

Exchange Security Small Business Edition

User Manual

Avira Exchange Security - Small Business Edition

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1 Introduction

Avira Exchange Security - Small Business Edition (SBE) has been designed for small businesses, aiming to combine the simple configuration with the typical high quality and security of Avira products.

Features of Avira Exchange Security - Small Business Edition:

- A new graphical user interface
- Speed-Setup: Silent installation and assisted configuration, setting up your system in less than 10 minutes with the Basic Configuration Wizard
- Custom proxy configuration
- Seamless integration of Avira Antivirus (as Virus Scanner) and Avira Unpacker
- You can manage the product's modules in the Avira Exchange Security Small Business Edition Management Console: Virus Scanner, the Product license, the Statistics and the Wizards.
- Statistics overview
- Convenient rollback of the last changes or reset to the initial configuration
- Enhanced updating process

2 System requirements

Avira Exchange Security - Small Business Edition is part of the Small Business Security Suite.

System requirements:

- Operating systems:
 - Windows Small Business Server 2008 (64 Bit) SP2
 - Windows Small Business Server 2011 Standard (64 Bit) latest SP
 - Windows Server 2008 (32 Bit or 64 Bit) SP2; Exchange 2007 (64 Bit) SP1 and "Update Rollup 4 for Exchange 2007 SP1" or higher Exchange version
 - Windows Server 2008 R2 (64 Bit) or higher; Exchange 2007 (64 Bit) SP1 and "Update Rollup 4 for Exchange 2007 SP1"or higher Exchange version
 - Microsoft Exchange Server 2010 (64 Bit), including service packages up to SP2 and appropriate Update Rollups (RU1 RU8)
 - Microsoft Exchange Server 2016
 - Windows Server 2012
 - Windows Server 2012 R2; Exchange 2013 (64 Bit)
- Microsoft.NET, version 3.5
- Correctly configured Microsoft Exchange Server
- Internet connection (eventually behind a proxy server)
- RAM: Additional 64 MB to the Exchange-recommended RAM
- Hard drive: At least 400 MB for the installation
- Extra: CD-ROM drive or network access; Microsoft .NET Framework 3.5 and 4.0 .NET Framework Client Profile

100 MB for event logging recommended, Internet access required

3 The Avira Exchange Security - Small Business Edition Management Console

You can manage the product's modules in the Avira Exchange Security - Small Business Edition Management Console: Virus Scanner, the Product license, the Statistics and the Wizards.

Avira Exchange Sec	urity - Small Business Edition	x
File Action View Help		
(= -) 2 II 2 II		
C AND A	Actions	
AVIRA Avira Exchange Security - Small Busin	ess Edition Avira Exchange Security - Small Business	*
	Change Basic Configuration	
Virus scanner is up-to-date	Change Virus Scan Configuration	
Spam Filter is up-to-date	Change Antispam Pitter and Quarantine Conti.	
	Restore	•
Product is activated	Change password	
	View	•
II Statistics	Help	
Select report: Spam Statistic V	Refresh	
Analyse Count Analyse	Count Analyse Count	
800 -		
000		
600 -		
400		
400		
200 -		
8	2	
20	20	
4		
11		

Through symbols and text tips, the Console shows you if the product runs properly. For example:

Virus Scanner is up-to-date

Product is activated

Button	Description
	You can expand the Console sections (Virus Scanner, Product activation and licensing, Statistics), in order to display information or to make changes.
	You can also collapse the Console sections.



Button	Description
0	To see the context help (tooltips), point your mouse to the information symbols next to the controls in the Avira Exchange Security - Small Business Edition Management Console.

For further settings, like sending group notifications to the end-users about blocked emails or about the storage period of Emails in the quarantine, you can use the integrated configuration wizards (for example **Change AntiSpam and Quarantine Configuration**).

3.1 Virus Scanner status

The status of the Virus Scanner and update information.

