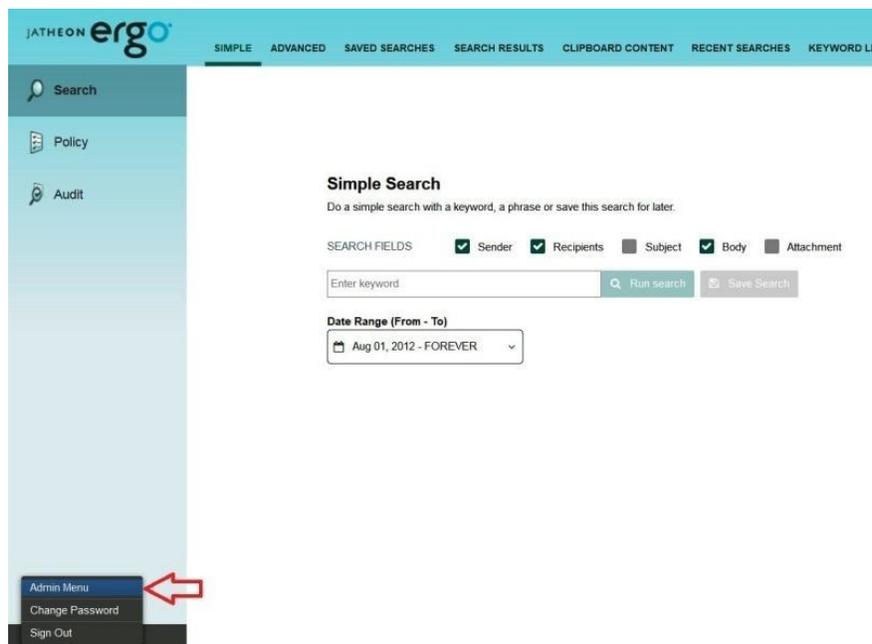
Introduction

Folder Synchronization is a task that can synchronize any LDAP user's folders from their Outlook with the Jattheon cCore system.

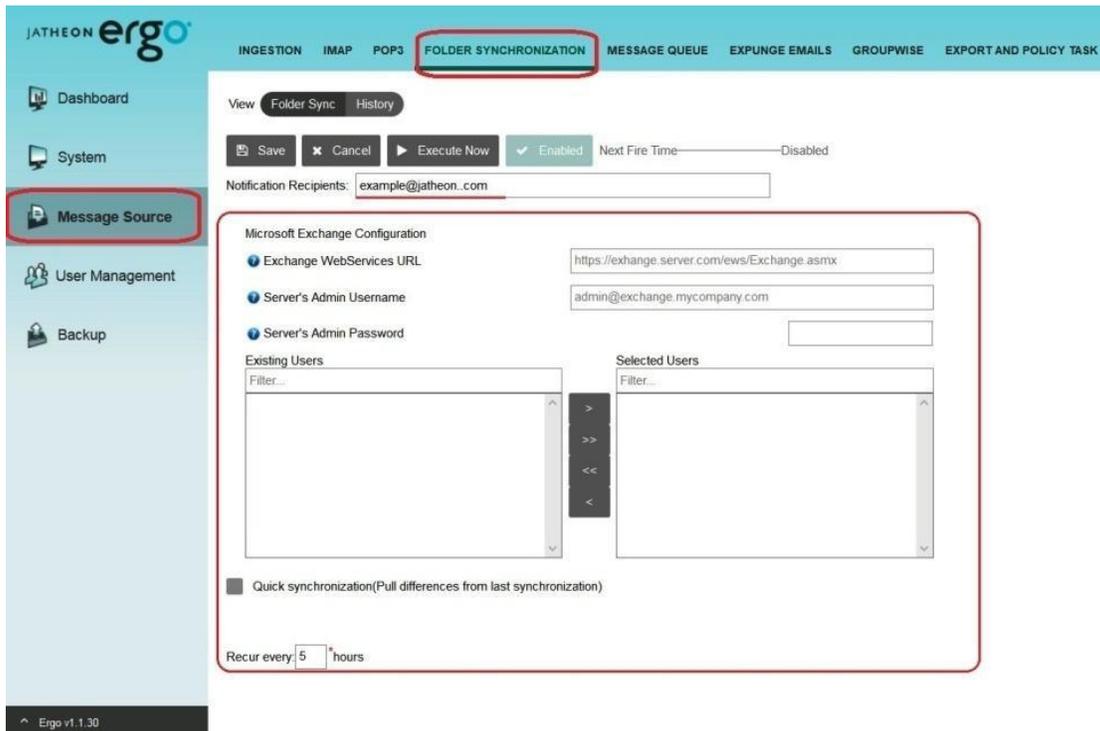
To configure the Folder Synchronization task on the cCore appliance, please follow these steps:

Log in (default admin details) **admin@jattheon.com / jattheonergo**

Go to the **Admin menu** in bottom left corner:



After the folder synchronization task is properly configured, executed and finished successfully, every LDAP user which was selected for folder synchronization will have all their folders/structure and emails displayed in the same way as in his email client (Outlook).

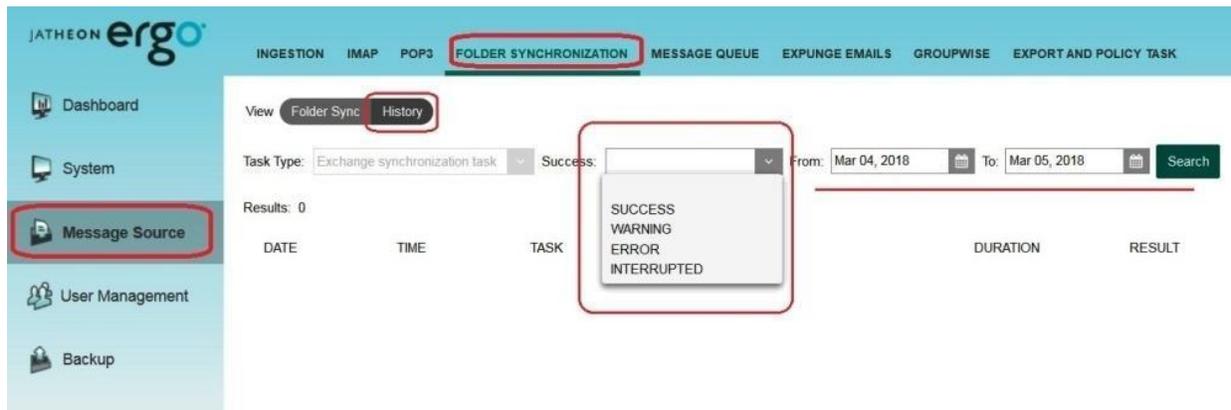


The screenshot displays the JATHEON ergo web interface. The top navigation bar includes links for INGESTION, IMAP, POP3, FOLDER SYNCHRONIZATION (highlighted with a red box), MESSAGE QUEUE, EXPUNGE EMAILS, GROUPWISE, and EXPORT AND POLICY TASK. The left sidebar contains menu items: Dashboard, System, Message Source (highlighted with a red box), User Management, and Backup. The main content area is titled "Folder Sync" and includes a "View" dropdown with "Folder Sync" and "History" options. Below this are buttons for "Save", "Cancel", "Execute Now", and "Enabled", along with a "Next Fire Time" field and a "Disabled" button. A "Notification Recipients" field contains the email address "example@jatheon.com". The "Microsoft Exchange Configuration" section contains three fields: "Exchange WebServices URL" (https://exchange.server.com/ews/Exchange.asmx), "Server's Admin Username" (admin@exchange.mycompany.com), and "Server's Admin Password". Below these are two list boxes: "Existing Users" and "Selected Users", each with a "Filter..." input and a list of users. A "Quick synchronization(Pull differences from last synchronization)" checkbox is checked. At the bottom, a "Recur every" field is set to "5" hours. The footer of the interface shows "Ergo v1.1.30".

Here is the list of fields and actions you can perform here:

Title	Explanation
Edit/Save	Click here to enter the Edit mode (Edit button will become Save button) and all fields will be available. Once you're done with editing, click on the Save button to apply changes.
Cancel	Discard all changes by clicking on this button.
Exchange WebServices URL	Enter the URL from your Exchange server and add additional information on the URL - additional information/text is "ews/Exchange.asmx"
Server's Admin Username	Enter the Administrator's username - email address for Exchange web service authentication.
Server's Admin Password	Enter Administrator's password.
Existing Users	This is where you'll find the complete list of all available users in the system for folder synchronization. Users can be located in Admin menu/User Management/Users tab). Select the users here and then click on right arrow icon to move them to Selected User section.
Selected Users	Only users that are in this section will be available for folder synchronization. Click on the user in this section and then on the left arrow to return them to Existing Users section.
Partial Synchronization, synchronizes only mails in the existing folders	With this option, only folders with changes/differences (when compared to the current state) will be synchronized, not all folders.
Recur every _ hours	You can set up the number of hours when system will automatically run folder synchronization task (the task must be set to Enabled).
Task start	You can set up the first ever synchronization task by selecting any date in the future from the calendar.
Execute Now	Manually run task instantly.
Enabled/Disabled	If task is properly configured, you can enable or disable automatic run of the task.

In the History section of the folder synchronization, admin can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When Success drop down menu is set on blank, it will show logs for all tasks.



How to enable impersonation on Exchange 2010:

When enabling the Folder Structure feature, we need a service account on the Exchange server that has permission to impersonate other accounts and access their mailboxes.

Step-by-step guide

1. Open Exchange Management Shell
2. Create a service account that will be used for impersonation (e.g. `jatheonServiceAccount`)
3. Create a Management Scope that covers all the mailboxes. The following command will create a scope called "jatheonScope", with a filter that matches the condition of "RecipientType = UserMailbox"

```
New-ManagementScope -Name:jatheonScope -
```

```
RecipientRestrictionFilter:{ RecipientType -Eq "UserMailbox" }
```

4. Create a new role that associates the service account with the new scope created in the previous step

New-ManagementRoleAssignment –

Name:jatheonimpersonationAssignmentName –

Role:JatheonImpersonation –User:jatheonServiceAccount –

CustomRecipientWriteScope:jatheonScope

Message Queue

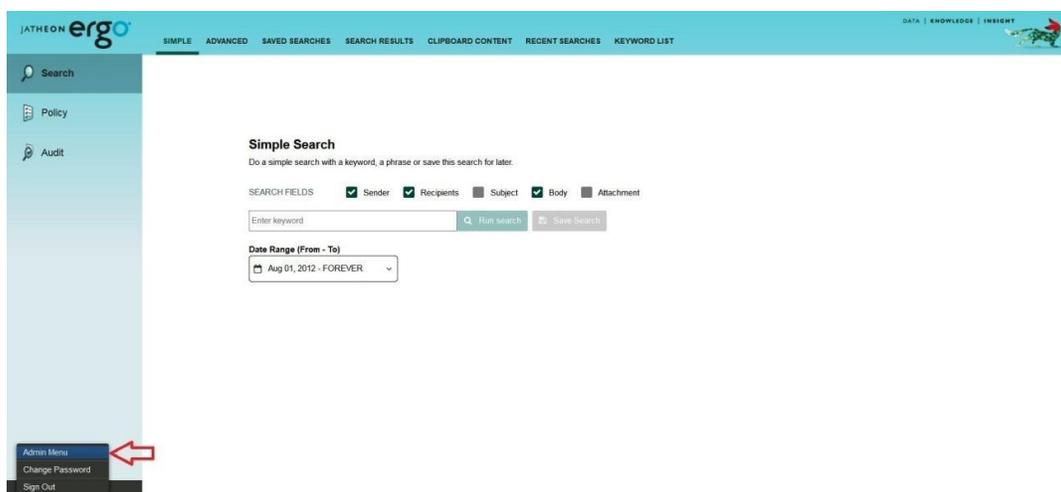
Introduction

Message Queue is a collaboration mode with the journaling feature of modern email servers. It allows the Jatheon appliance system to import journaling files for indexing and archiving purposes. Email communication will not be available on cCore system for searching or rules-hits until this task is performed and emails are imported.

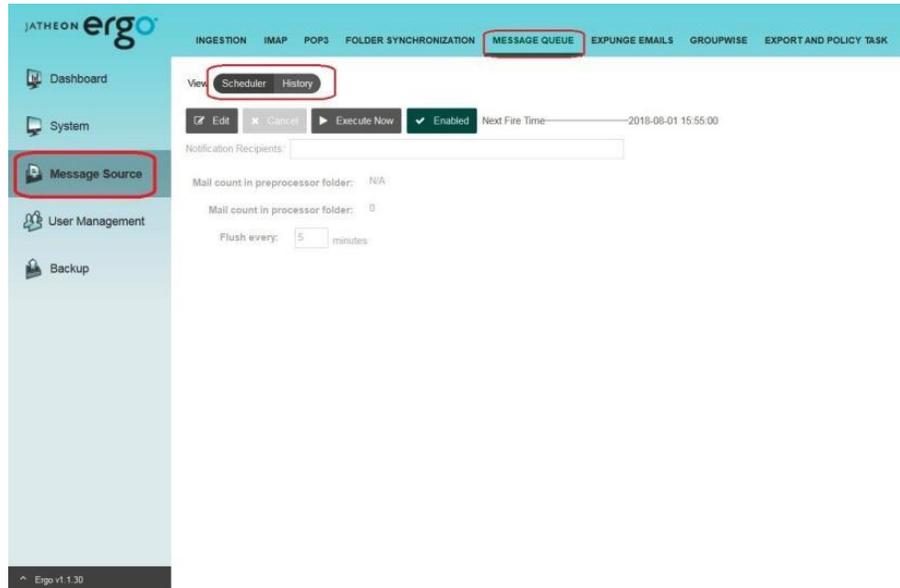
By default, the task is scheduled for execution every 5 minutes. It can be re-set to run more or less frequently. This won't impact the performance of the server or the Jatheon appliance.

