ExchangeDefender™
Outlook Agent

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

Table of Contents

ExchangeDefender Overview

The ExchangeDefender Outlook Agent is designed to bring Outlook users the power of the ExchangeDefender service in real-time embedded in the Outlook experience, look and feel. While ExchangeDefender is accessible through the ExchangeDefender Admin Portal, Mobile App, Desktop Agent and SPAM Reports, Outlook addin provides the most powerful and seamless way to manage your email within a single application.

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 much more. The wide range of solutions in our portfolio is tightly integrated to give users seamless experience across 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 shared with us. If you have any suggestions or questions please don't hesitate to contact us.

ExchangeDefender Outlook Agent

ExchangeDefender Outlook Agent is available for Microsoft Outlook 2007 and 2010 exclusively. If you use an older version of Outlook and an upgrade is not an option, please consider out Mobile App, Desktop Agent and SPAM reports as well. To obtain the ExchangeDefender Outlook Agent please go to:

http://www.exchangedefender.com/download

Deployment & Configuration

To install ExchangeDefender Outlook Agent simply exit out of Outlook and launch the installer.

Note: While centralized deployment of ExchangeDefender Outlook is possible through Active Directory and different RMM tools, it is not supported due to the volume of solutions and different domain and security settings.

Using ExchangeDefender Outlook Addin

ExchangeDefender Outlook Agent is available from the Outlook ribbon toolbar.
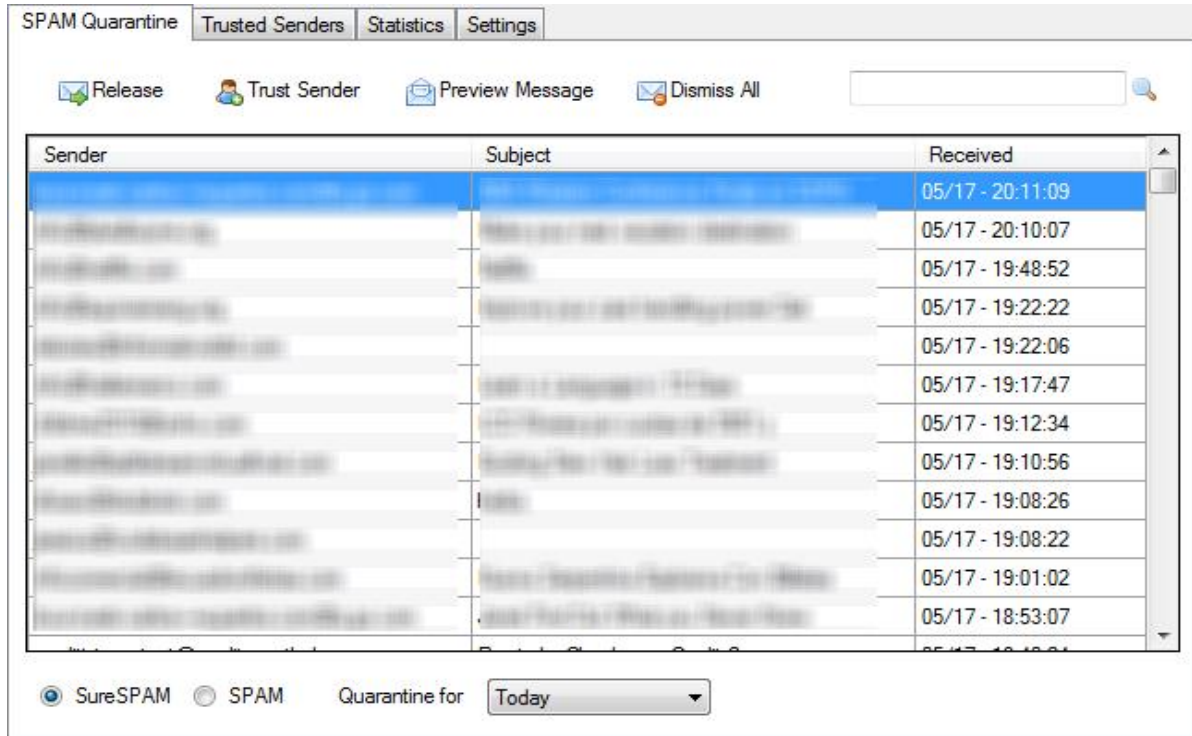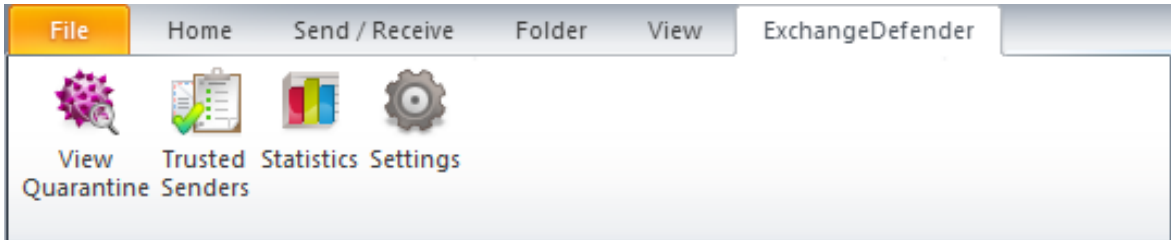

- **SPAM Quarantine** contains a list of SPAM messages that have been kept out of your mailbox due to their SPAM content.

