# How to Set Up Office 365 to Journal to Jatheon

Office 365 is hosted by Microsoft. This means that it is never on your internal network. Jatheon appliance, on the other hand, must be on your internal network (intranet). Being outside your network, Office 365 cannot resolve the appliance address, and the only thing it can see is your company's firewall. For this reason, the journaling process cannot be established directly as on the on premises Exchange versions.

To solve this problem, Office 365 forwards messages to the firewall. However, firewall rules must be set so that it forwards all messages to the internal fully qualified domain name (FQDN) of the Jatheon appliance, while the archiving appliance needs to be set to accept all incoming emails from the firewall.
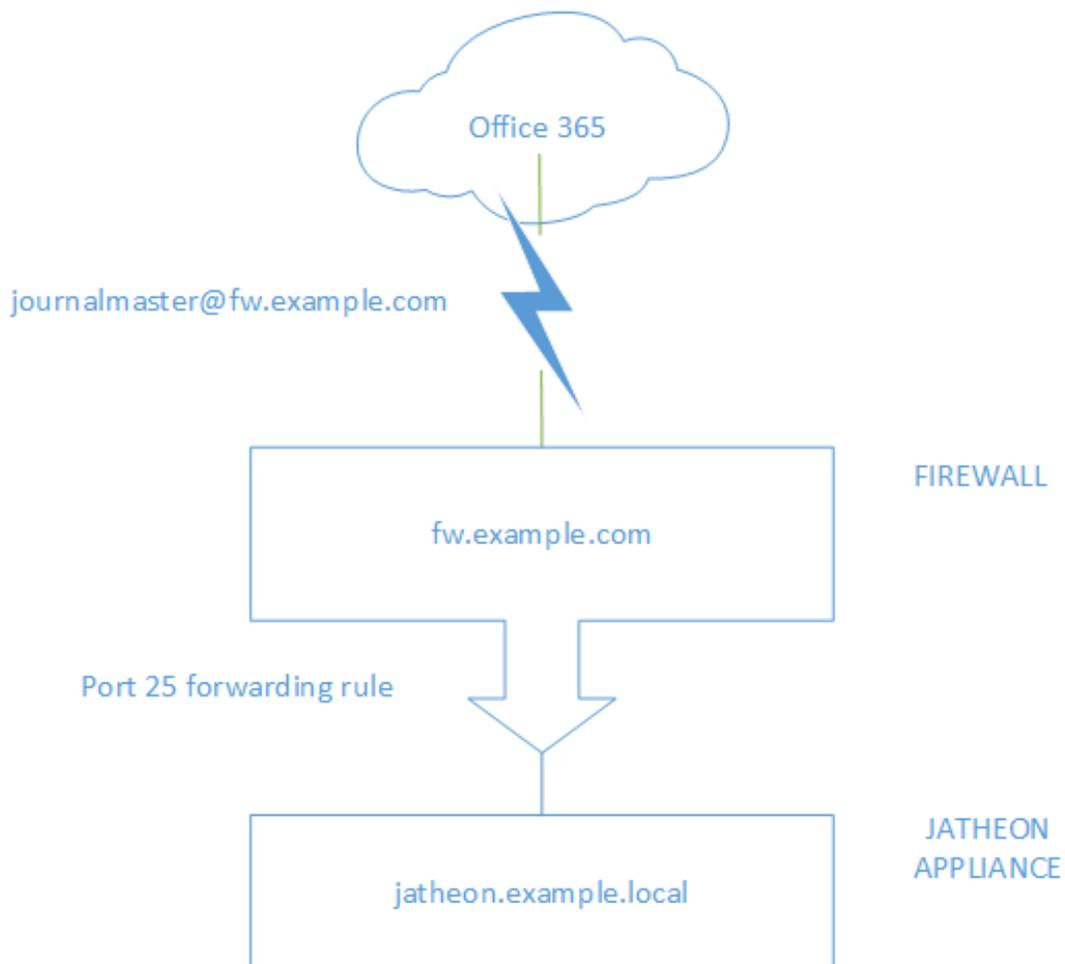
In short, what you need to do is:

1

First, you need to add a type A DNS record pointing to the external IP address of your company's gateway/router. Make sure that it's the static IP address.

Let's assume you choose the hostname: **fw.example.com** for your external IP. Then you'll have to send all the journaled messages to the following email address: **journalmaster@fw.example.com**

2

The next part is to be done on your Firewall. Everything that comes to **fw.example.com** on port 25 has to be forwarded to the Jatheon's internal IP address on port 25, too. (It's the same as you were running a website behind your gateway, only the port is different – 25 instead of 80.)