To configure the **Message Queue** task on the cCore appliance, please do the following:
Log in (default admin details) **admin@jatheon.com / jatheonergo**

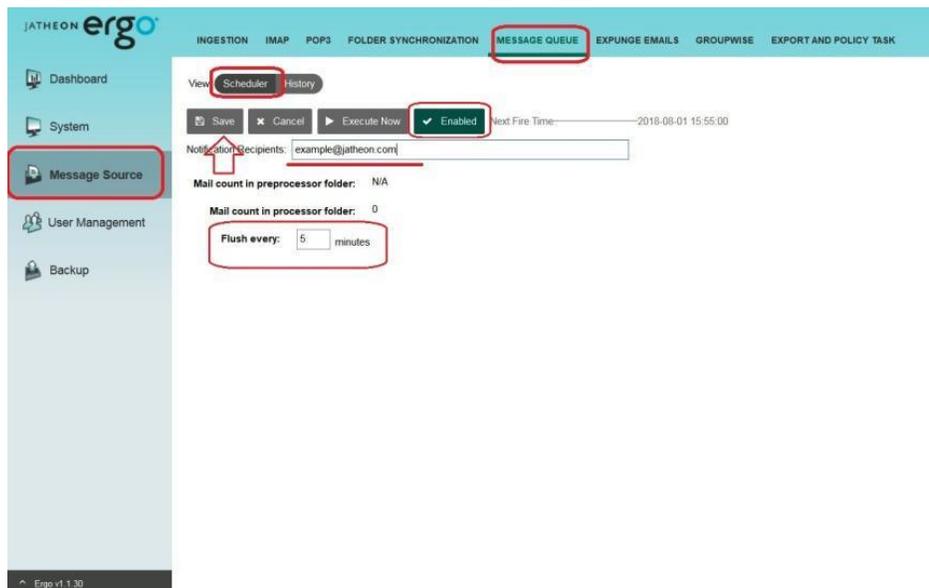
Go to the **Admin menu** in the bottom left corner:



When you are in the **Admin menu**, click on the **Message Source** on the left, and then select **Message Queue** tab. Here you will notice the **Scheduler** and the **History** sections.



In the **Scheduler** section, click on the **Edit** button (it will become **Save** button and vice-versa) and you will be allowed to adjust the number of minutes for the task execution.

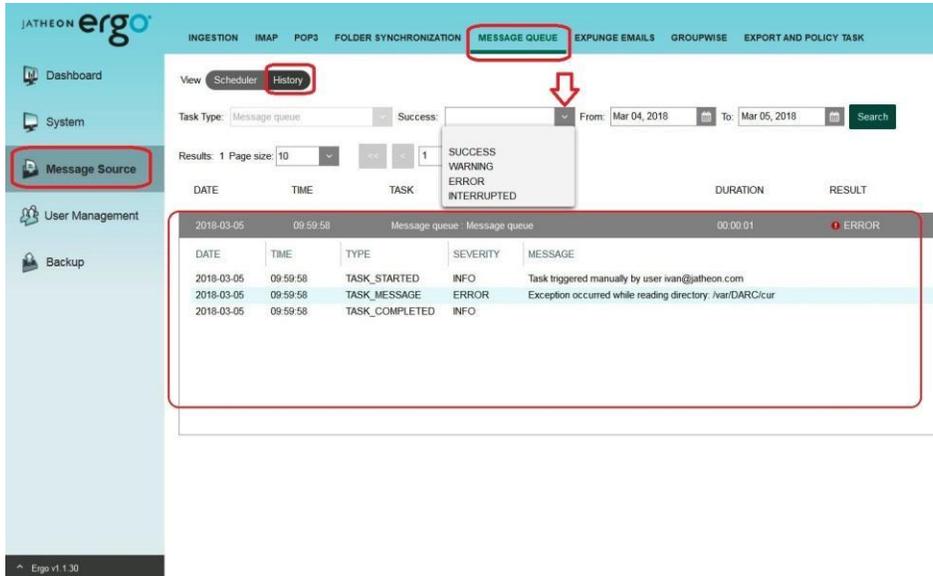


The following table outlines all fields functions and use:

Field	Explanation
Execute Now	Triggers the task manually. Emails journaled between two imports are still not searchable until this task is performed either manually or as per schedule.
Disabled/Enabled	The disabled task is sleeping/not activated. Enabled means that this task will perform automatically. The time of execution is set under "Flush every ____" section.
Mail count in preprocessor folder	Displays the number of emails waiting to be imported into cCore system.
Mail count in processor folder	Displays the number of emails that are imported after Execute Now (or auto-task) into cCore system and are ready to be indexed.
Flush Every	If the task is set as Enabled, you can set up how often the task will be performed.
Next fire time	You can see information about the next fire time of the task. Please note that the task needs to be set to Enabled.
Cancel	Discards all unsaved changes.
Save	After you have set up this task, click on the Save button to apply all changes.

History Section

In the history section of the Message Queue task, you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When Success drop-down menu is set on blank it will display all tasks.



The screenshot displays the JATHEON ergo interface for the Message Queue task history. The 'View' dropdown is set to 'History', and the 'Success' dropdown menu is open, showing options: SUCCESS, WARNING, ERROR, and INTERRUPTED. The table below shows the task history for a 'Message queue' task on 2018-03-05 at 09:59:58.

DATE	TIME	TYPE	SEVERITY	MESSAGE
2018-03-05	09:59:58	TASK_STARTED	INFO	Task triggered manually by user ivan@jatheon.com
2018-03-05	09:59:58	TASK_MESSAGE	ERROR	Exception occurred while reading directory: /var/DARC/cur
2018-03-05	09:59:58	TASK_COMPLETED	INFO	

Expunge Emails

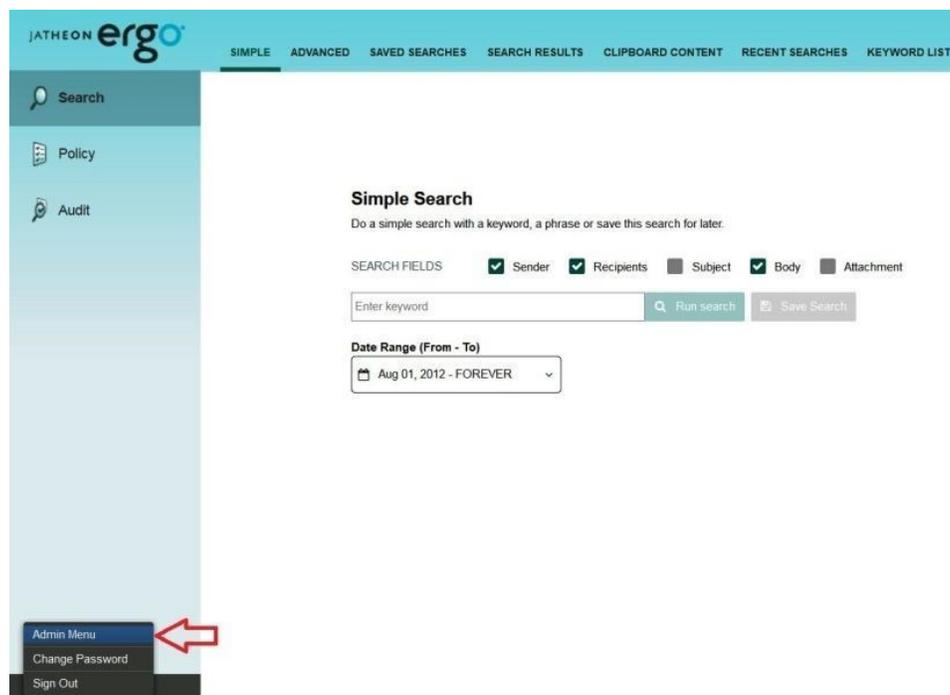
Introduction

Expunge emails is a task through which you can delete emails older than certain age.

To configure Expunge Emails task on the cCore appliance, please follow the following procedure:

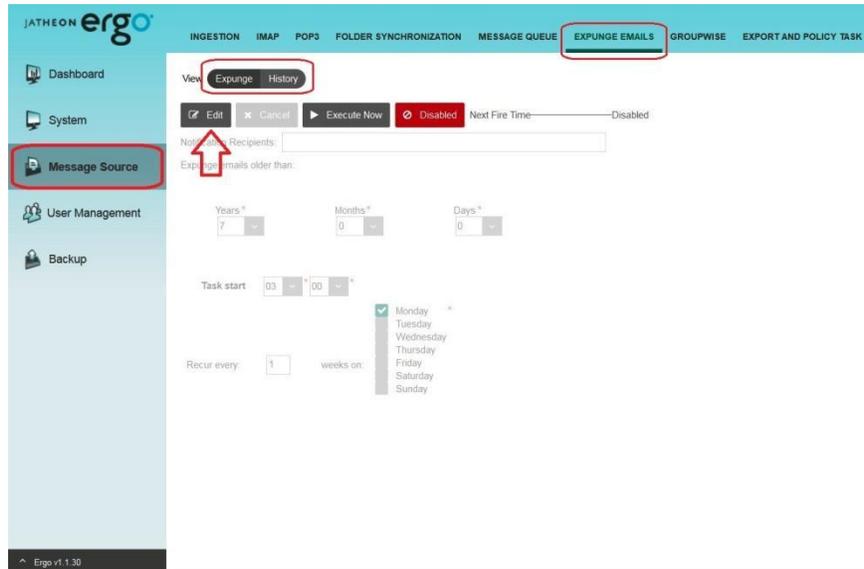
Log in (default admin details) **admin@jatheon.com / jatheonergo**

Go to the **Admin menu** in the bottom left corner:

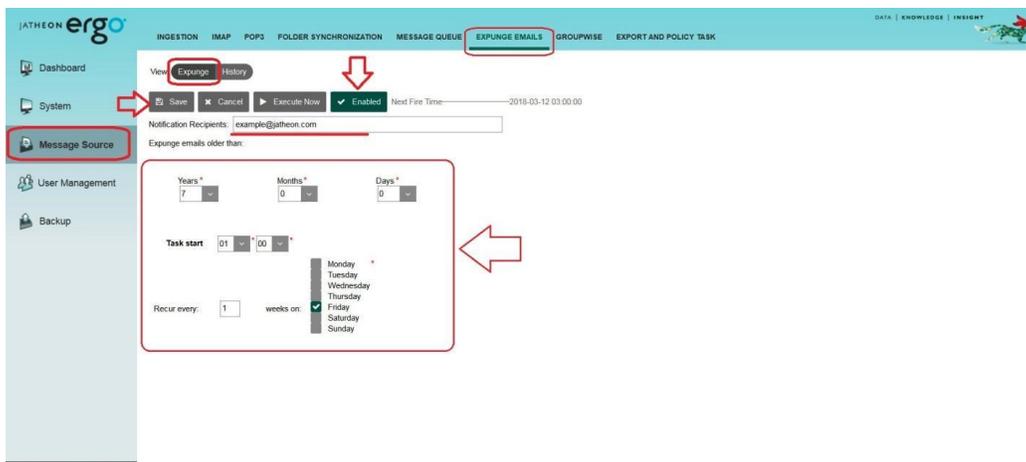


Once you are in the **Admin menu**, click on the **Message Source** on the left and then select **Expunge Emails** tab. Here you will notice the **Expunge** and the **History** sections.

Select the Expunge tab and edit the task:

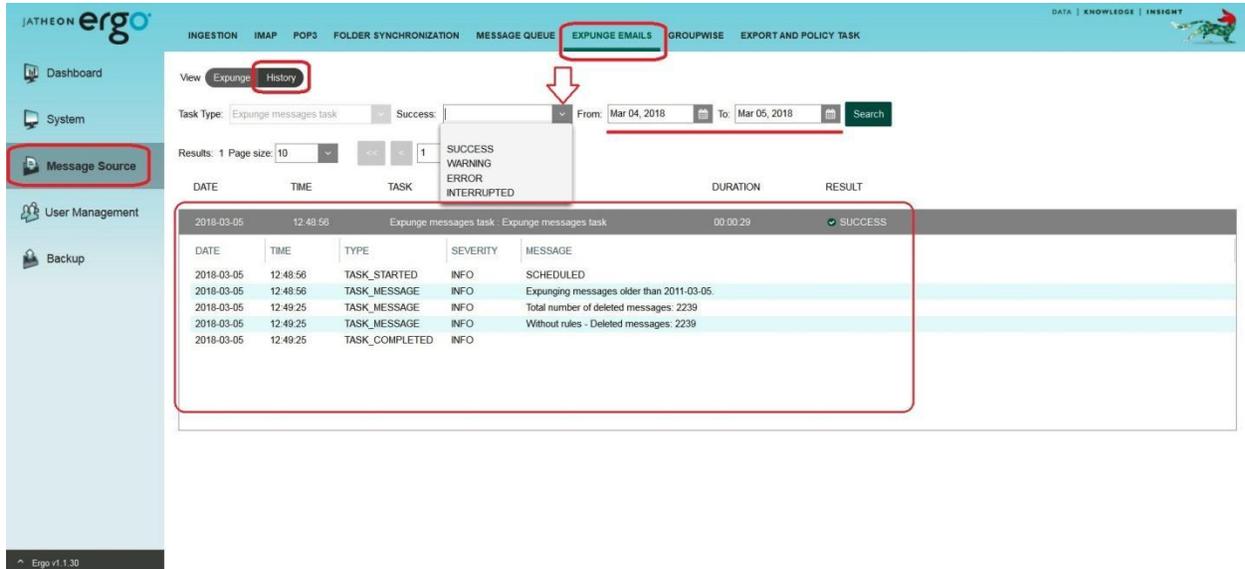


Set up the number of years/months/days you want to keep emails on the appliance. All emails older than this age will be deleted from the appliance once the Expunge task is triggered and finished. Fulfill the recipient email field to be notified once the task is done. Please note that this task can take a while, depending on the archive size. You can simply start the Expunge task manually by hitting the Execute Now tab, or you can automatize it as per schedule. Make sure the task status is set to Enabled and don't forget to Save the changes after altering the task properties.



History Section

In the history section of the Message Queue task you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or the tasks with warnings. When Success drop-down menu is set on blank it will display all the logs. Don't forget to select the period (the date range) for which you'd like to review the logs.