♀ Virus scanner is up-to-date		
Last update date was:	6/27/2016 2:01 PM	Update now
Scan engine:	8.3.40.64	
Virus definition file:	8.12.101.140	
Information Store Scan: Next scheduled scan:	1 7/2/2016	

Last update date was: 20.08.2014 14:54

The Virus Scanner area shows the date of the last update, the version information for the scan engine and virus definition file.

You can click the **Update now** button, to update all product's modules (the Virus Scanner, the scan engine and virus definition files).

Information Store Scan

The **Information Store Scan** checks the Emails in the users' mailboxes for malware on a regular basis: once every two weeks, on Saturday.

You can enable (I) or disable (O) the **Information Store Scan** by clicking the switch in the Virus Scanner area.

The date when the next scan is scheduled to start is also displayed. For example:

Next scheduled scan: 23.08.2014.

Note

In case you are using the product on a test system, without any email traffic, the information in this area cannot be refreshed. You can update the information by restarting the services or by changing the configuration.

3.2 Product status

The status of the product and the license information.

License is about to expire!			
License valid until:	6/30/2016	Renew	
License valid for:	Avira GmbH & Co. KG		

License valid until: 6/30/2016

The Product area shows the license expiration date and the licensee's name.

You can click the **Renew** button, to add another license file.

3.3 Statistics view

The graphical reports about email throughput, blocked Emails and malware.

Select report

You can select a report (for example Malware Scanning) to display in the Statistics view.



Report types:

- Throughput
- Top 10 Malware
- AntiSpam Statistic
- Malware Scanning

Button	Description
-	Print : Opens the Print dialog on your system.
	Print Layout : Displays the statistics in print preview.
<u>A</u>	Page Setup: Opens the Page Setup dialog on your system.
-	Export : Saves the statistics as Excel, PDF or Word file.

To update the information in the report, you can click **Refresh**.

4 Configuration wizards

Using the wizards in the Avira Exchange Security - Small Business Edition Management Console you can easily configure the product's modules and functionality.



4.1 Change Basic Configuration

You can run the Basic Configuration Wizard anytime, if you change your system's configuration, such as the domain or the administrator's Email address.

1. To start the wizard, click **Change Basic Configuration** in the Avira Exchange Security - Small Business Edition Management Console under **Actions**.

The Basic Configuration Wizard starts.

<u>R</u>	Basic Configuration Wizard	x
Basic Configurati Select wizard mode	on Wizard	
Skip most parts of the second seco	of the wizard and use these settings:	
Internal domains:	m n et.local	
		_
O Navigate the cor	nplete wizard	_
0	< Back Next > Cance	I

2. Choose the configuration mode that suits your system.



OptionsDescriptionSkip most parts of the wizard and use
these settingsIf you have only one domain, the account
you are installing is also the recipient of the
system notifications, and there is no proxy
between your mail server and the Internet,
you can proceed with this option (default).Navigate the complete wizardIf your Small Business Server manages more
than one email domains, or if the system

If your Small Business Server manages more than one email domains, or if the system notifications are sent to a different email address than the one of the administrator who's installing the product, proceed with the complete configuration wizard.

4.1.1 Apply default settings

If you have only one domain, the account you are installing is also the recipient of the system notifications, and there is no proxy between your mail server and the Internet, you can proceed with the default option.

1. After you have chosen Skip most parts of the wizard and use these settings, click Next.

The Basic Configuration Wizard connects to Avira's Update Servers and it downloads the newest Virus Definitions.

R	Basic Configuration Wizard	x
Basic (Update	Configuration Wizard virus scanner	
The wizard	d is performing an update of the virus scanner.	
		_
	Update successful	
		_
0	< Back Finish Cance	

2. Click Finish to close the Wizard.

After the installation, the following services must run on your server:

Service	Status	Startup Type
Avira Exchange Security	Started	Manual
Avira Exchange Security Control	Started	Automatic

There should be no errors in the event log of the server, related to the newly installed product.

4.1.2 Run the complete wizard

If your Small Business Server manages more than one Email domain, or if the system notifications are sent to a different Email address than the one of the administrator who's installing the product, proceed with the complete configuration wizard.

