



ExchangeDefender™

Service Provider Guide

For the latest version of this document please go to:
<http://www.exchangedefender.com/docs>

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Audience: Staff

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ExchangeDefender Overview

The ExchangeDefender Service Provider Admin Site is a powerful tool that gives you management access to all of the benefits ExchangeDefender has to offer, from the safety and convenience of your web browser. This guide will familiarize you with our web site and offer helpful tips on how to manage your ExchangeDefender service for your domain.

ExchangeDefender is a cloud-based productivity suite that delivers security, business continuity, regulatory compliance and business information management tools. ExchangeDefender technology provides the following benefits: SPAM filtering, virus filtering, malware protection, DDoS protection, business continuity, Outlook integration, email SPAM quarantine reports, transparent and regulatory encryption, web filtering, desktop alerts, SMTP service monitoring and managed services, Exchange 2010 archive access, long term compliance archiving, HTML5 mobile application and so much more. The wide range of solutions in our portfolio is tightly integrated to give users a seamless experience, access different tasks, and be flexible enough for the unique way in which each company implements ExchangeDefender.

ExchangeDefender guides are intended to introduce basic service concepts and offer productivity tips that our customers have previously shared with us. If you have any suggestions or questions please don't hesitate to contact us.

ExchangeDefender Admin Web Site

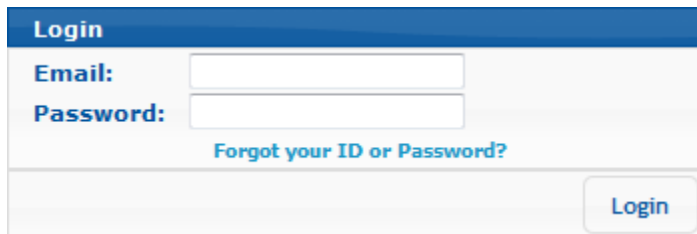
To manage your ExchangeDefender service simply open a browser and point it to:

<https://admin.exchangedefender.com>

This secure website is protected using the same level of encryption that your bank, credit card, and ecommerce sites rely on.

Logging In

Your ExchangeDefender service provider login credentials should have been emailed to you when your organization signed up for ExchangeDefender for Service Providers. Simply type in your service provider ID and your password to login.



The screenshot shows a login form with a blue header labeled "Login". Below the header, there are two input fields: "Email:" and "Password:". Below the "Password:" field, there is a link that says "Forgot your ID or Password?". At the bottom right of the form, there is a "Login" button.

If you encounter issues with your login credentials you can always request to have them emailed to you.

Password Reminders

To request a login credential reminder please click on Forgot your ID or Password? Link at <https://admin.exchangedefender.com>

Provide your service provider ID and the system will email the administrator address on record the login credentials to access the site.


Dashboard Overview

ExchangeDefender dashboard is the home screen for all ExchangeDefender applications. Based on the AJAX technology, the web site responds and behaves more like a desktop application and provides smooth transitions and faster load times.



Across the top of the site you will see the navigation menu, You can access all the sections of the ExchangeDefender service provider management from here. On the left, you will see context navigation menus that will lead you to more advanced settings depending on what you are currently doing. Finally, the main section of the page takes up the majority of the web site and presents the most relevant data.

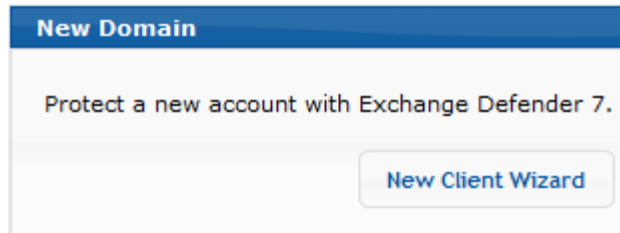
Welcome to your Exchange Defender 7 for Service Providers. Admin Portal allows you to control every aspect of Exchange Defender 7 protection for your customers.

