



ExchangeDefender

User Guide

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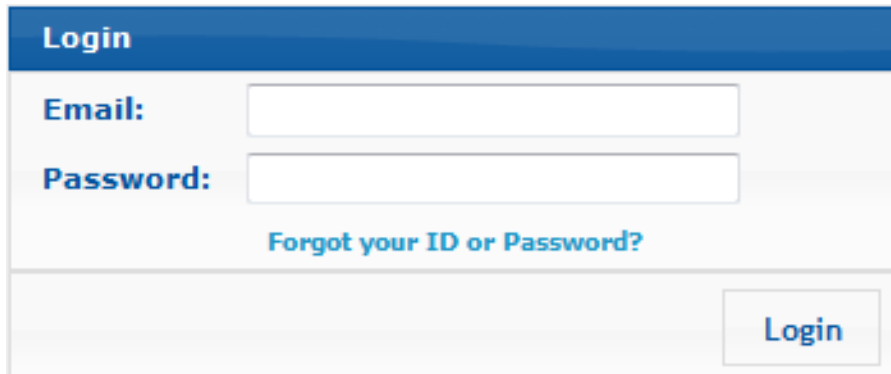
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Logging In

Your login credentials for ExchangeDefender will be emailed to you. Once you have this information, follow these simple steps:

1. Open a browser and go to <https://admin.exchangedefender.com>
2. Type in your email address and password to login.



The login form has a blue header with the text "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 button labeled "Login".

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

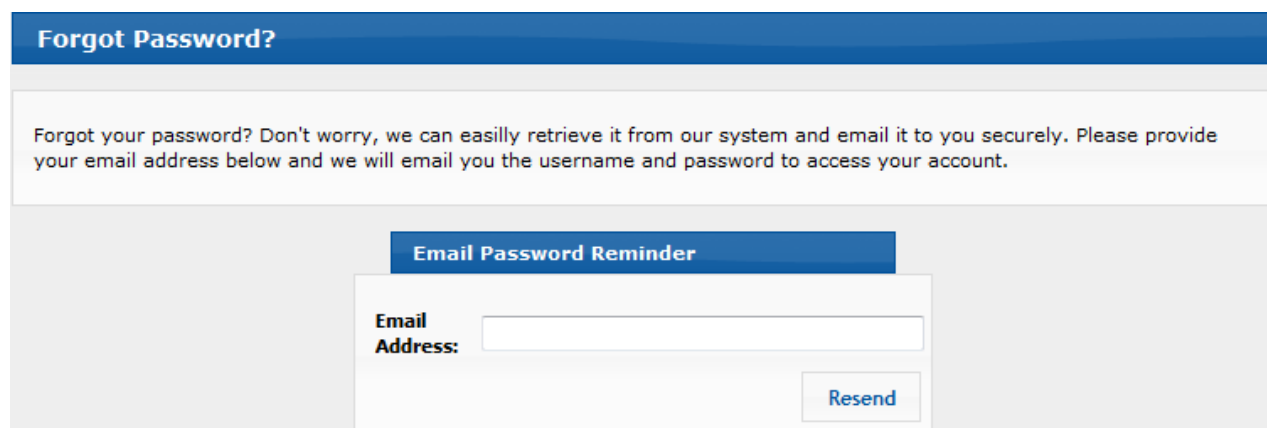
Password Reminders

If you encounter issues with your login credentials, you can always request to have them emailed to you. To request a login credential reminder, please click on the *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.

Note: If your email address is not protected by ExchangeDefender, please contact us for further assistance. For security reasons, passwords cannot be emailed to a different address or reset without access to your mailbox.

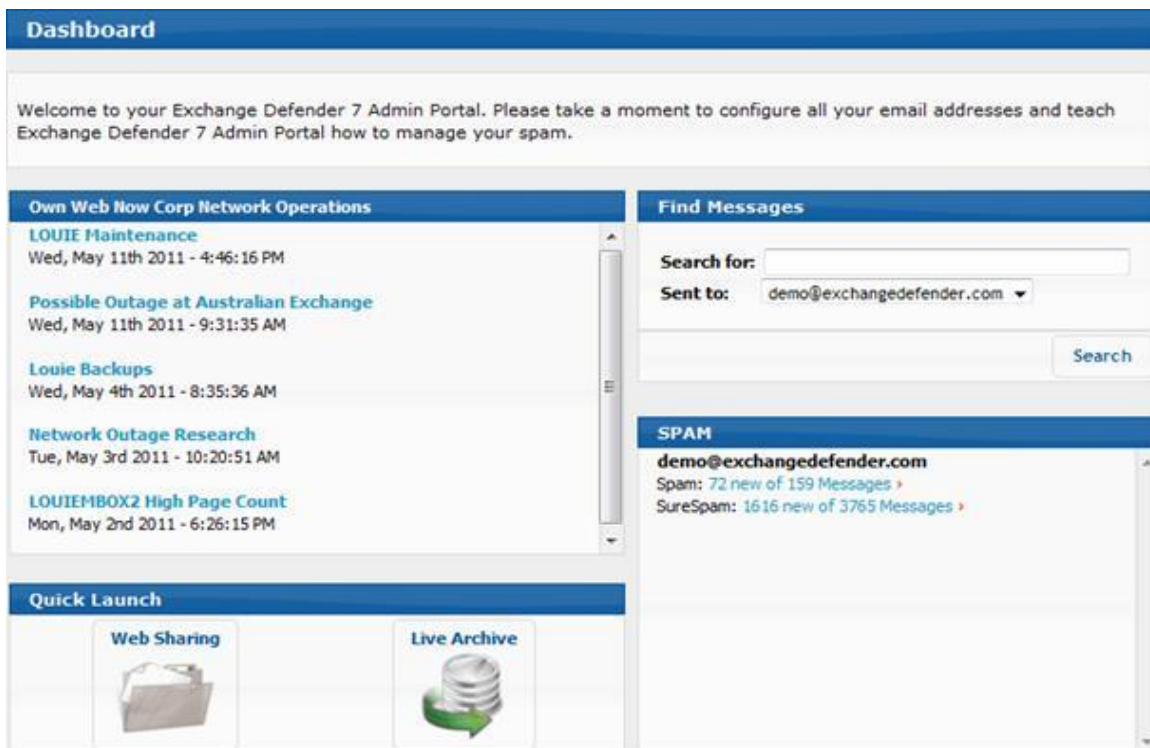


The "Forgot Password?" form has a blue header with the text "Forgot Password?". Below the header, there is a text box that says "Forgot your password? Don't worry, we can easily retrieve it from our system and email it to you securely. Please provide your email address below and we will email you the username and password to access your account." Below the text box, there is a blue button labeled "Email Password Reminder". Below the button, there is a form with the label "Email Address:" and an input field. At the bottom right of the form, there is a button labeled "Resend".

Across the top of the site, you will see the navigation menu. You can access all of 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 website and presents the most relevant data.



The Dashboard page will offer your network operations alerts, quick launch links to other ExchangeDefender applications, the Find Messages section for quick spam searches, as well as your Spam Quarantine reports, which reflect the real-time spam contents of all your protected email addresses.

