



Microsoft®

Exchange Server 2010

A LITTLE HELPING HAND TO THE
EXCHANGE CONTROL PANEL



INTRODUCTION

The chances are you are reading this document as you are now on Microsoft Exchange 2010 with ourselves.

With the roll out of our New and Exciting Exchange 2010 infrastructure, a few things have changed with the way things are now done on the servers.

There are few features that do not work on this infrastructure which you may have been accustomed to so please be aware of these.

1. Public Folders are no longer available
2. Outlook 2003 / Entourage
3. Windows XP (this doesn't work other than via IMAP, POP3 or Outlook Web Access)

Previously with our old infrastructure you would use the existing control panel to create aliases, distribution groups (where mail goes to numerous groups) and also forwarding to other email addresses which are external to your domain or organisation.

The good news now is this can be done via the new Exchange 2010 Control Panel that is built into the infrastructure, once you have the required permissions added.

To request these permissions, you will need to email us at support@simplymail solutions.com or call us on 01925 818 252

In the meantime, let's get on with the guide to show you what you are able to do within the Exchange Control Panel.

Kind regards,

CJ. Evans

Network Operations Engineer

ABOUT THE AUTHOR

Hello, Bonjour, Konichwa, or anywhere else you are in the world reading this document.

I am CJ, one of the Network Operations Engineers here at Simply Mail Solutions. For people that don't know what my role is, I am basically a Server Administrator. You know the person people blame when things break or go wrong. I know you are thinking, this guy is a mythical creature and doesn't really exist, let me reassure you, I am real.

Occasionally I help the Support Team out, so you may also get to talk to me from time to time, when I am working late, or when I answer a Support e-Mail that comes through the ticketing system regarding your technical problems you maybe experiencing.

Feel free to drop me a line, I like e-Mail cj@simplymail solutions.com

Anyway this is my document.



WHAT YOU ARE UNABLE TO DO

THE MAILBOX TYPES

On Microsoft Exchange 2010 we currently have 4 Mailbox types for you as a user. These are;

Basic

An Exchange Basic mailbox will give you very limited access to the mailbox, allowing you connectivity through Outlook Web Access, IMAP and POP3. It will also give you 500MB of storage space.

Essentials

An Exchange Essentials mailbox will give you full Exchange synchronisation, including Outlook Web Access, MAPI, IMAP and POP3. Not only that you can also synchronise your Calendar and Contacts with your Mobile Device (so long as it runs ActiveSync or similar) Like the Basic mailbox it will give you 500MB of storage space.

Classic

An Exchange Classic mailbox is our best seller. This comes with all of the same features as an Exchange Essentials, but with more space for the mailbox user with a bit bigger mailbox. This come with 25GB of storage space.

Executive

An Exchange Executive mailbox is the biggest of our mailboxes. Like the Classic, it comes with all of the features of the Essentials, but with an Unlimited amount of storage space.

Sadly the old Control Panel which you may have gotten used to, to create mailboxes with or may have used in the past to create email aliases is only functional for a few features. These features are;

Adding a domain
Creating a mailbox
Renaming or Editing a mailbox (however you may be able to change a few features under Exchange Control Panel)

As before on the existing Exchange infrastructure there are a few things which you are still unable to do, and you will require our help in doing certain features. Some of these features are;

Full Access to another persons mailbox
This allows a user to access another persons mailbox from within the Outlook client, or Outlook Web Access interface.

Send As permissions to another mailbox
This allows a user to send as another persons email address from within the Outlook client, or Outlook Web Access interface.

Send on Behalf Of permissions to another mailbox
This allows a user to send on behalf of another persons email address from within the Outlook Client, or Outlook Web Access interface.

Forwarding a users mail from one account to another address (including leaving mail in the mailbox)
A very useful feature for when you have a mailbox setup with an address, and you want to forward that address to either a Distribution Group or to another persons mailbox. You also have the choice to leave a copy inside of a users mailbox or just forward to the alternative address.

Using an alternative Primary SMTP Address
From time to time you may need to send as an alternative address. On this new infrastructure you can only setup a domain that you own, as it will not allow you to use domains such as google.com / yahoo.co.uk as you do not own this domain. It will allow you however to send as an alternative address if you own this domain by the use of accepted domains on the server.

EXCHANGE 2010 CONTROL PANEL

Hopefully by now you will have had the required permissions granted for your user account, and you should now be able to begin taking control of your Organisation, unleashing the power of Exchange 2010.