The screenshot displays the JATHEON ergo interface for the 'EXPUNGE EMAILS' task. The 'View' dropdown is set to 'History'. The 'Task Type' is 'Expunge messages task' and the 'Success' dropdown is currently blank. The date range is set from 'Mar 04, 2018' to 'Mar 05, 2018'. The 'Message Source' menu item is highlighted in the left sidebar. The task history table shows the following details:

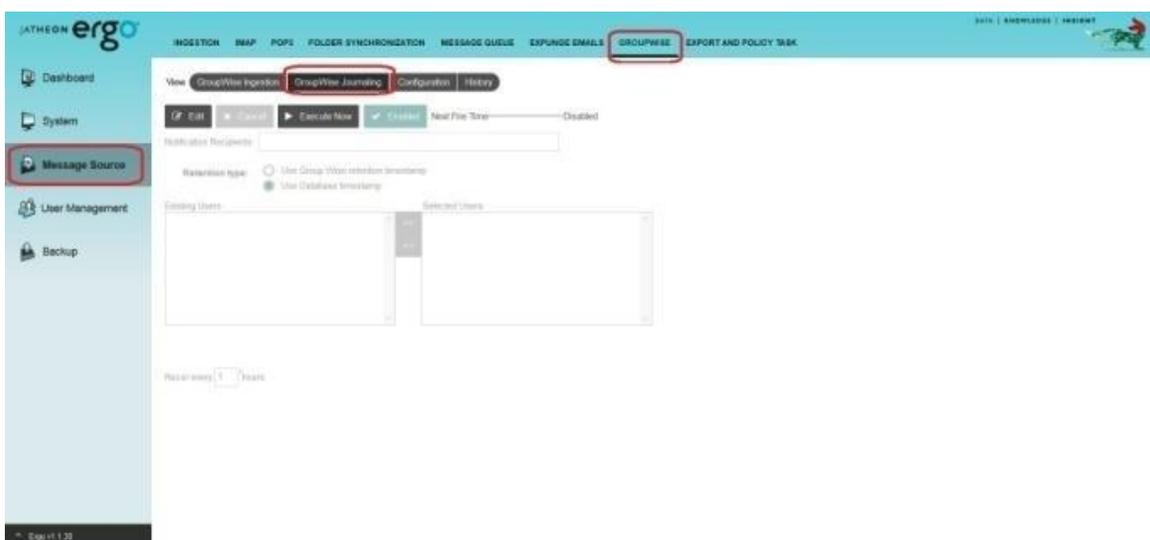
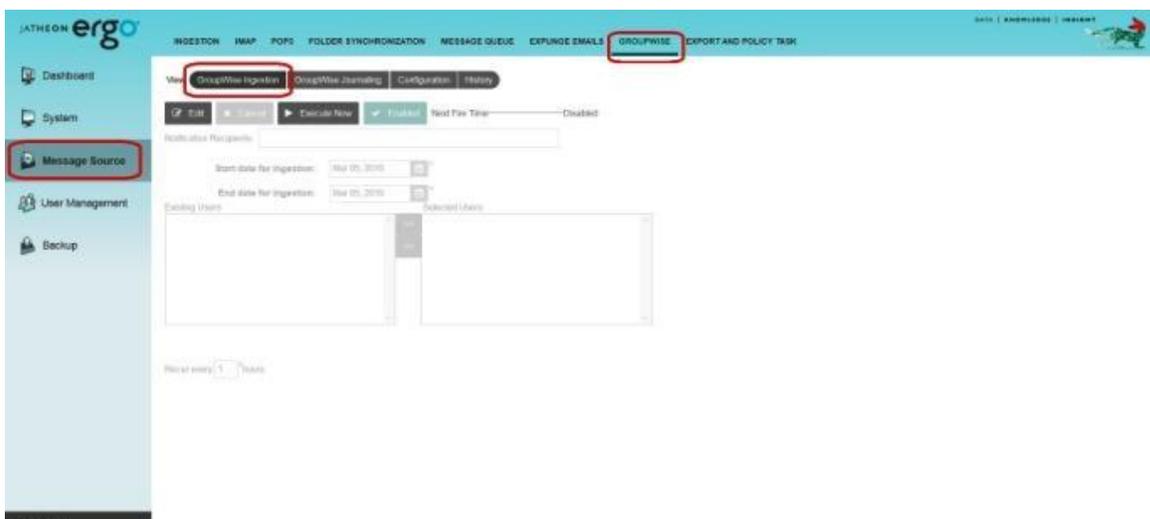
DATE	TIME	TASK	SEVERITY	RESULT
2018-03-05	12:48:56	Expunge messages task : Expunge messages task		00:00:29 SUCCESS
DATE	TIME	TYPE	SEVERITY	MESSAGE
2018-03-05	12:48:56	TASK_STARTED	INFO	SCHEDULED
2018-03-05	12:48:56	TASK_MESSAGE	INFO	Expunging messages older than 2011-03-05.
2018-03-05	12:49:25	TASK_MESSAGE	INFO	Total number of deleted messages: 2239
2018-03-05	12:49:25	TASK_MESSAGE	INFO	Without rules - Deleted messages: 2239
2018-03-05	12:49:25	TASK_COMPLETED	INFO	

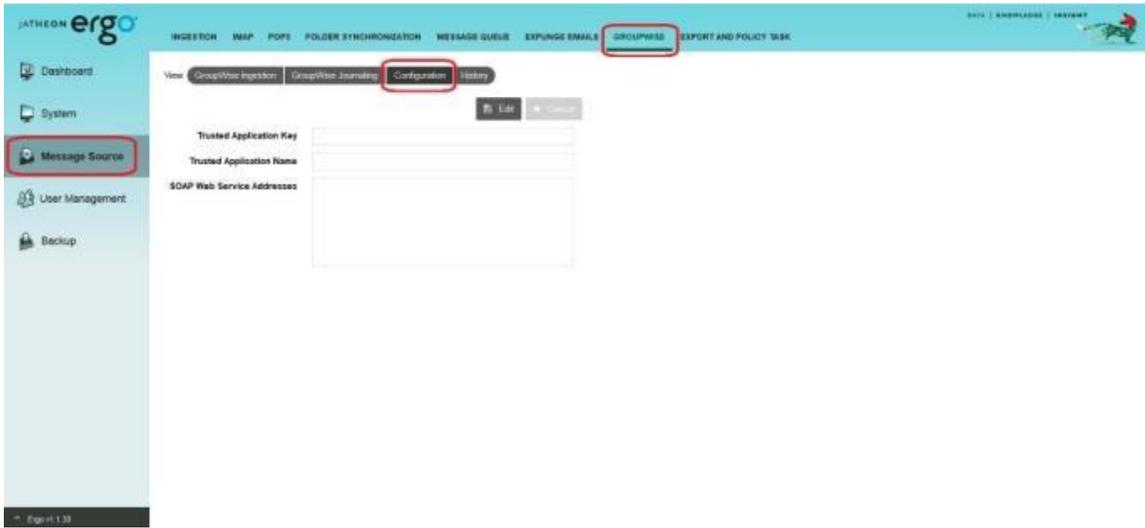
Note: The Expunge task is a very demanding task as it goes through the whole database, checks messages older than the selected age and checks through policies. As a result, it may take a while to finish, especially if never run before and if the database is huge. If scheduled, the task is recommended to be set on a weekly or a daily basis some time after your working hours.

GroupWise

Beside the widespread Microsoft Exchange email platforms, Jattheon supports and can journal from most email platforms. Settings for the GroupWise platform can be found under the Message Source/GroupWise tab.

This task can be performed to ingest existing emails from the email server (GroupWise Ingestion tab) and perform real-time journaling from the email server (GroupWise Journaling tab). The task can be set under the Configuration tab. Check under the History tab, if you would like to review the logs for completed task.





The screenshot shows the JATHEON ergo web interface. The top navigation bar includes: INGESTION, IMAP, POP3, FOLDER SYNCHRONIZATION, MESSAGE QUEUE, EXPUNGE EMAILS, **GROUPWISE**, and EXPORT AND POLICY TASK. The left sidebar contains: Dashboard, System, **Message Source**, User Management, and Backup. The main content area has tabs for View: GroupWise Ingestion, GroupWise Journaling, **Configuration**, and History. Below the tabs are fields for: Trusted Application Key, Trusted Application Name, and SOAP Web Service Addresses. A red box highlights the 'Configuration' tab, and another red box highlights the 'GROUPWISE' menu item.



The screenshot shows the JATHEON ergo web interface with the 'History' tab selected. The top navigation bar is the same as the previous screenshot. The left sidebar is also the same. The main content area has tabs for View: GroupWise Ingestion, GroupWise Journaling, Configuration, and **History**. Below the tabs, there is a filter section: Task Type: GroupWise Ingestion task, Success, From: Mar 04, 2018, To: Mar 06, 2018, and a Search button. Below this is a table with columns: DATE, TIME, TASK, DURATION, and RESULT. A dropdown menu is open over the 'TASK' column, showing options: SUCCESS, WARNING, ERROR, and INTERRUPTED. A red arrow points to the 'SUCCESS' option. A red box highlights the 'History' tab, and another red box highlights the 'GROUPWISE' menu item.

Export and Policy

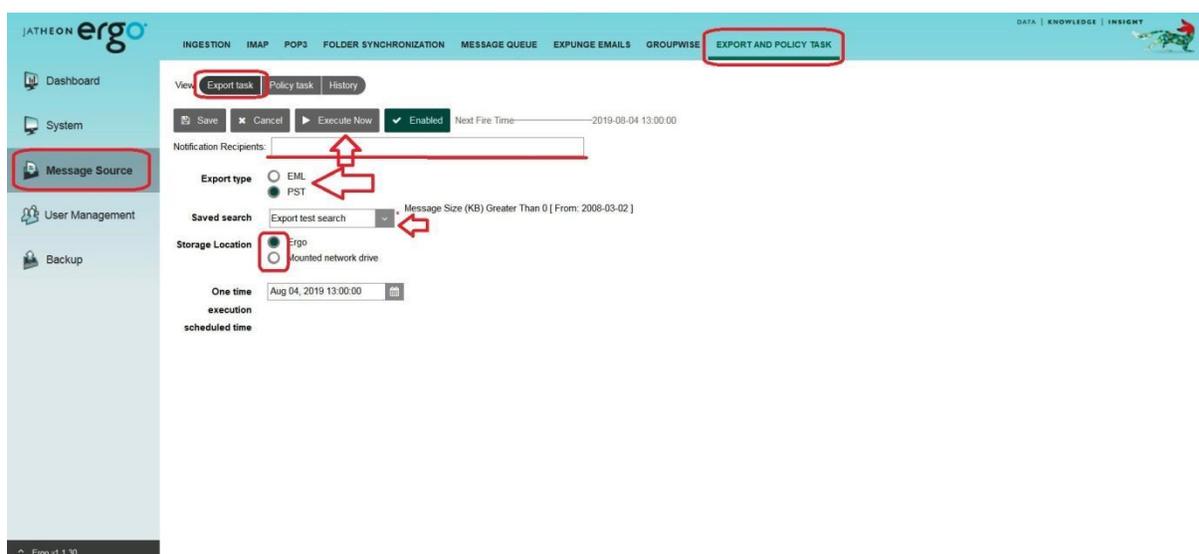
Introduction

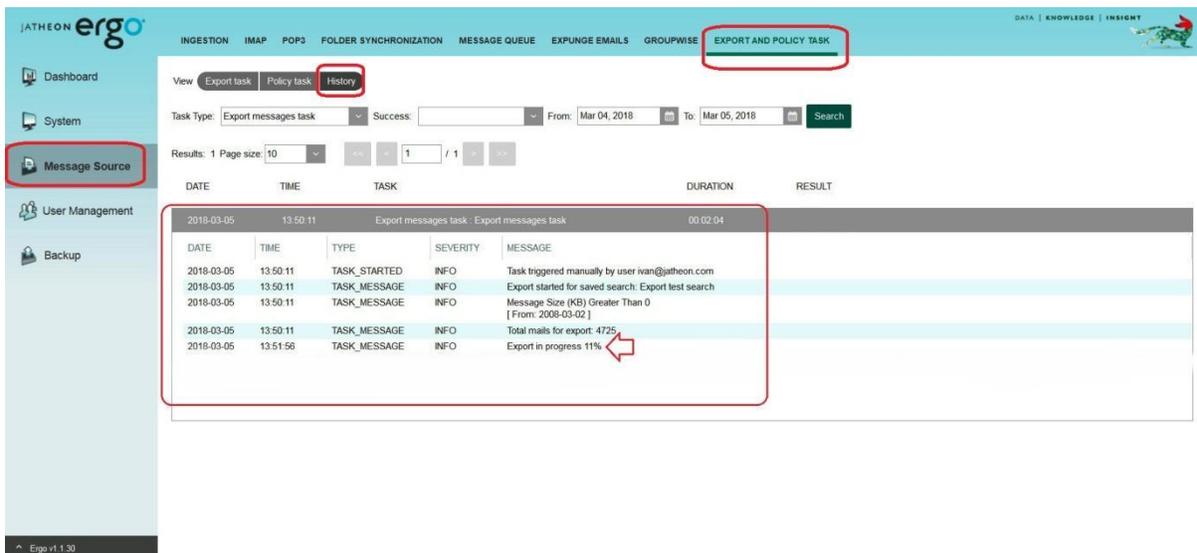
When you get your search results, you can easily export all of them or only selected ones by clicking on the **Export** tab and by selecting the desired file format (PST, EML, PDF). However, this export option is limited to 5000 emails. If you wish to export more than 5000 emails into PST/EML file format, you should use the Export and Policy task.

Click on the **Edit** tab and set up the task to be executed as per schedule or you can execute it manually by hitting the **Execute Now** tab.

You should type the email to be notified once the task is done, choose the wanted extension PST/EML, call for the previously created and saved search and choose Ergo as the location where to save the temporary file. Use Mounted network drive only if you're trying to export an extremely large number of emails and if there isn't enough space on the appliance to store the temporary file. Hitting the **Execute Now** tab will start the creation of the desired file. You can monitor the creation of the file under the History tab and you can check the progress in percentages. Once the file has been successfully created you'll see the download link for the file. Simply click on the link and download the file.

Note that creating a file can take a while depending on the number and the sizes of the emails being exported. For this reason, the Export and Policy task can be left working in the background. You can leave the task to finish the job for you and you'll receive an email notification once it is done. Meanwhile, you can use the appliance regularly.





