

The Agent's Guide to

Hosted Exchange Setup



Topics Covered in this Guide

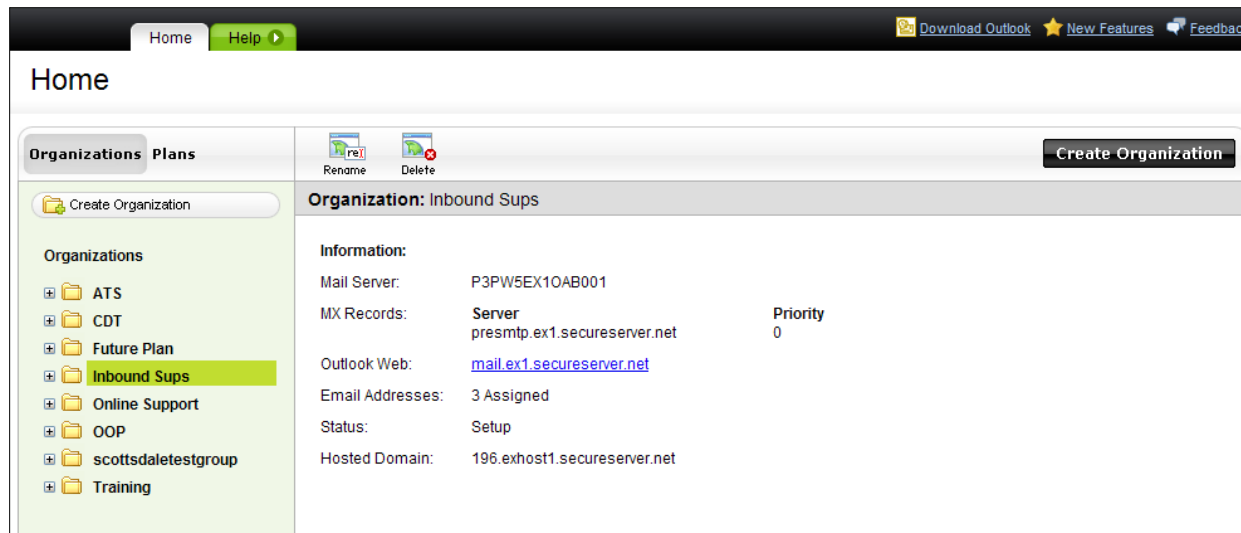
- Using Hosted Exchange Organizations
- Adding a Domain to a Hosted Exchange Account
- Adding an Email Address to a Hosted Exchange Account
- Troubleshooting Hosted Exchange

Using Hosted Exchange Organizations

An Organization is a group created in Hosted Exchange Email. Organizations allow users to manage and organize mailboxes, email forwarding, contacts, etc.

Members of an organization share a common Global Address Book. Therefore, all members of a particular organization have access to the same contacts and distribution lists, allowing them to collaborate.

For example, you can have one organization that consists of the members of your sales force, and another organization that consists of all of your Division Managers.



