



The Erado Hosted Messaging Installation Process – Erado Hosted Mail Services with Domain Transfer

Welcome to Erado Message Control Solutions.

We appreciate the opportunity to serve you. To expedite the installation of your new service(s) we have put together the following overview which outlines the overall installation process, what we will need from you and what you can expect from us.

Steps highlighted in blue are customer setup items. Steps in black are Erado setup items. Anything highlighted in red is important.

Please read this document carefully.

Again, thank you for choosing Erado Message Control Solutions.

Service Installation Process:

Step 1: Upon receipt of your completed **Domain Transfer Order** (starting on page 5 of this document) **(PLEASE FAX TO 425-277-8273)**, an Erado technician will contact you to verify that the information on the transfer order is 100% correct. Once all information is verified your Erado service technician will create your Erado hosted messaging account.

Step 2: Step 2 is to make changes to your domains DNS configuration usually located at your ISP. These DNS changes route email to Erado so that we can deliver mail to your existing email accounts so that there is no email disruption, and a final transition can be scheduled where there is no email service downtime.

Erado customers may choose to have Erado host DNS and make use of our simple-to-use web based DNS management tool. If you choose to have Erado host your DNS please ask your Erado technician to provide you with our DNS hosting cutover installation instructions. Your Erado technician will assist you in anyway that they can in migrating your DNS hosting to us.

Customers that do not choose to move their DNS automatically waive Erado of all responsibility of any and all DNS-related problems.



Step 2a THIRD PARTY HOSTED DNS: Please have your DNS hosting company's administrator add the following MX (mail exchange) entries for your domain:

MX 10 yourdomain.com.scanner10.erado.com.
MX 20 yourdomain.com.scanner20.erado.com.
MX 30 yourdomain.com.scanner30.erado.com.
MX 40 yourdomain.com.scanner40.erado.com.

You must contact your DNS hosting company to have these changes go into effect.

Once the above MX entries have been added please remove any and all previous MX entries so that only the four MX entries above are listed.

NOTE: Internal DNS servers, host files, and firewalls. If your organization utilizes any internal DNS servers, host files, firewalls, etc. please make sure that any existing conflicting entries are removed. This is the number one cause of customer cutover issues.

Erado is NOT RESPONSIBLE for internal customer network issues.

Step3: Once step two is completed your Erado technician will create your Erado hosted email account. Erado creates a special email account designed specifically for initial and ongoing testing of your account with Erado. The account looks like:

eradodt@yourdomain.com

DO NOT DELETE THIS ACCOUNT. YOU ARE NOT BILLED FOR THIS ACCOUNT.

Once this account is installed your Erado technician will move to step four.

Step 4: Erado will manually test the account. If the manual test is successful Erado will initiate step five, your account testing phase. If the manual test fails, any issues will be corrected by your Erado technician.

Step 5: Upon completion of step four Erado will send test messages from each and every delivery server, in each of our scanning centers. Once **all** servers/data centers have successfully sent to your Erado test account we are ready to move to step 6.

Step 6: You will now be provided with your Erado username and password, instructions on how to setup and manage your email accounts.

Please setup all of your email accounts at this time.

Once you have completed setting up your email accounts you must contact your Erado technician letting him or her know that you have successfully created all of your email accounts so that your account can move to step seven. If your Erado technician does not hear from you he or she will not move your account to step seven.

Step 7: Now that your email accounts are setup and your inbound mail is flowing through Erado to



your existing email account(s) your Erado technician will contact you to schedule your final cutover, and final DNS changes which moves your email to Erado.

Step 8: On the day of your scheduled cutover you will need to change your DNS entry for your mail server. You will need to remove any existing mail dns record and add the following cname mail.yourdomain.com in cname _____
(to be provided by your Erado technician)

Below is a sample DNS configuration file

```
@ IN SOA mydomain.com. root.yourisp.mydomain.com. (  
961230 ; Serial  
14400 ; Refresh  
300 ; Retry  
3600000 ; Expire  
3600 ) ; Minimum  
IN NS yourisp.mydomain.com.  
mail.mydomain.com. IN A 10.0.0.10  
www.mydomain.com. IN A 10.0.0.2  
ftp.mydomain.com. IN A 10.0.0.1  
IN MX 10 yourdomain.com.scanner10.erado.com.  
IN MX 20 yourdomain.com.scanner20.erado.com.  
IN MX 30 yourdomain.com.scanner30.erado.com.  
IN MX 40 yourdomain.com.scanner40.erado.com.
```

You must contact your DNS hosting company to have these changes go into effect.

NOTE: Internal DNS servers, host files, and firewalls. If your organization utilizes any internal DNS servers, host files, firewalls, etc. please make sure that any existing conflicting entries are removed. This is the number one cause of customer cutover issues.

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Step 9: Your service installation is complete. Email is now flowing to your new email account(s).

Step 10: Approximately one week after your account has been setup and email is flowing properly your Erado customer service representative or technician will then contact you for a final walk through of the Erado management interface, and will assist you in customizing your account and answer any questions you may have.

For ongoing technical support please email support@erado.com or call our toll free support line at 866-67ERADO, and choose technical support from the menu. Thank you for choosing Erado Message Control Solutions.



Erado Domain Transfer Order FAX TO: 425-277-8273

Customer Information (please fill our completely):

Customer Name: _____

Company Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Phone Number: _____

Fax: _____

Email Address: _____

Email System (please fill our completely):

Domain Name: _____

Internet Email system: _____

(ie: if known)

Mail Server IP Address: _____

(ie: if known)

Mail Server FQDN: _____

(fully qualified domain name if known)

Erado to Host DNS | Erado to Host Website

Yes No

Yes No

(please circle one) (please circle one)

Technical Contact B (if applicable):

Customer Name: _____

Company Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Erado Admin Password: _____