View: Export task | Policy task | **History**

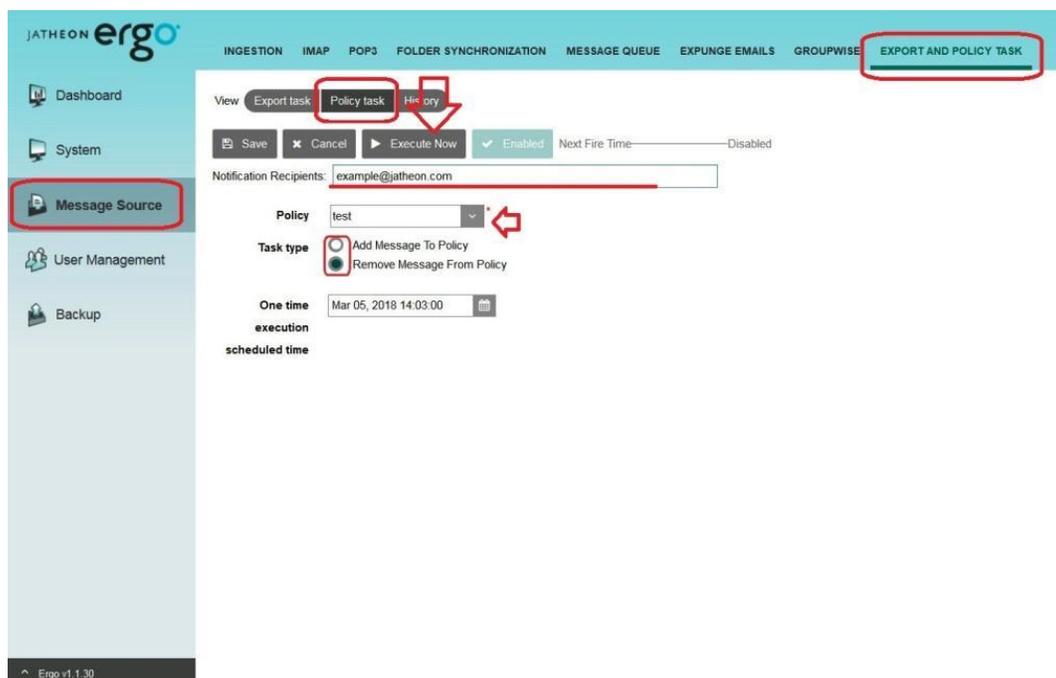
Task Type: Export messages task | Success: | From: Mar 04, 2018 | To: Mar 05, 2018 | Search

Results: 1 | Page size: 10 | 1 / 1

DATE	TIME	TASK	DURATION	RESULT
2018-03-05	13:50:11	Export messages task: Export messages task	00:02:04	
2018-03-05	13:50:11	TASK_STARTED	INFO	Task triggered manually by user ivan@jatheon.com
2018-03-05	13:50:11	TASK_MESSAGE	INFO	Export started for saved search: Export test search
2018-03-05	13:50:11	TASK_MESSAGE	INFO	Message Size (KB) Greater Than 0 [From: 2008-03-02]
2018-03-05	13:50:11	TASK_MESSAGE	INFO	Total mails for export: 4725
2018-03-05	13:51:56	TASK_MESSAGE	INFO	Export in progress 11%

Policy task

Use the **Policy** task under **Message Source/Export and Policy** task to add or remove a large number of emails from the existing policy. The task will run in the background, as the previously described Policy task. You can check and track the task's progress under the History section of the task.



View: Export task | **Policy task** | History

Save | Cancel | **Execute Now** | Enabled | Next Fire Time: Disabled

Notification Recipients: example@jatheon.com

Policy: test

Task type: Add Message To Policy | Remove Message From Policy

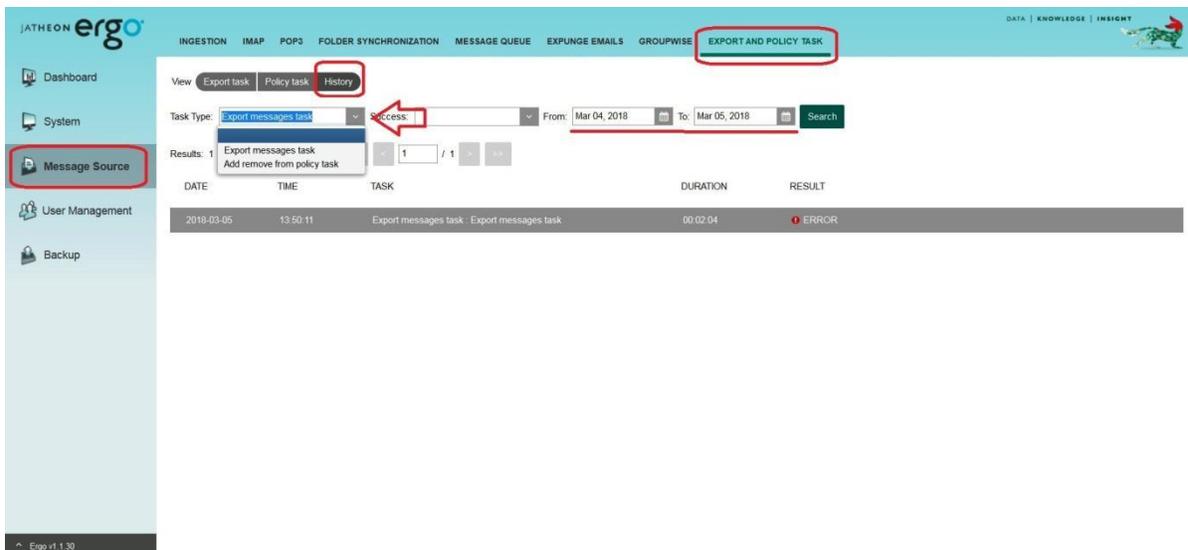
One time execution: Mar 05, 2018 14:03:00

scheduled time

History

Under the History tab you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When Success drop-down menu is set on blank it will display all tasks. Choose the desired task – Export messages task/Add or Remove from policy task, select the desired report and the time period for wanted report to check the logs. Click on the task result to expand the log and see it in more detail.

Note: The PST/EML file created during the Export task is located under the history tab of the Export task section and is shown as a download link once it's ready.



The screenshot shows the JATHEON ergo interface. The top navigation bar includes 'EXPORT AND POLICY TASK'. The left sidebar has 'Message Source' highlighted. The main content area shows the 'History' tab selected. A search filter is set to 'Export messages task' with a 'Success' dropdown menu. Below the search filter, a table displays the following task entry:

DATE	TIME	TASK	DURATION	RESULT
2018-03-05	13:00:11	Export messages task - Export messages task	00:02:04	ERROR

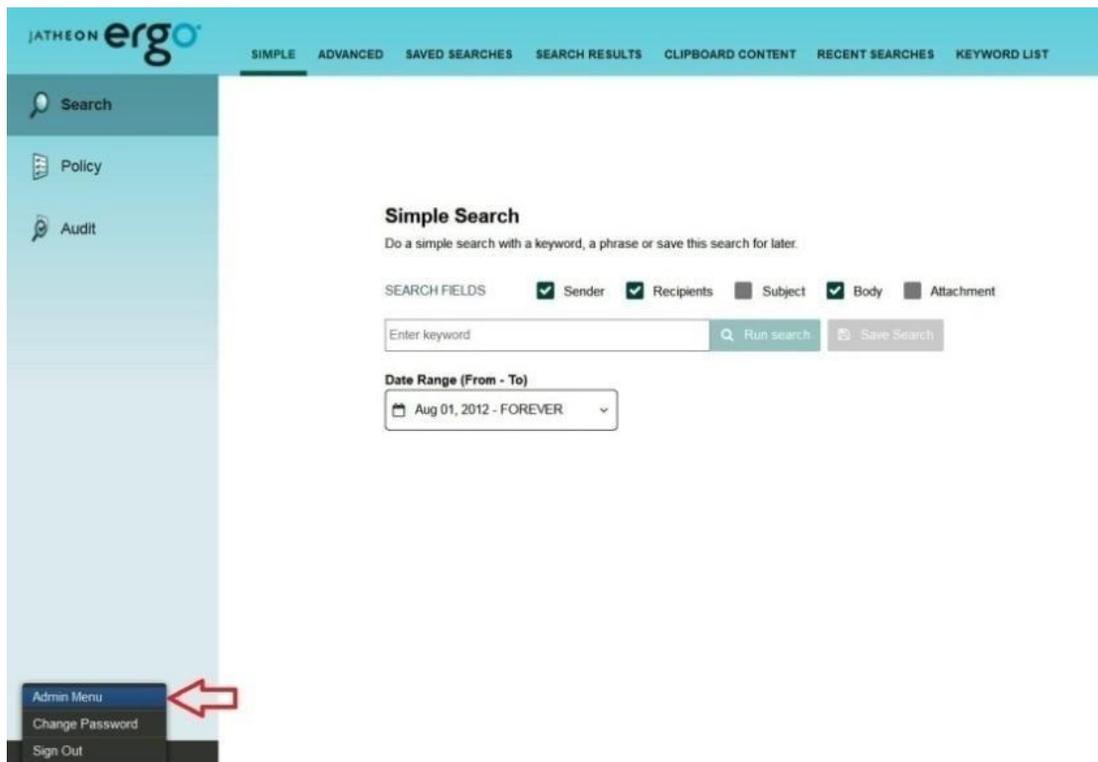
4. User Management

Users

Introduction

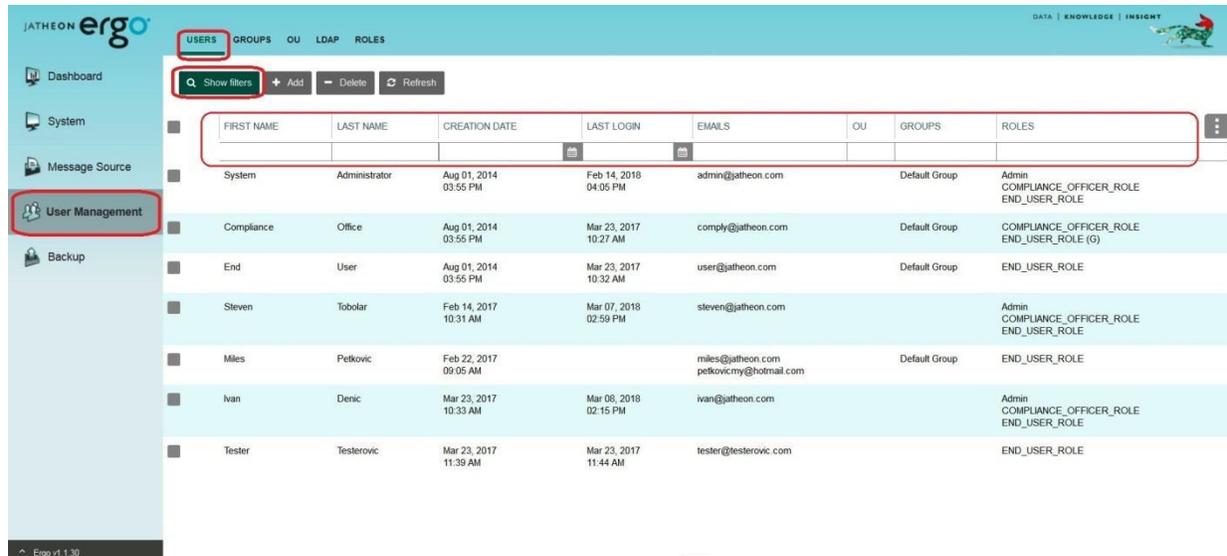
The Users tab is where you want to go to manipulate with existing users, create a new user, delete an existing one, change passwords, edit users' permission level by assigning them different roles, allow users to search through teammates' mailbox(es) by utilizing the **Mailbox Association** option. In other words, the **Users** tab under the User Management section is where you'll deal with the users of the cCore appliance.

Log in (default admin details) **admin@jatheon.com / jatheonergo**
Go to the **Admin menu** in the bottom left corner:



Show Filters

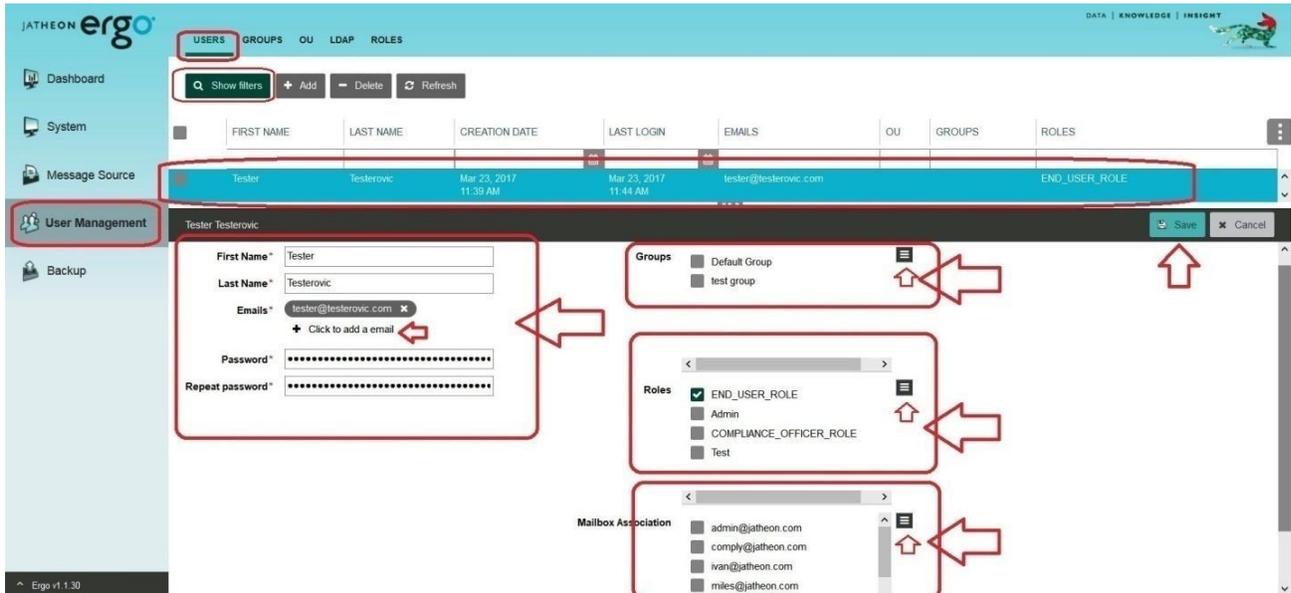
Show Filters option helps you to search for existing users, which is a very helpful option when a large user database is searched. You can filter the users through attributes such as: first name, last name, creation date, last log in, emails, membership to a different OU or groups and roles.