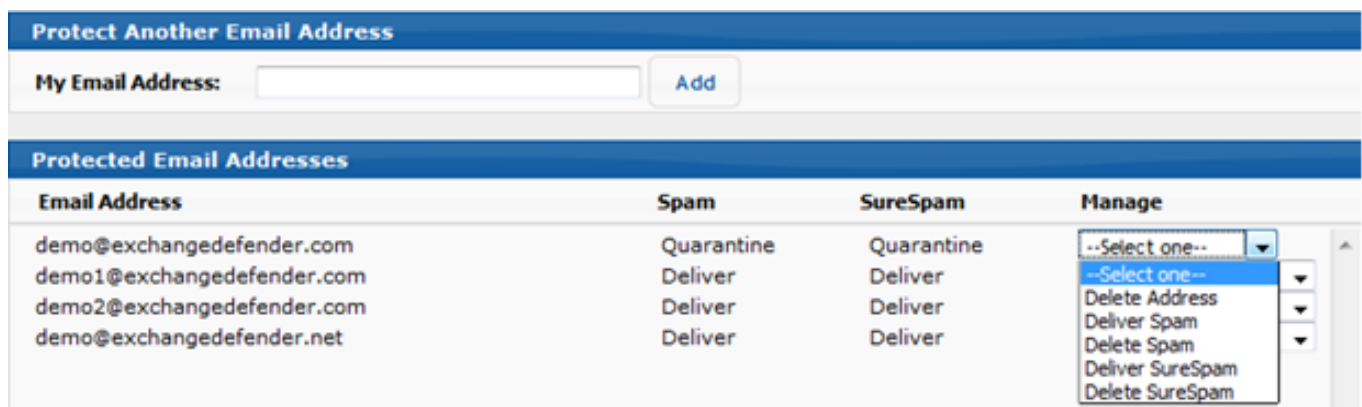


Managing & Protecting Email Addresses

ExchangeDefender allows you to protect multiple email addresses that belong to you or that you manage. You can assign all of your email addresses to your account so that you can centrally manage them all.

Protecting an Email Address

1. Click on **Email Addresses** from the top menu.
2. Next, enter the address for the email you wish to manage in the text field.
3. Then, click **add**.
4. If the address is acceptable, you will receive a confirmation and the address will be listed below.



The screenshot shows the ExchangeDefender interface. At the top, there is a blue header bar with the text "Protect Another Email Address". Below this, there is a form with a label "My Email Address:" followed by a text input field and an "Add" button. Below the form, there is a blue header bar with the text "Protected Email Addresses". Below this, there is a table with four columns: "Email Address", "Spam", "SureSpam", and "Manage". The table contains four rows of email addresses: "demo@exchangedefender.com", "demo1@exchangedefender.com", "demo2@exchangedefender.com", and "demo@exchangedefender.net". The "Spam" column shows "Quarantine" for the first row and "Deliver" for the others. The "SureSpam" column shows "Quarantine" for the first row and "Deliver" for the others. The "Manage" column shows a dropdown menu with options: "--Select one--", "Delete Address", "Deliver Spam", "Delete Spam", "Deliver SureSpam", and "Delete SureSpam".

Email Address	Spam	SureSpam	Manage
demo@exchangedefender.com	Quarantine	Quarantine	--Select one--
demo1@exchangedefender.com	Deliver	Deliver	--Select one--
demo2@exchangedefender.com	Deliver	Deliver	Deliver Spam
demo@exchangedefender.net	Deliver	Deliver	Delete Spam

Managing Existing Addresses

1. In the **Protected Email Addresses** section, you will see a list of addresses currently being protected by ExchangeDefender.
2. Click the dropdown box located to the right of the account to see a list of management options.
 - **Delete Address** — This will remove the address from the account
 - **Deliver Spam** — This will set spam to be delivered for the account.
 - **Delete Spam** — This will set spam to be deleted for the account.
 - **Deliver SureSpam** — This will set SureSpam to be delivered for the account.
 - **Delete SureSpam** — This will set SureSpam to be deleted for the account.

Reviewing SPAM

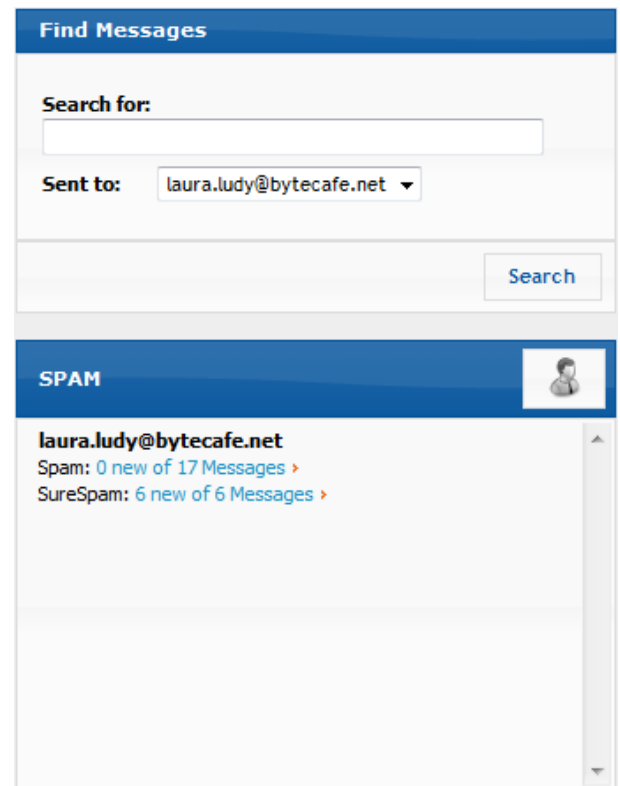
Go to the **SPAM** section to access messages that were identified by ExchangeDefender's content filtering system as spam. You can quickly locate a specific message by using the **Find Messages** search function, or you can browse the Spam Quarantines by clicking on the appropriate email address.






When an inbound message has a high statistical probability of being spam, ExchangeDefender places it in either your **Spam Quarantine** or **SureSpam Quarantine**, based on their level of certainty:

- **Spam Quarantine** — contains messages that are 80% likely to be spam.
- **SureSpam Quarantine** — contains messages that are 99% likely to be spam.

Click on the blue link by **Spam** or **SureSpam** to view the message(s) in its quarantine. There are three actions you can take for a quarantined message:

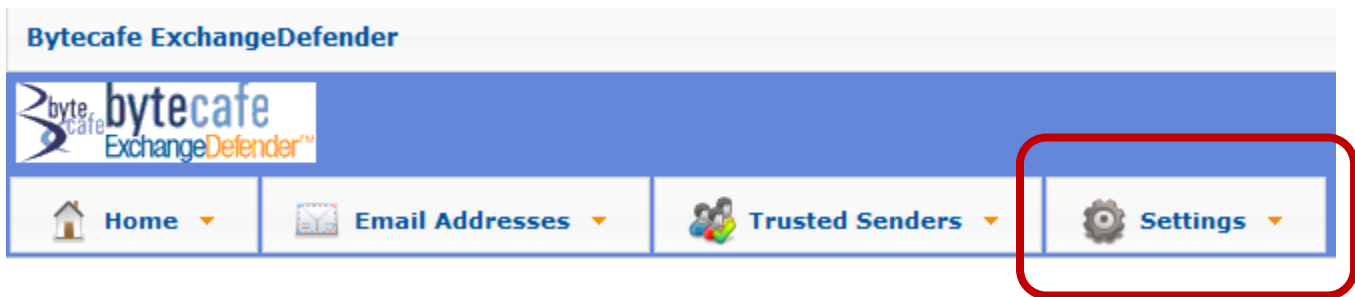
- **Release** — delivers the message to your inbox within one minute. Releasing a message does not add it to your white list (safe senders). To do that, select *Trust Sender* instead.
- **Trust Sender** — delivers the message and will keep future messages from this sender from being quarantined.
- **Review/Review All** — marks the message(s) as reviewed and will keep the same from appearing in future SPAM Report Emails.