Announcements <p>Welcome to ExchangeDefender 7. We want feedback! Login to our portal and click on Development.</p>	Promote <p>We want to help you promote your ExchangeDefender solution. To get you started we have some brandable marketing collateral that you can quickly customize with your brand and message.</p>  <p>Download now!</p>
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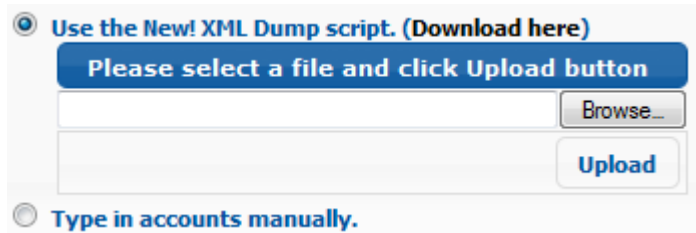
Initially you'll find links to our development site and marketing collateral downloads. As you navigate through the menus all the important information about your selection will be displayed on this central pane.

Creating New Domains

In order to create a new account the process is pretty simple, from the Welcome screen's *Dashboard*, Click on Management then select the New Client Wizard.



Our admin site offers two methods to deploy your client's domains in addition to our LDAP based XDSYNC. One option is completely manual and the other involves a list generating VBS script.









If you're dealing with a very small deployment or are unsure about the running a VBS script on the client's server you're more than welcome to use the manual method. Once you select that option, you'll be prompted for the following information step-by-step:

Client Company Name – Used for integrations (do not use special characters %&^ etc)
Domain – The domain and its aliases you're adding at this time.

The next dialog will ask to define the users for this domain as well as their aliases.

Creating New Domains (continued)

The gui below asks you to define the primary users via the Display Name / Address form at the bottom. You will have to complete that form for every single primary user account you wish to add to that domain.

Display Name	Address	Action
tom test	tom@testesttest.com	 
Aliases		
	tommy@testesttest.com	 
Tim Test	tim@testesttest.com	 

Add a new user.

Display Name:

Address:

In the GUI above you can do the following:

- Add aliases to the users listed by clicking on the green “+” symbol.
- Delete an email account listed by clicking on the red “x” symbol.
- Make a defined alias the primary address for an account by clicking the Envelope.
- Delete an alias for an account by clicking the red “x” symbol on that alias’ row.

Once you completely define all the users for a domain and you’re satisfied with the primary and alias layout of the domain then you can proceed to set the domain’s configuration settings. These settings are extensive and mail flow impacting so it is important to be thorough during this part of the deployment.

Options

Users Password: The system can assign one password to all users or randomize them.

Administrator: This becomes our contact point at the domain and assigns the domain pwd.

Inbound IP Address: This is the address we will deliver this domain's email to.

Multihomed MX Record: ExchangeDefender can also deliver mail to a properly configured MX record

Outbound IP Address: This the address that your email server sends from.

Extra IP Address: We can accommodate your failover IP in this field.

SPAM Action: Default action when Exchange Defender 7 encounters SPAM:

- Tag & Deliver
- Quarantine
- Delete

SURESPAM Action: Default action when Exchange Defender 7 encounters SureSPAM:

- Tag & Deliver
- Quarantine
- Delete

SPAM Life: Number of days spam is to remain active in the quarantine.

- 7 Days
- 14 Days
- 24 Days
- 30 Days

Report Options: When Exchange Defender 7 is set to quarantine SPAM or SureSPAM messages you can send the user daily and/or intraday SPAM quarantine reports to show them what Exchange Defender 7 intercepted.

- Disable e-mail reports
- Enable daily e-mail report
- Enable daily and intraday e-mail reports

Report Schedule: Allows you to set the generation time of the reports you enabled above.

Report Contents: Should we report empty quarantines or not.

Time zone: Establish the time zone for your domain in order to receive reports when expected.