1. After you choose Navigate the complete wizard, click Next.

<u>R</u>	Basic Configuration Wizard	x
Basic Configuration Assign administrator	on Wizard	
Assign an administrator to Av	ira Exchange Security - Small Business Edition.	
Administrator email Address:	Administrator@johndoe.local	
Internal domains:	johndoe.local	^ ~
		_
		_
0	< Back Next > Cano	el

2. Fill in the Administrator email Address and the Internal domains and click Next.

The Basic Configuration Wizard checks the connection to Avira's Update Servers.

R	Basic Configuration Wizard	x
Basic (Update	Configuration Wizard virus scanner	
The wizar	rd is performing an update of the virus scanner.	
	Update successful	
0	< Back Finish Cancel	

3. Click **Finish** to close the Wizard.

In case the connection fails:

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Basic Configuration Wizard Update virus scanner					
The wizard is performing an upgrad	e of the virus sca	nner.			
Update failed				Why?	
0		< Back	Next >	Cancel	

- a) Optional: If you want to see the Update log, click **Why**.
- b) Click **Next**, to configure the proxy settings.

Specifiy a proxy server or cont	inue without upda	ating. You ma	y start the update anyt	ime again
rrom Avira Exchange Security	· 5 mail Business t	E altion.		
Use proxy server				
Proxy address:				
Port: 0	÷			
User name:				
Password:				
			Test proxy server	

- c) Provide the correct proxy server and the authentication data, then eventually click **Test proxy server**.
- d) Click **Finish** to close the Wizard.

4.2 Change Virus Scan Configuration

Using this wizard, you can define how to treat specific attachments and the Email they are attached to (e.g. forward them to the recipient, block them or send them to quarantine). You can also define a tag for scanned emails, and the storage period of quarantined Emails.

1. To start the wizard, click **Change Virus Scan Configuration** in the Avira Exchange Security - Small Business Edition Management Console under **Actions**.

The AntiVirus Wizard starts.

- 2. Choose the attachment types for which you want to specify actions and notification options.
 - Encrypted files
 - Executables
 - Files that cannot be scanned
 - PDFs
 - Sound files
 - Suspicious files
 - Video files
 - Images

R	AntiVirus Wizard	X
AntiVirus W Filter attachme	Vizard ents	
Specify how you w Type:	vant to treat specific email-attachments.	
Action	email to quarantine O Delete email	
O Delive	er email O Delete attachment	
Notification Send a	action to Administrator 🗌 Add action to Subj	ect
0	< <u>B</u> ack <u>N</u> ext >	<u>C</u> ancel

- 3. Configure how emails with attachments (e.g. PDF-files) should be handled.
 - Move email to quarantine
 - Delete email

If "Move email to quarantine" or "Delete email" is selected, the complete email is moved into quarantine or deleted, and the recipient automatically gets a notification about it.

- Deliver email
- Delete attachment
- Send action to Administrator

Notifies the administrator about the action.

• Add action to Subject

Adds a notification text to the email header.

Note

The option "Add action to Subject" is only available when "Move email to quarantine" and "Delete email" have not been selected.

4. Click Next.

The notification about the integration of Avira Protection Cloud is displayed.

R	Ant	iVirus Wizard	x
AntiVirus V Protection Cl	Wizard oud		
Introducing cl The Avira Pr	loud technology otection Cloud is now fully	y integrated into your software, which	
More informa	tion about Protection Clo	ud	
Protection Clo	bu		
🗹 Enable	Protection Cloud	Send suspicious files to Avira	
		< Back Next > Cancel	I

Click Next.

R	AntiVirus Wizard	x
An Ma	tiVirus Wizard arking of scanned emails	
Sp V	ecify below how scanned emails are to be marked. Add a text at the end of the subject [Scanned by Avira Exchange Security - Small Business Edition] Add a text at the end of the email body	
	[Scanned by Avira Exchange Security - Small Business Edition]	
0	< Back Next > Cancel	

Choose a way to mark the scanned emails.
 Options

Add a text at the end of the subject

Description

You can type the text that should be appended to the subject of the Emails scanned by the Virus Scanner. Default text: [Scanned by Avira Exchange Security - Small Business Edition]

You can type the text that should be appended to the body of the Emails scanned by the Virus Scanner. Default text: [Scanned by Avira Exchange Security - Small Business Edition]

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6. Click Next.