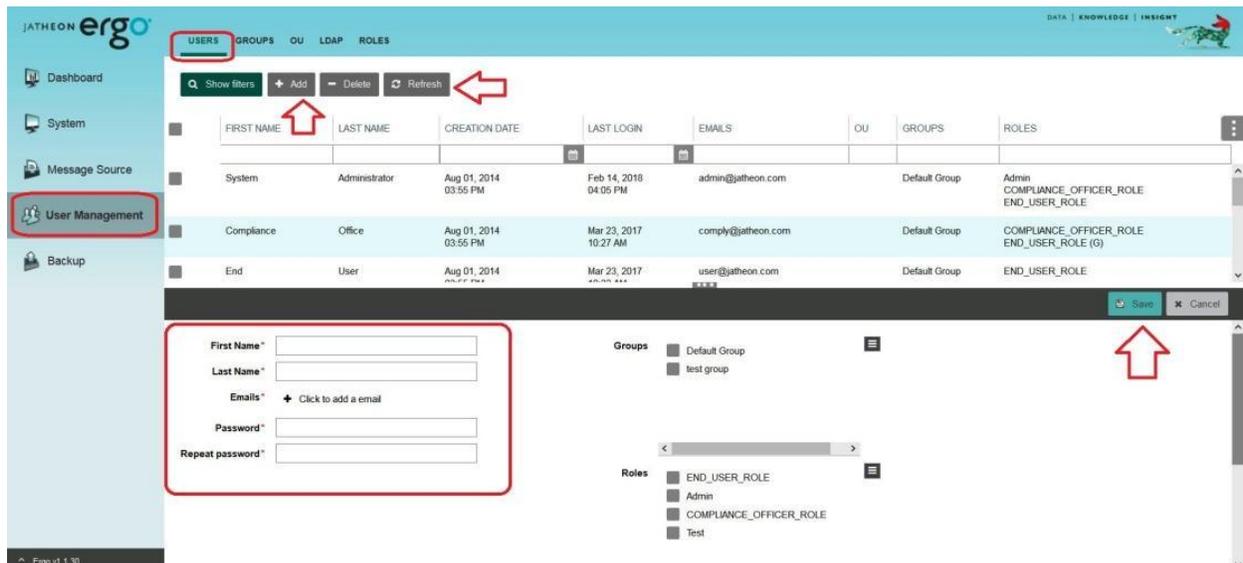
FIRST NAME	LAST NAME	CREATION DATE	LAST LOGIN	EMAILS	OU	GROUPS	ROLES
System	Administrator	Aug 01, 2014 03:55 PM	Feb 14, 2018 04:05 PM	admin@jatheon.com		Default Group	Admin COMPLIANCE_OFFICER_ROLE END_USER_ROLE
Compliance	Office	Aug 01, 2014 03:55 PM	Mar 23, 2017 10:27 AM	comply@jatheon.com		Default Group	COMPLIANCE_OFFICER_ROLE END_USER_ROLE (s)
End	User	Aug 01, 2014 03:55 PM	Mar 23, 2017 10:32 AM	user@jatheon.com		Default Group	END_USER_ROLE
Steven	Tobolar	Feb 14, 2017 10:31 AM	Mar 07, 2018 02:59 PM	steven@jatheon.com			Admin COMPLIANCE_OFFICER_ROLE END_USER_ROLE
Miles	Petkovic	Feb 22, 2017 09:05 AM		miles@jatheon.com petkovicmy@hotmail.com		Default Group	END_USER_ROLE
Ivan	Denic	Mar 23, 2017 10:33 AM	Mar 08, 2018 02:15 PM	ivan@jatheon.com			Admin COMPLIANCE_OFFICER_ROLE END_USER_ROLE
Tester	Testerovic	Mar 23, 2017 11:39 AM	Mar 23, 2017 11:44 AM	tester@testerovic.com			END_USER_ROLE

Double click on the user you want to manipulate with and an additional menu will appear.

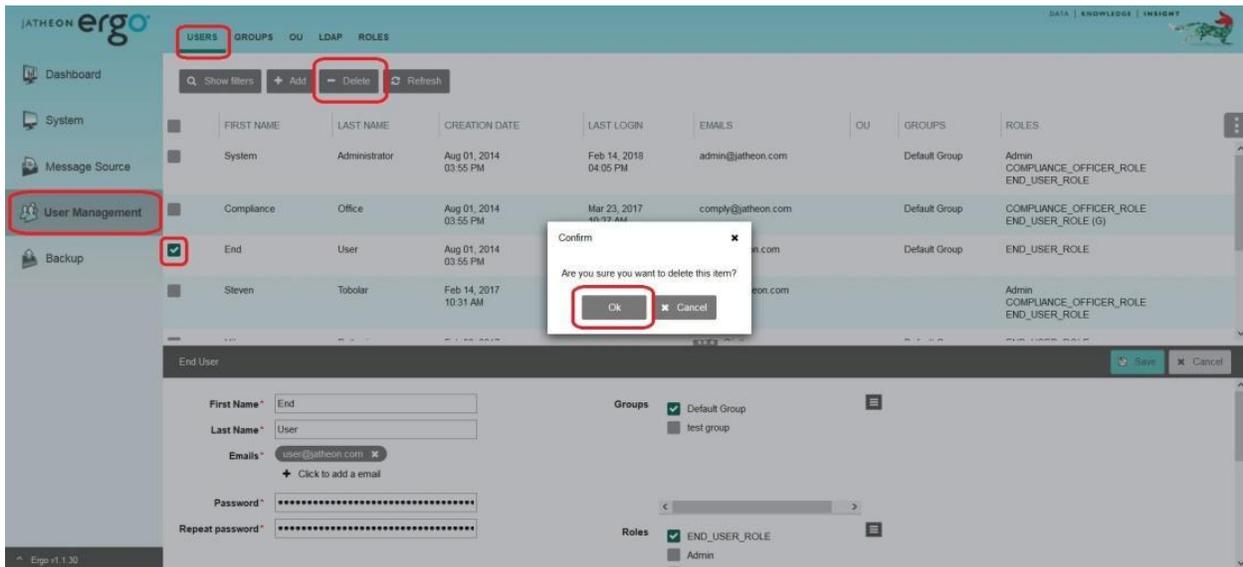
- You can change the password for the existing user manually (only if the user is not managed by the LDAP) and add another email for the existing user under the Emails section. In case you move(d) from an old domain to a new one, this will enable users to search their legacy mailboxes.
- Add/remove user membership to an existing groups by selecting the checkboxes on the left or click on the list icon to see the list view.
- Assign a user with an existing role by selecting the checkboxes on the left or click on the list icon to see the list view. A single user can be assigned with more than one role.
- Under the Mailbox Association section you can allow users to search through different users' mailboxes by checking the boxes on the left side of the user's email. You can select more than one email. Click on the list icon to see the list view and make it easier to select multiple emails from the large lists. This is useful if there is an ongoing project and you would like to allow users to search through their teammates' mailboxes.



Click on the **Add** button and an additional menu for the creation of the new user will appear. Fill in the required fields, assign the user with at least one role, add the new user to a group or associate him/her with an existing mail if needed. Do not forget to click on the **Save** button to apply the changes and use the **Refresh** tab so the system can show you the changes you made. This will make the new user visible.

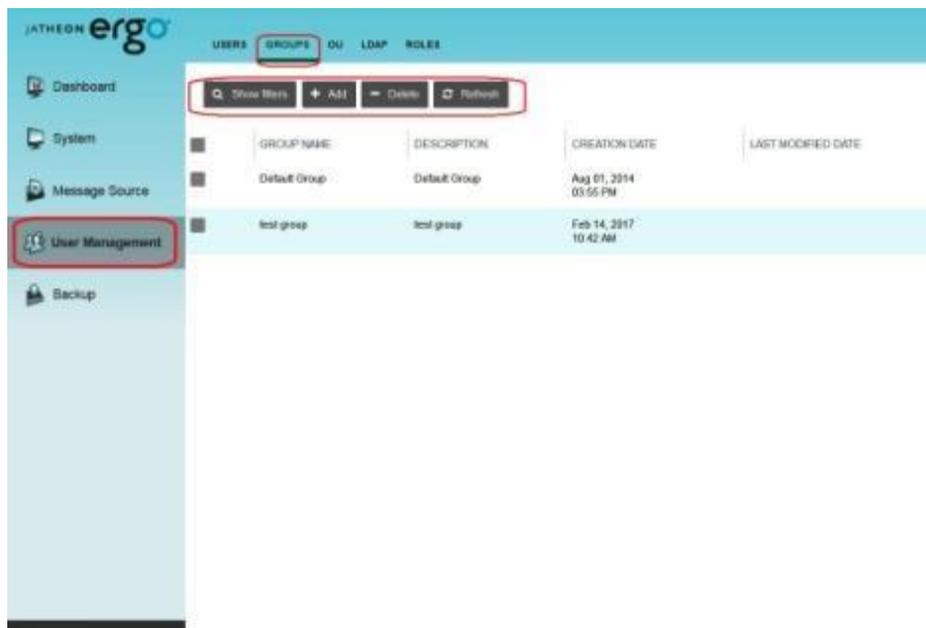


Select the user that you would like to delete, hit the **Delete** button and confirm the deletion. Click the refresh tab to make changes visible.



Groups/OU

We synchronize the **Organization units** and **Groups** from the LDAP server, so all of your different groups such as financial, IT, accounting etc. can be synced and you can use them when performing Advanced Searches. Remember that you can manually create and delete OU or groups and reorganize users on the appliance if needed.



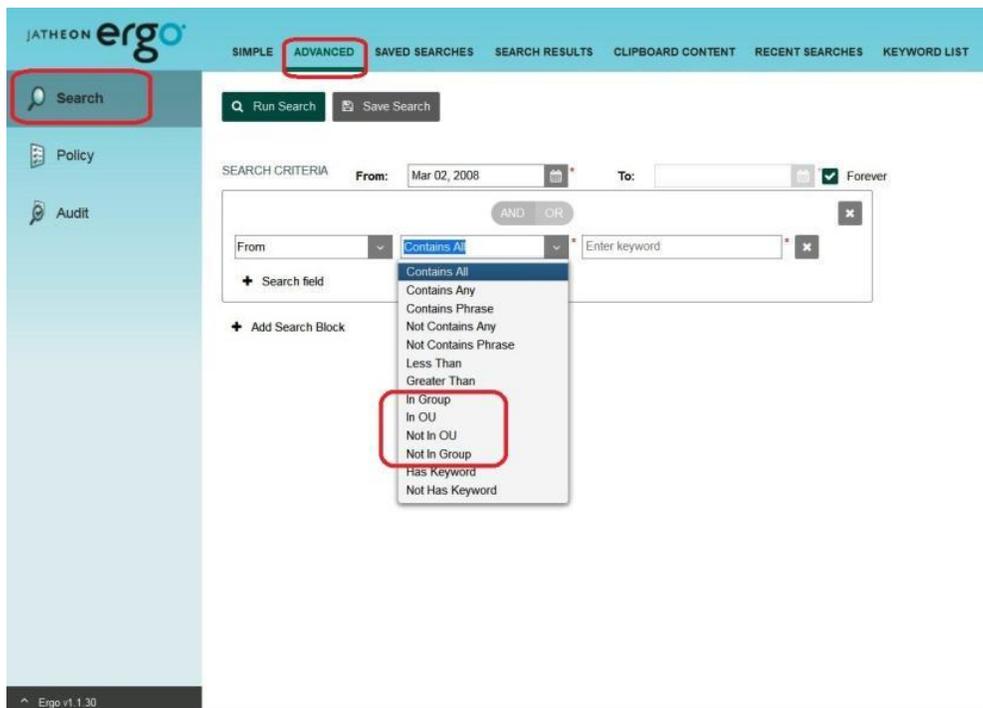


JATHEON ergo | USERS | GROUPS | **OU** | LDAP | ROLES

Dashboard | System | Message Source | **User Management** | Backup

Show Filters | **+ Add** | Delete | Refresh

NAME	DESCRIPTION	CREATED	LAST MODIFIED	ACTIVE
Default Department	Default Department	Aug 1, 2014 3:55:52 PM		



JATHEON ergo | SIMPLE | **ADVANCED** | SAVED SEARCHES | SEARCH RESULTS | CLIPBOARD CONTENT | RECENT SEARCHES | KEYWORD LIST

Search | Policy | Audit

Run Search | Save Search

SEARCH CRITERIA | From: Mar 02, 2008 | To: Forever

AND | OR

From | Contains All | Enter keyword

- Contains All
- Contains Any
- Contains Phrase
- Not Contains Any
- Not Contains Phrase
- Less Than
- Greater Than
- In Group**
- In OU
- Not In OU
- Not In Group
- Has Keyword
- Not Has Keyword

Ergo v1.1.30

LDAP Configuration

Introduction

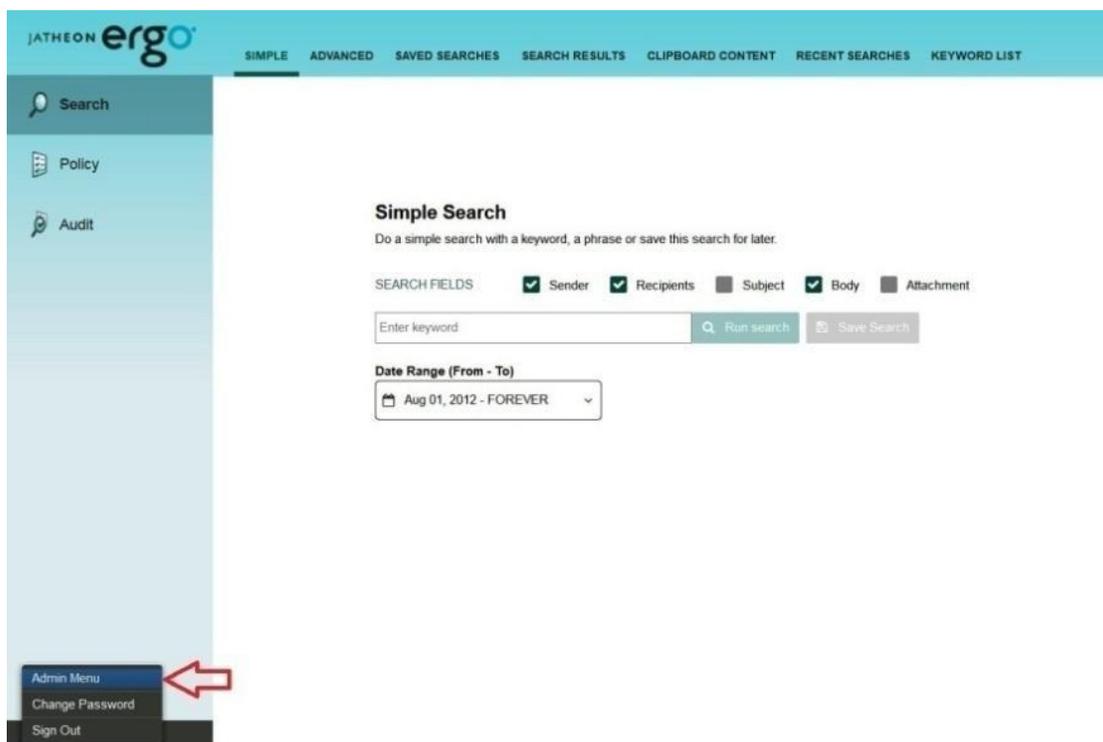
Jatheon's cCore series of appliances support integration with LDAP directories. We currently support synchronization with Active Directory, Novell eDirectory, Lotus Domino, Gordano. Custom mappings are supported too. The cCore appliance stores only the usernames locally. User authentication is done via the LDAP server for each login attempt.

