



# ExchangeDefender™

## User Guide

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

**v 1.0**

*May 16, 2011*  
*Audience: Staff*

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## ExchangeDefender Overview

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The ExchangeDefender Admin Site is a powerful tool that gives you 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 to get the most out of your Inbox experience.

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

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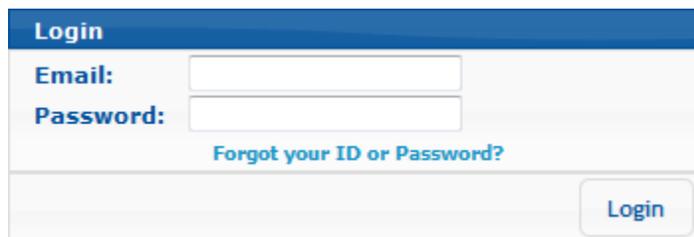
To manage your ExchangeDefender service simply open a browser and point it to:

<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 login credentials should have been emailed to you by your IT Solution Provider when your organization was protected by ExchangeDefender. Simply type in your email address 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 email address and the system will email you login credentials to access the site.

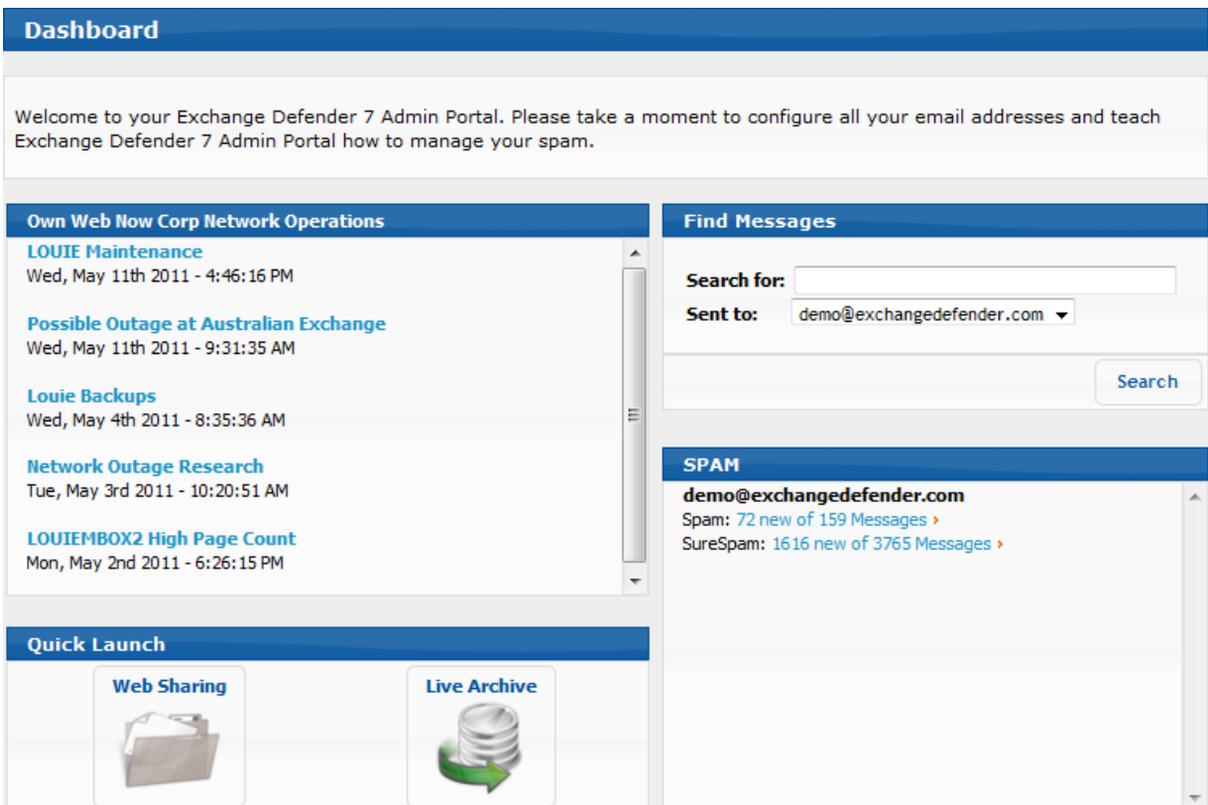
If your email address is not protected by ExchangeDefender you will have to contact your IT Solution Provider for further assistance. For security reasons, passwords cannot be emailed to a different address or reset without access to your mailbox.