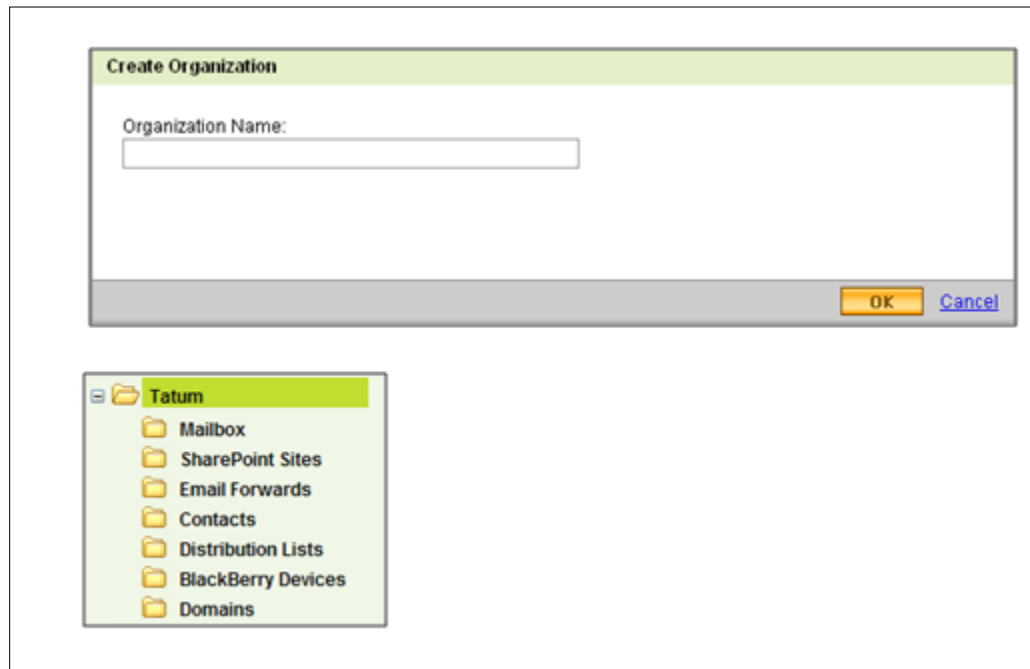
Notice the list of organizations on the screen above. This is an example of the C3 Hosted Exchange account where all departments have their own organization.

Most companies will only need one organization. **NOTE:** Organizations do not share folders within their organization.

You can have as many organizations as you want, but Organizations cannot exceed the number of emails in the account. The amount of available disk space is also a factor.

Creating an Organization

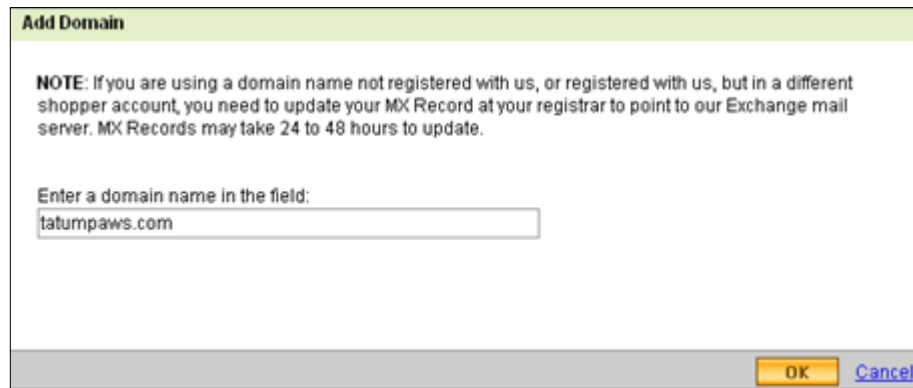
It's easy to create an Organization within your Hosted Exchange account. All sub folders required for an organization are automatically created:



Adding a Domain Name to a Hosted Exchange Account

In order to associate your email with a domain name, you have to add it to your Hosted Exchange account first. You can add as many domain names to the organization as you want. Here are some important points to remember:

- Domain names are not shared across organizations.
- Every domain name you use with Hosted Exchange Email must have a correct MX record pointed to the Hosted Exchange account.
- If the domain name is NOT in this Go Daddy account, the **MX record** MUST be updated where the domain name resides.
- **The timeframe for adding a new domain name to a Hosted Exchange account is: 24-48 hours.**



Add Domain

NOTE: If you are using a domain name not registered with us, or registered with us, but in a different shopper account, you need to update your MX Record at your registrar to point to our Exchange mail server. MX Records may take 24 to 48 hours to update.