Spam Quarantine for demo@demo.exchangedefender.com			
Release		Trust Sender	Review All
1 - 4 of 4			Full Screen
From	Subject	Received	
 bounce@freeones.com	FreeOnes Members: Come try out a much faster FreeO...	8/12 - 12:27 PM	
 profitconfidential@pcemail.lom...	This Will Hit Americans Harder Than Anything Since...	8/9 - 11:04 AM	
 askmen@mail.askmen.com	The Spurs Coach Selection's Is Going Over Surprisi...	8/8 - 06:19 PM	
 v-ginhhl_pomghgenj_bnnhbepg_bn...	Airplanes Don?t Spread Disease Nearly as Much as Y...	8/6 - 05:35 PM	

Managing Settings

Under the **Settings** tab located at the top right-hand side of your Bytecafe ExchangeDefender Dashboard, you can change report and paging preferences, your time zone, and your password.




Change Reports

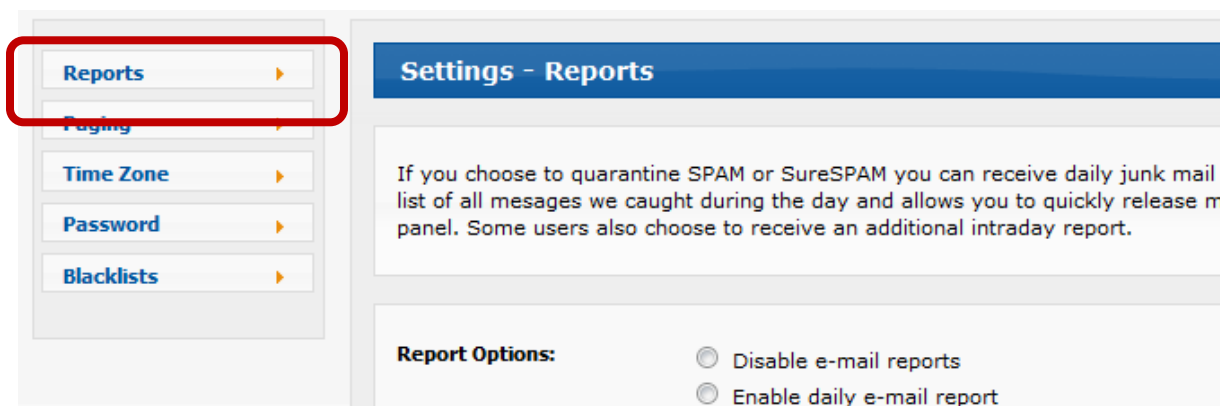
Daily SPAM reports and **Intraday SPAM reports** list any messages that have been quarantined by Bytecafe ExchangeDefender. Both your Spam Quarantine and SureSpam Quarantine will appear on these reports.

For your convenience, Bytecafe ExchangeDefender is set up to automatically generate these two reports and email them to you daily. Currently, the **Daily SPAM Report** is scheduled for 8:30 AM and the **Intraday SPAM Report** is set for 4:30 PM. If you would like to adjust the default report schedule, simply follow the instructions below.

Report Schedule

To change your Daily SPAM Report and Intraday SPAM Report schedules:

1. Press the **Settings** tab located at the top right-hand side of the Dashboard.  **Settings** ▼
2. The **Settings – Reports** section should automatically appear, but if it does not, press the **Reports** tab at the top of the sidebar menu on the left-hand side of your screen.



3. Then go to the **Report Schedule** section to adjust the times of day to your liking. Please note that scheduling runs on 24-hour military time.

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: 08:30 ▼

Generate Intraday report at: 16:30 ▼

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

4. When you have finished making changes, press **Update**.

Report Options

In this section, you can change the number of reports you receive in a day:

- **Disable e-mail reports** = no reports will be sent.
- **Enable daily e-mail report** = only one report will be sent per day.
- **Enable daily and intraday e-mail reports** = two reports will be sent based on times listed in Report Schedule.

Report Options:

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

Report Contents

In this section, you can choose not to receive reports if your quarantines do not contain any SPAM messages.

- **Report quarantines for all e-mail addresses** sends reports even when there are no quarantined messages.
- **Report quarantines only for e-mail addresses that have SPAM in them** only sends you reports if there are messages in your quarantines.

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

Change Paging

The **Paging** section allows you to change the number of items listed on a single page of a report.

Settings - Paging

Bytecafe ExchangeDefender lists can at times present a lot of data if you tend to receive a lot of junk mail. Enabling paging by limiting the number of items listed per page can improve the experience on this web site.

Show 25 items per page.

Update

1. Press the **Paging** tab from the sidebar menu.
2. Use the **Show** dropdown menu to change the number of items listed per page.
3. Press **Update** when you have finished making changes.

Change Time Zone

The **Time Zone** section lets you adjust your country/city and select your preferred language.

1. Press the **Time Zone** tab from the sidebar menu.
2. Use the Time Zone dropdown menu to select your country/city.
3. Press **Update** when you have finished making changes.

Change Password

To change your password:

1. Press the **Password** tab from the sidebar menu.
2. Underneath **Change Password**, enter your current password, new password, and confirm your new password.
3. Press **Update** when you have finished making changes.

Managing Whitelists & Trusted Senders

ExchangeDefender allows you to manage your own whitelist (a list of email addresses or domain names considered trustworthy or acceptable). Mail from your whitelist will never be screened for spam content. ExchangeDefender constantly learns from your usage patterns and adjusts the spam scores for your individual mailbox.

Note: This function should only be used when you are certain that you wish to trust this sender.

Adding a Trusted Sender

1. Select **Trusted Senders** from the top menu.
2. Provide the email address or domain you wish to whitelist.
3. Select the address that will receive the messages, or choose *Apply to all my email addresses*.
4. Click **Add Sender**.

Removing a Trusted Sender

1. Click the red X next to the account you wish to remove.
2. A dialog box will then pop up notifying you the address has been removed.

At the bottom of this page, you will see a list of addresses, which are the current trusted senders/domains on your account.

Add a trusted sender

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

Sent To: ☐ Apply to all my email addresses.