How to configure the LDAP Connection:

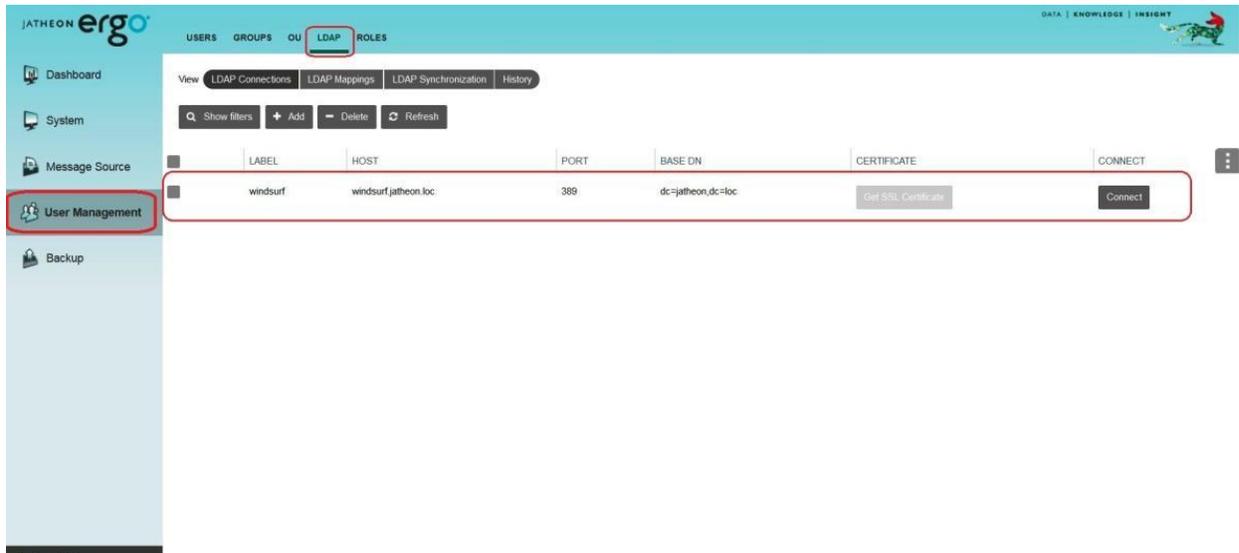
To configure LDAP on the Ergo appliance, please follow the procedure:

Log in (default admin details) **admin@jatheon.com / jatheonergo**

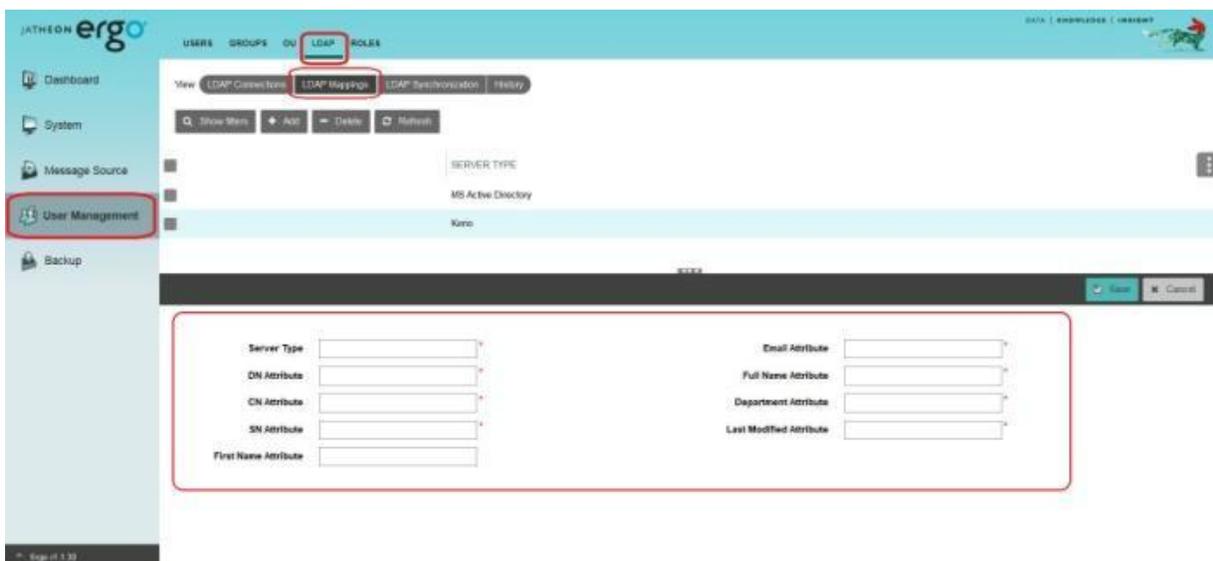
Go to the **Admin menu** in the bottom left corner :

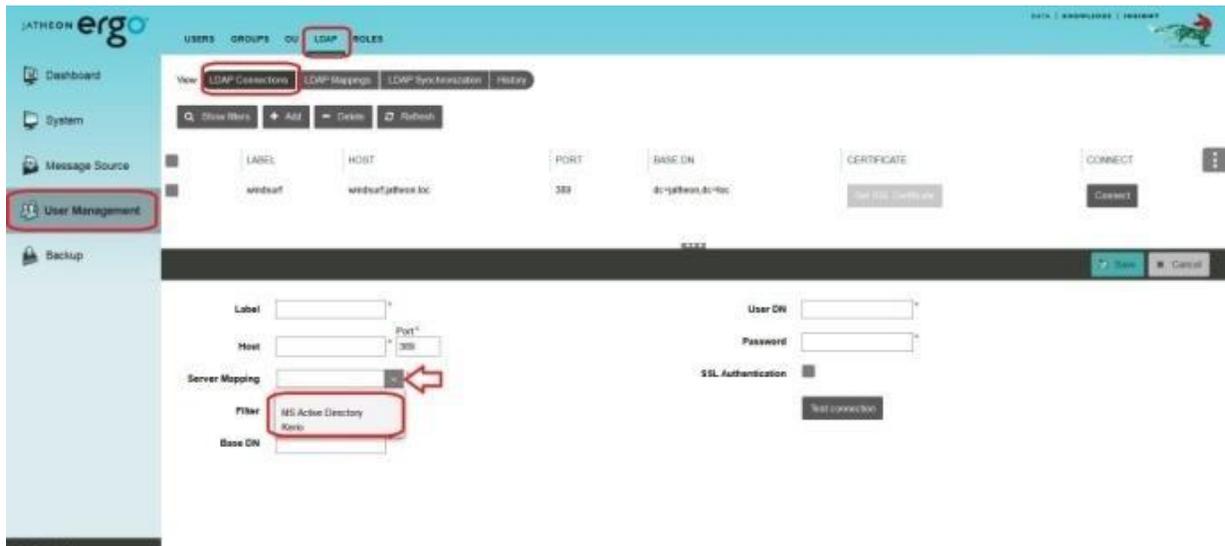


In the admin menu, click on the **User Management** section and select the **LDAP** tab. You'll see the list of all existing LDAP connections:



Under the **LDAP** tab, click on **LDAP Mappings** section. All the servers created here will be available under the LDAP Connections tab:

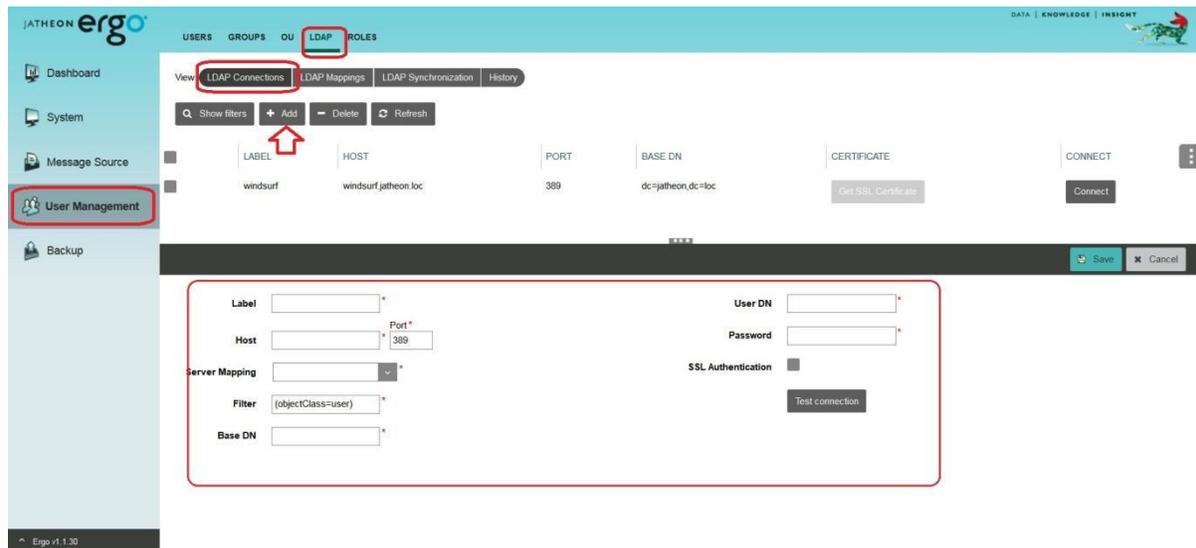




The following table explains all fields, their functions and use:

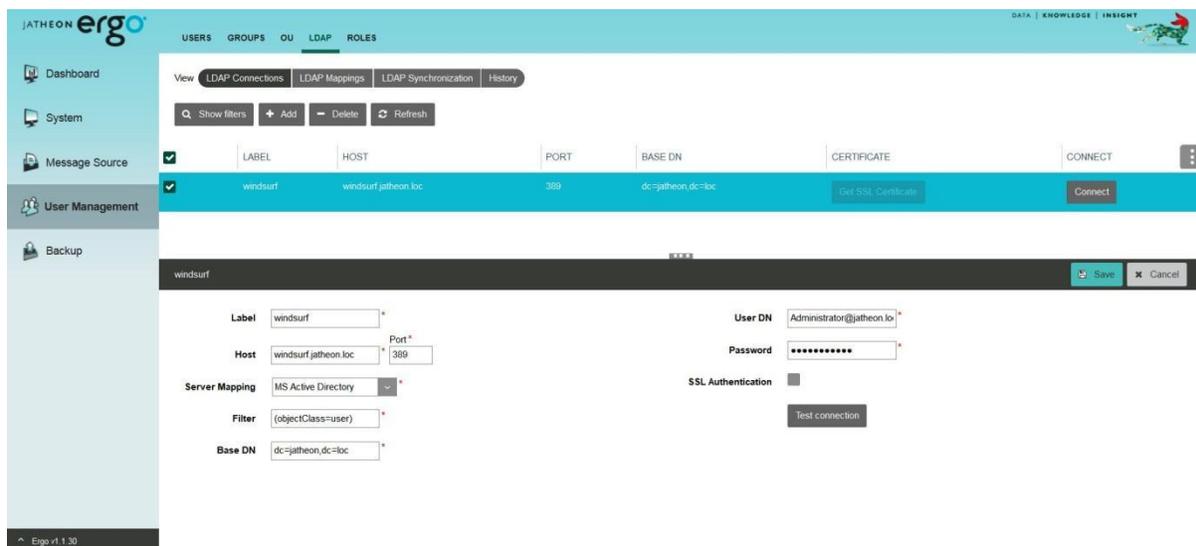
Field Name	Explanation
Server Type	Name of the LDAP mapping
DN Attribute	LDAP Distinguished Name
CN Attribute	LDAP Common Name
SN Attribute	LDAP SN Attribute
First Name Attribute	LDAP First Name Attribute
Email Attribute	LDAP Email Attribute
Full Name Attribute	LDAP Full Name Attribute
Department Attribute	LDAP Department Attribute
Last Modified Attribute	LDAP Last Modified Attribute

After you have created the server for mapping, click on the **LDAP Connection** section in the LDAP Mappings section and select the **Add** button. Fill out all the required fields and don't forget to save the changes.



The screenshot shows the JATHEON ergo interface. The top navigation bar includes 'USERS', 'GROUPS', 'OU', 'LDAP', and 'ROLES'. The 'LDAP' section is active, and the 'LDAP Connections' tab is selected. A table lists existing connections, with the 'Add' button highlighted by a red arrow. Below the table, a form for adding a new connection is displayed, featuring the following fields:

- Label**: Text input field.
- Host**: Text input field.
- Port**: Text input field with a default value of 389.
- Server Mapping**: Dropdown menu.
- Filter**: Text input field with a default value of '(objectClass=user)'. A red asterisk indicates it is a required field.
- Base DN**: Text input field with a red asterisk indicating it is a required field.
- User DN**: Text input field with a red asterisk indicating it is a required field.
- Password**: Password input field with a red asterisk indicating it is a required field.
- SSL Authentication**: Checkable option.
- Test connection**: Button.