LiveArchive: This settings toggles LiveArchive On or Off

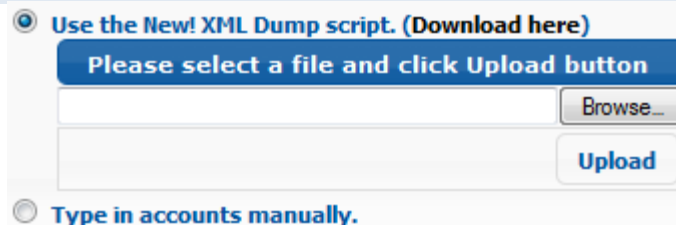
Note: During provisioning please do not navigate away from the page that is handling the domain creation.

XML Dump Script

The alternate, faster, and preferred method by most partners is using our XML Dump Script.

This script needs to run on the customer's ExchangeServer as an administrator. This VBS script will create an XML file that will provide us with the domains and active email users and their aliases.

Note: This script will not bring in Distribution Groups or Mail Enabled Public Folders, we recommend they be added as aliases to a user account to avoid additional charges.



The screenshot shows a web interface for the XML Dump Script. It features two radio button options. The first option, "Use the New! XML Dump script. (Download here)", is selected. Below this option is a blue button that says "Please select a file and click Upload button". Underneath this button are two input fields: a text box and a file selection box. To the right of the text box is a "Browse..." button, and to the right of the file selection box is an "Upload" button. The second option, "Type in accounts manually.", is not selected.

In order to follow this method you must first download the VBS script by clicking on the black "Download here" link. Once you've ran the script successfully it will dump the .xml file in the C: on the client's exchange server. Please click the Browse button and provide the location of the generated .xml file.

The process will allow you the opportunity to confirm all the domains and addresses, you're including in the deployment. Please refer to pages 7 & 8 for the next steps in the process and they're identical except all of the addresses will be populated for you. The management options before proceeding to the options page are the same:

Add aliases to the users listed by clicking on the green "+" symbol.
Delete an email account listed by clicking on the red "x" symbol.
Make a defined alias the primary address for an account by clicking the Envelope.
Delete an alias for an account by clicking the red "x" symbol on that alias' row.

Managing Domains

Once you click on Management on the top navigation bar, you'll be presented with a list of all of your Service Provider's managed domains. As your business with us grows, this list can grow long and we understand that can get tough to manage. As such we've provided two options to ease that process, we have a "Find Domain" search box and the ability to trim your domain listing alphabetically, simply by clicking on the desired "trim" letter:

Find Domain

Which *domain* are you looking for?

Search: Find

ex: exchangedefender.com

Domains - Below is a list of the accounts protected by Exchange Defender 7.	
All	A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
demo.exchangedefender.com	Select One ▼
exchangedefender7.com	Select One ▼
exchangedefender7.info	Select One ▼
exchangedefender.net	Select One ▼
frankie.xddev.com	Select One ▼
hanktestnow.com	Select One ▼
splittest.xddev.com	Select One ▼
superlos.com	Select One ▼
superduperlos.com	Select One ▼
hankworld.com	Select One ▼
vladtest.xddev.com	Select One ▼
exchange.vladtest.xddev.com	Select One ▼

Once you've found the domain you're looking for you'll be presented with the following options:

- Log in as Administrator – Will log you into the domain level for that domain. Please refer to the Domain Level Administrator Guide for more information on how to use this access.
- Change Configuration – This will allow you to make a change to the domain's configuration without leaving your Service Provider access. Please refer to page 8 for the available options.
- Add Domain Alias – Add an alias to the selected domain to receive mail as that domain.
- Delete – Deletes the selected domain.

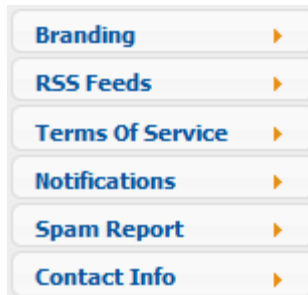
Licensing

In order to assist our Service Providers in their billing process, we created the licensing feature that allows the Service Provider to capture an instantaneous capture of their current ExchangeDefender license count for every domain under their Service Provider ID.