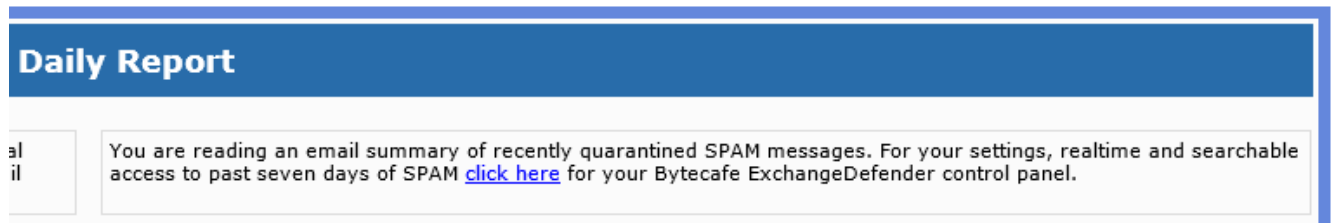
[Add Sender](#)

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

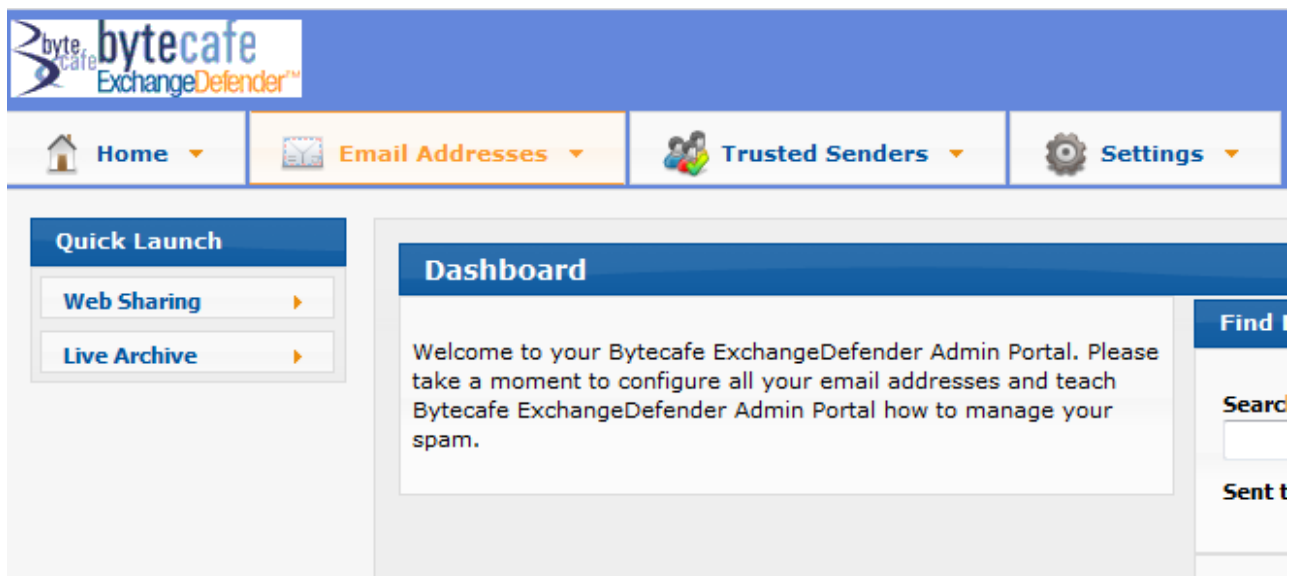
How to Use Web File Share

This procedure will show you how to send a file to anyone using Web File Share when you need to share files that are too large to be sent via email.

1. Log in to the Web File Sharing Portal (<https://webshare.exchangedefender.com>) with your ExchangeDefender quarantine credentials. Or, you can find your latest spam report and click on the link at the top right of the email message.



2. Then, click on **Web Sharing** under Quick Launch.



- The **Webshare – Dashboard** will appear, providing you with an at-a-glance view of your Library list, account activity, and the ability to create new libraries.

- Under the **New Library** section, enter a title for your library and a description. Then, click **Create**.

- Enter a Welcome Message. This message will be displayed in the email that is sent to the people you select in step 8.

6. For each document you wish to upload, follow these steps:

- **Step # 1** – Optionally enter a title for your document.
- **Step # 2** – Click on **Upload File**. A pop-up dialog box will appear so that you can browse and choose the appropriate file. Once you have found the right file, click **Open** to upload it.

Documents

Your library can contain multiple documents. Just provide a brief title, upload the file and click **Add** to continue.

Title	Filename	Size	Action
-------	----------	------	--------

Step #1 - Give your file a title (Optional):


Step #2 - Choose your file and upload!

Upload File

7. You will then see each uploaded file in the **Documents** section.

Documents

Your library can contain multiple documents. Just provide a brief title, upload the file and click **Add** to continue.

Title	Filename	Size	Action
LiveArchive guide	ExchangeDefender LiveArchive.pdf	714.16 KB	

ExchangeDefender LiveArchive.pdf
100%

Step #1 - Give your file a title (Optional):

Step #2 - Choose your file and upload!

Upload File

8. Enter the email address of the person who you would like to have access to this library and then hit the **Add** button. Repeat this step for each additional person you want to add to the list. Individuals added to the recipient list will receive two emails — one containing the library link and the other containing the library password.

The screenshot shows a web interface for creating a library. It has two main steps: 'Step #1 - Give your file a title (Optional):' with a text input field, and 'Step #2 - Choose your file and upload!' with a blue button. Below these is a 'Recipients' section containing a table with two columns: 'E-mail Address' and 'Action'. The table lists two email addresses: 'mike.clemmons@bytecafe.net' and 'support@bytecafe.net', each with a red 'X' in the Action column. At the bottom, there is an 'Email:' label, a text input field, and an orange 'Add' button.

Recipients	
E-mail Address	Action
mike.clemmons@bytecafe.net	X
support@bytecafe.net	X

Email: Add

9. Finally, select your preferences under the **Options** section. The library has three different options:
- ✓ **Expiration** – If you would like to have the library automatically expire, check this box and then select from the three options: 7 days, 30 days, and 1 year.
 - ✓ **Password Protected** – This will place a password on the library so that every user accessing it will be prompted to enter a password. If checked, you will need to enter and then confirm the password you would like to use.
 - ✓ **Notification** – Check this box if you would like to be notified when anyone downloads files from this library.

The screenshot shows the 'Options' section of the library creation interface. It contains three main sections: 'Expiration' with a checked checkbox 'Enable automatic expiration' and a dropdown menu 'Remove documents after' set to '7 days'; 'Password Protected' with a checked checkbox 'Protect this library with a password' and two input fields for 'Password' and 'Confirm Password'; and 'Notification' with a checked checkbox 'Notify me when files are downloaded'. A blue 'Create' button is at the bottom right.

Options

Expiration ☒ Enable automatic expiration
Remove documents after 7 days ▼

Password Protected ☒ Protect this library with a password.
Password
Confirm Password

Notification ☒ Notify me when files are downloaded

Create

Using On-Demand Encryption

When you need to send an email containing private or personal information, you should be sure to encrypt the message. This can be done by simply typing **[ENCRYPT]** or **[CLEARENCRYPT]** before the title in your subject line.

Recipient Registration Required Method [ENCRYPT]

1. Create an email and type **[ENCRYPT]** at the beginning of the subject line.



The screenshot shows an email composition window. On the left is a 'Send' button with a paper plane icon. To its right are fields for 'To...', 'Cc...', and 'Bcc...', each with a dropdown arrow. The 'To...' field contains the email address 'somebody@somewhere.com'. Below these fields is the 'Subject:' field, which contains the text '[ENCRYPT] Subject of the Email'.

2. The recipient will get a notification that they have received an encrypted email. The message contains a link to retrieve the email.

On-Demand Encryption with User Account



Inbox x

 **jay.leinart@bytecafe.net** via admin.exchangedefender.com
to me ▾
You have received an encrypted message from jay.leinart@bytecafe.net.

Click here or visit this link to view your message.

<https://encryption.exchangedefender.com/manage.php?token=qBHENPwC1111111111&username=jay.leinart@bytecafe.net>

3. When clicking on the link (or copying and pasting it into their browser), the recipient will be directed to the **Encryption-Enrollment** page if they do not already have an account associated with their email address.

