

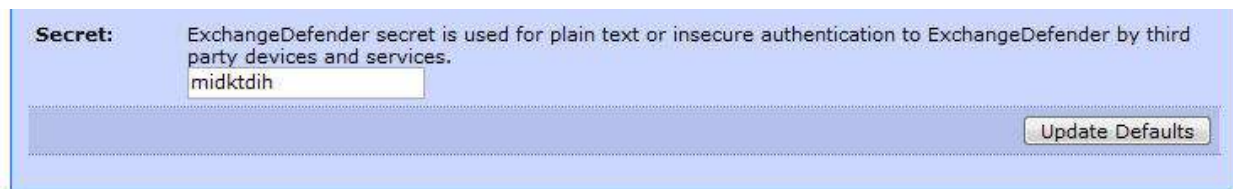
ExchangeDefender for ConnectWise

The purpose of this document is to help you configure ConnectWise to synchronize with ExchangeDefender. The configuration and setup are very easy and can be done in less than five minutes. Please keep in mind that this procedure is not guaranteed and comes with no warranty or support, whatsoever. The information is provided **AS-IS**.

Obtain ExchangeDefender Information

In order to synchronize your ConnectWise deployment with your ExchangeDefender service you will first have to obtain the Service Provider secret key. This key is used to access the ExchangeDefender API for third applications and untrusted connections where you may not want to provide the ExchangeDefender password used for service management.

You can access your secret key by logging in to ExchangeDefender at <https://admin.exchangedefender.com> and going to **Settings**.

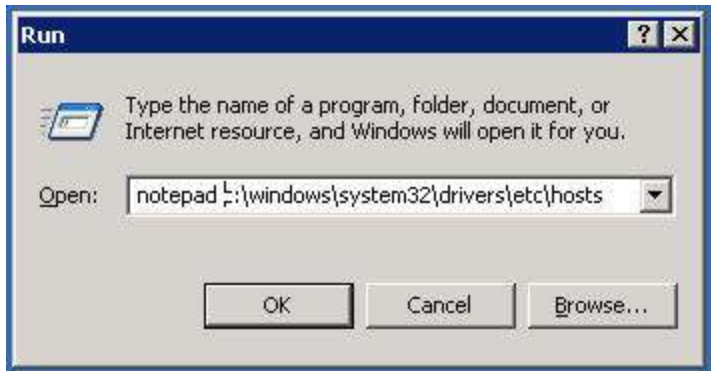


The screenshot shows a web form with a light blue background. On the left, the word "Secret:" is displayed in bold. To its right, there is a text input field containing the value "midktdih". Above the input field, a warning message reads: "ExchangeDefender secret is used for plain text or insecure authentication to ExchangeDefender by third party devices and services." In the bottom right corner of the form, there is a button labeled "Update Defaults".

Privacy Note: The data included above is passed across the web in an unencrypted HTTP request, passing your service provider id as well as your secret key. Neither the service provider id nor secret key can grant any access to your ExchangeDefender service, however, if the hacker knows the URL you are requesting along with the service provider id and the secret key they can find out which domains you have protected by ExchangeDefender, how much spam, viruses and total mail they have received. This is an unfortunate limitation with ConnectWise sync that we expect to solve when ConnectWise publishes their API.

Modify Hosts File

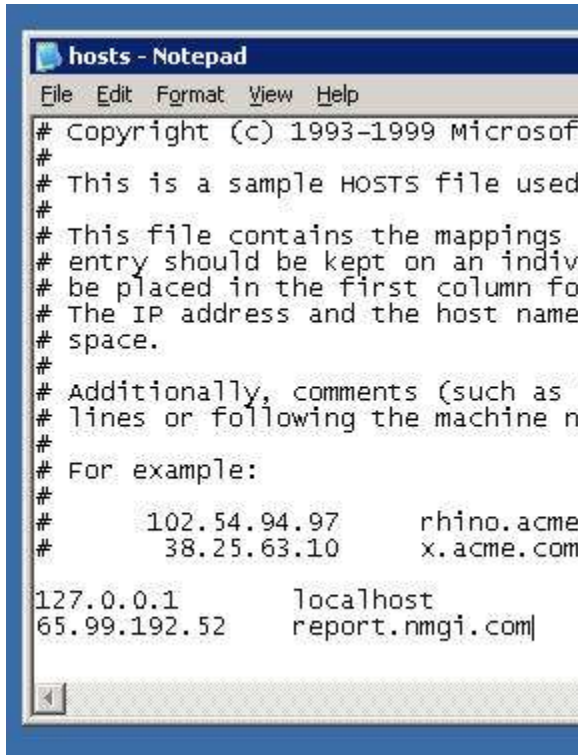
Second step is performed on your ConnectWise Windows 2003 server. You will first need to modify your hosts file by typing in *"notepad c:\windows\system32\drivers\etc\hosts"*