The screenshot shows the JATHEON ergo interface after a new LDAP connection has been added. The 'LDAP Connections' tab is still selected, and the 'Add' button is no longer visible. The table now includes the newly added connection. Below the table, the form shows the details of the newly added connection:

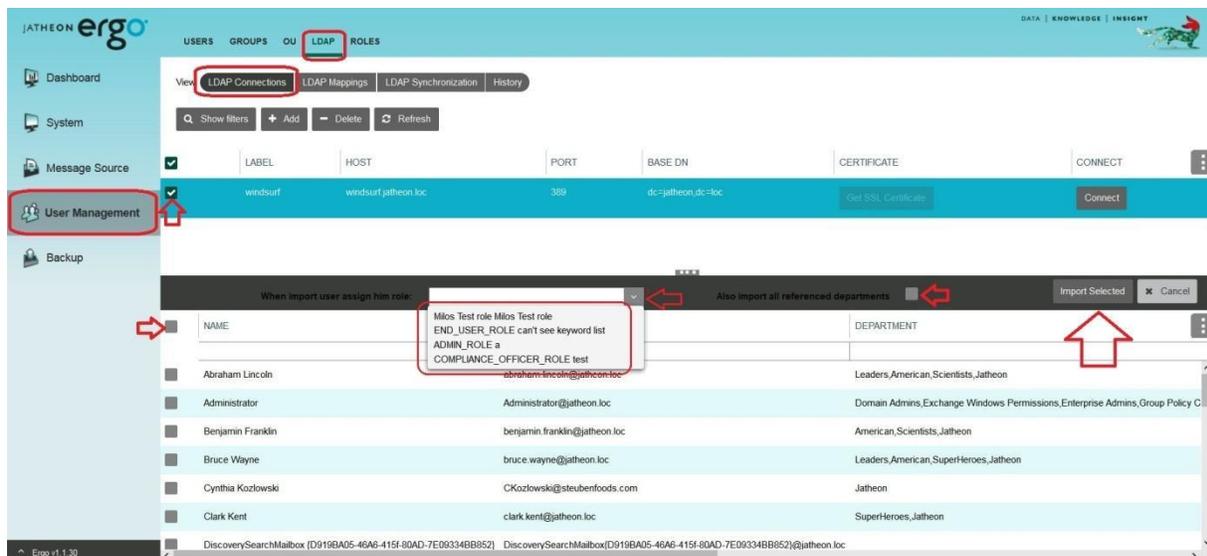
- Label**: windsurf
- Host**: windsurf.jatheon.loc
- Port**: 389
- Server Mapping**: MS Active Directory
- Filter**: (objectClass=user)
- Base DN**: dc=jatheon,dc=loc
- User DN**: Administrator@jatheon.loc
- Password**: [Redacted]
- SSL Authentication**: [Unchecked]
- Test connection**: Button.

The following table describes the information you need to enter:

Field	Description
Label	This is a unique name for this connection. You can set up multiple connections to connect to multiple OUs. This field differentiates the connections.
Host	The FQDN or the IP address of your LDAP server.
Server Mapping	Select the supported server type.
Port	Specify LDAP port to use to connect through.
Base DN	This is the root node in which all of the users are located. If your users are located in multiple USs, please create multiple connections.
User DN	Username that is used for importing other users. Generally, this user should have administrative privileges. For example: "DOMAIN/username" or "username@localdomain" (e.g. JATHEON/administrator or administrator@jattheon.local)
Password	Password used for authentication.
SSL Authentication	Check whether your SSL Certificate is verified and working.
Test Connection	You can test the connection and check whether it works, before you save/create it.
Get SLL Certificate	If you don't have one, click here to start the process.

Import Users

Once you've created and saved the connection, you can verify the functionality by using the **Test button**. If the connection is set properly, you'll see the list of users. Select the user(s) you want to import using check boxes or select all users. Note that you first need to choose the role that new users are about to be assigned with. Use the drop-down menu to assign the appropriate role. You can also import your company organization units and associate them with users. Click on the check box option **Also import all referenced departments** before you import selected users if you want to import OUs along with users:



The screenshot shows the JATHEON ergo interface. The 'LDAP' tab is selected in the top navigation bar. Below it, the 'LDAP Connections' section is visible, showing a table with columns: LABEL, HOST, PORT, BASE DN, CERTIFICATE, and CONNECT. A single connection is listed with LABEL 'windsurf', HOST 'windsurf.jatheon.loc', PORT '389', and BASE DN 'dc=jatheon,dc=loc'. A red box highlights the 'LDAP Connections' tab and the 'User Management' button in the left sidebar.

The 'User Management' dialog box is open, showing a table of users. The table has columns: NAME, LABEL, and DEPARTMENT. A dropdown menu is open over the 'When import user assign him role' column, showing a list of roles: 'Mikos Test role Mikos Test role', 'END_USER_ROLE can't see keyword list', 'ADMIN_ROLE a', and 'COMPLIANCE_OFFICER_ROLE test'. A red box highlights this dropdown menu. The 'Also import all referenced departments' checkbox is checked. The 'Import Selected' button is highlighted with a red arrow.

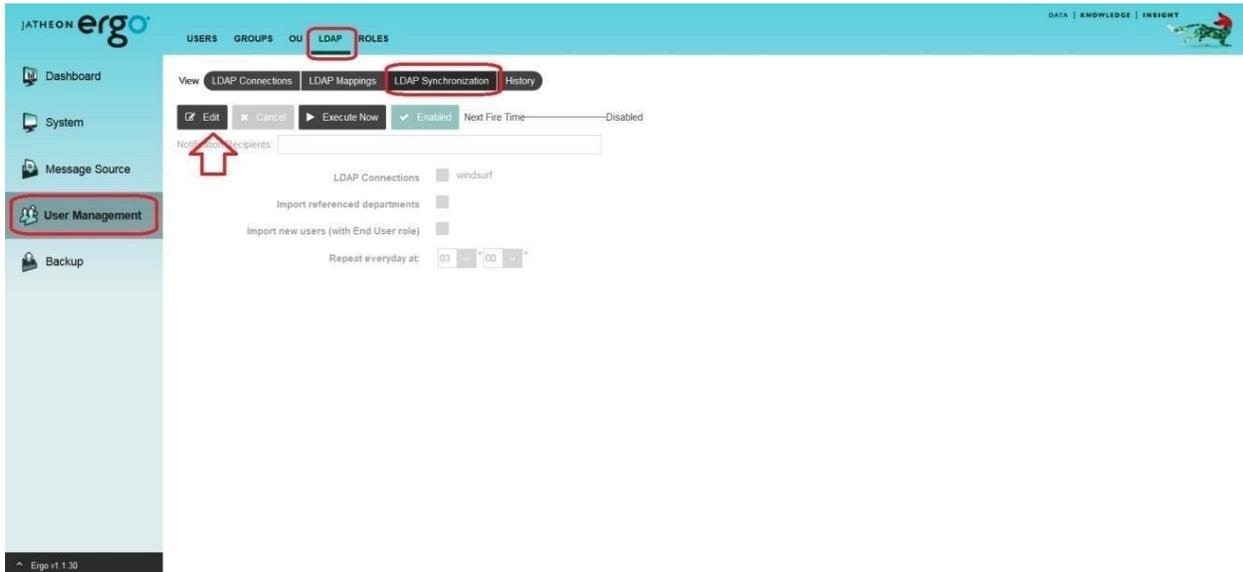
NAME	LABEL	DEPARTMENT
Abraham Lincoln	abraham.lincoln@jatheon.loc	Leaders,American,Scientists,Jatheon
Administrator	Administrator@jatheon.loc	Domain Admins,Exchange Windows Permissions,Enterprise Admins,Group Policy C
Benjamin Franklin	benjamin.frankin@jatheon.loc	American,Scientists,Jatheon
Bruce Wayne	bruce.wayne@jatheon.loc	Leaders,American,SuperHeroes,Jatheon
Cynthia Kozlowski	CKozlowski@steubenfoods.com	Jatheon
Clark Kent	clark.kent@jatheon.loc	SuperHeroes,Jatheon
DiscoverySearchMailbox (D919BA05-46A6-415F-80AD-7E09334BB852)	DiscoverySearchMailbox{D919BA05-46A6-415F-80AD-7E09334BB852}@jatheon.loc	

The imported users can now access/log into the cCore appliance.

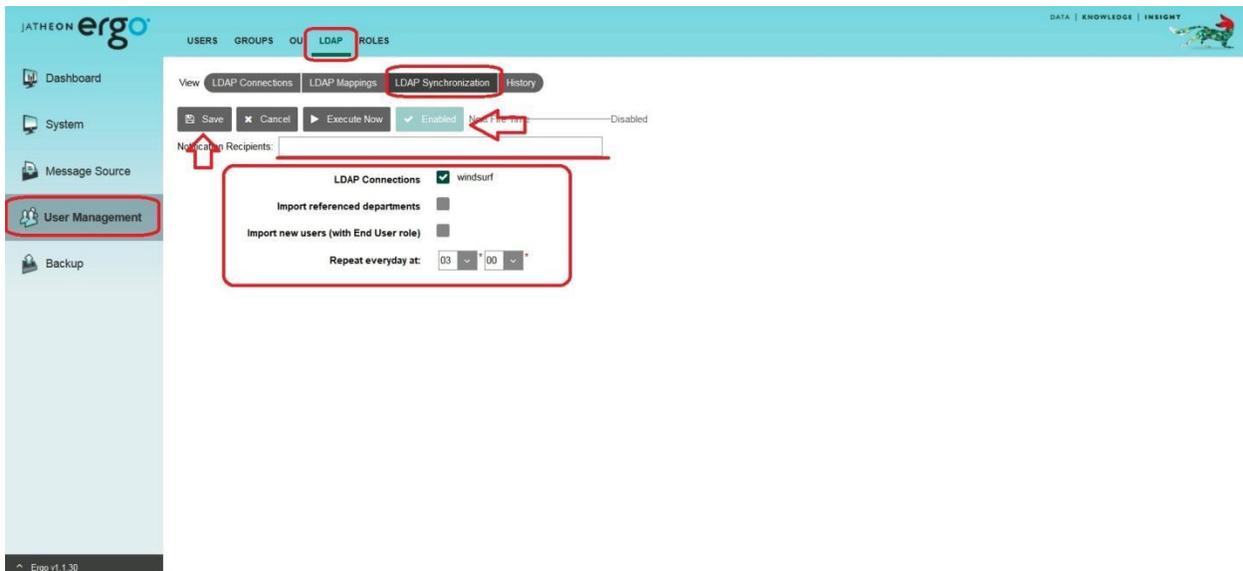
Set up the LDAP Synchronization Task

LDAP users are periodically updated and the changes on the LDAP server can be automatically synchronized with the cCore appliance by setting up the LDAP Synchronization task on the appliance:

Click on the **LDAP Synchronization** section and click on the **Edit** button. It will become the **Save** button and vice versa.

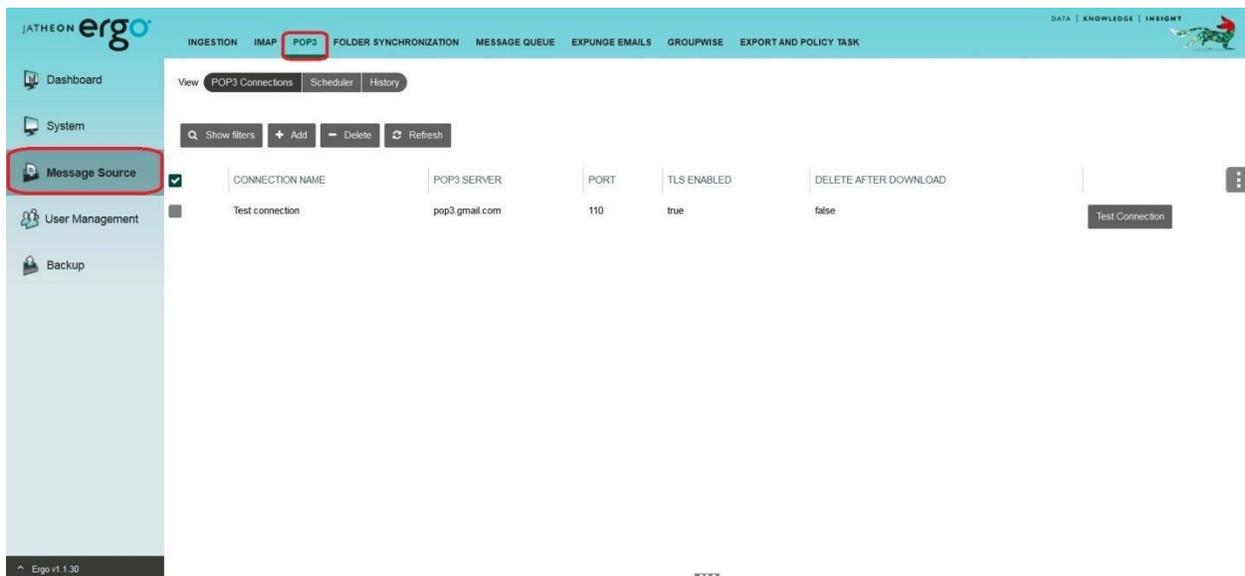


Once you are in the **Edit** mode you can select one or more LDAP connections to synchronize manually by hitting the **Execute Now** button. You can also automate the task to run as per schedule. If so, make sure that the task status is set to Enabled, fill in the email address to receive the task's log, choose which LDAP connections you're scheduling, choose if you are syncing the referenced departments as well and choose if you are importing new users with the End User role. Pick the time for the task to be executed and don't forget to click on the save button to apply the changes.



LDAP – History Section

In the history section you can see the history and details of all successful tasks, tasks with errors, interrupted tasks or tasks with warnings. When the Success drop-down menu is set on blank, it will display all logs. Click on the Search button, select the period for which you would like to check your logs and you'll get the desired results. Click on the log to expand it and examine it in greater detail.



The screenshot shows the JATHEON ergo interface. The top navigation bar includes: INGESTION, IMAP, POP3 (highlighted with a red box), FOLDER SYNCHRONIZATION, MESSAGE QUEUE, EXPUNGE EMAILS, GROUPWISE, and EXPORT AND POLICY TASK. The left sidebar has: Dashboard, System, Message Source (highlighted with a red box), User Management, and Backup. The main content area is titled 'View POP3 Connections Scheduler History'. Below this is a search bar with 'Show filters', '+ Add', '- Delete', and 'Refresh' buttons. A table displays the following data:

	CONNECTION NAME	POP3 SERVER	PORT	TLS ENABLED	DELETE AFTER DOWNLOAD	
<input checked="" type="checkbox"/>	Test connection	pop3.gmail.com	110	true	false	<input type="checkbox"/> Test Connection

At the bottom left, it says 'Ergo v1.1.30'.