R	AntiVirus Wizard
AntiVirus V Set quarantir	Vizard e storage time
Specify how long time the emails v	g emails that are infected with a virus will be stored in the quarantine. After that vill be deleted permanently.
Storage time:	10 🔷 days
0	< Back Finish Cancel

- Choose for how many days blocked Emails should be stored in quarantine.
 When the period expires, the Emails are permanently deleted from the quarantine.
- 8. Click **Finish** to complete the wizard.

4.3 Change AntiSpam and Quarantine Configuration

Using this wizard, you can define the level for the **AntiSpam**, set exceptions for the AntiSpam for certain senders and keywords. You can also set the storage period of unwanted Emails in the quarantine, as well as the frequency of AntiSpam notifications.

1. To start the wizard, click **Change AntiSpam and Quarantine Configuration** in the Avira Exchange Security - Small Business Edition Management Console under **Actions**.

The AntiSpam and Quarantine Wizard starts.

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R	AntiSpam and Quarantine Wizard
Ant Spe	iSpam and Quarantine Wizard ecify trusted email addresses
Spec will N	offy email addresses from external senders that are trustable. Emails from these addresses IOT be blocked as Spam.
Туре	one email address per line and/or import a list of addresses.
Trus	table email addresses:
*@a *@a *@a	ntivir.de vira.com vira.de
Exan	nple: name@domain.com or *@domain.com
0	< Back Next > Cancel

You can define trusted Email senders, who should be excluded from the AntiSpam filtering.

2. Insert a list of trusted Email senders.

Type one Email address or domain per line.

sendername@company.com
*@company.com

- *@company.com
- **3.** Optional: Click **Import**, to import the list of trusted Email addresses from a .txt file you have on your system.
- 4. Click Next.

R	AntiSpam and Quarantine Wizard	x			
An De	tiSpam and Quarantine Wizard efine trusted words/phrases				
Sp tho	ecify business words and phrases that indicate that an email is probable NOT Spam, even bugh these words appear often in Spam emails.				
Ту	Type one word or phrase per line and/or import a list of addresses.				
Tru	ustable words/phrases	_			
Ani Avi Sa Tei Ka	tiVir ^ Import				
Example: Working with medicines, words like viagra or cialis are probably part of your regular business correspondence and should not be blocked.					
0	< Back Next > Cancel				

You can define a list of business-related words, indicating legitimate Emails, which should be excluded from the AntiSpam.

5. Insert a list of trusted keywords.

Type one word or phrase per line.

This feature can be especially useful, if your Email traffic usually contains words otherwise considered unwanted content, such as Viagra, Cialis.

- **6.** Optional: Click **Import**, to import the list of trusted keywords from a *.txt* file you have on your system.
- 7. Click Next.

R	AntiSpam and Quarantine Wizard
AntiS Speci	Spam and Quarantine Wizard fy untrustworthy email-addresses
Specify will be b	email addresses from extemal senders that you do not trust. Emails from these addresses blocked and classified as Spam emails.
Type or	ne email address per line and/or import a list of addresses.
Email a	ddresses you do not trust:
	∧ Import
Exampl	e: name@domain.com or *@domain.com
0	< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel

You can define a list of untrustworthy words and phrases that indicate unwanted Emails.

You can define untrustworthy Email addresses. Emails from these addresses will be blocked and classified as unwanted Emails.

8. Insert a list of untrustworthy Email senders.

Type one Email address or domain per line.

```
sendername@company.com
*@company.com
```

- **9.** Optional: Click **Import**, to import the list of untrustworthy Email addresses from a *.txt* file you have on your system.
- 10. Click Next.