Encryption - Enrollment

Welcome,
You have received an encrypted message:

From: jay.leinart@bytecafe.net
Subject: On-Demand Encryption with User Account
To: jleinart@gmail.com
Date: Dec 17th, 2012

In order to retrieve this message you must enroll in the Bytecafe ExchangeDefender Encryption service, so that you and only you are granted access to its contents.

First Name:
Last Name:
Address Line 1:
Address Line 2:
City, State, Zip:
Country: ▼

Email Address:
Password:
Confirm Password:
PIN: This 4 digit PIN will be used for verification if you ever forget your password.

ENROLL

4. After creating an account, or if the recipient had an existing encryption account, they will be directed to the **Bytecafe ExchangeDefender Encryption** login portal.

Bytecafe ExchangeDefender Encryption

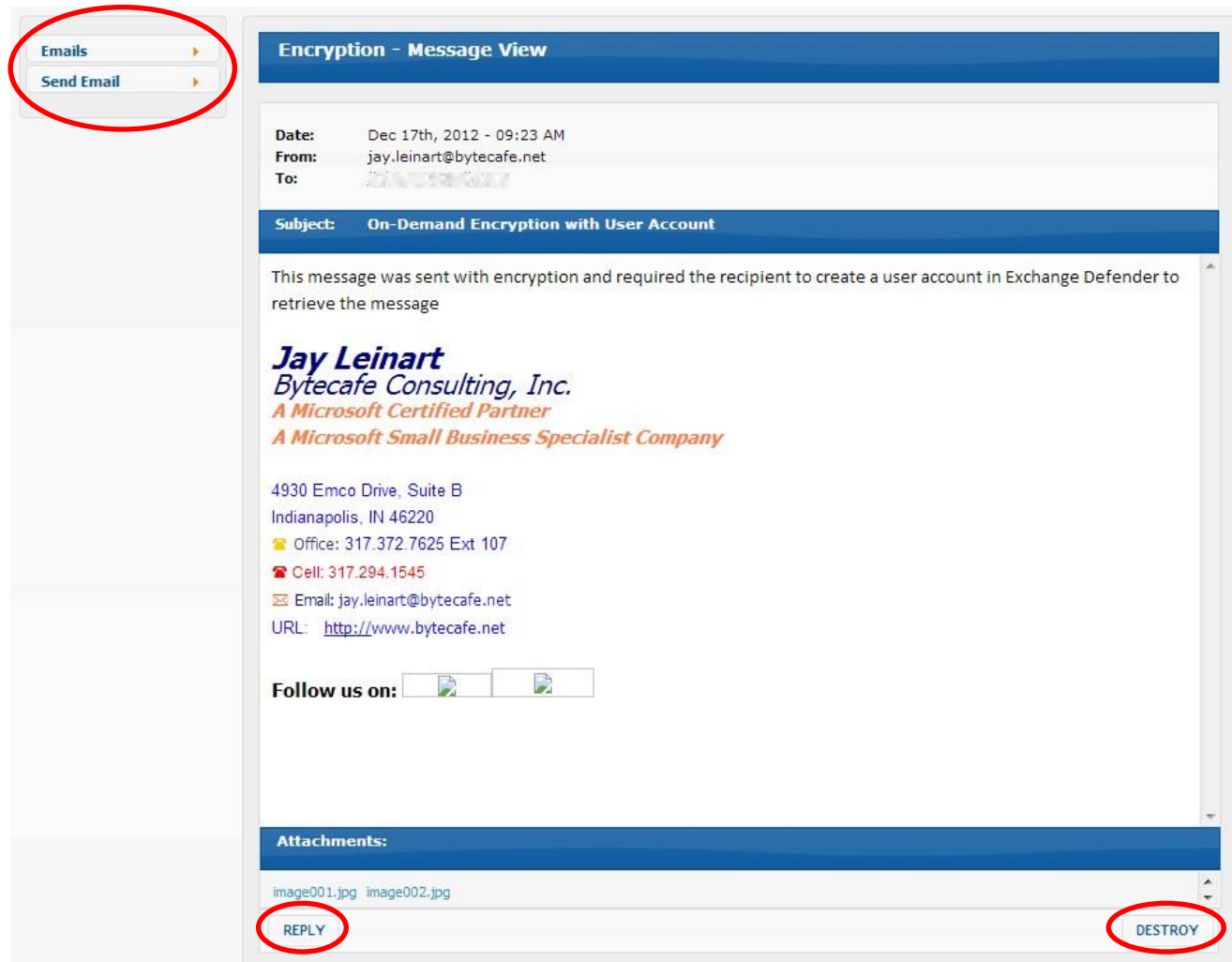
Login
Email:
Password:
[Reset Password](#)

Announcements

5. Once successfully logged in to the system, the recipient has the following options:

- ✓ View the message
- ✓ Reply to the message
- ✓ Destroy the message

Additionally, the user can review previous emails sent to their account or send an encrypted email (both registration required and registration-free methods).



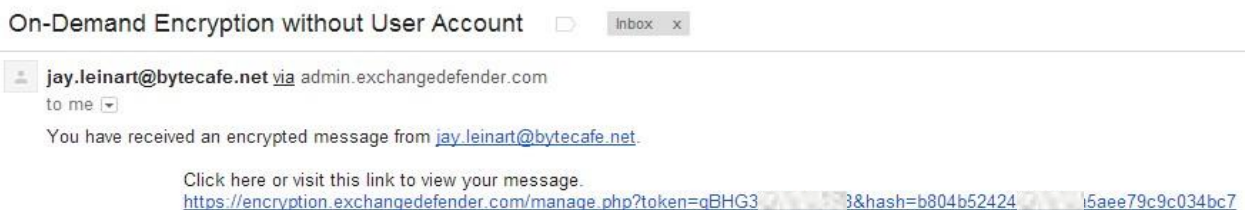
Recipient Registration-Free Method [CLEARENCRYPT]

