



# ExchangeDefender™

LiveArchive

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

**v 1.0**

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*Audience: Staff*

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## ExchangeDefender Overview

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ExchangeDefender processes all your inbound and outbound messages, keeping them clean and safe from SPAM, viruses, malware and other dangerous content. As we scan each message we replicate it – one copy goes to its final destination (your mailbox, your recipient) and the other copy goes to our Exchange 2010 cluster in the cloud. Over time, all of your inbound and outbound mail has an exact replica on a separate server that you can access at any time and continue communicating.

ExchangeDefender is a cloud-based productivity suite that delivers security, business continuity, regulatory compliance and business information management tools.

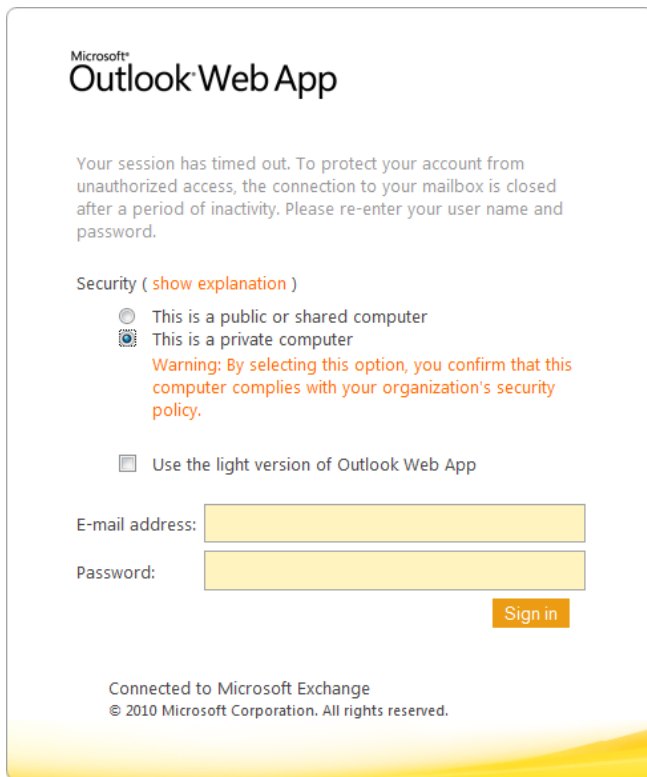
ExchangeDefender technology provides the following benefits: SPAM filtering, virus filtering, malware protection, DDoS protection, business continuity, Outlook integration, email SPAM quarantine reports, transparent and regulatory encryption, web filtering, desktop alerts, SMTP service monitoring and 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 LiveArchive

ExchangeDefender LiveArchive is powered by Microsoft Exchange 2010 and is massively redundant and stable because it stores all of your inbound and outbound mail. ExchangeDefender LiveArchive is there whenever you need it, requires no management or activation when you experience an interruption in your mail flow and most of all – it's easy. To access ExchangeDefender LiveArchive just open your web browser and go to:

<https://livearchive.exchangedefender.com>



Microsoft®  
**Outlook Web App**

Your session has timed out. To protect your account from unauthorized access, the connection to your mailbox is closed after a period of inactivity. Please re-enter your user name and password.

Security ( [show explanation](#) )

This is a public or shared computer  
 This is a private computer  
**Warning:** By selecting this option, you confirm that this computer complies with your organization's security policy.

Use the light version of Outlook Web App

E-mail address:

Password:

Connected to Microsoft Exchange  
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*Your username is your email address and your password is your ExchangeDefender password.*

In addition, ExchangeDefender offers a single sign on link available on the User's Dashboard which will automatically pass on your authentication information.



Because Microsoft Exchange 2010 Outlook Web App is standards-based this application will work on your mobile phone, on your laptop, Mac and Linux. You will have up to a year of email stored and accessible giving you the power to resume working from where you left off .

ExchangeDefender LiveArchive is also convenient in these events:

- Large scale disasters when you know your network will not be accessible soon
- Planned or unscheduled network maintenance resulting in downtime
- Internet connection problems or server problems
- Mail store issues, Outlook configuration problems, licensing problems

## LiveArchive Limitations

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ExchangeDefender does have several technical and legal limitations to be aware of so you can know what to count on when the disaster strikes.

- **Uptime** – ExchangeDefender LiveArchive has a maintenance window every Saturday 3 AM – 7 AM EST during which it may operate under degraded performance.
- **Bulk Mail / SPAM Restriction** – ExchangeDefender LiveArchive does not permit storage of bulk mail or SPAM. If our systems identify mail as bulk or SPAM, it will not be allowed to be stored in ExchangeDefender LiveArchive. As such, many newsletters and outright SPAM pieces will not be shown in your inbox.
- **External Mail Archiving** – ExchangeDefender LiveArchive resides and operates in the cloud, so the only mail we archive is the mail you send and receive from others. Unless your IT Solution Provider took extra steps during the setup, LiveArchive will not archive your on-premise (internal) emails.
- **Email Items Only** – ExchangeDefender LiveArchive only archives email, which at times includes calendar requests, contacts and more. However, we do not archive actual calendars, journals, contact lists or anything other than email.
- **Compliance Statements** – ExchangeDefender LiveArchive is a free service that can be configured to meet regulatory compliance requirements. Neither ExchangeDefender nor Own Web Now Corp certify this as meeting any requirement, either explicit or implied. If you are interested in a compliance solution that meets requirements and is certified by us, please contact us directly.
- **Email Aging** – ExchangeDefender LiveArchive archives up to 1 rolling year's worth of mail and automatically prunes itself by deleting mail that is over a year old every day.

## 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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