



ExchangeDefender™

Hosted Exchange 2007



Introduction

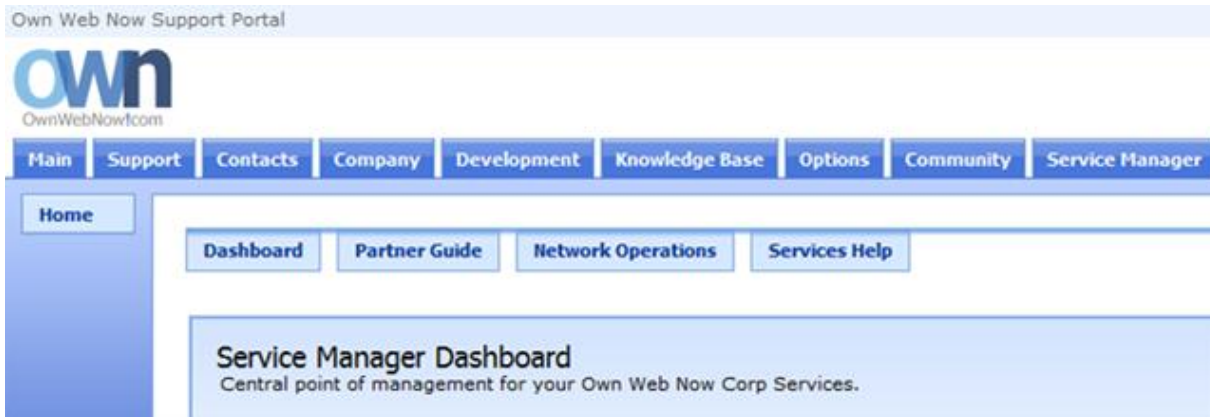
The purpose of this Startup Guide is to familiarize you with ExchangeDefender's Exchange and SharePoint Hosting. ExchangeDefender provides enterprise grade Exchange 2007 and SharePoint hosting services that are redundant, reliable and protected by ExchangeDefender. With generous amount of storage and full flexibility of all Exchange and SharePoint features combined with the control panel that any client can use, ExchangeDefender delivers a powerful communication and collaboration platform.

Before you begin make sure you have met the following pre-requisites:

- Does the client own their own domain? (Exchange hosting cannot be associated with third party email addresses such as @hotmail.com, @comcast.com, @gmail.com etc.)
- Do you have the ability to manage the domain DNS settings and modify their MX record?


Ordering Mailboxes


1. Please login to the ExchangeDefender Support Portal (<https://support.exchangedefender.com>) with your *email address* and a *password*.
2. Click on the **Service Manager** tab. This will bring up the *Service Manager Dashboard* from which you can order and manage all your Exchange and SharePoint services.



3. You can quickly subscribe to all of our services on the right in the Add Services section. Click on **New Exchange 2007 mailbox** to proceed.

Add Services

- New Exchange Mailbox 
- New SharePoint User
- New Offsite Backup Account
- New Web Hosting Site
- New ExchangeDefender SP Account
- New BlackBerry BES Account



4. Please provide the *Contact and Billing information* for this order. You will be asked to confirm your billing data, address and the usual contract terms of service agreements

Step 1: Contacts & Contracts

Let's get started. In order to establish service we need to obtain the account administrative contact, billing information and get you to review and accept terms of service.

Administrative Contact

Name:
Company:
Email:
Phone:
Address:

Billing Information

CC Type:
CC Number:
CC Expiration: /
CC Holder Name:
CC Zip/Postal:

Pricing

Rate:
Coupon Code:
Term:

Terms

Agreements: I agree to Terms of Service
 I agree to Acceptable Use Policy
 I agree to Service Level Agreement

Notes [\(Click here to add optional notes\)](#)

5. On Step 2: Service Configuration you will actually create your mailboxes. We have worked very hard to create a simple and streamlined process for creating a mailbox with as little information as possible. Just provide the users desired *display name (first and last name required)*, *login name (your choice)*, *email address* and *password*.

Step 2: Service Configuration

This form allows you to create a new Exchange Hosting user / mailbox. We require complex passwords for our Exchange 2007 platform so make sure to pick a strong one.

Display Name

Display Name	First Name	Middle	Last Name
	<input type="text" value="Vlad"/>	<input type="text"/>	<input type="text" value="Mazek"/>

Service Configuration

Login/Username:

Congratulations, username vlad.mazek is available!

Service Location:

Password:

Password Strength:
Strong

Password (confirm):

Email Addresses

Email Address:

Email Aliases: These **optional** email aliases enable this mailbox to receive email using several email addresses (for example, info@domain.com, sales@domain.com, vlad@domain.com).

Alias Email:

Alias Email:

6. If you are only adding one mailbox please click on **Review & Finalize**. If you are ordering multiple mailboxes you don't have to go through the whole order process again, just click on **Add Additional Mailbox**. You will be prompted for mailbox configuration information and mailboxes will be added in a queue listed on the right. When done, click on **Review & Finalize**.

10. To the left of each mailbox is a blue "i" info button that displays detailed user information such as server name, domain name, login credentials and Outlook download link. To the right of each user is a management dropdown with Actions that can be performed on this mailbox. Each mailbox can be modified, have additional email aliases or alias domains added, passwords changed and the mailbox can be deleted right here. You also have an option to disable a mailbox if the client has not paid for the service or should not be allowed to login to their mailbox.