Only one entry needs to be added to the hosts file:

```
65.99.192.52 report.nmgi.com
```

(make sure to use tab as the separator)



Save the file and test the resolution. The simplest thing to do is to **ping** *report.nmgi.com*. If it returns 65.99.192.52, you're all set. If it returns anything else, please double check your steps because you may have made a mistake.

```
Command Prompt
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

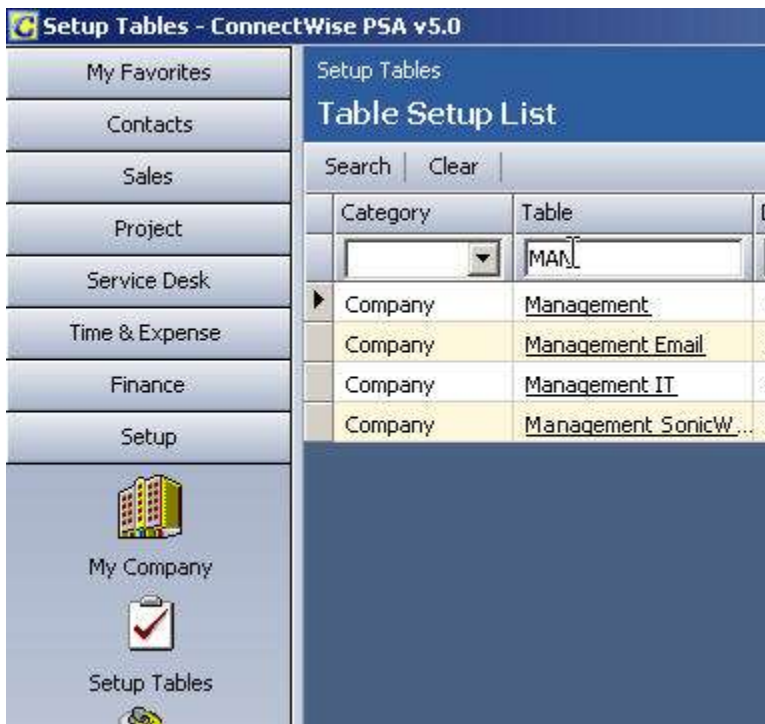
C:\Documents and Settings\Administrator>ping report.nmg

Pinging report.nmgi.com [65.99.192.52] with 32 bytes of
Reply from 65.99.192.52: bytes=32 time=8062ms TTL=51
Reply from 65.99.192.52: bytes=32 time=34ms TTL=50
Reply from 65.99.192.52: bytes=32 time=35ms TTL=51
```

Configure ConnectWise

Third step is to configure ConnectWise. In order for ConnectWise to collect ExchangeDefender data you must license an IT Managed Sync component that ConnectWise offers (if you currently sync your ConnectWise and Kaseya you already have this).

First, verify that you have a Management Email configuration by clicking on **Setup, Setup Tables**. Search for *Management* and it will produce something similar to the items below:



If you see this, you have all you need. If you don't see these options please contact ConnectWise and purchase the IT Management Sync module license.

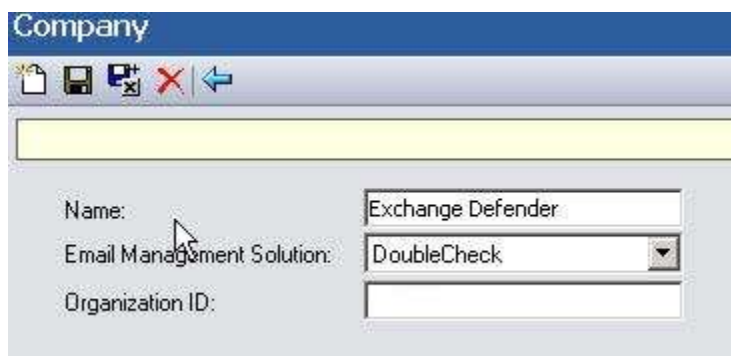
So, let's setup ExchangeDefender to sync with your ConnectWise deployment. Click on **Management Email**. Click on **New**.