## 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 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.



The screenshot shows the ExchangeDefender dashboard interface. At the top is a navigation bar with four buttons: Home, Email Addresses, Trusted Senders, and Settings. Below this is a welcome message: "Welcome to your Exchange Defender 7 Admin Portal. Please take a moment to configure all your email addresses and teach Exchange Defender 7 Admin Portal how to manage your spam." The main content area is divided into several sections. On the left, there is a "Own Web Now Corp Network Operations" section with five alerts: "LOUIE Maintenance" (Wed, May 11th 2011 - 4:46:16 PM), "Possible Outage at Australian Exchange" (Wed, May 11th 2011 - 9:31:35 AM), "Louie Backups" (Wed, May 4th 2011 - 8:35:36 AM), "Network Outage Research" (Tue, May 3rd 2011 - 10:20:51 AM), and "LOUIEMBOX2 High Page Count" (Mon, May 2nd 2011 - 6:26:15 PM). Below this is a "Quick Launch" section with two buttons: "Web Sharing" and "Live Archive". On the right, there is a "Find Messages" section with a search bar, a "Search for:" field, a "Sent to:" dropdown menu (set to demo@exchangedefender.com), and a "Search" button. Below this is a "SPAM" section showing "demo@exchangedefender.com" with "Spam: 72 new of 159 Messages" and "SureSpam: 1616 new of 3765 Messages".

Dashboard page will offer your network operations alerts, quick launch links to other ExchangeDefender applications, Find Messages section for quick SPAM searches as well as your SPAM quarantine reports which reflect real-time SPAM contents of all your protected email address.

## Reviewing SPAM

ExchangeDefender SPAM quarantine to access messages that were identified by our content filtering as SPAM. You can quickly locate a specific message by using the Find Messages search function or you can browse the SPAM quarantines by clicking on the appropriate email address.

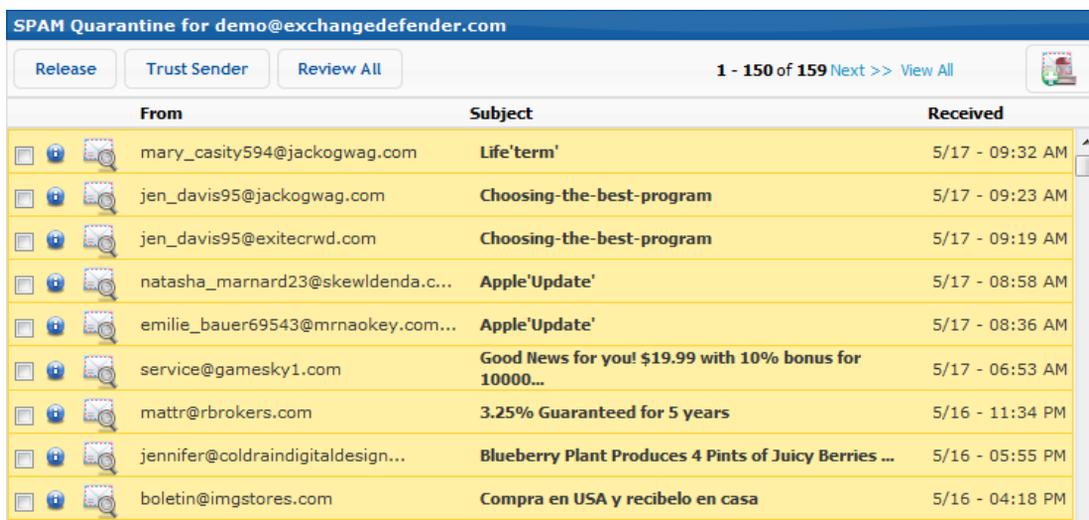
### *What is the difference between SPAM and SureSPAM?*

ExchangeDefender uses automated text and pattern to determine if there are many likely SPAM patterns in each message you receive. If we are fairly confident (80%) that the message is SPAM (99%) we will store it in the SureSPAM quarantine.

If you choose to Deliver or Delete your SPAM or SureSPAM messages you will not see the SPAM quarantines because no SPAM would be stored by our system. To browse the messages simply click on SPAM or SureSPAM quarantine you wish to review.

## Quarantine Navigation

ExchangeDefender will present your message quarantine in a friendly tabulated display. To the left of each message is a checkbox, allowing you to manage messages at the same time. To simply send the message to your Inbox click on Release button. To release the messages and also add the sender to your whitelist, click on the Trusted Senders button. To mark all messages as seen, click the Review All button.