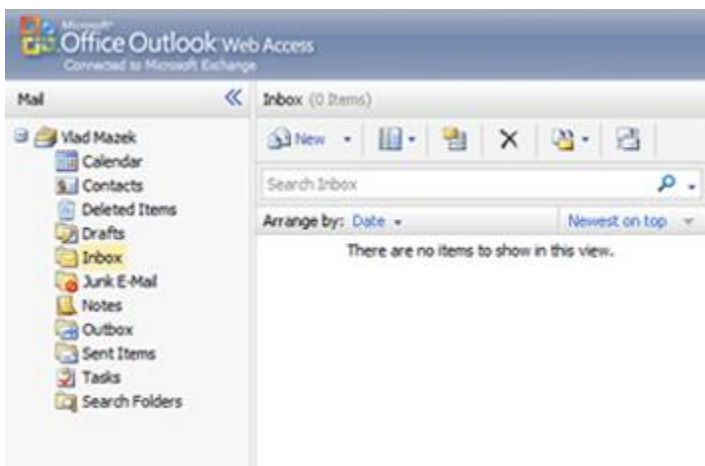
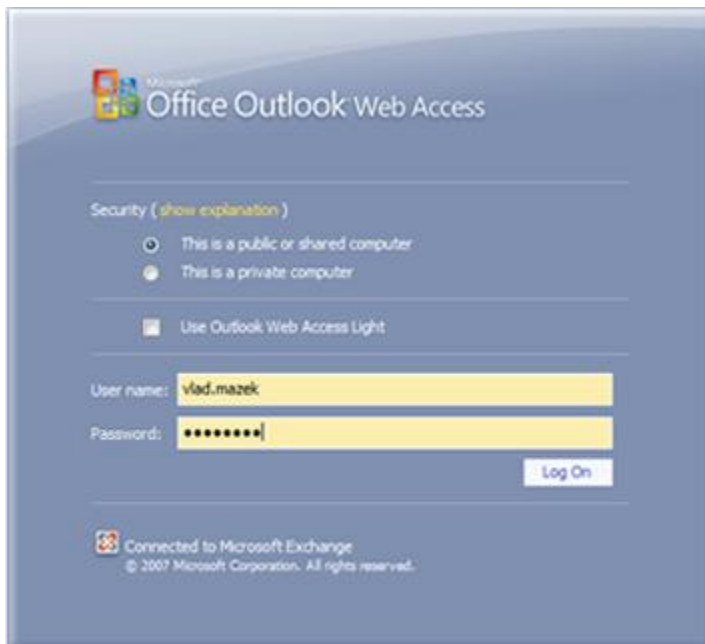
The screenshot shows the user management interface for Vlad Mazek. At the top, the user's name "Vlad Mazek" is displayed next to an information icon. Below the name, the user's details are listed: "vlad.mazek" for the username, "*****" for the password, and "vlad@vladville.com" for the email address. A dropdown menu is open on the right, showing a list of actions: "Select One", "Modify", "Add Alias", "Add Domain", "Change Password", "Delete", and "Disable". Below the user details, a section titled "Detailed Information for Vlad Mazek:" contains the following information:

Server:	dewey.exchangedefender.com
Outlook Web Access:	https://dewey.exchangedefender.com/owa
HT Domain:	DEWEY
Username:	vlad.mazek
Email Aliases:	vlad.mazek@vladville.com
Outlook 2007:	Download

Note: If you Disable a user they will not be able to send or receive mail or access their mailbox in any way.

Logging into Outlook Web Access

1. To obtain the **Microsoft Exchange Outlook Web Access URL** for a mailbox, click on the icon next to the desired mailbox to display the Detailed Information section. Outlook Web Access address is available here. (See above).
2. Either click on the link or navigate to the URL using Microsoft Internet Explorer (**Note:** Using any browser other than Microsoft Internet Explorer will only give you the Outlook Web Access Lite which has less features and less flexibility than the full version).



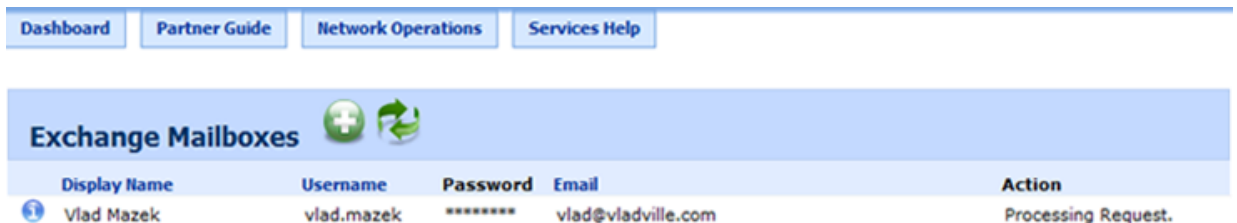
Setting Up Outlook 2007/2010

Exchange 2007/2010 has a lot of useful features that **only work** with Outlook 2007/2010, one of which is **Auto Discover**. Auto Discover allows Outlook to "self configure" itself using only the mailbox name, email address, password, and a autodiscover DNS record.


Before attempting to setup Outlook, log into your clients DNS control panel and create a CNAME record with the hostname "autodiscover" and as an example if your mailbox is on DEWEY the destination of autodiscover.dewey.exchangedefender.com

If you are not on DEWEY, you can substitute 'dewey' for your server, eg autodiscover.europe.exchangedefender.com .

1. Own Web Now Exchange 2007/2010 Hosting includes a Microsoft Outlook 2007/2010 license. You can download the media from the *Service Manager* in the mailbox details section.



The screenshot shows a web interface for managing Exchange mailboxes. At the top, there are navigation tabs: Dashboard, Partner Guide, Network Operations, and Services Help. Below this is a header for "Exchange Mailboxes" with a plus icon and a refresh icon. A table lists mailbox details:

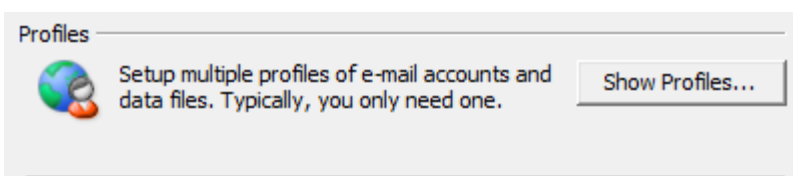
Display Name	Username	Password	Email	Action
 Vlad Mazek	vlad.mazek	*****	vlad@vladville.com	Processing Request.

2. If you already have Microsoft Outlook installed please confirm that it's closed and open your *Microsoft Windows Control Panel*.

3. Double click on the the **Mail** icon.

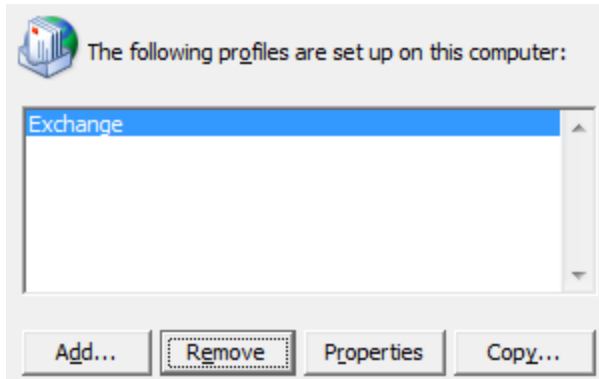


4. Click on **Show Profiles**. In order to minimize data loss we recommend creating an alternate (new) profile for your Own Web Now Exchange 2007/2010 mailbox.