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R	AntiSpam and Quarantine Wizard	x
Ant Spe	iSpam and Quarantine Wizard ecify untrustworthy words/phrases	
Spec conta quara	cify business words and phrases that for you indicate an email is probably Spam. Emails aining these words and phrases will be classified as Spam emails and moved into the antine.	
Туре	in one word or phrase per line and/or import a list of words and phrases.	
Word	ds and phrases that indicate Spam emails:	
	Import	
Exan corre	nple: Working with trading, words like viagra or sex are not part of your regular business spondence and should be blocked.	
0	< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel	

11. Insert a list of untrustworthy keywords.

Type one word or phrase per line.

- **12.** Optional: Click **Import**, to import the list of untrustworthy keywords from a *.txt* file you have on your system.
- 13. Click Next.
- **14.** Choose for how many days blocked Emails should be stored in the Email quarantine.

When the period expires, the unwanted Emails are permanently deleted from the quarantine.

15. Click Next.

AntiSpam and Quarantine Wizard	x
AntiSpam and Quarantine Wizard Schedule summary reports	
If emails are blocked, the recipient receives a summary report regularly by email. Specif summary reports will be sent.	y when
Send reports on:	
✓ Weekdays	
U Weekends	
at these times:	
✓ 08:00 → and ✓ 14:00 →	
C Back Finish	Cancel

You can define how the users should be notified about the blocked Emails in the Email quarantine.

Warning

If you deactivate the notification feature, the blocked Emails will be sent to the **Junk Quarantine** and the recipients will **not** be notified.

Weekends

at these times

16. Set the frequency of the notifications.OptionsWeekdays

Description

The recipients of the blocked Emails are notified on every weekday about the Emails stored in the Email quarantine.

The recipients of the blocked Emails are notified on every weekend about the Emails stored in the Email quarantine.

You can define two times of day for the Email notifications to be sent to the recipients.

17. Click **Finish** to complete the wizard.

4.4 Restore configuration

Using the **Restore** wizard, you can roll back to previous configuration settings.

1. To start the wizard, click **Restore** in the Avira Exchange Security - Small Business Edition Management Console under **Actions**.



2. Click the command you want to carry out:

OptionsDescriptionRestore previous configurationUndo the last configuration change.Restore last month's configurationRoll back to the configuration valid on the
first day of the previous month.Restore initial configurationRestore to the initial default configuration.

3. Click Yes in the dialog, to confirm the rollback.

4.5 Change password

Using this wizard, you can define a password to protect the access to the configuration of Avira Exchange.

1. To start the wizard, click **Change password** in the Avira Exchange Security - Small Business Edition Management Console under **Actions**.

The Change Password dialog opens.

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R	Change Password	x
Change you	r password	
Type in your old pass order to confirm your	sword once and your new password twice in password changes.	
Old password:		
New password: Confirm password:		
	Show passwords in plain text	
ОК	Cancel	

- 2. Optional: If you want the characters of the password to be shown in this dialog, click **Show** passwords in plain text.
- 3. Type the Old password and twice the New password.

Note

You have to leave the **Old password** field empty when changing the password for the first time, because the product does not come with an initial password.

4. Click **OK**.

Avira Exchange will ask for the password, every time you access or change the configuration.

<i>C</i> AVIRA	Avira Exchange Security - Small Bu	isiness Edition
Please enter your	password.	
Password:	Show password in plain text	<u>OK</u>

5 Managing the quarantine

Using this action, you can see the list of the emails stored in the Quarantine. You can view the details of the emails and decide if you want to delete them or forward them to their recipients. You can also directly whitelist or blacklist an email sender address or the domain.

1. To see the list of the emails stored in the Quarantine, click **Open quarantine** in the Avira Exchange Security - Small Business Edition Management Console under **Actions**.

In the **Quarantine Content** you can see the date, the sender, the recipient and the subject of the blocked emails. The **Label** column shows the reason for blocking the email: malware signature or unwanted email. You may browse the quarantine by entering a keyword into the search field and by choosing an option from the dropdown menu.