You will now be able to create Email Aliases on mail addresses, Distribution Groups for multiple address

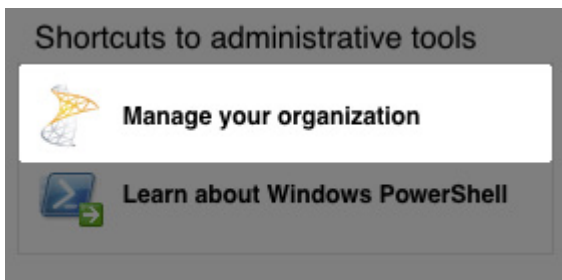
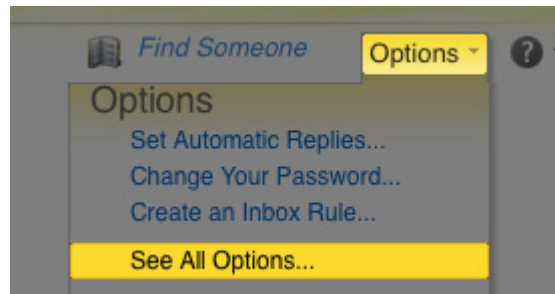
emails, and External Contacts.

You will also be able to update Display Names, and also contact information from within this option, especially useful if you have taken the Disclaimer service with ourselves, or just want to make everything streamlined in your Organisation.

If you login to your mailbox via Outlook Web Access, you will then be able to begin.

The web address for to access this is;
<https://exchange.simply.ms/owa>

You will then need to press **Options** and then press **See All Options**.



This will present you with a page which will tell you all of the important information regarding your mailbox.

Towards the bottom right of the window, it will be give you **Manage your organization**.

This is where the magic happens.

It should redirect to the web address of;
<https://exchange.simply.ms/ecp>



Mailboxes

By pressing the Mailbox Icon, this will list your mailboxes. From here you can update passwords, add extra information about your users, including adding Aliases to users mailboxes.

DO NOT change the Administrator Password on your account as this is used for Support to assist you.

By Pressing the Distribution Group icon, you will be able to create Distribution groups, make them internal only, add and remove Mailbox users or External Contacts.



Distribution Groups



External Contacts

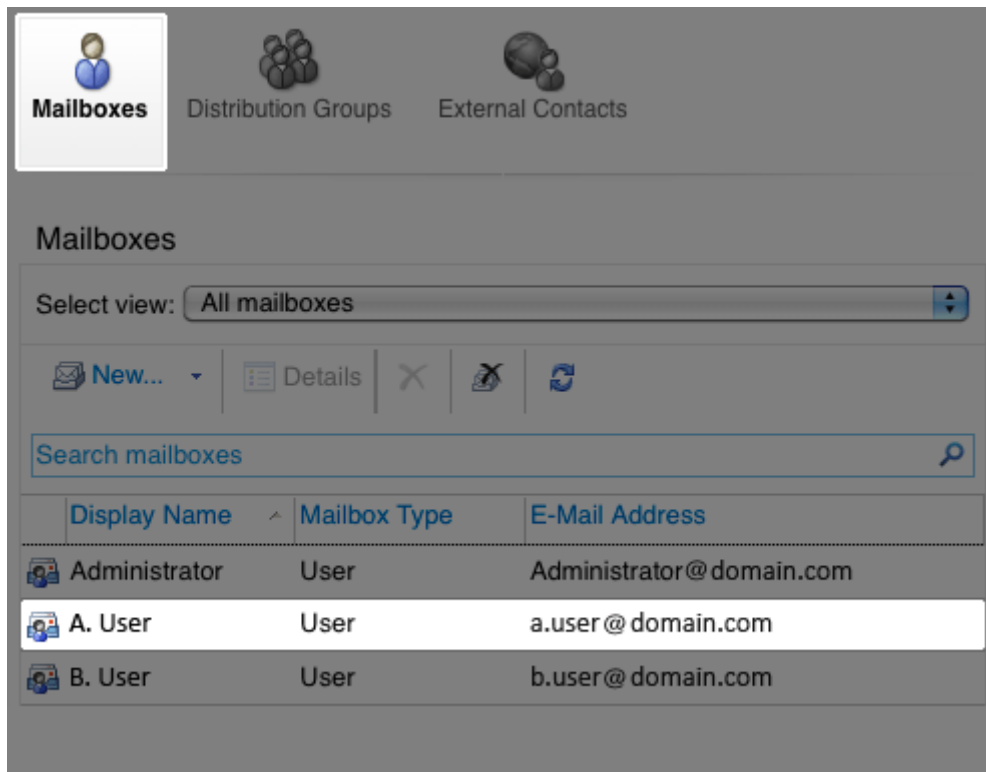
By Pressing the External Contacts icon, you will be able to create External Address for people who are external of your Organisation. These can be added to Distribution Groups.