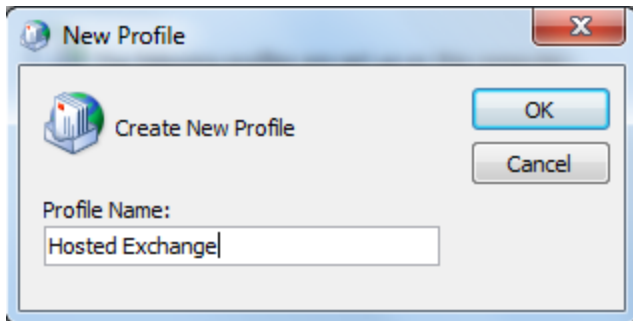


The screenshot shows the "Profiles" dialog box in Windows. It contains a globe icon and the text: "Setup multiple profiles of e-mail accounts and data files. Typically, you only need one." To the right of this text is a button labeled "Show Profiles..."

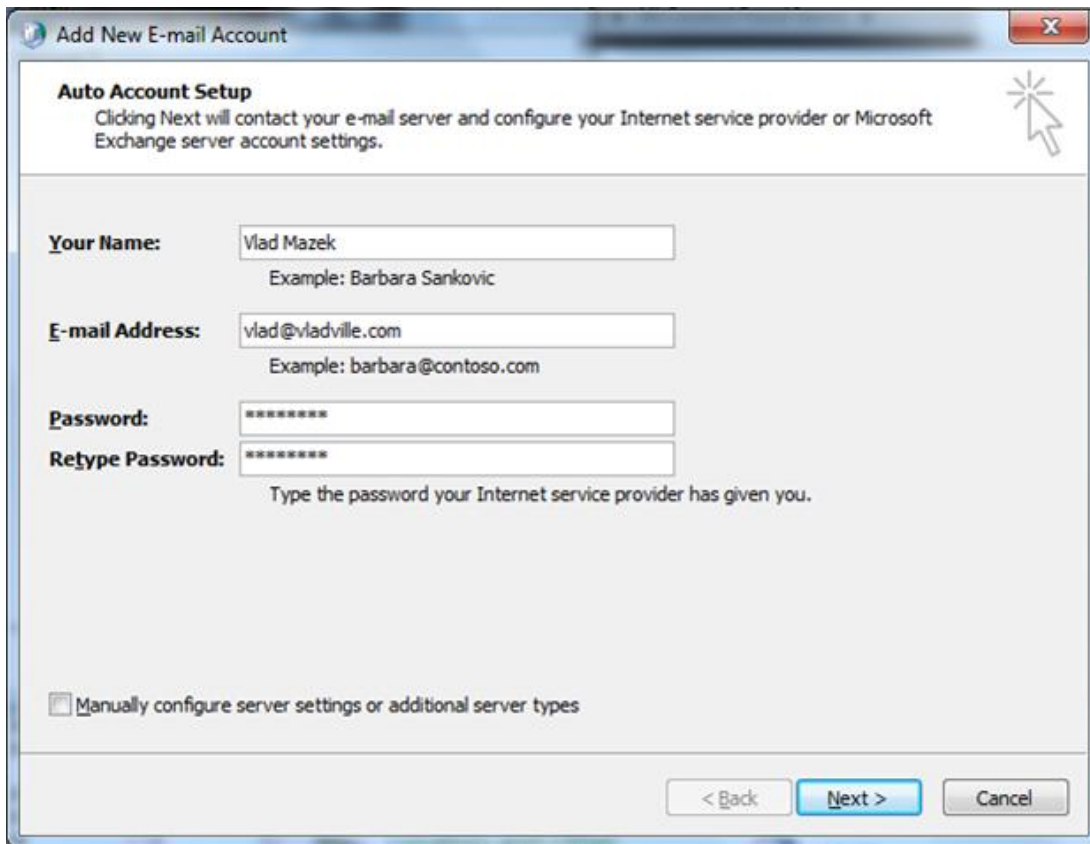
5. Click **Add** to create the new profile.



6. Name the new profile. For example, Hosted Exchange.



7. Type in the user's full name, email address, mailbox password and click Next. This will attempt to locate the autodiscover record created earlier.