1. Create an email and type [CLEARENCRYPT] at the beginning of the subject line.

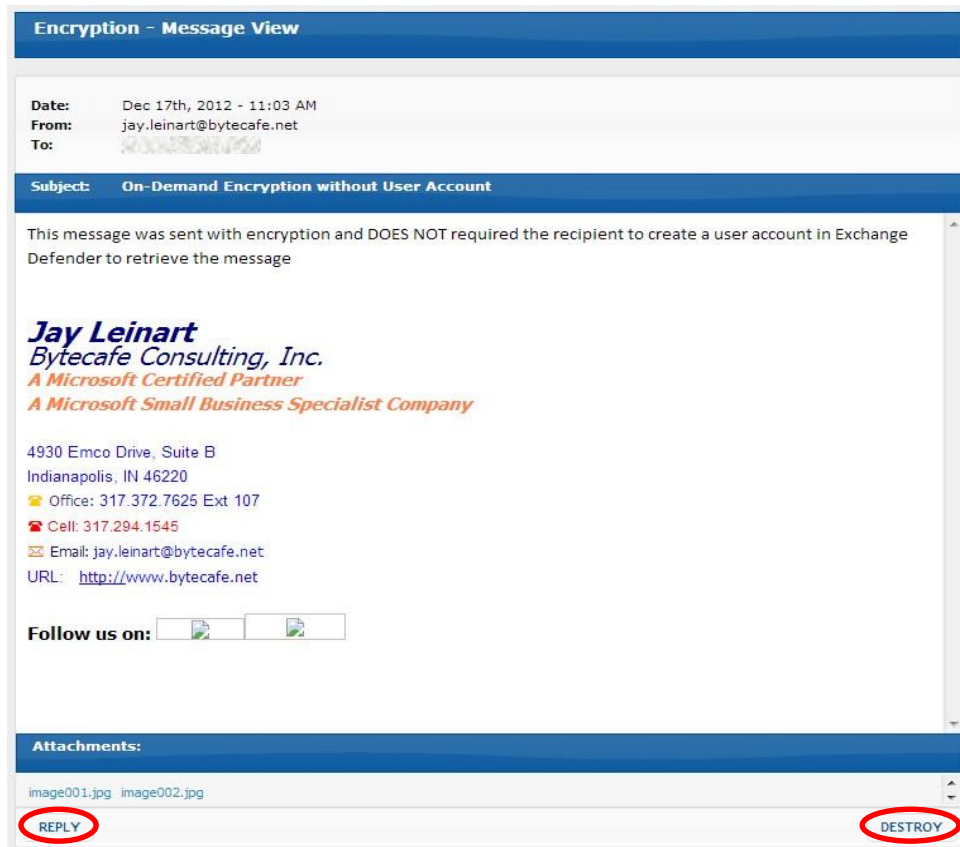


The screenshot shows an email composition window. On the left is a 'Send' button. To its right are fields for 'To...', 'Cc...', and 'Bcc...'. The 'To...' field contains 'somebody@somewhere.com'. Below these fields is the 'Subject:' field, which contains '[CLEARENCRYPT] Subject of the Email'.

2. The recipient will get a notification that they have received an encrypted email. The message contains a link to retrieve the email.



3. When clicking on the link (or copying and pasting it into their browser), the recipient will be directed to the encrypted message where they can **Reply** or **Destroy** the message.

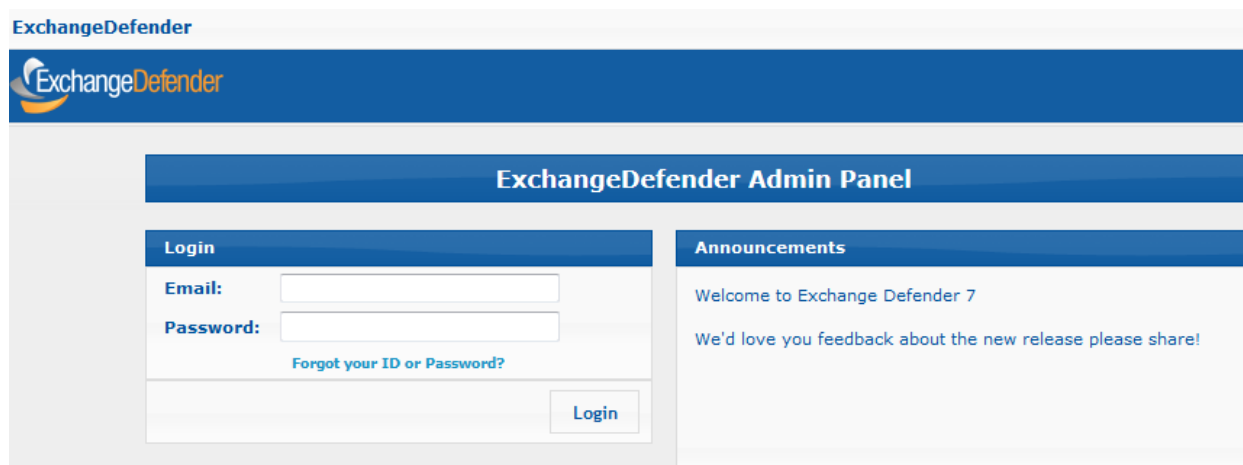


Live Archive

When your mail server goes down, either due to maintenance or an unscheduled outage, you can continue to work using **Live Archive**. If you have a smartphone or access to a web browser, you can get to your emails.

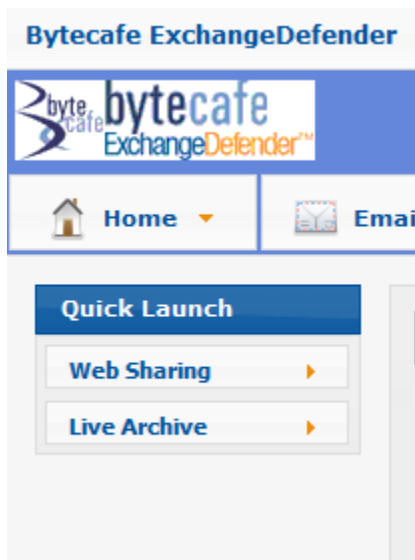
Logging In Using the ExchangeDefender Admin Portal

1. Go to <https://admin.exchangedefender.com>
2. Enter your email address and password.



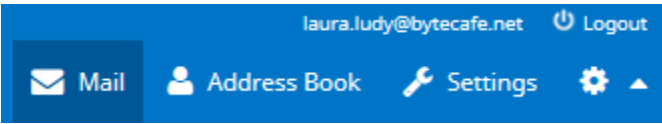
The screenshot shows the ExchangeDefender Admin Panel login interface. At the top, there is a blue header with the 'ExchangeDefender' logo. Below the header, the main content area is titled 'ExchangeDefender Admin Panel'. On the left side, there is a 'Login' section with two input fields: 'Email:' and 'Password:'. Below these fields is a link that says 'Forgot your ID or Password?'. A 'Login' button is located at the bottom right of the login section. On the right side, there is an 'Announcements' section with two lines of text: 'Welcome to Exchange Defender 7' and 'We'd love you feedback about the new release please share!'.