- **Trusted Senders** is a list of email addresses you have whitelisted and do not want ExchangeDefender to filter as potential SPAM sources.

- **Statistics** presents an overview of your email and SPAM activity and shows you what ExchangeDefender is doing to protect your Inbox.

- **Settings** allows you to configure your ExchangeDefender Outlook Agent.

You can even customize the ribbon buttons onto the main ribbon bar itself.

SPAM Quarantine Management

ExchangeDefender Outlook Agent gives you all the power of the ExchangeDefender Admin Portal quarantines in the comfort of your Outlook Inbox.


You can release messages, trust sender and whitelist recipients as well as preview messages in real-time without waiting for them to be released to your Inbox. If you choose to release a message, it will be delivered to your Inbox in less than a minute. Depending on the speed of your Internet connection, the size of the message, your email client and a number of other factors, it can take considerably longer for the message to be delivered to you.

Optionally, you can also search your SPAM Quarantine and Dismiss All messages so you don't have to see them again.

Within the Quarantine View you can even preview the SPAM messages without having them in your mailbox itself. Additionally, you can choose to release or trust the sender moving forward based on the preview of the message:
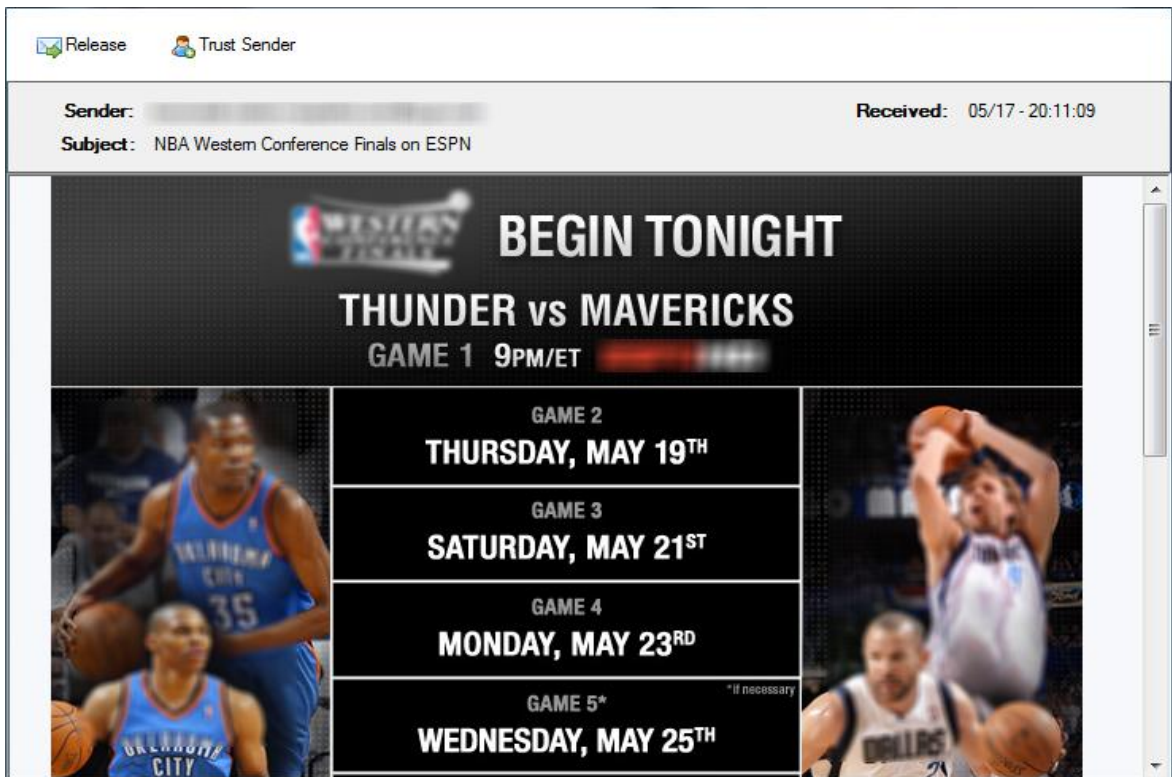
Reporting SPAM

ExchangeDefender Outlook Agent allows you to report SPAM messages that have arrived to your Inbox but you believe they should have been quarantined or destroyed as SPAM.

In the message listing screen you will see a Report SPAM button. Click on the message you wish to flag as SPAM and click on this button.

ExchangeDefender will be notified of the apparent junk message and will improve the SPAM filtering to increase the likelihood that this this type of the message in the future.

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:

ExchangeDefender
8131 Vineland Avenue #102
Orlando, FL 32821 USA

Phone: (877) 546-0316
International: (407) 465-6800

www.exchangedefender.com

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- **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.

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