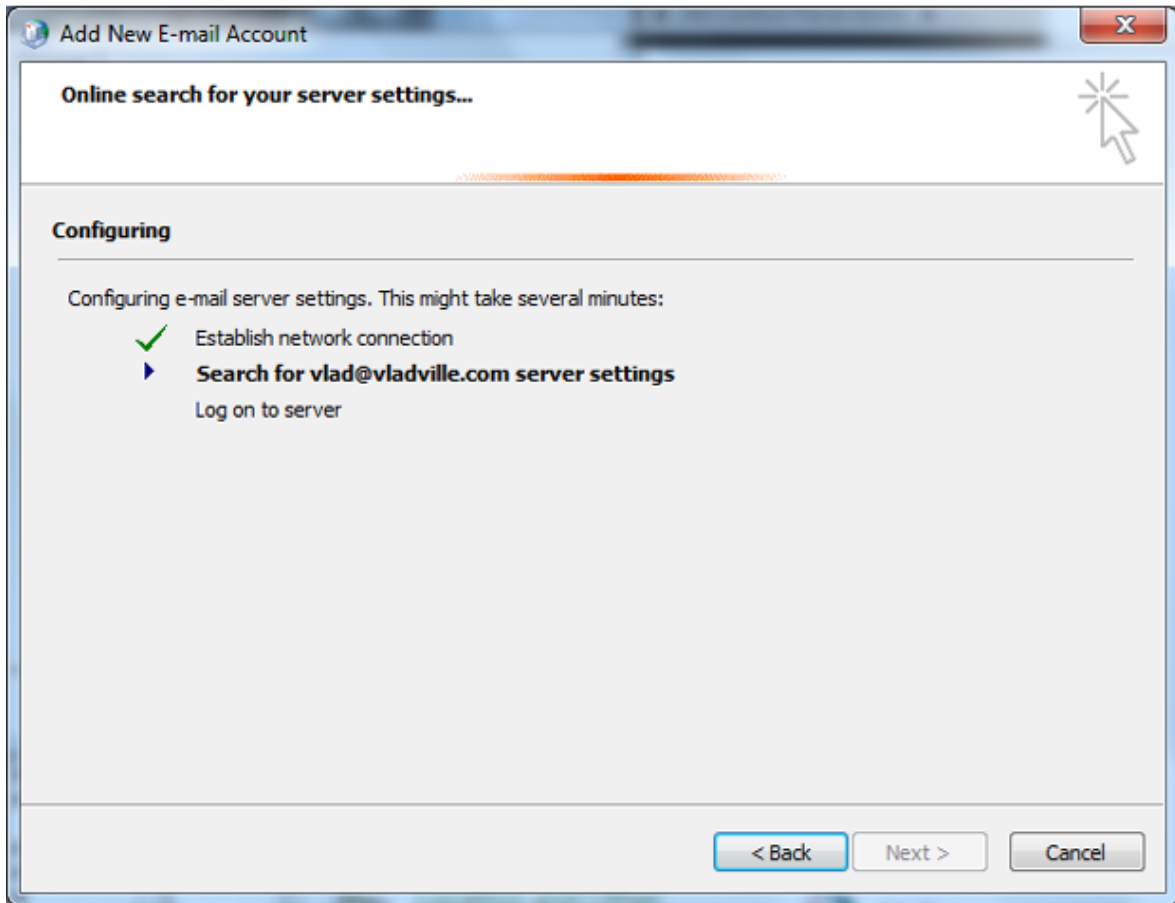


The screenshot shows a Windows dialog box titled "Add New E-mail Account". The main heading is "Auto Account Setup" with a sub-note: "Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings." A mouse cursor is pointing at a star icon in the top right corner. The form contains the following fields and text:

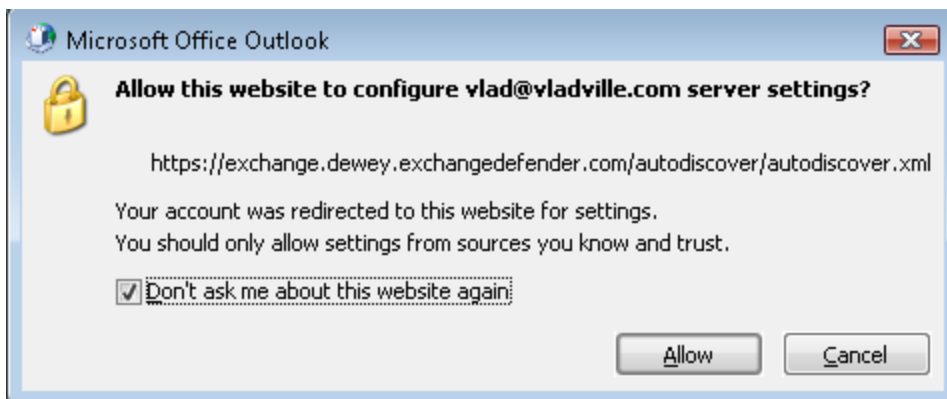
- Your Name:** Input field containing "Vlad Mazek". Below it, an example: "Example: Barbara Sankovic".
- E-mail Address:** Input field containing "vlad@vladville.com". Below it, an example: "Example: barbara@contoso.com".
- Password:** Input field containing "*****".
- Retype Password:** Input field containing "*****". Below it, a note: "Type the password your Internet service provider has given you."

At the bottom left, there is a checkbox labeled "Manually configure server settings or additional server types" which is currently unchecked. At the bottom right, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

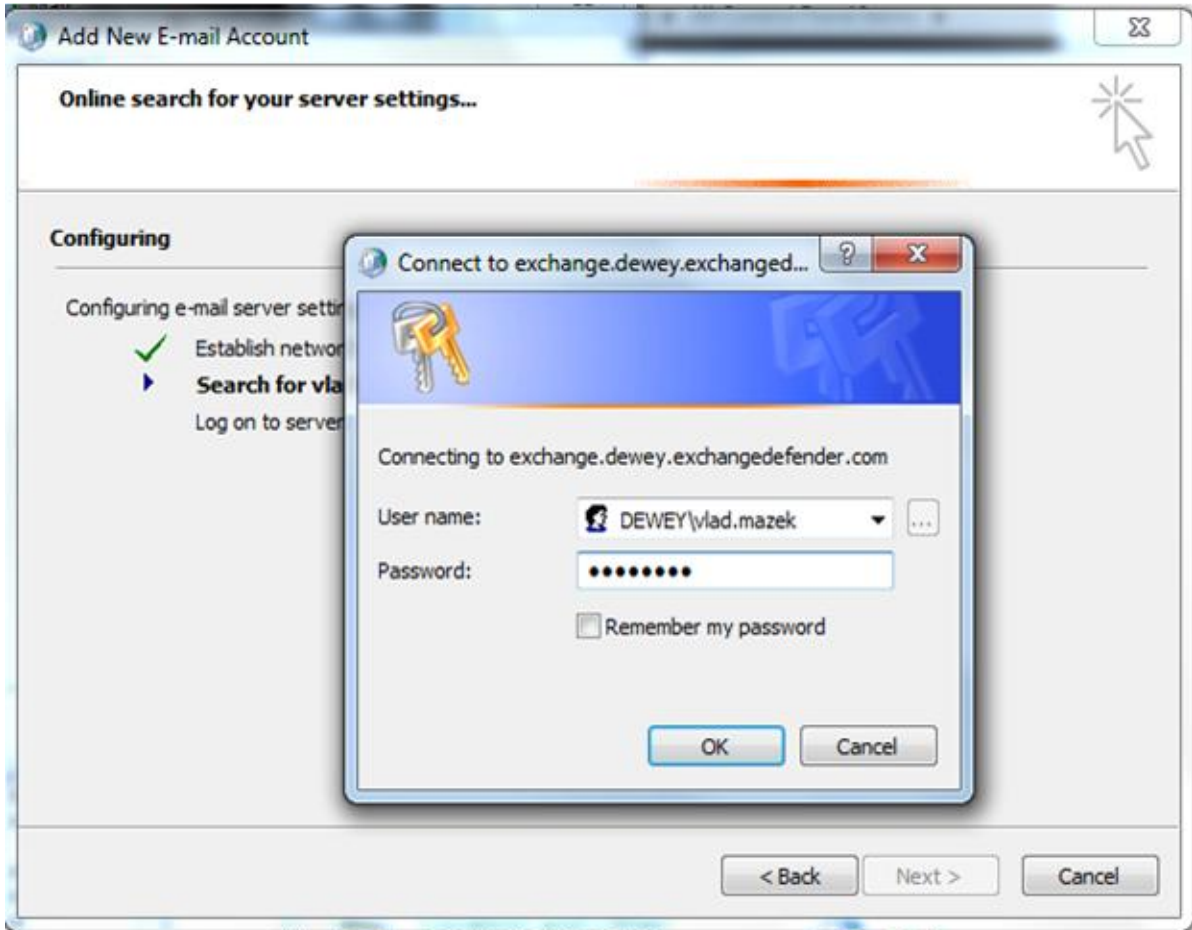
8. Outlook will begin to search for "autodiscover.clientdomain.com".