3. Under the **Quick Launch** section, click the **Live Archive** tab.

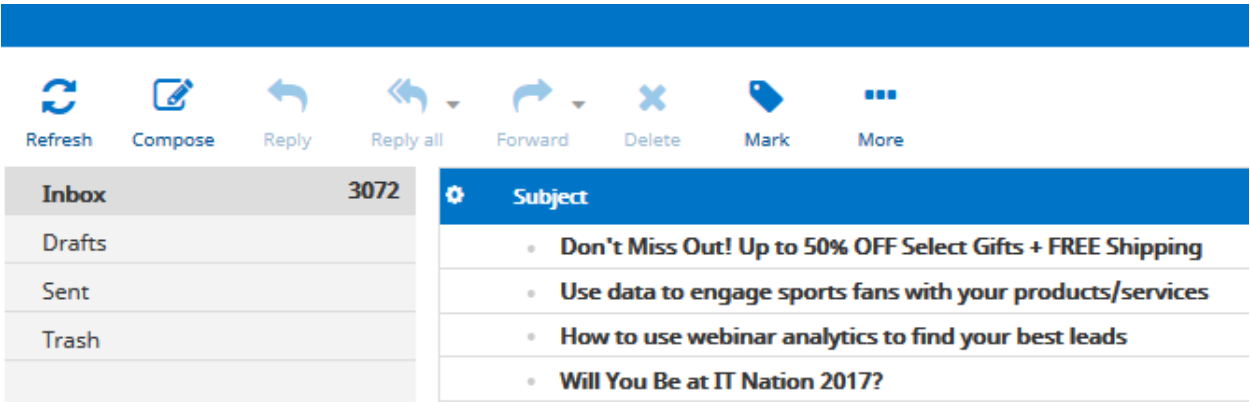


Sending a New Email

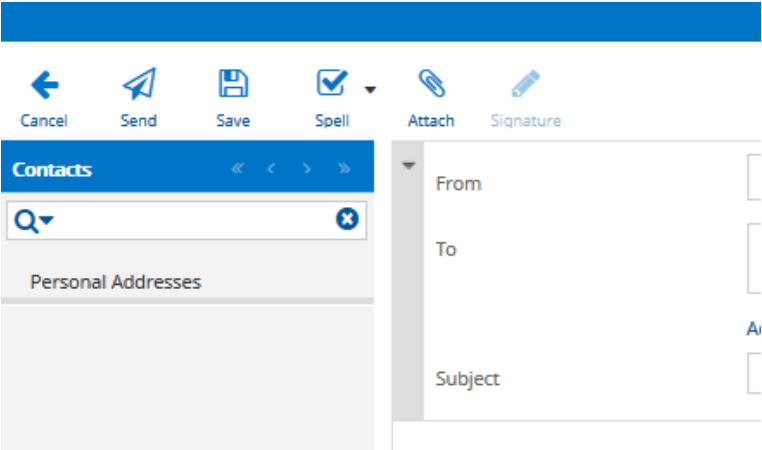
Once you’ve entered Live Archive from the main ExchangeDefender page, you’ll see the **Mail** tab is already preselected.



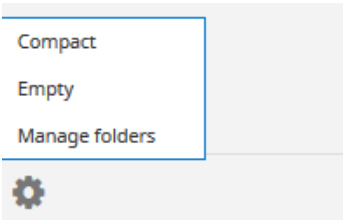
Press the **Compose** icon  near the top left-hand side of the page to create a new email and proceed as normal.



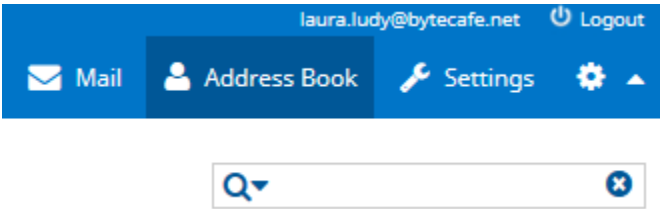
You have the option to **Send** or **Save**.



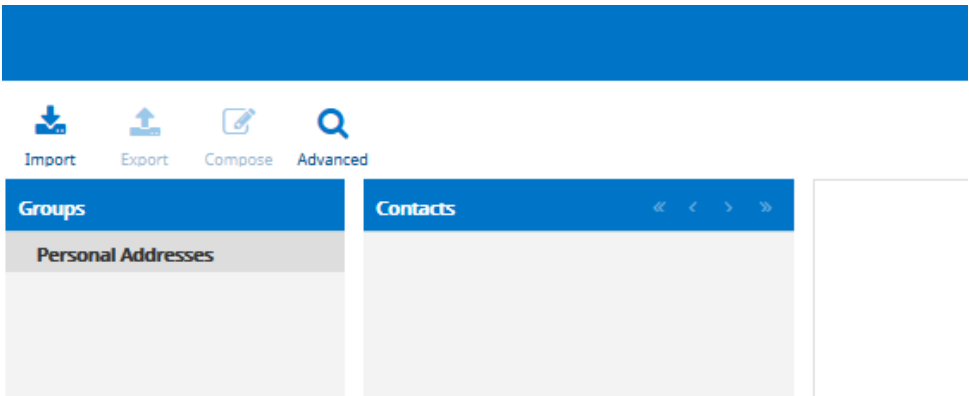
Clicking the gear icon at the bottom left-hand side of the page gives you a menu of options: compact, empty, and manage folders.




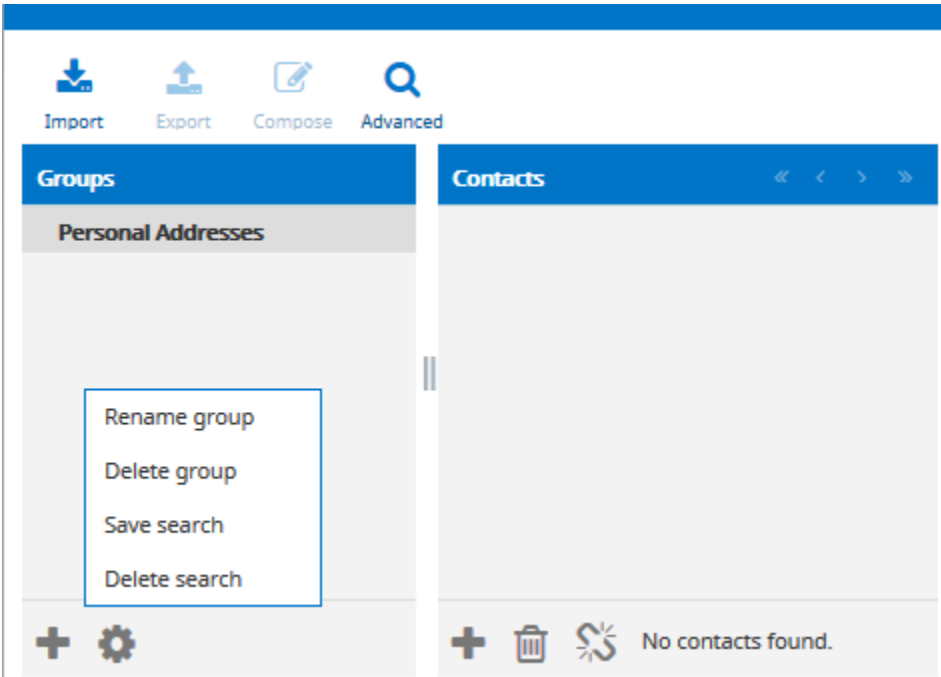
Address Book





Under the **Address Book** tab, you can import or search for contacts.



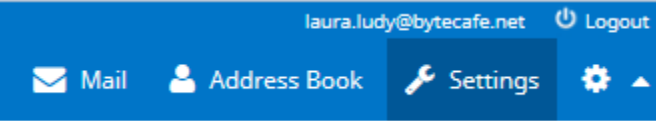
Alternatively, you may manually add contacts and groups. Look for the  icon under the **Groups** and **Contacts** modules.



Within the **Groups** module, pressing the gear icon  reveals a menu of options: rename group, delete group, save search, and delete search.

Under the **Contacts** module, press the  icon to remove selected contacts from a group.

Settings



Under the **Settings** module, go to **Preferences** to adjust your mailbox view, how to display messages, etc.

Settings	Section
Preferences	User Interface
Folders	Mailbox View
Identities	Composing Messages
	Displaying Messages
	Address Book
	Special Folders
	Server Settings

The **Folders** section allows you to add folders . Press  to empty or delete folders.