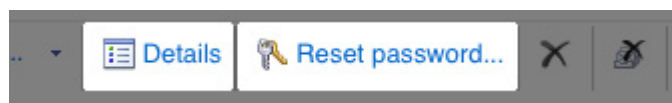
MAILBOX CONTROL IN DETAIL

Upon entering the Exchange Control Panel, you will be presented with the information for your Organisation. By default It should look a little like the image below with the details for the Mailboxes that exist within your Organisation

PLEASE DO NOT change the password on the Administrator account. It will be a non functional email box which is setup so Support are able to assist you and your Organisation.



When you select a User Mailbox from the above list, you can press Details (which will display the details of the user) or Reset Password (which will reset the password for that user).



Sadly we have removed the feature of Adding a New Mailbox via the Exchange Control Panel. If you try to create a new mailbox this will fail.

To create a new mailbox You will need to log into the old Simply Mail Solutions Control Panel and provision the mailbox under there.

ADDING AN EMAIL ALIAS

Before you add an alias to a mailbox, you need to decide if you want it to be assigned to more than one person, and if so then instead of adding an Alias you will need to add a Distribution List.

To add an Email Alias, you will need to be in the Mailbox settings as described on the previous page of this document. If you **Double Click** with your left mouse button, or **Select** and then **Press Details** this will display you a new window where you are able to add Aliases to the mailbox.

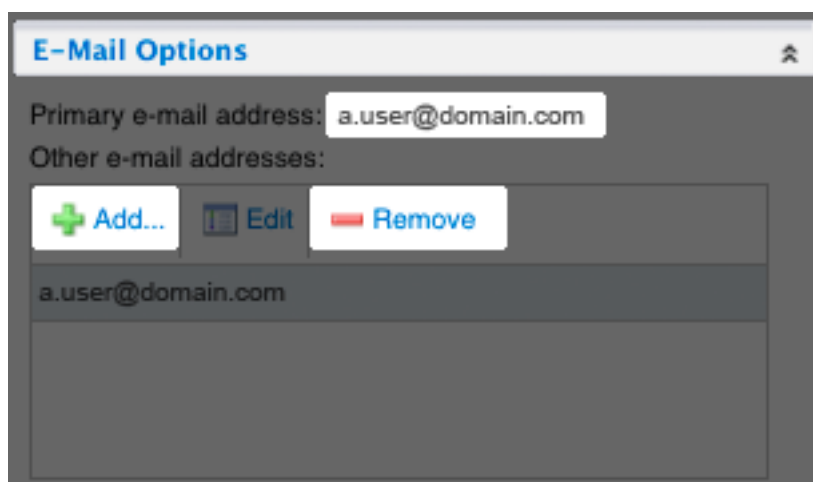
PLEASE NOTE that an Email Address can only be assigned as one object (either a mailbox or a distribution group).



Select the Mailbox Icon to display your Mailbox list.

You should be presented with a screen where you need to scroll down to Email Addresses.

This will present you with an **Add Button** and also a **Remove Button** if you wish to later remove this Alias.



From here if you then type in the front part of your email address and select the domain that you require.

Press OK if you wish to add this alias, or cancel if you do not wish to add it.

If you have multiple domains added to your Organisation you can then select these from the pull down list.

If you use multiple domains in your email configuration, you can ask us to add this domain to the Exchange Infrastructure for you.

This will allow you to add aliases, to the Mail Users or Distribution groups, so that mail from both domains can be accepted.

ADDING A DISTRIBUTION GROUP

A Distribution Group is the best method for sending multiple addresses an email address by creating an email list.