Domain	Mailbox Count
demo.exchangedefender.com	3
exchangedefender7.com	0
exchangedefender7.info	0
exchangedefender.net	3
frankie.xddev.com	4
hanktestnow.com	1
splittest.xddev.com	2
superlos.com	6
superduperlos.com	0
hankworld.com	0
vladtest.xddev.com	3
exchange.vladtest.xddev.com	0

Configuration Options

ExchangeDefender offers expansive branding and customization options to its Service Providers. You can find this listing on the Left after selecting Configuration:



Branding

Our Branding gives you the following options:

Logo: This logo is displayed in the upper-left corner of the Exchange Defender 7 Admin Portal.

Tagline: This tagline is displayed in the upper-right corner of the Exchange Defender 7 Admin Portal.

Product Name: Allows you to completely rename ExchangeDefender service to reflect your brand.

Default Footer: Below is the default footer applied to the Exchange Defender 7 Admin Portal. The editor is fully HTML Enabled as shown:



Theme: This menu allows you select from various color and border themes.

Background Color: Using our color picker you can set your product's background color.



RSS Feeds

By Default ExchangeDefender will bring in our Business and NOC Blogs, but customization of this is available. In the menu below you're able to disable the feature completely or bring in RSS feeds of your own to your client's ExchangeDefender experience.

RSS Feature: Enable Disable

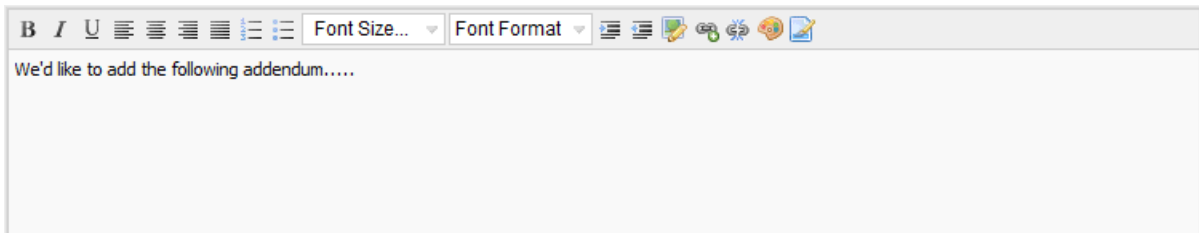
RSS 1:

RSS 2:

[Save](#)

Terms Of Service

While we cannot allow our Terms of Service to be removed. You can however add an addendum that you may require as a Service Provider that your users will need to agree to in order to use your service offering. You can do this using our inline HTML editor:



Notifications

Using the same HTML editor shown above we offer a much broader documentation branding experience to our Service Providers via the Notifications menu:

- Activation Message: The activation text displayed to new users.
- Domain Welcome: The text sent to users of new domain accounts.
- Announcement: The announcement text displayed on the Exchange Defender 7 Admin Portal.
- Text Signature: This signature is used as the default setting for plain text signatures on outbound mail
- HTML Signature: This signature is used as the default setting for HTML signatures on outbound mail.

Spam Report

As part of our Branding offering we allow the following fields to be customized for your company. The Server source adjusts all the release URLs to our “White Branded” site instead of our standard site:

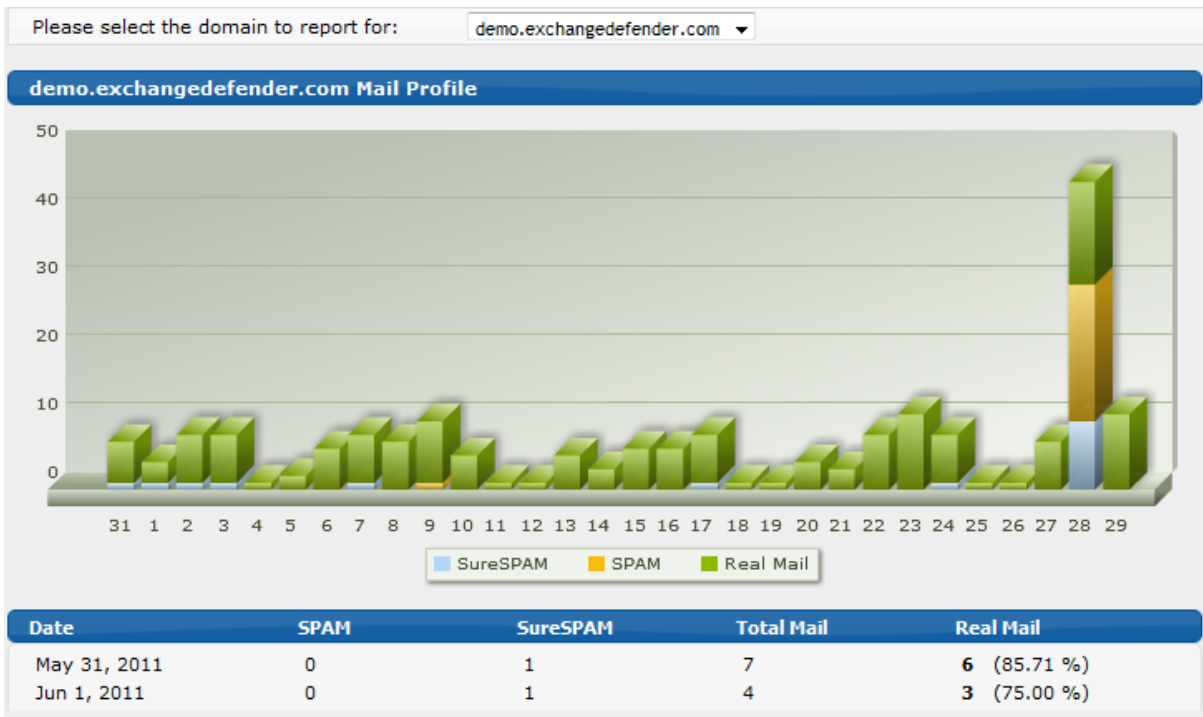
From Name:	ExchangeDefender
Email Address:	Quarantine@exchangedefender
Server:	Exchange Defender ▼ Exchange Defender Secure XD

Contact Information

This is the public contact information for the person in charge of this Exchange Defender 7 Service Provider Account.

Reporting

The Reporting feature can be accessed by clicking on “Reporting” on the top menu bar. This allows access to visual and numerical representations of SPAM received by any domain, you can also print this via the “Print Report” link on the left:



Note: These volumes do not include emails rejected at the connection point attempted by SPAM botnets.

Mail log

By far the most powerful tool outside of the deployment process is our Mail log feature. This feature should be the one feature all Service Provider should train their entire staff on. We publish all mail we receive and send, and make it available to our Service Providers in line by line mail logs. The first step is the mail log search.

Domain:

From:

To: @demo.exchangedefender.com

Subject: *optional*

Direction:

- Incoming Mail (to: demo.exchangedefender.com)
- Sent Mail (from: demo.exchangedefender.com)

The search results will provide the matching results for the information you provide:

Search Results		
You searched for messages from going to demo@demo.exchangedefender.com with subject containing .		
From	Subject	Received
 news@email.glennbeck.com	Glenn talks end of Fox, beginning of GBTV	6/30 - 03:16 PM
 bounces+768175.40475804.129474...	*** OMVE continues to recover, now up over 25%	6/30 - 01:57 PM
 bounces+768175.40475804.129452...	*** OMVE proves that you can't keep a good stock down	6/30 - 12:17 PM
 feedblitz@mail.feedblitz.com	Todays Deals from ConsumerQueen.com	6/30 - 11:45 AM
 bounces+768175.40475804.129422...	*** OMVE recovering strong today, up 15% already!	6/30 - 11:09 AM
 d2apxbf7ueepc3owf55iajaq3pldm8...	NFL: Troubled WR Surrenders to Police -- Crazy Reggie Bush N...	6/30 - 10:33 AM
 bounces+768175.40475804.129403...	*** Please take a moment to read this important update!	6/30 - 08:55 AM
 news@email.glennbeck.com	Glenn's Fox Finale Tonight...What's Next?	6/30 - 08:24 AM
 news@email.glennbeck.com	Ouch: Beck harasser caught lying	6/29 - 04:59 PM
 ynbyyyj7.xg.ql.5.1vgwv+demo=de...	*** OMVE is the only thing that matters today!	6/29 - 02:11 PM
 feedblitz@mail.feedblitz.com	Todays Deals from ConsumerQueen.com	6/29 - 11:43 AM
 bounces+768175.40475804.129211...	*** OMVE Subsidiary Hires Former CFO of True Religion Jeans....	6/29 - 11:35 AM
 bounces+768175.40475804.129193...	*** OMVE ... Very big things are in the works...	6/29 - 11:09 AM

Clicking on the Envelope icon will give you the headers for the message, SPAM Score, and more importantly a line by line log for that email including the SPAM action taken.

As you can surmise this is a very powerful troubleshooting tool. If you're not receiving email or email you're sending is going unreceived this is the first place to look. The answer will be found here.

Settings

Accounts Defaults

This will set the domain level defaults for all of your deployments. To see the full listing, please visit page 8.

In addition to the options on page 8, there are 2 other settings that pertain to domain deployment on ExchangeDefender:

Activations:

In order for your users to be able to login to Exchange Defender 7 portal to manage spam, whitelists and passwords their accounts must be activated.

I will activate all accounts myself. (not recommended)

Please activate all on my behalf, use random password.

Please activate all on my behalf, use the following password...

Secret:

ExchangeDefender secret is used for plain text or insecure authentication to ExchangeDefender by third party devices and services.

Password

This page will allow you to change your Service Provider ID password.

Technical Help & Account Management

Please contact (your local IT Solution Provider) for technical help and account management. Own Web Now Corp is a software developer that builds and manages the ExchangeDefender network and does not have access to your account, your data or your company information.

When contacting (you IT Solution Provider) for assistance please keep in mind that the more information you can provide about the issue the faster and more accurately the answer will be provided. Make sure to provide the following to expedite your request:

- **Full description of the problem:** Provide a detailed explanation of the issue that you have experienced, if this is the first time you have experienced a problem or if it's repetitive, and if the issue is only affecting you or multiple users.
- **Relevant tracking data:** Provide any relevant information about where you are experiencing an issue: your computer, website, mobile phone, as well as the basic information that can narrow down the research (when the issue happened), what you were attempting to do, who the message was being sent to or received from).
- **Recent account or configuration changes:** Advise us if you have recently made any configuration changes to either your account or your computer/network so that we can double check if all systems are configured properly.
- **Screenshots:** If the issue is easy to see, such as an error message or prompt, take a screenshot. On Windows computers press ALT + PrintScreen at the same time, on Macintosh press Command+Shift+3 at the same time.

General Security Tips:

- ExchangeDefender will never ask you to provide or verify any billing or financial information.
- ExchangeDefender web sites are always encrypted and always contain ExchangeDefender.com
- Never share your ExchangeDefender password with anyone or use the same password across different services or service providers.
- Never save or store your password on portable or shared devices such as mobile phones, kiosks, or computer labs.
- Always follow your IT department or solution provider's security guidelines and report security concerns or breaches.
- For any mail flow issues always refer to the mail log first.

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www.exchangedefender.com



ExchangeDefender



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Get the latest service alerts: <http://www.exchangedefender.com/noc>

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