9. Once Outlook connects to the Autodiscover IP, the client will warn that a referral is taking place. Select "Don't ask me about this website again" and select Allow.

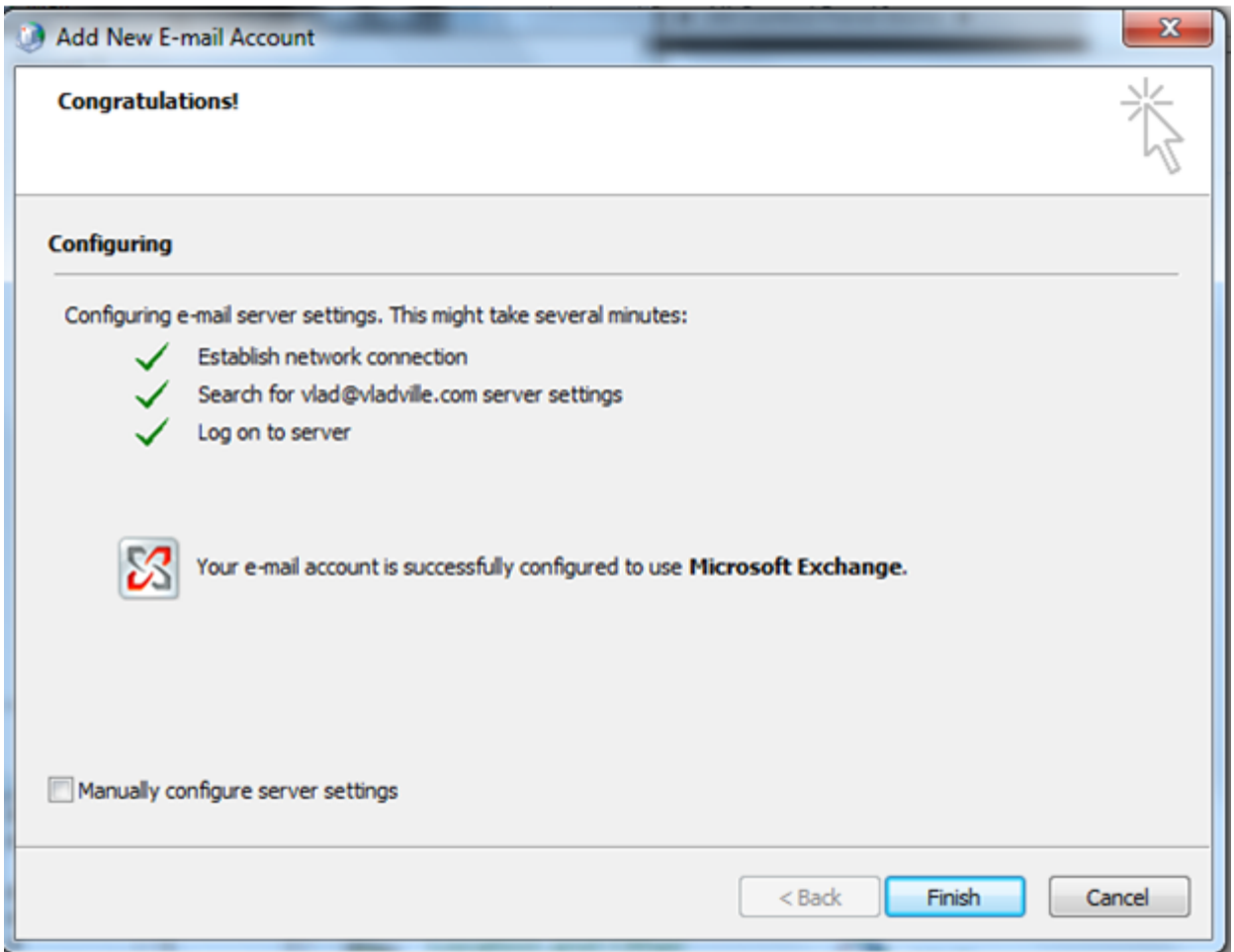


10. Outlook should prompt for user Authentication; Fill in DEWEY\Username for the username and the mailbox password.



Note: DEWEY is just used as an example. You should place the NT domain provided to you when you signed up for Exchange Hosting

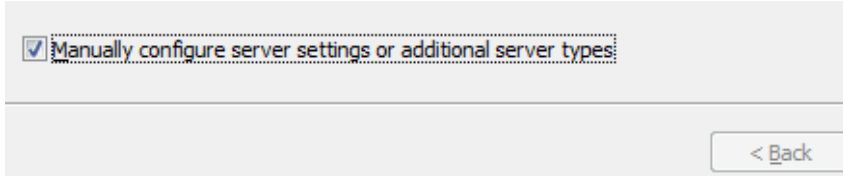
11. If everything was configured correctly, you should see a success message.



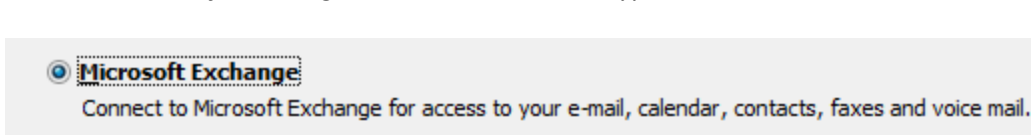
Congratulations, you can skip the below steps and begin "Migrating Mailbox Content"

If you **cannot use Autodiscover**, you can follow the below steps to manually setup the Outlook Profile.