User Roles

Introduction

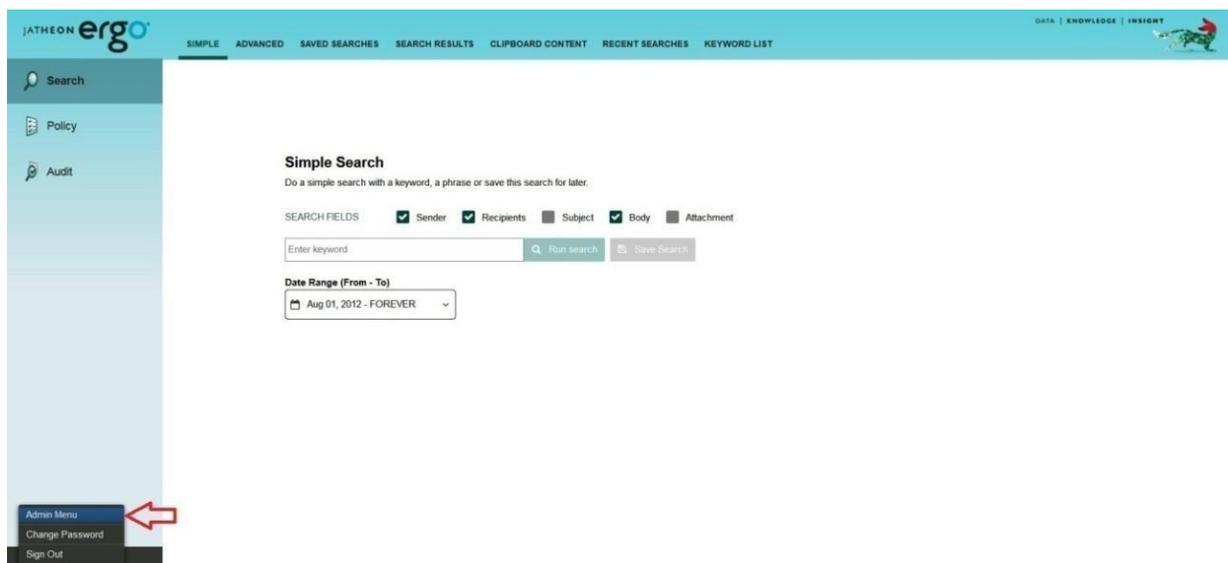
In the cCore system, **Roles** are being used to determine different levels of permissions for the user(s). This highly customizable option is what makes this system unique and adjustable to suit to each user or group of users and their position within the company. You can create as many roles as you want and a single user can be assigned with more than one role.

The cCore system comes with 3 predefined default roles. **Admin, Compliance Officer** and **End User**. By default, the Administrator is allowed to use the Admin menu and administrate the appliance through the configuration menu, but cannot view and search through other people emails. The Compliance Officer cannot access the Admin menu, but he/she can see and search through all the emails on the appliance and apply different rules. End Users cannot use the Admin menu or see other people's email. They can see only their own emails and their actions within the system are very limited. However, this can be adjusted as per your needs and requests within your environment as you can modify existing roles, delete them and create new ones.

To configure the Roles on the cCore appliance, please follow the following procedure:

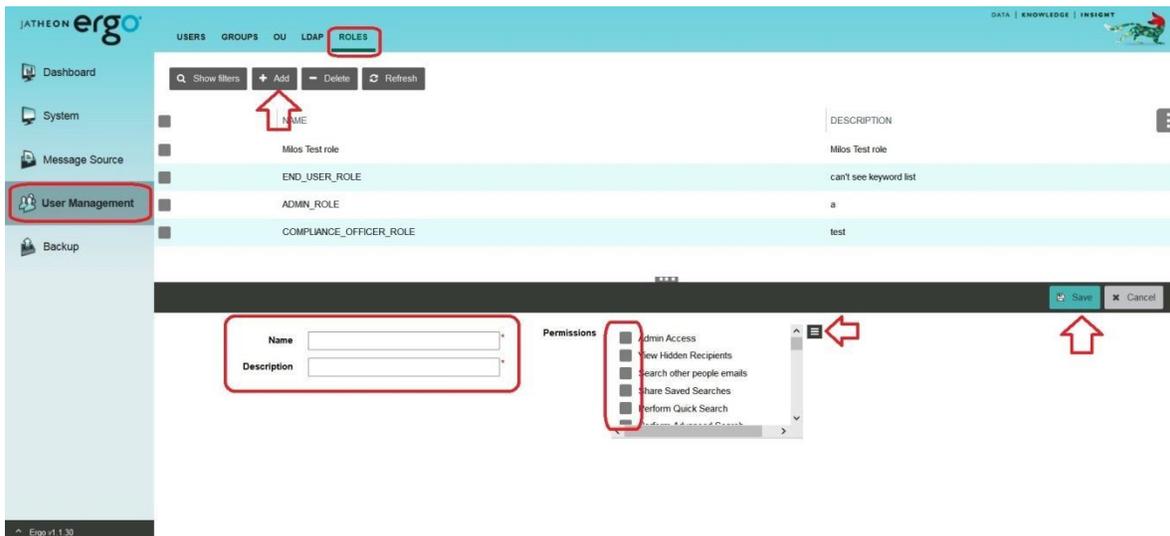
Log in (default admin details) **admin@jatheon.com / jatheonergo**

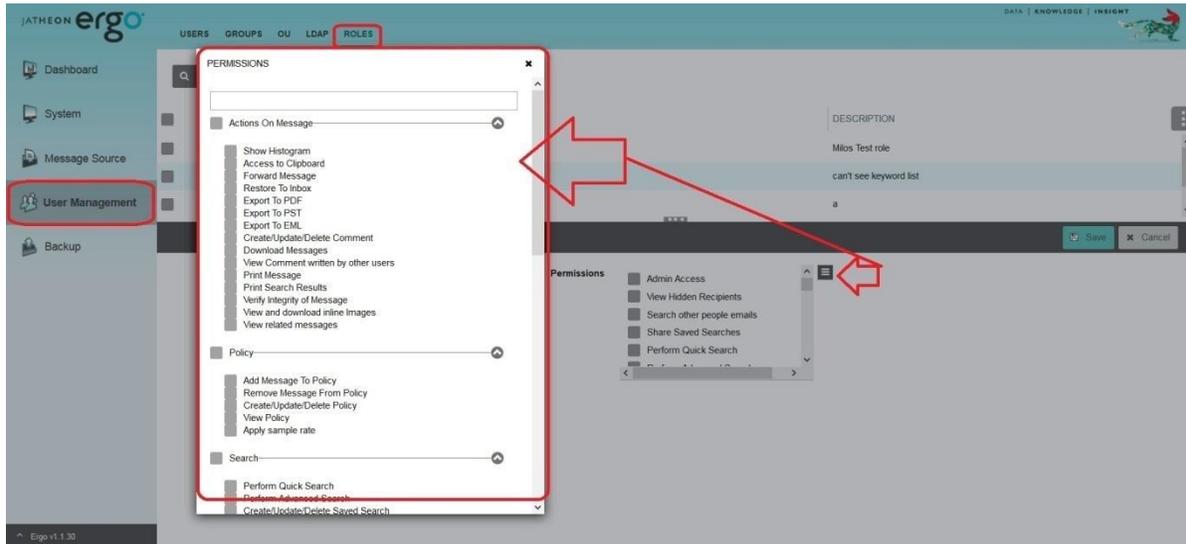
Go to the **Admin menu** in the bottom left corner:



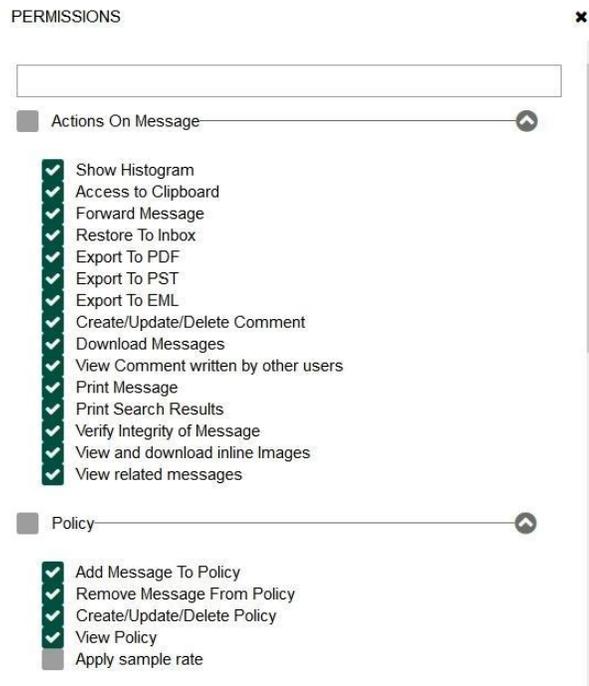


Click on the Add tab and fill in the required fields: give a name to the new role and give it a description. Using check boxes on the left, assign the new role with appropriate permissions. User(s) assigned with this role will have limited access to the actions exactly as per your settings done in this section. In other words, users will be/not be able to perform certain actions. Note that you can use the list view of the actions by clicking on the list icon.





Here is the complete list of actions that you assign to a role. For an easier overview, actions are divided into sections: Actions on message, Policy, Search, Admin Access etc.

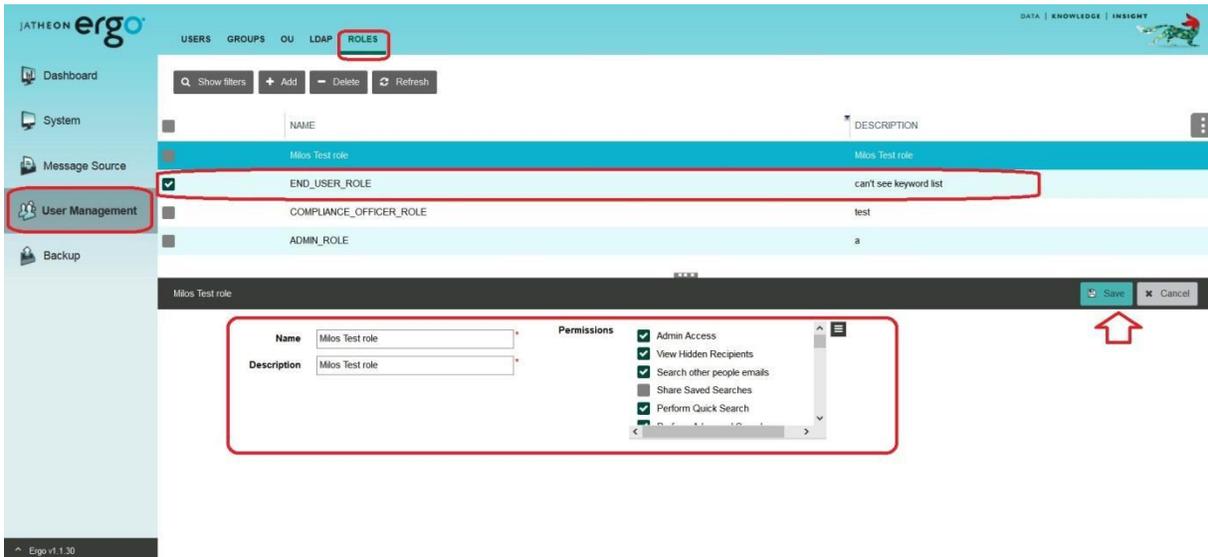


PERMISSIONS ✕

- Search
 - Perform Quick Search
 - Perform Advanced Search
 - Create/Update/Delete Saved Search
 - View/Run Saved Search
 - Export task
 - Search over non standard headers
 - View Message Access History
- Compliance Officer
 - View Hidden Recipients
 - Search other people emails
 - Share Saved Searches
- Admin Access
 - Admin Access
- Keyword List
 - Create/Update/Delete Keyword List
 - View Keyword List
- Legal Hold
 - Create/Update/Delete Legal Hold
 - View Legal Hold

- Dashboard
 - View Overall Message Statistics
- User Preferences
 - View Profile
 - Allow change Password
 - Allow Changing Reading Pane View
- Audit Trails
 - View Audit Trail
- Social Media
 - Social Media Search

Select the role you want to delete and execute the action with Delete button. Instead of deleting the role, you can modify the existing role. Double click on the role and change the settings on the permissions, name, description. Don't forget to click on the Save button to apply changes.



The screenshot displays the JATHEON ergo interface for role management. The top navigation bar includes 'USERS', 'GROUPS', 'OU', 'LDAP', and 'ROLES' (highlighted). The left sidebar shows 'User Management' selected. The main content area shows a table of roles with columns for 'NAME' and 'DESCRIPTION'. The 'END_USER_ROLE' row is selected. Below the table, a modal form for editing the 'Milos Test role' is open, showing fields for 'Name' and 'Description', and a 'Permissions' section with a list of checkboxes.

NAME	DESCRIPTION
Milos Test role	Milos Test role
<input checked="" type="checkbox"/> END_USER_ROLE	can't see keyword list
<input type="checkbox"/> COMPLIANCE_OFFICER_ROLE	test
<input type="checkbox"/> ADMIN_ROLE	a

Modal Form for 'Milos Test role':

- Name: Milos Test role
- Description: Milos Test role
- Permissions:
 - Admin Access
 - View Hidden Recipients
 - Search other people emails
 - Share Saved Searches
 - Perform Quick Search

About Jatheon

We founded Jatheon Technologies Inc. in 2004 to empower companies in their efforts to ensure email compliance and facilitate eDiscovery.

Today, we are leaders in the archiving industry, with **5+ billion processed messages** and unique on-premise and cloud archiving and governance solutions. We continue to raise the bar throughout the industry with our latest enterprise-grade **cCore** archiving appliances, a powerful archiving, retrieval and dynamic monitoring software and best-in class tech support, **Jatheon Care**. In 2017, we built **Jatheon CTRL** - a social media and mobile archiving add-on that smoothly integrates with our email archiving software.

It is our mission to ensure security and bring peace of mind to businesses, government agencies, educational, financial and healthcare institutions across the globe. We're headquartered in Toronto, but we serve clients worldwide through our network of global business partners. For more information, please visit www.jatheon.com.