For example;

sales@domain.com

Users assigned under the group are;

a.user@domain.com

b.user@domain.com

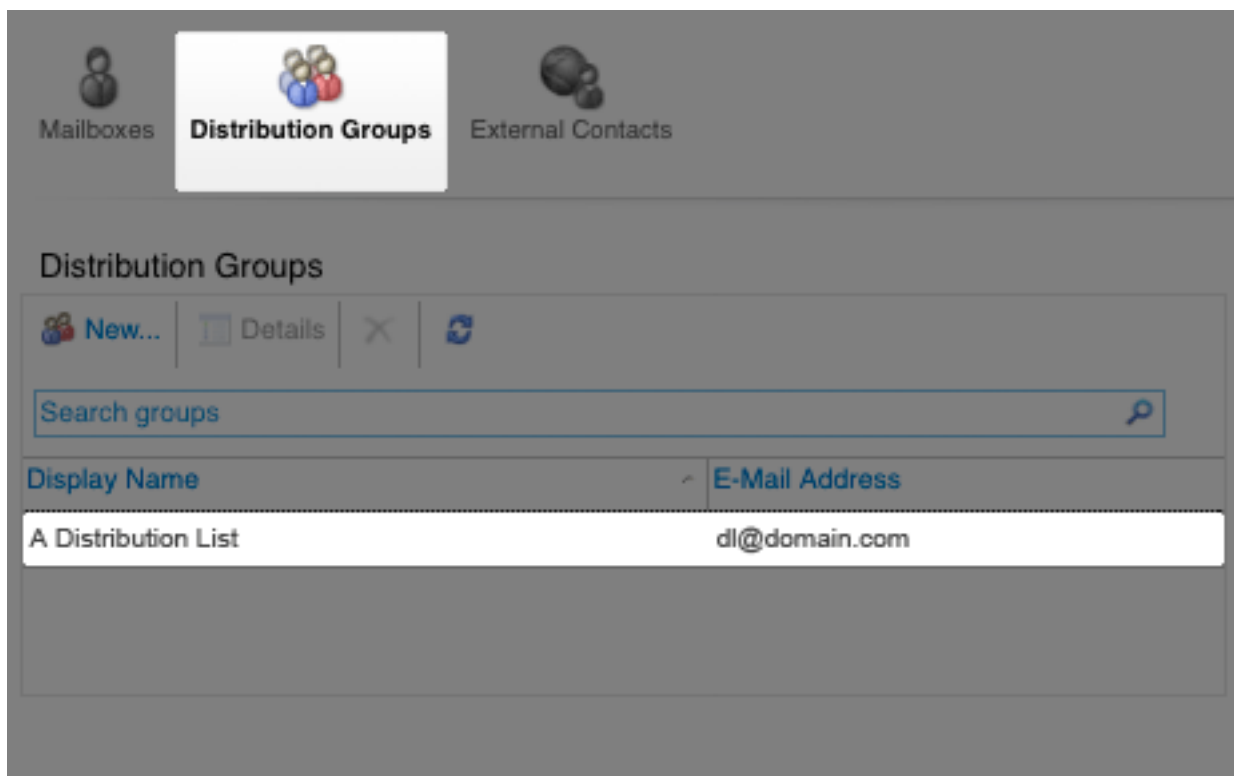
You are also able to make it internal only or also external as well.

PLEASE NOTE that an Email Address can only be assigned as one object (either a mailbox or a distribution group).



Distribution Groups

Select **Distribution Group** Icon to display your Group Lists



By Selecting the Distribution Group Icon, this will display a list of your current Distribution Groups that are on the server.

To **Add** a Distribution Group, you can press the **New Button** which will open a new window

To **Edit** a Distribution Group, select the Distribution Group and then press the **Details** Icon



To **Remove** a Distribution List, select the List which appears on your list and then press the **Cross**

CREATING A NEW DISTRIBUTION GROUP

New Group

*Required fields

General

* Display name:

* Alias:

* E-mail address:



 @

Description:

Make this group a security group

Ownership



* Owners:

 Add...	 Remove
<input type="text"/>	

Membership

Members:

Add group owners as members

 Add...	 Remove
<input type="text"/>	

Membership Approval

 Save |  Cancel

PLEASE NOTE that as you press on the field, it will explain the information to the right of the field.

When you press New to create a new Distribution Group it will pop open a window which will display a web page, which looks very similar to the image to the left.

Display Name

This field will be what you would like to call your Distribution Group. This can only be used once within the Organisation due to it requiring to be unique.

Alias

The alias is required for every object created on the Exchange infrastructure. We recommend calling this something like; domain.com-groupname

Email Address

This field is the email address which your Distribution Group will have assigned to it.

Description

This can be left blank unless you feel like adding information.