1. Check *Manually configure server settings or additional server types*.



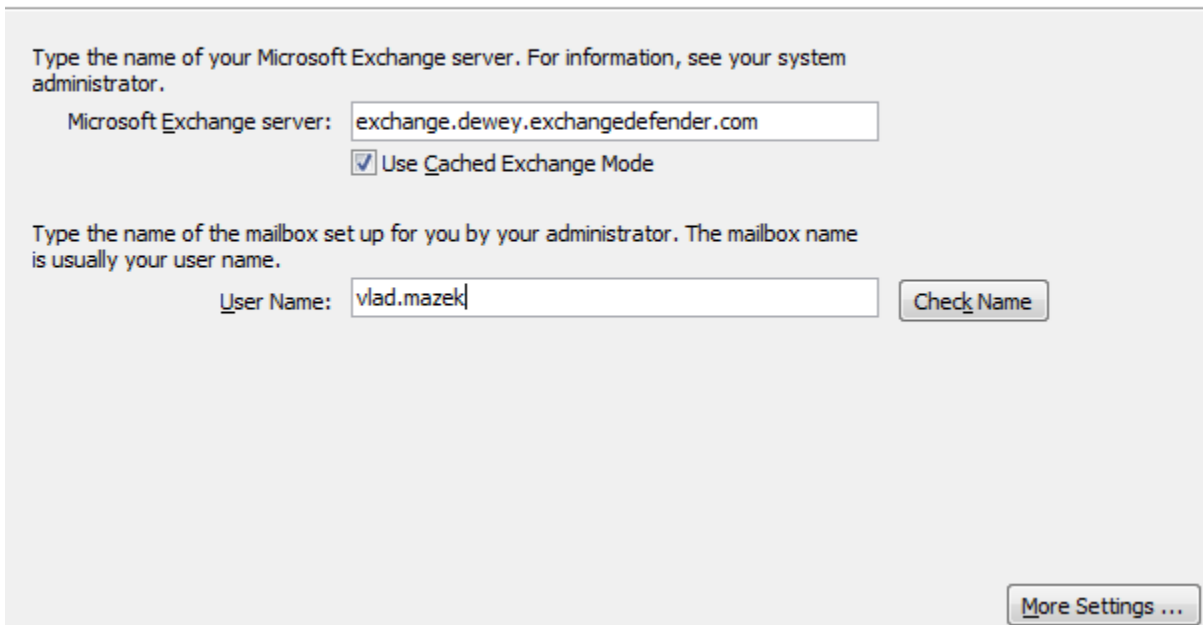
2. Select *Microsoft Exchange* for the Email Service type.



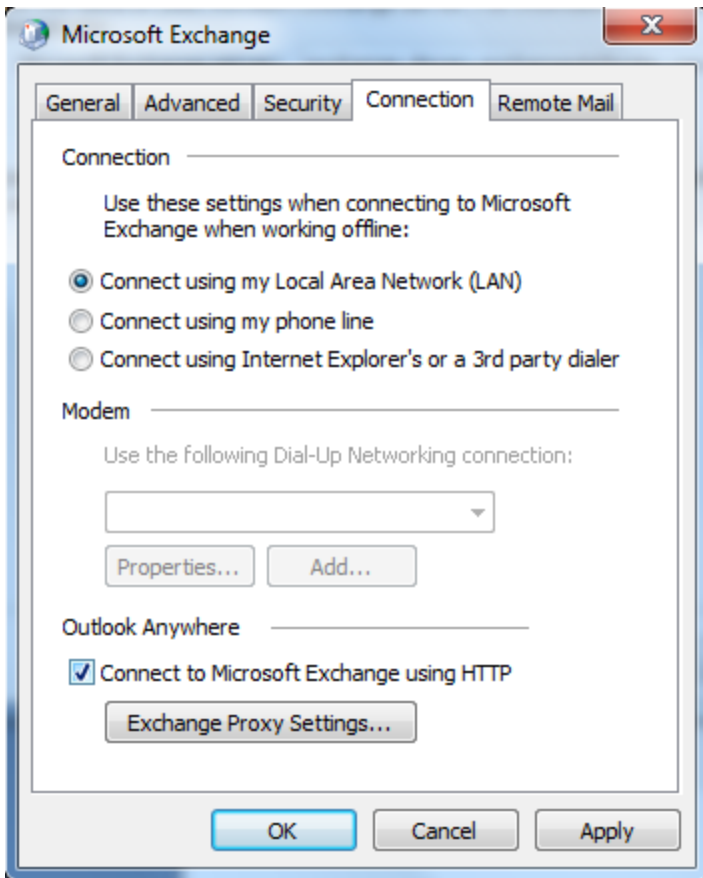
3. Enter in the Exchange Server FQDN and username (Without the domain name) and select **More Settings**. Both are available from OWN Support Portal (<https://support.exchangedefender.com>) under the *Service Manager* tab, *Exchange Hosting* section.

Microsoft Exchange Settings

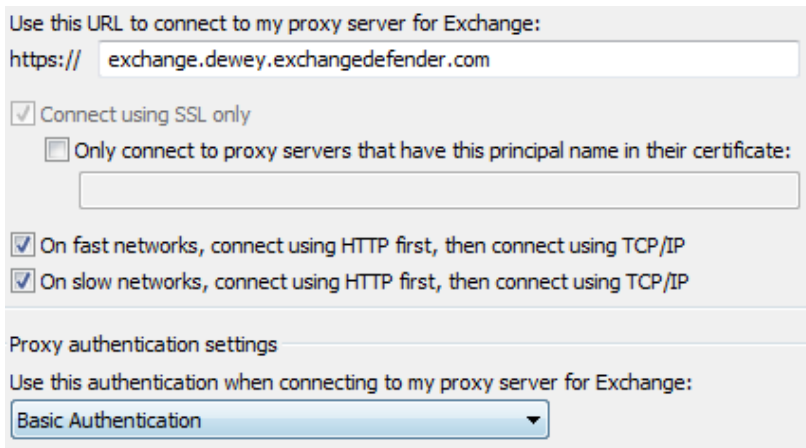
You can enter the required information to connect to Microsoft Exchange.



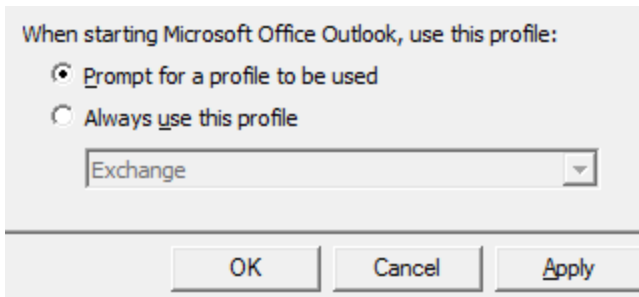
4. Navigate to the *Connection* tab and then select *Connect to Microsoft Exchange using HTTP*. Click **Exchange Proxy Settings**.