For **Name** you can type whatever you wish. We put in ExchangeDefender.

For the **E-mail Management Solution** you should select **DoubleCheck**. If you currently have customers on DoubleCheck you should **NOT** choose this option as it will break your synchronization with their servers. We also have a synchronization API compatible with Postini solution but do not document it due to its complexity. We hope to have our own solution programmed in once ConnectWise releases their API.

Important: **Organization ID**: is where you provide your ExchangeDefender organization id. This is your service provider username and your secret with a dot in between.

For example, if your ExchangeDefender service provider username is bestspamjanitor and your secret was 29mrqawZ your Organization ID would be: **bestspamjanitor.29mrqawZ**



The screenshot shows a web interface with a blue header bar labeled "Company". Below the header is a toolbar with icons for file operations. The main content area contains three form fields:

- Name:** A text input field containing "Exchange Defender".
- Email Management Solution:** A dropdown menu with "DoubleCheck" selected.
- Organization ID:** An empty text input field.

ConnectWise Configuration

Each ConnectWise managed client must have their own configuration for Managed Email. There are four fields to pay attention to.

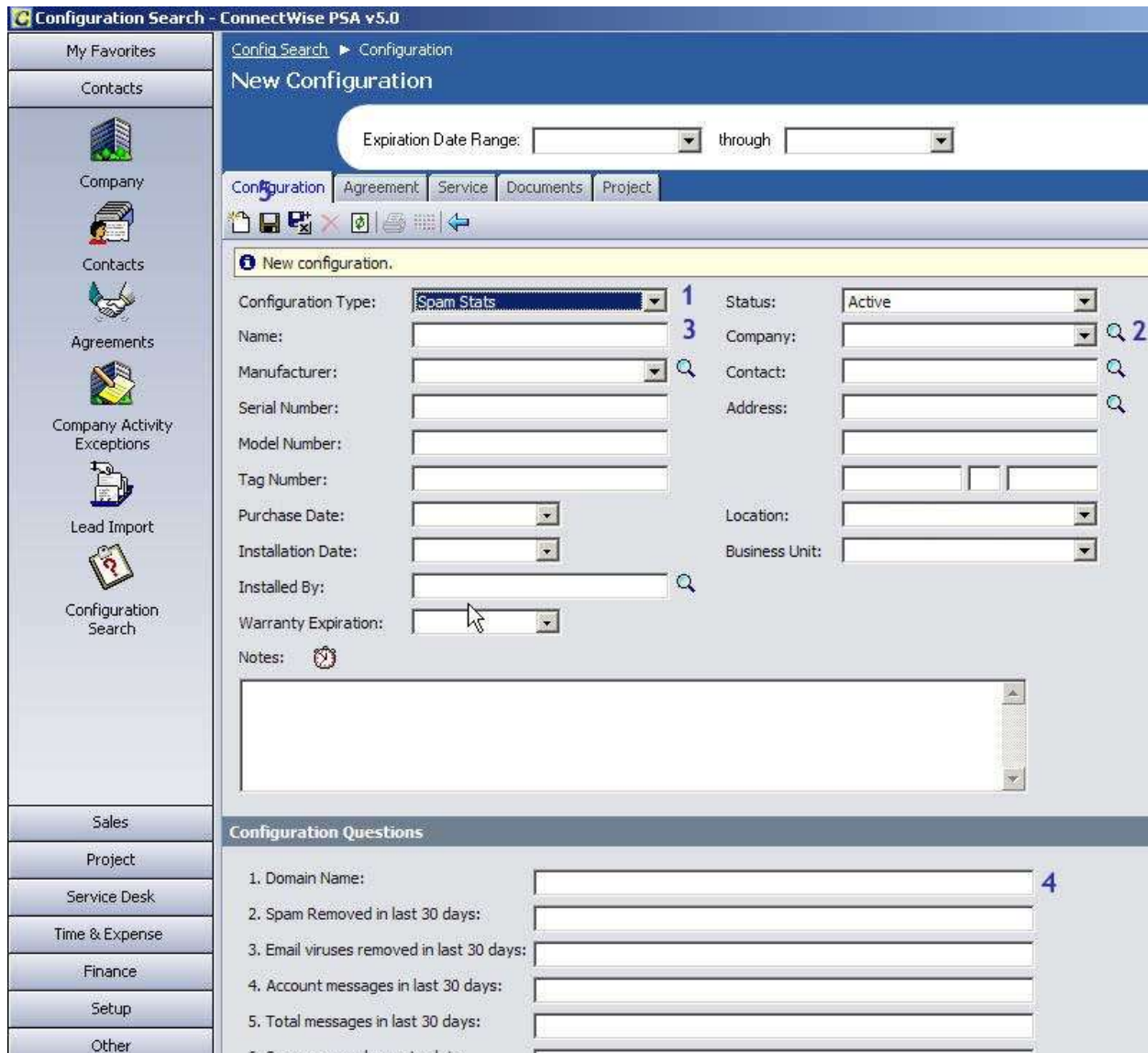
First, click on **Contacts, Configuration Search**.

