

LEGEND FOR MENU NAVIGATION

Menu | Structure [Buttons] *Tab or Sub-Tab* [Hyperlink](#) Column Name, Drop-Down Menu, Checkbox etc. *Instruction*

Boundary Defense for Email (BDE) – Administrative Setup Tasks

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
A1—Setup DNS Records	<u>MX Records:</u> Server1.inboundmx.com(preference 10) Server2.inboundmx.com (preference 20) <u>TXT/SPF Record:</u> V=spf1 include:collaborationhost.net ~all	You will need to make these changes with your DNS hosting company. DNS Records typically take several hours to propagate throughout the Internet.
B1—Access ClientNet	https://cp.mailstreet.hostaccount.com <i>Login with your MailStreet CP credentials</i> Hosting Boundary Defense for Email Log-in to control pane <i>Enter your Admin login credentials</i> NOTE: The default ClientNet admin credentials can be found above the Log-in to control panel link of the MailStreet CP.	ClientNet is used to manage your account’s BDE CONFIGURATION settings. The Spam Manager portal is utilized to manage quarantined messages and is a separate portal.
B2—ClientNet Users and Login	ClientNet Administration User Management Admin User [Add User] NOTE: Use an email address to insure a unique login name.	The default login name starts with admin- and is listed in the MailStreet Control Panel. DO NOT DELETE or modify this default User. You may create a new ClientNet User via the ClientNet portal and use those credentials to access ClientNet.
B3— Optional >> Identify a User to be Spam Manager Administrator(s) for your BDE account.	ClientNet Configuration Anti-Spam Quarantine Settings Quarantine Administrators > <i>Enter email address(es) of the appropriate users who are to be Spam Manager Administrators, separated by semicolons (;)</i> [Save and Exit]	The Users email listed in this field are designated as the Spam Manager Administrators and will have the ability to manage the account’s quarantined messages via the Spam Manager portal.
B4—Review the default configuration settings within ClientNet	ClientNet Configuration Anti-Spam or Anti-Virus or Content Control Ex: Configuration Anti-Spam Quarantine Settings Notification Content CHECK Users can release emails directly from notifications >> Allows quarantine release directly from the Spam Manager Report	Details can be found in the Admin and Quick Reference Guides: <ul style="list-style-type: none"> • Anti-Spam & Anti-Virus Admin Guide • Anti-Spam & Anti-Virus Quick Reference Guide • Content Control Admin Guide • Content Control Quick Reference Guide
C1—Access and review the Spam Manager Portal	https://spammanager-3.messagelabs.com	Go through the Registration process, and make sure that the Administration Tab is displayed when an Admin accesses the Spam Manager portal. <ul style="list-style-type: none"> • If this Administration Tab is missing for Spam Manager Admins, make sure to follow step B3 above.
C2—Provide your Users with the Spam Manager URL and guides for using the Spam Manager Report and portal	<ul style="list-style-type: none"> • Spam Manager—User Guide • Spam Manager –Quick Reference Guide (Users) 	Documentation is also available for Spam Manager Administrators: <ul style="list-style-type: none"> • Spam Manager—Admin Guide • Spam Manager—Quick Reference Guide (Admins)
D1—Additional Resources	<ul style="list-style-type: none"> • ClientNet—User Guide • ClientNet –Quick Reference Guide 	These documents provide detailed instruction for use of the ClientNet Portal which is used to configure your account’s Boundary Defense for Email (BDE) settings, and run reports related to your BDE service.
E1—TROUBLESHOOT: Check that all Users are setup in the Spam Manager portal	Spam Manager Administration Show Accounts <i>Select domain from drop-down</i> in any way > [Search] NOTE: Only Users who have received spam messages will be displayed in this list.	For each domain reviewed, you should see a listing of each mailbox setup within your MailStreet Control Panel. If not, you can manually add Spam Manager Users via the Administration Create Accounts feature.
E2—TROUBLESHOOT: Persistent Spam message review	Send to spamsamples@messagelabs.com No response will be come from this email.	For spam that consistently gets through the filtering process as delivered email. Send sample email, with email headers, so that it may be reviewed and added to spam database.