5. Enter in the Exchange server FQDN under the Proxy Server. Enable *Connecting via HTTP first* on fast and slow networks and set the authentication type to *Basic*. Submit the changes and click **OK** to finish adding the new profile. *Note: Choosing to Connect using SSL only is enough, you do not need to specify any proxy servers.*



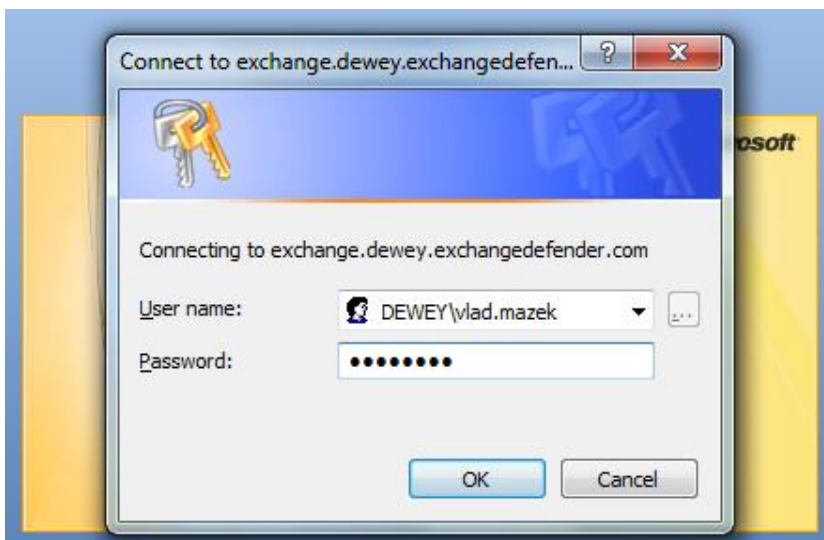
6. On the profile listing screen, ensure "Prompt for profile to be used" is selected.



7. Start Outlook 2007/2010 and select the newly created profile (Hosted Exchange).

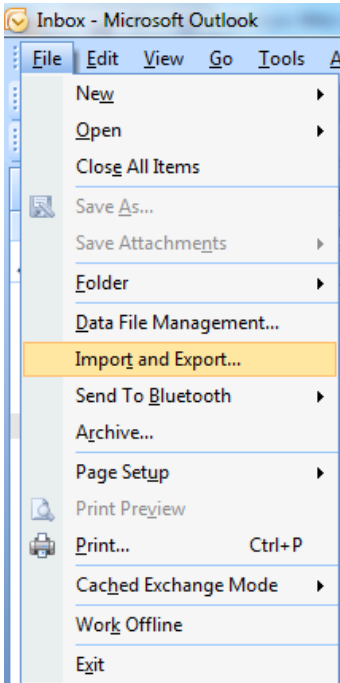


8. When the password authentication box appears, set the username to "DOMAIN\username". Your domain and username information are available in the OWN Support Portal (<https://support.exchangedefender.com>) under the Service Manager tab, Exchange Hosting section.

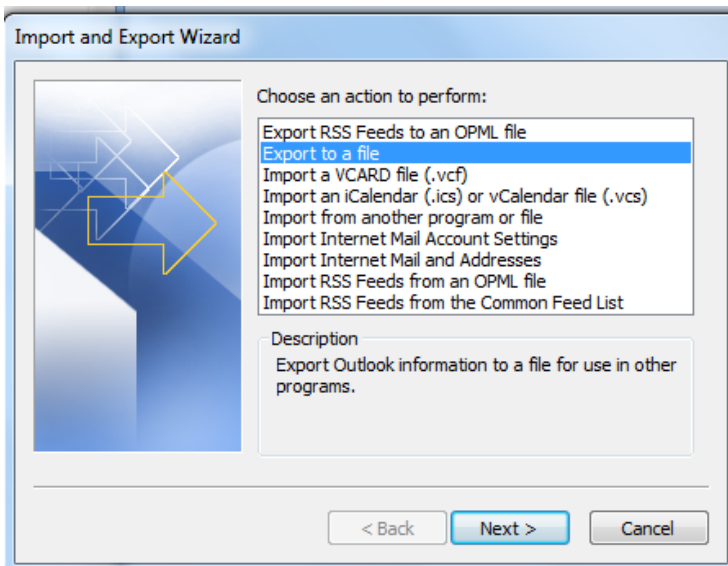


Migrating Mailbox Content

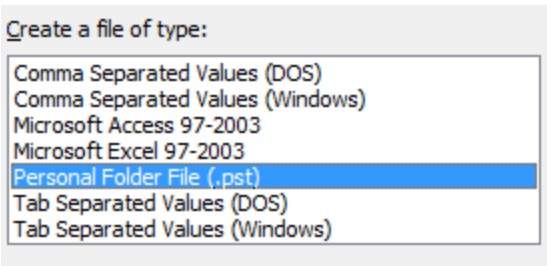
1. Start Outlook 2007/2010 and select the old user profile.
2. Select *File*, then *Import and Export*.



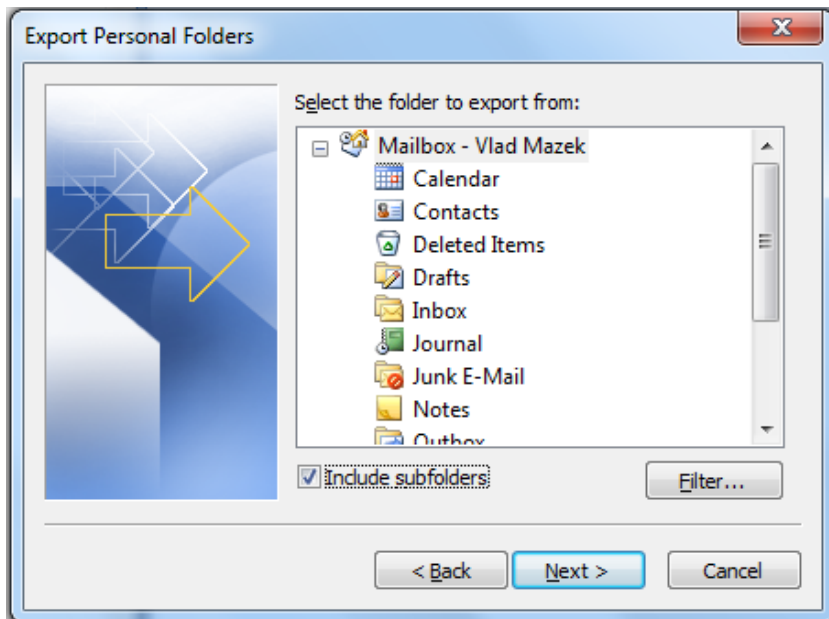
3. Select *Export to a File*.