Settings

Preferences

Folders

Identities

Folders

Subscribed

Inbox	<input checked="" type="checkbox"/>
Drafts	<input checked="" type="checkbox"/>
Sent	<input checked="" type="checkbox"/>
Trash	<input checked="" type="checkbox"/>

Delete

Empty

+

⚙

Folder properties

Properties

Location

Folder name

Parent folder

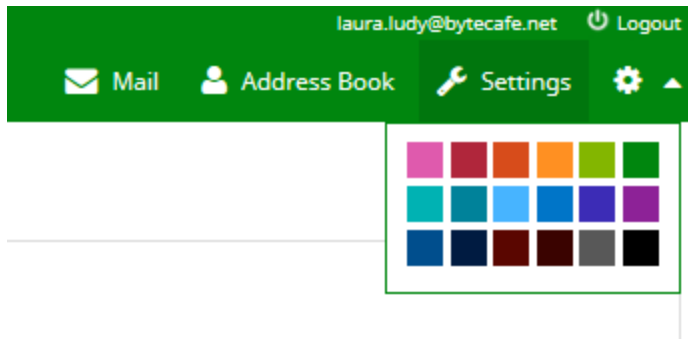
Settings

List view mode

Save

Cancel

To change the color scheme of your Live Archive headers, press the gear icon next to the **Settings** tab in the toolbar.



To minimize your toolbar so that it shows only icons, press the up arrow next to the gear icon.

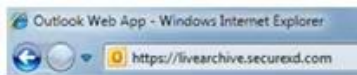


The toolbar becomes this:



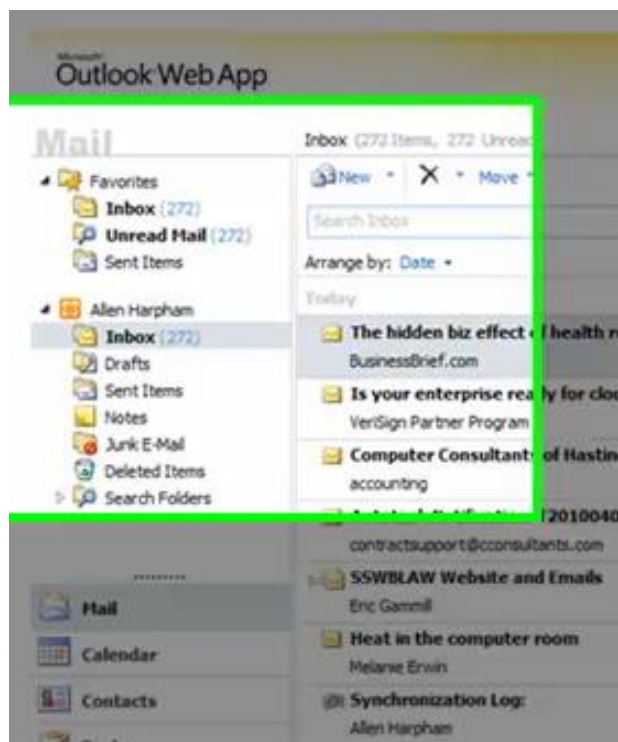
Logging In with the Microsoft Outlook Web App

1. Open your web browser and go to the Live Archive address that was provided to you when the service was activated.
2. On the login page, enter your email address and password. Then, click **Sign In** to proceed.

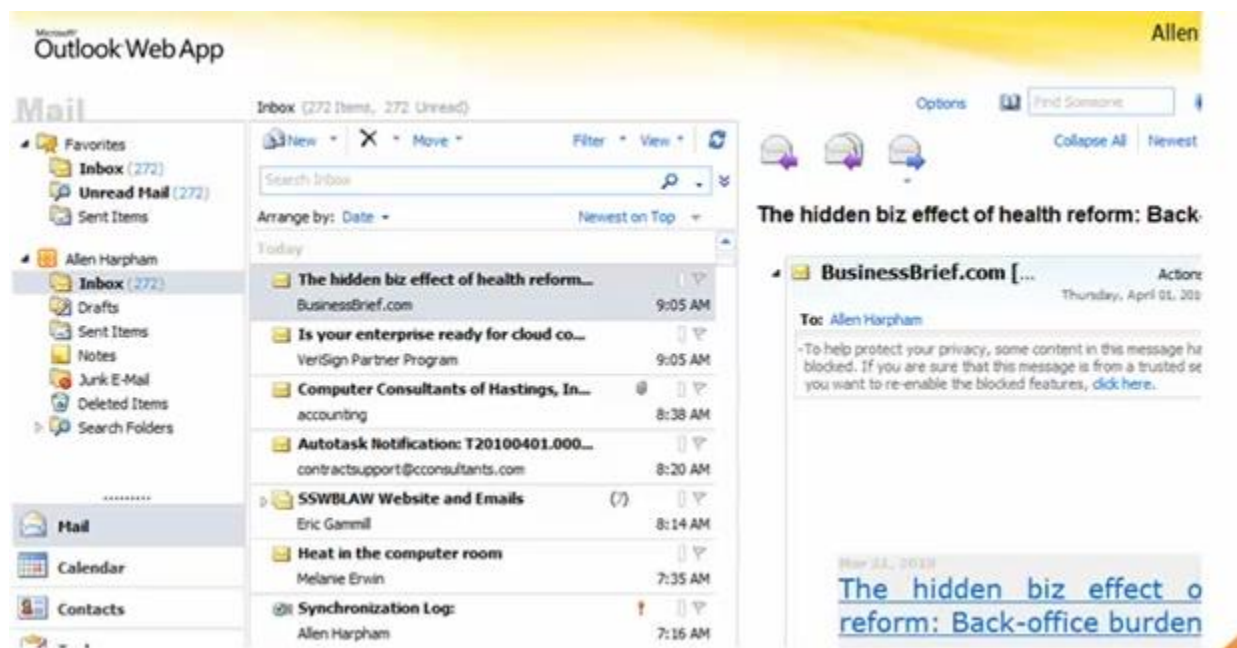


Features

This is your mailbox. On the left, you will see your **Inbox** and **Sent Items** folders. Live Archive only creates an archive of your email, so you will not have access to contacts or calendars.

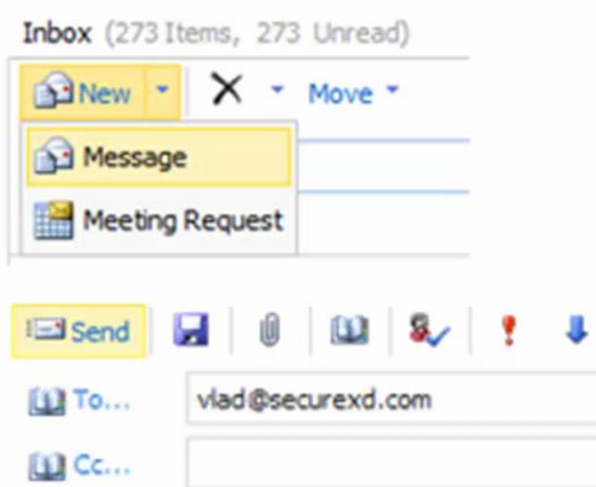


In the middle of your screen, there's a listing of all your messages. The message you're currently reading is displayed on the preview screen located on the right-hand side of the page. Across the top, you'll see options to search, filter your view, reply, forward, and manage your account options.



Sending a New Email

In the middle of your screen, there is a **New** button. When you click on it, the dropdown menu gives you the option to either send an email or a meeting request.



Type in the recipient's address, your subject title, message, and attach any files you wish to send as you normally would. Hit send when you're finished and that's it!

Configuring Live Archive Settings

If you expect to use Live Archive for a while due to a server issue, consider configuring your settings. Live Archive provides all the advanced features your Outlook does, including but not limited to, custom signatures, out of office responses, mail rules, custom filtering, distribution groups, and personal mailing lists. Simply click on the Options screen on the main page to customize settings.