Click on **New Configuration**.

Under **Configuration Type** select **Spam Stats**.

Next, select the **Company** this managed mail configuration will be tied to. After you select your company the remainder of the fields will pre-fill.

Third, type in the domain name under **both configuration name and Domain Name** under *Configuration Questions*.



Note: After ConnectWise runs its nightly synchronization with ExchangeDefender you will be able to see statistics in the fields below Configuration Questions. This is where your data is stored.

Save Configuration. That's it, you're done! Congratulations.

Running & Troubleshooting

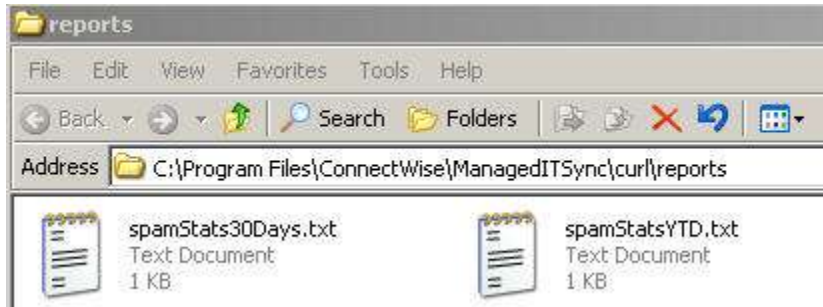
ConnectWise will automatically synchronize with ExchangeDefender every night. You can request an on-demand synchronization by running the ManagedITSync_ConnectwiseCustomerName script.

Click on Start > Control Panel > Scheduled Tasks

Right click on ManagedITSync_connectwisecustomername

Reports

After you execute your first ManagedITSync (or ConnectWise runs it on a scheduled basis) you can see the output of the last communication with ExchangeDefender in C:\Program Files\ConnectWise\ManagedITSync\curl\reports



These files will contain past 30 days of statistics, and a year-to-date statistics collected from ExchangeDefender on the last sync.

Troubleshooting

If you did everything correctly up to this point you should be all set. However, to make sure that your import has been done correctly you can review ConnectWise managed sync log. ConnectWise keeps this log under:

C:\Program Files\Connectwise\ManagedITSync\log

```
Company Name: [REDACTED]
=====
Managed Email Statistics
=====
Retrieving reports from DoubleCheck..Done.
Parsing Data...Done.
Found 17 distinct domains.
Importing Data..Done.

Please create configurations for the following domains, so that their
[REDACTED]
```

There are several important lines here. The line **“Found 17 distinct domains.”** tells you how many domain names ConnectWise has synchronized with ExchangeDefender. This total should be equal to the number of domain names you have protected by ExchangeDefender. In this case, it was 17.

If you notice a line stating “Please create configurations for the following domains...” please go to ConnectWise Configuration section of this document and make sure you have a configuration created. Please be aware that both the Configuration Name and Domain Name must be the name of the domain you are collecting mail from. The domain name is the key so if you type it in incorrectly (or add anything) you will not be able to sync those domains.

Finished Product

If everything went well, you should have your SPAM, Virus and mail statistics integrated in your executive reports under **Management Summary, Business Continuity Indicators:**



Congratulations and thank you for your business! Remember that much richer and more meaningful statistics are produced by ExchangeDefender on a monthly and daily basis, allowing you to show your clients to value of your managed mail solution. To hear more about that, tune in to your blog at <http://www.ownwebnow.com/blog> during October!