



The Erado Message Security Installation Process Customer Hosted Mail Server

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:

Step1: Upon receipt of your completed Service Order Agreement, an Erado technician will contact you to verify that the information is 100% correct. Once all information is verified to be 100% correct your customer service technician will create your Erado message security account.

Step2: Once step one is completed you will need to create an email forwarding account for both initial and ongoing testing of your services with Erado.

Please create the following account:

<mailto:eradodt@yourdomain.com> should forward to yourdomain.com@dt.erado.com.

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

Once this account is installed please contact your Erado technician so that you can move to step three.

Step 3: Erado will manually test the forwarding account. If the manual test is successful Erado will initiate step four, your account testing phase. If the manual test fails your Erado technician will work with you to correct the issue.

Step 4: Upon completion of step three 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 and your test account has successfully forwarded those responses back to us, your Erado message security service(s) are ready for use.

Step 5: You will now be provided with your Erado username and password, and an initial walk through of Erado's Management Control Center and configuration of your message security settings.

Step 6: Step 6 is to make changes to your domains DNS configuration usually located at your ISP. 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 6a: Please have your hosting company's DNS administrator change the MX (mail exchange) entries for your domain to the following:

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.

If there are any existing MX entries, they should be removed so that there are only the four Erado entries.

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 entries are removed. This is the number one cause of customer cutover issues. Erado is NOT RESPONSIBLE for internal customer network issues.

Step 7: IP Firewall Configuration. To secure your server from "sideway spam" ie spam and content delivered directly to the IP address of your mail server or firewall, please configure one or both to only accept mail from the following IP ranges.

Note: Erado does not provide support for this configuration. If you need assistance with this please contact the manufacturer of your firewall or your email server software vendor.

IP Address Subnet Mask Valid Range Data Center



207.195.164.128 255.255.255.128 207.195.164.129 thru
207.195.164.254

Renton

69.13.22.0 255.255.255.0 69.13.22.2 thru

69.13.22.254

Chicago

64.182.73.0 255.255.255.0 64.182.73.2 thru

64.182.73.254

Dallas

216.1.195.0 255.255.255.0 216.1.195.2 thru

216.1.195.254

Los Angeles

Step 8: 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.