Ø	3	Quarantine Content	_ _ X
	All fields All fields From To	▼ Q	
	Date/Time v From Subject	Label Subje	ect ^
	3 2014-08-20T13:3 tester@test.com administra	tor@ms Spam ******** 10 Tip	ips for Keeping Control of Online Meetings [Scanned by
	🔣 2014-08-20T13:3 tester@test.com administra	tor@ms Spam ******** New a	amvals for Valentine's day - Shop Now!! Flat Rs.500/ 😑
	2014-08-20T13:3 tester@test.com administra	tor@ms Spam ******* Perfec	ect Valentines gifts for somone special at Smartbuys.co
	🚾 2014-08-20T13:3 tester@test.com administra	tor@ms Spam ******* MAHA	IA Maschinenbau Haldenwang GmbH & Co. KG Gobi
	32014-08-20T13:3 tester@test.com administra	tor@ms Spam ****** Econo	nomic predictions for the outlook on trucking; Georgia A
	3 2014-08-20T13:3 tester@test.com administra	tor@ms Spam ****** Welco	come to Clarks + 10% off your next purchase - ends Su
	2014-08-20T13:3 tester@test.com administra	tor@ms Ecar-Test-Signature	
	32014-08-20T13:3 tester@test.com administra	tor@ms Spam ****** Deals	is for you: UV Gel Kit £69 Mattress Topper £39.99 PT
	🔀 2014-08-20T13:3 tester@test.com administra	tor@ms Spam ******* [SPAN	M] **SPAM** Richtig geil ficken, mit richtig power und
	3014-08-20T13:3 tester@test.com administra	tor@ms Spam ******* Try Ne	Vetflix for free - TV shows & movies anytime, anywhere
	3 2014-08-20T13:3 tester@test.com administra	tor@ms Spam ****** Fill Yo	our Closet With Apparels From Our Ethnic Collection! [S 🗸
Ľ	Total number of quarantined items: 32 (1 selected)		Close

Button	Description
£,	Refresh quarantine content : Updates the contents of the Quarantine.
	Delete selected e-mails : Deletes the selected emails from the Quarantine.
	Resend selected e-mails : Forwards the selected emails from the Quarantine to the recipients.
	Display details of first selected e-mail : Opens the Quarantine Item dialog with the details of the first email selected in the Quarantine.
	Add sender to Whitelist : Opens the dialog to choose whether the Address or the Domain should be added to the Whitelist.
:=	Add sender to Blacklist : Opens the dialog to choose whether the Address or the Domain should be added to the Blacklist.

Button	Description
Q	Apply filter: Sorts the quarantined items by the filter chosen.

Note

If the product discovers conflicts, e.g. an email-address or domain that should be blacklisted is already on the whitelist and vice versa, you receive the request to solve the conflict.

To view the details of every email, before you decide if you want to delete it or forward it to its recipients, click the button **Display details of first selected e-mail**.

a . Qi	uarantine Item			
10 Tips for Keeping Control of Online Meetings [Scanned by Avira Exchange Security - Si				
tester@test.com				
Recipients: administrator@ms 11 vert.local				
Message text (excerpt):				
10 Tips for Keeping Control of Online MeetingsOnline meetings are like they are everywhere nowadays, but not everyone knows how to drive them effectively. Read More &rag best way to get better at online meetings is to participate in more of them. This brief by Gihan Perera, fo First Step Communications, provides 10 practical tips for keeping con				
Label:	Processing history:			
Spam ******	=== SpamDCWhiteList:			
Size:	=== (00:00:00.000)			
23.97 KB	=== SpamDC-signenc: E-mails encrypted and/or signed			
Attacriments:	(00.00.00.00) 			
	Close			

3. Click **Close** to exit the Quarantine dialogs.



6 Support information

Support service

All necessary information on our comprehensive support service can be obtained from our website:

www.avira.com/en/support

FAQs

You can also read the *Knowledge Base* on our website. Your questions may already have been asked and answered by other users in this section.

Please contact your Avira Partner - they will be more than willing to help you with any further questions regarding Avira products.

Contact address

Kaplaneiweg 1, 88069 Tettnang, Germany

Internet

You can find further information about us and our products at the following address:

www.avira.com



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