SPAM Quarantine for demo@exchangedefender.com		
From	Subject	Received
<input type="checkbox"/>   mary_casity594@jackogwag.com	Life'term'	5/17 - 09:32 AM
<input type="checkbox"/>   jen_davis95@jackogwag.com	Choosing-the-best-program	5/17 - 09:23 AM
<input type="checkbox"/>   jen_davis95@exitecrwd.com	Choosing-the-best-program	5/17 - 09:19 AM
<input type="checkbox"/>   natasha_marnard23@skewldenda.c...	Apple'Update'	5/17 - 08:58 AM
<input type="checkbox"/>   emilie_bauer69543@mrnaokey.com...	Apple'Update'	5/17 - 08:36 AM
<input type="checkbox"/>   service@gamesky1.com	Good News for you! \$19.99 with 10% bonus for 10000...	5/17 - 06:53 AM
<input type="checkbox"/>   mattr@rbrokers.com	3.25% Guaranteed for 5 years	5/16 - 11:34 PM
<input type="checkbox"/>   jennifer@coldraindigitaldesign...	Blueberry Plant Produces 4 Pints of Juicy Berries ...	5/16 - 05:55 PM
<input type="checkbox"/>   boletin@imgstores.com	Compra en USA y recibelo en casa	5/16 - 04:18 PM

ExchangeDefender allows you to view messages that you have previously released to your Inbox. If your mail server or Internet connection are experiencing technical issues or if you simply deleted the messages but another copy, messages can at times, be released again. Just click on the Show Released button.

**Note:** You do not need to delete or clean this area. ExchangeDefender automatically removes SPAM messages based on the schedule your IT Solution Provider has configured. While you can at times see previously released messages. They are available for a short time (2-3 days).

## Info

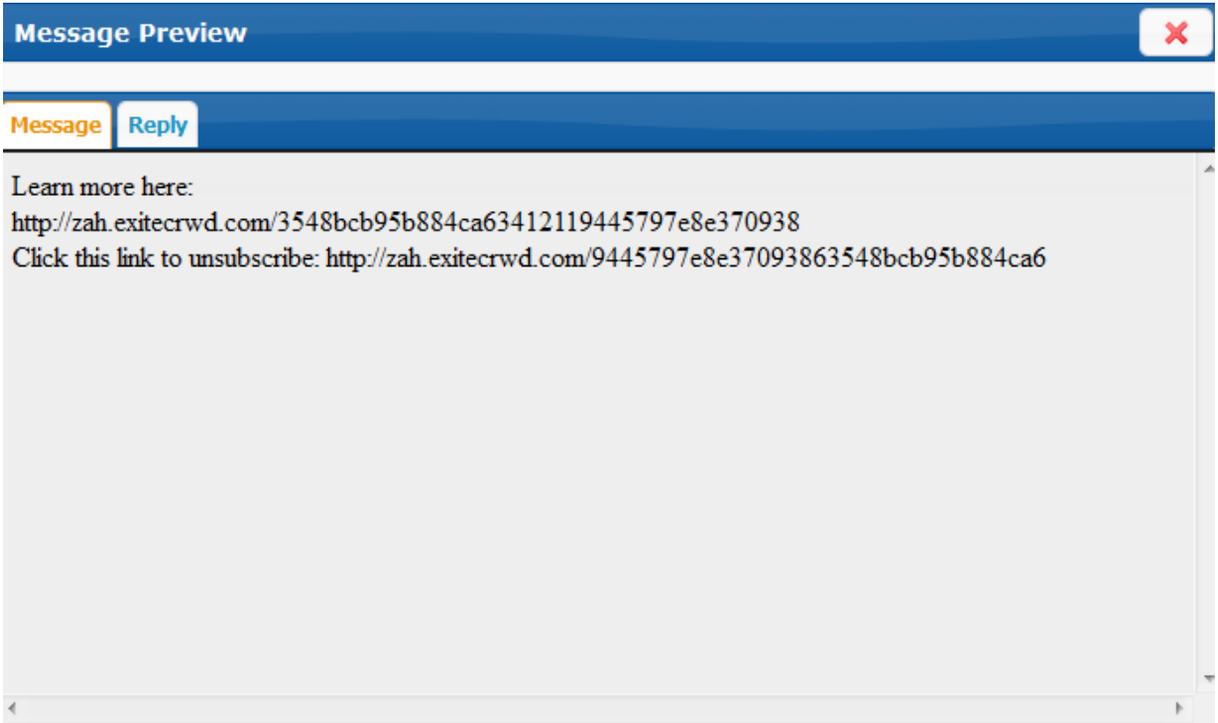
The Info button allows you to see additional details about each message just by hovering over it. This data can be stored and helpful if you are curious why this message was identified as SPAM. Typically SPAM messages have high SPAM characteristics, are sent from forged email addresses or known SPAM sources.