Ownership

By pressing Add you are able to add people who have control to adjust Users / External Contacts inside the Distribution Group. By default it makes the person who is creating the group an Owner.

Membership

By pressing Add, you can add users from your Global Address List. By default it adds the Owners as members. You can untick this if you do not require to be a member of that group. You are also able to remove the users from the Group if required.

Once completed and you think it looks all ok, you can then press **Save**, which will Save the Group, or you can press **Cancel** if you wish to Cancel the creation process.

Upon creation your Distribution Group will appear on your Distribution Group List.

ADVANCED SETTINGS FOR DISTRIBUTION GROUP

The Distributions Groups are created on the server, there with very basic settings, which normally need a few advanced features changed once this has been created.

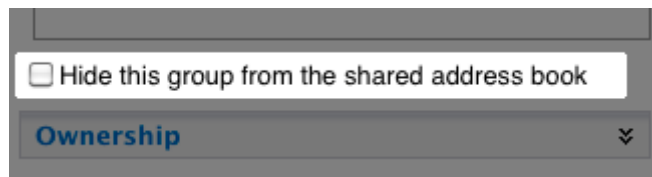
By double clicking on the Distribution Group on your list, or Selecting the Distribution Group and pressing Details, it will present you with a Advanced information regarding your Group.

Now that you have the new window open, you can see extra settings, that you are able to adjust for optimum settings so that your group is accessible across your organisation.

As you will see you can update the Display Name, Alias, Members and Owners as you could when you first created it. Some of the other features are explained below.

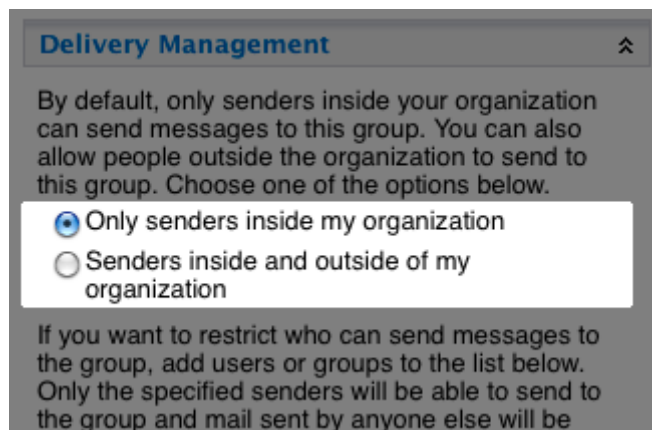
Hiding the Distribution Group

Some Groups you make may want to be hidden from the Global Address List. By selecting Hide this group from the shared Address Book, this will make it hidden so a user can't randomly send a message to it when composing an email.



Deilvery Management

As you can see by default only sending inside your organisation can send mail to the newly created group. If you wish to have this externally email-able then you will need to make a selection on **Senders inside and outside of my organisation**.



We have found that adding multiple email aliases to a Distribution Group has a very strange process via the Exchange Control Panel.

To do this, where you can see the email address for the Group, type in the new address you require.

If you have another domain configured on

your organisation you can also select that as a part of the new address.

Once you are happy with the new address press Save, and then reopen the advanced settings again.

You will then need to go back into the setting to revert it back, but it will hold the new alias that you made.

ADDING AN EXTERNAL CONTACT

Sometimes within your Organisation you may need to create an External Contact. This can be used to add to a Distribution Group, or even if you have an address from within your Organisation that needs to go to another Email Address which is external of your Organisation.

By creating an External Contact this will display in your Global Address List, and may need us to hide it for you. If this is the case you can email us at support@simplymail solutions.com and we will gladly do this for you.

PLEASE NOTE that an External Email Address can only be assigned as one object.



Select **External Contacts** Icon to display your External Contact list.

New External Contact ?

*Required fields

First name:

Initial:

Last name:

* Display name:

* Alias:

* External e-mail address:

 Save |  Cancel

When you press New to create a new External Contact it will pop open a window which will display a web page, which looks very similar to the image to the left.

First Name, Initial and Last Name

This is exactly what it says on the tin. Please remember that you can only have one object in your Organisation with this Name.

Display Name

This is the name which will appear in your Global Address List for this user.

If you are creating a Distribution Group for this user to have an address of your organisation we recommend using the Display Name as;

External - Firstname Lastname

Alias

Like the Distribution Groups we recommend the alias to be;

domain.com-externalname

This will make sure that is is unique on the server.

External Email Address

This will be the address where you want to deliver the email to.