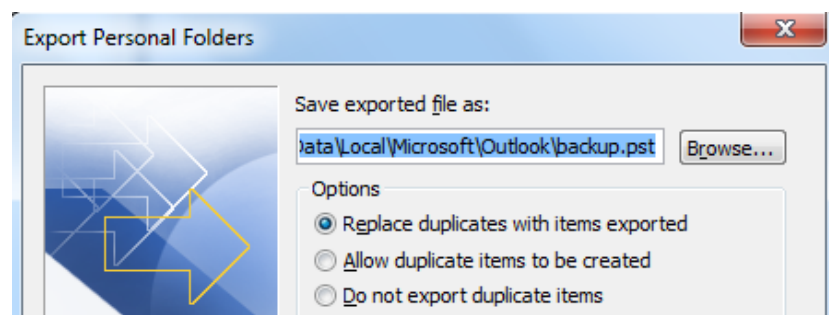
4. Select *Personal Folder File* for the type of file.



5. Select the mailbox for the export and select *Include Subfolders*. This will ensure we export all the contents of your mailbox including calendars, contacts and notes.



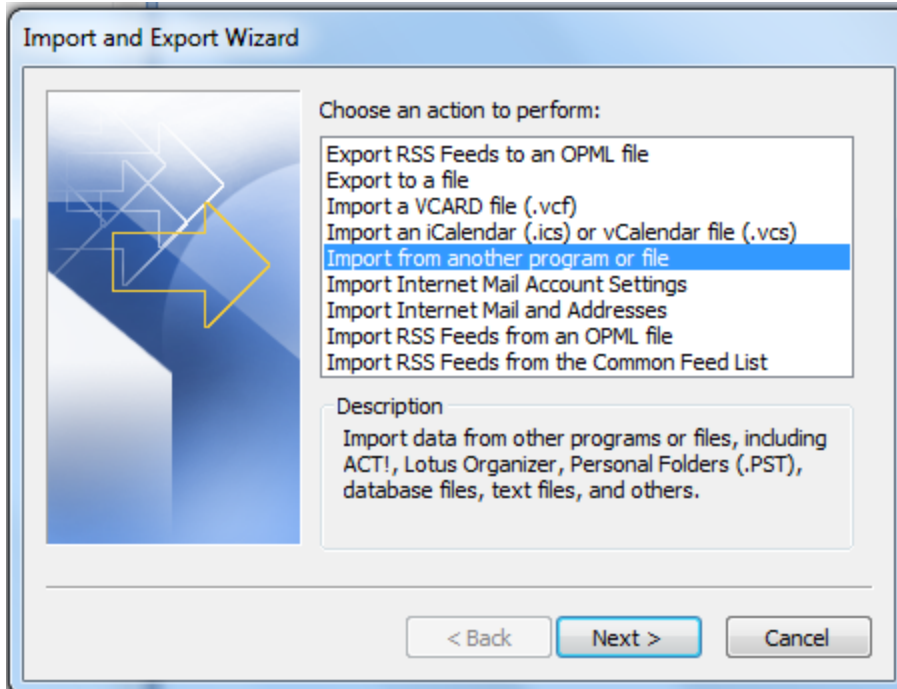
6. Select the export location and the duplicate options as illustrated below. Accepting the defaults is sufficient.



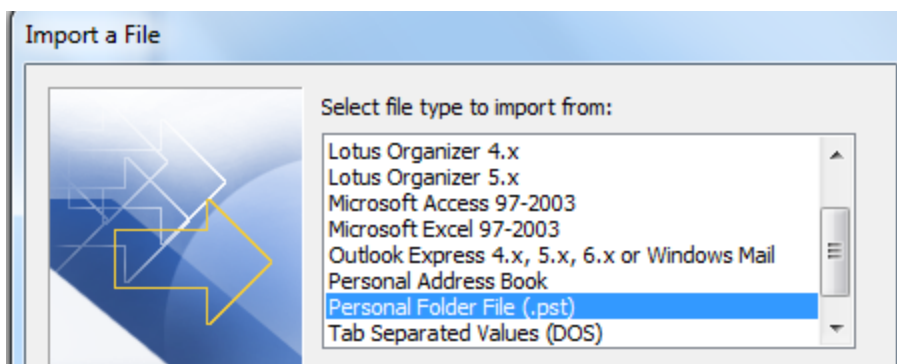
7. Once the export has completed (it may take a while) close Microsoft Outlook and start Microsoft Outlook with the new Hosted Exchange profile.

8. Select *File*, then *Import and Export* (Refer to Step 2 image).

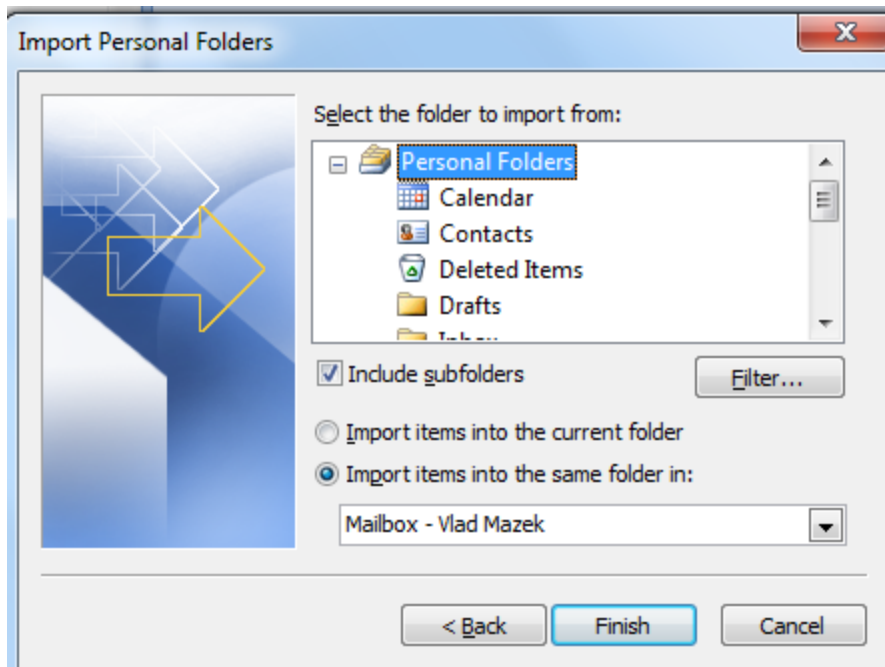
9. Select *Import from another program or file*.



10. Select *Personal Folder File (.pst)* for the import file type.



11. Choose the desired import options and select **Finish**.



Congratulations, you have successfully exported and imported your Microsoft Outlook mailbox and migrated to Own Web Now's Exchange 2007/2010 hosting. You can now delete the old profile if you have created a full backup and do not believe you will ever have to access it.