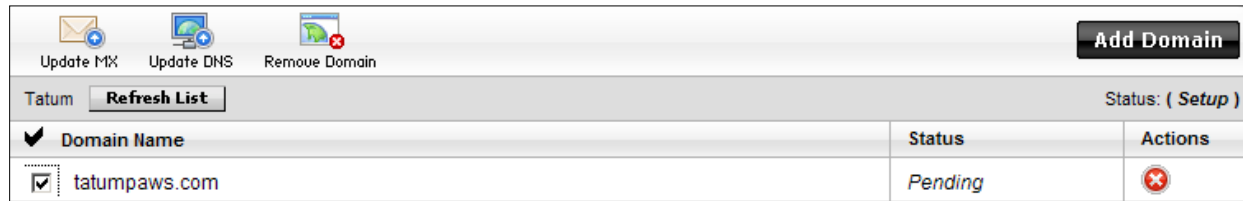
Enter a domain name in the field:

OK Cancel


Domain Name Options

Now that the domain name is added, review the options on the screen below. Look at the three icons in the upper left-hand side of the screen. (Update MX, Update DNS, and Remove Domain).

NOTE! The **Domain Options** are only available if the domain name is in the same account as the Hosted Exchange plan.



The screenshot displays a control panel for domain management. At the top, there are three icons: 'Update MX' (envelope), 'Update DNS' (computer monitor), and 'Remove Domain' (globe with red X). To the right is an 'Add Domain' button. Below these is a 'Tatum' label and a 'Refresh List' button. The status is shown as '(Setup)'. A table below lists the domain 'tatumpaws.com' with a checked checkbox, a 'Pending' status, and a red X icon in the actions column.

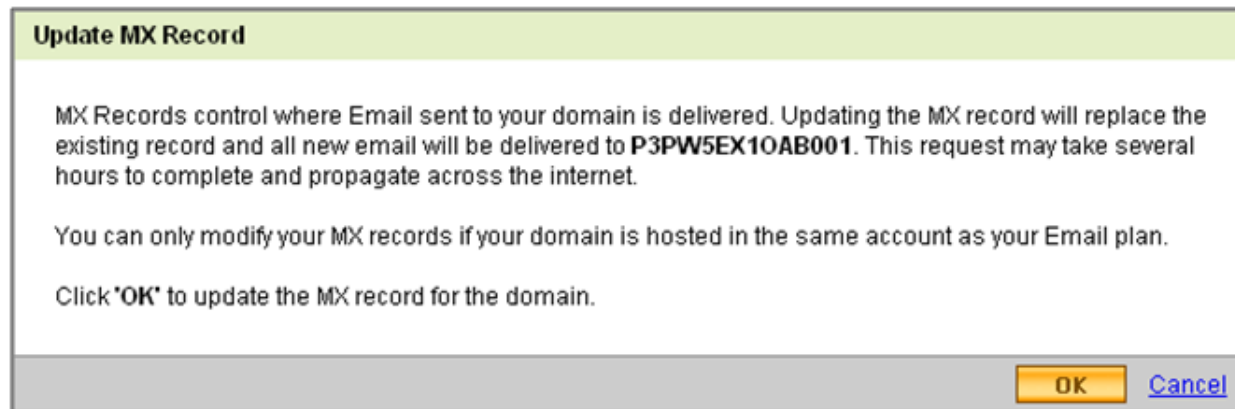
Domain Name	Status	Actions
<input checked="" type="checkbox"/> tatumpaws.com	Pending	

Domain names that reside in the same account as the Hosted Exchange have the following options available:

- Update MX Record
- Update DNS
- Remove Domain

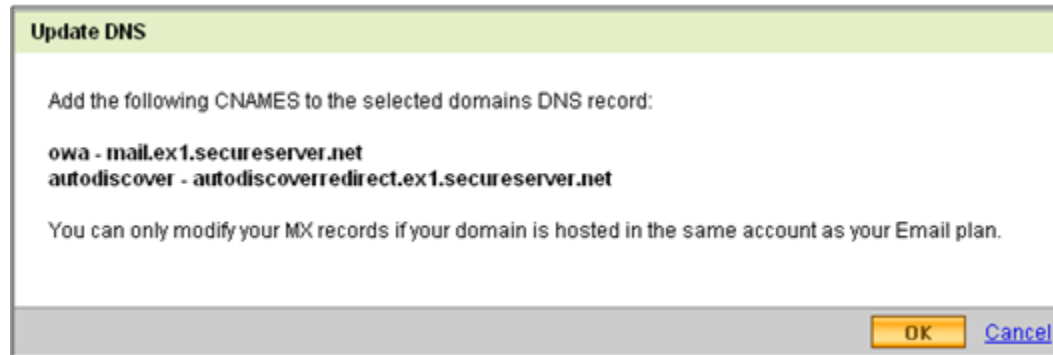
TO UPDATE THE MX RECORD

If a brand new domain is added to the organization and set up, the MX Record will be set up automatically. If not, this is something the agent must walk the customer through updating. Using the Update MX Record option will overwrite existing MX Record settings.



TO UPDATE DNS

If the domain resides in the same account as Hosted Exchange, the CNAMEs are automatically updated. If for whatever reason they were not or altered, use Update DNS.



If the MX Records are with another Provider

The email will not work until the MX Record is updated to the following:

Priority — 0

Host — @

Goes to — presmtp.ex1.secureserver.net

Propagation: 24-48 hours

If the CNAME is with another Provider

Although CNAME records are optional, they must be updated if the customer wants to use Outlook Web Access or easier email setup using Autodiscover.

Host — Autodiscover

Points to — autodiscoverredirect.ex1.secureserver.net

Outlook Web Access

Host — owa

Points to — mail.ex1.secureserver.net

Adding an Email Address to a Hosted Exchange Account

You can create as many mailboxes as are included with the email plan you purchased.

1. Select the **Organization** to be updated.
2. Select the email plan.
3. Configure the email address:
 - **User name**
 - **Domain**
 - **Password**
4. Confirm the set up.

If there are no available plans with mailboxes, you cannot select a plan.

Troubleshooting Hosted Exchange

Use the **Outlook Email Tool** on all Hosted Exchange technical calls. It's a quick way to troubleshoot all setup within the account.

Open the Outlook Email Tool from the Vault, Tools menu.

The following information is included in the tool:

- **Organization Information**
 - This is the organization name that the domain name belongs to. It identifies the customer account reseller in: 1=Go Daddy
- **Email Address**
 - Mailboxes
 - Distribution Lists
 - Contacts
 - Email Forwards
- **Domains in Organization:** this is a drop-down menu to switch MX record tests
- **MX and CNAME tests**
 - Valid
 - Expected Target
 - Actual Target

The following is a screenshot of a test account in the Outlook Email Tool.

Enter Email Address or Domain:

Organization Information

Organization Name: Customer Number:

Organization ID: Reseller ID:

Email Addresses

Mailboxes

Status	Mailbox ID	User ID	Email Address	Account Name	Quota (MB)
PEND_MX_VALIDATION	74059	109337	david@peticon.net	david.192	10
SETUP	59712	87084	david@mordukay.info	david.215	500
SETUP	40371	58937	davidgalindo@15241.exhost1.secureserver.net	davidgalindo	2048

Distribution Lists

Status	ID	Email Address
PEND_MX_VALIDATION	32756	distro1@peticon.net

Contacts

Status	ID	External Address	Internal Alias
SETUP	109341	test@contact1.com	test_contact1.com.109341@15241.exhost1.secureserver.net

Email Forwards

Status	ID	Alias	Forward To
PENDSETUP	109344	testforward@peticon.net	davidg@godaddy.com

Domains in Organization:

MX Tests

Valid	Expected Target	Actual Target	Expected Priority	Actual Priority
False		mailstore1.secureserver.net	--	10
False		smtp.secureserver.net	--	0
False	presmtp.ex1.secureserver.net		0	-1

CNAME Tests

Valid	Name	Expected Target	Actual Target
True	owa	mail.ex1.secureserver.net	mail.ex1.secureserver.net
True	autodiscover	autodiscoverredirect.ex1.secureserver.net	autodiscoverredirect.ex1.secureserver.net

NameServers Records

Name Server	TTL
ns09.domaincontrol.com	2450