### Message Details

<b>Timestamp:</b>	Tue, 5/17 8:19 AM
<b>From:</b>	jen_davis95@exitecrwd.com
<b>To:</b>	demo@exchangedefender.com
<b>Subject:</b>	Choosing-the-best-program
<b>Sender IP:</b>	76.73.40.92
<b>SPAM Score</b>	8.04

## Message Preview

To view the message directly in our SPAM quarantine without releasing or trusting it simply click on the Message Preview button. Our system will load the message and allow you to read and respond to it if you wish, directly from the web site.



This feature is extremely helpful because it does not require the message to be released to your mail server in order to be acted on. You can reply to the message right away, release it to your Inbox, whitelist the sender and even copy yourself on the response. These functions enable you to be more productive.

## Managing Protected Email Addresses

ExchangeDefender allows you to protect multiple email address that belong to you or that you are in charge of. For example, many organizations have Public Folders or different role accounts (info, sales, etc.) that are the responsibility of an individual employee. You can assign all of your email addresses to your account so that you can centrally manage them all.

**Protect Another Email Address**

**My Email Address:**

**Protected Email Addresses**

Email Address	Spam	SureSpam	Manage
demo@exchangedefender.com	Quarantine	Quarantine	<div style="border: 1px solid #ccc; padding: 2px;">                     --Select one--                      --Select one--                      Delete Address                      Deliver Spam                      Delete Spam                      Deliver SureSpam                      Delete SureSpam                 </div>
demo1@exchangedefender.com	Deliver	Deliver	
demo2@exchangedefender.com	Deliver	Deliver	
demo@exchangedefender.net	Deliver	Deliver	

Each email address protected by ExchangeDefender allows you to customize it's SPAM management policy. SPAM and SureSPAM messages are separated in different queues and ExchangeDefender can delete, quarantine, or simply tag and deliver messages going to your Inbox.

**Note:** *Changes that are made here are not retroactive. For example, if you had ExchangeDefender configured to delete SPAM and decided to make it quarantine messages instead, you will not be able to view or release messages that were previously categorized as SPAM and thus already deleted.*

## Managing Whitelists & Trusted Senders

ExchangeDefender allows you to manage your own whitelist of email senders that you never want screened for SPAM content. ExchangeDefender constantly learns from your usage patterns and adjusts the SPAM scores for your individual mailbox so this function should be used only when you are certain you wish to trust this sender.

**Add a trusted sender**

**Trusted Sender:**   
(i.e.: ebay.com or ebay@ebay.com)

**Sent To:**  ▼

Apply to all my email addresses.

[Add Sender](#)

Users	Domain	
From	To	Action
bounce@inbound.trulia.com	demo@exchangedefender.com	✘
bounce@info.citibankcards.com	demo@exchangedefender.com	✘
champions-online.com	demo@exchangedefender.com	✘

You can also see all the domains that the organization trusts and always permits direct access to your Inbox.

Users	Domain	
From	To	Domain
facebookmail.com	exchangedefender.com	exchangedefender.com
shannabanana.com	exchangedefender.com	exchangedefender.com

## Admin Web Site Settings

ExchangeDefender Admin Web Site is flexible and allows you to customize it to enhance your productivity. To manage the way things look and feel click on the Settings button.

### Settings - Reports

If you choose to quarantine SPAM or SureSPAM you can receive daily junk mail reports through e-mail. This e-mail contains a list of all messages we caught during the day and allows you to quickly release messages without having to login to this control panel. Some users also choose to receive an additional intraday report.

**Report Options:**

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

**Report Schedule:**

Generate **Daily** report at: 10:00 ▾

Generate **Intraday** report at: 00:00 ▾

**Report Contents:**

Should we report e-mail quarantines even when they do not contain any SPAM messages?

- Report quarantines for all e-mail addresses
- Report quarantines only for e-mail addresses that have SPAM in them

[Update](#)

ExchangeDefender SPAM Reports can be generated and sent to your Inbox up to twice a day. You can configure the time at which these reports are generated but keep in mind that the actual time of receipt can vary depending on a number of factors. If you need to review SPAM at a set schedule and in real-time, we recommend using the Admin Web Site or Outlook/Desktop software instead.

ExchangeDefender Admin Web Site settings gives you the ability to set your time zone, number of items displayed in your SPAM quarantine view as well as the ability to change you ExchangeDefender 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.

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