After that is done, we only need to make a small change on the appliance, so it can accept messages from the firewall/router. We need to add the firewall's FQDN to the Destination field in the Fido menu. **Jatheon Support Engineers** will connect, apply these settings and verify that the emails are being journaled as expected. Please **provide the info on the firewall's FQDN** to the Jatheon Support Engineer.
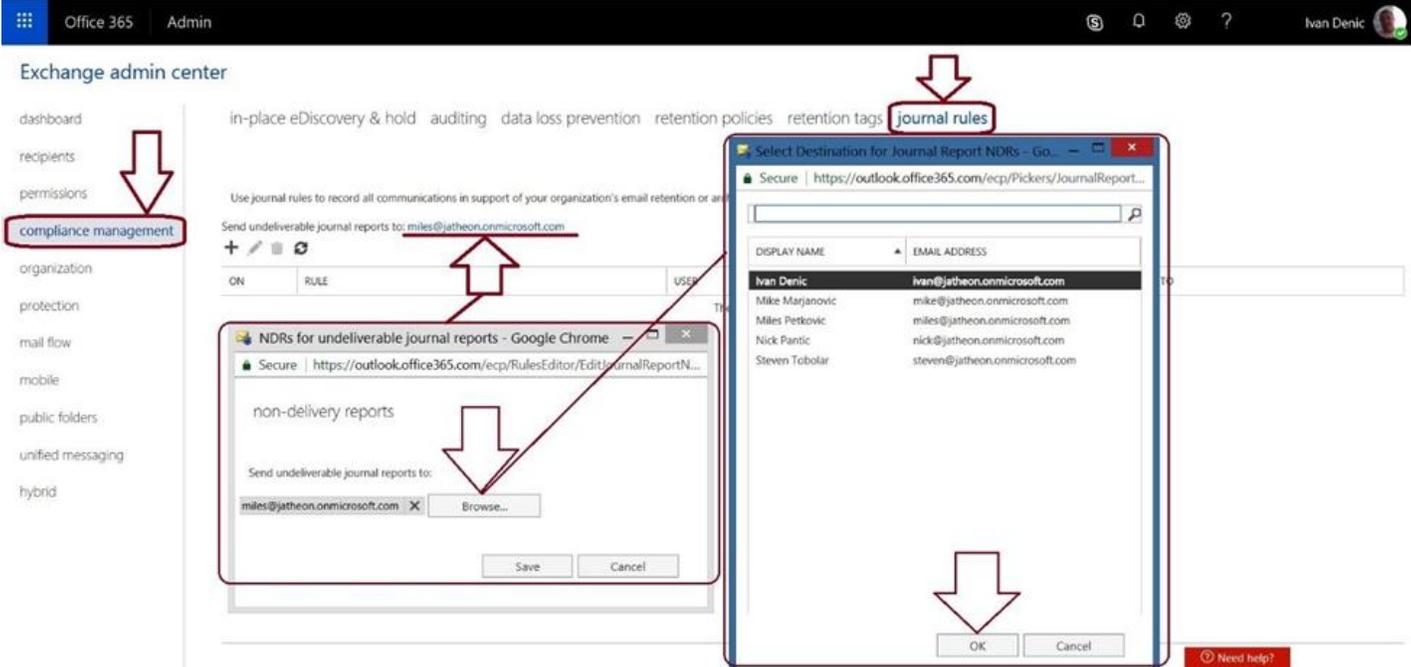
3

On Office 365, you need to create a new journaling rule in Compliance Management menu and set „Send Journal reports to": **journalmaster@fw.example.com**

Use the Office 365 admin portal to set the rule:

Log into the Microsoft Online Portal with your Office 365 admin account. Click on **Admin** and select **Exchange** from the drop-down menu. Click on **compliance management** and then on **journal rules**.

Before you can create a journaling rule, you must specify the mailbox to receive undelivered journaling reports. Use "Send undelivered journal reports to" to choose the mailbox.

Once you have chosen the mailbox to receive undelivered reports, you can create the journaling rule:

- Under compliance manager tab on the left, find the journaling rule tab in the upper section and click on the + icon to create a new rule. Fill in the required fields:
- Under "Send journal reports to", type journalmaster@fw.example.com (use the hostname you created under step 1).
- Give a name to the new rule – preferably Jatheon
- Under "If the message is sent to or received from…" – choose "Apply to all messages"
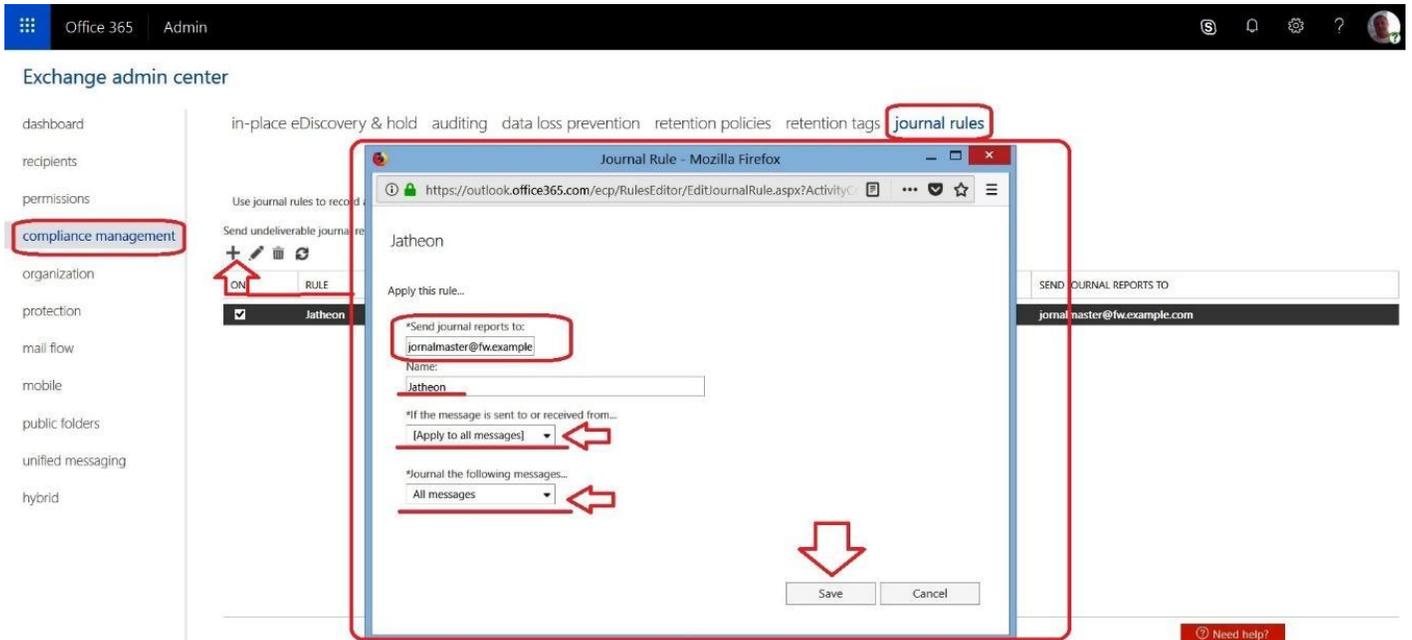- Under "Journal the following messages" – choose "All messages"
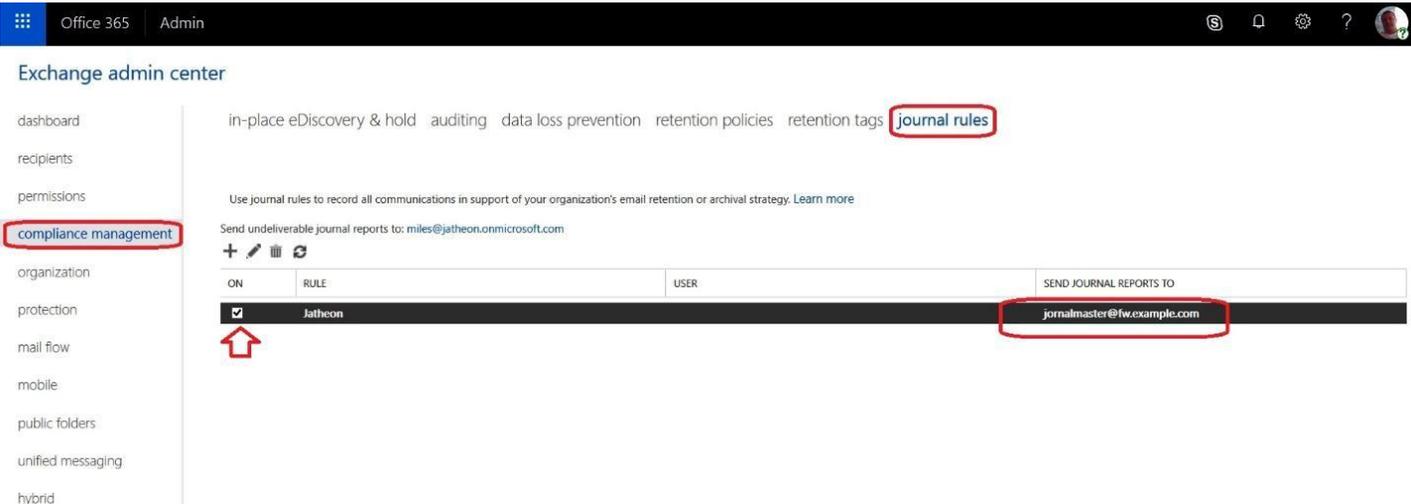
Once you save the changes, you should see that the new rule has been created and make sure it is set as On (Enabled).

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.