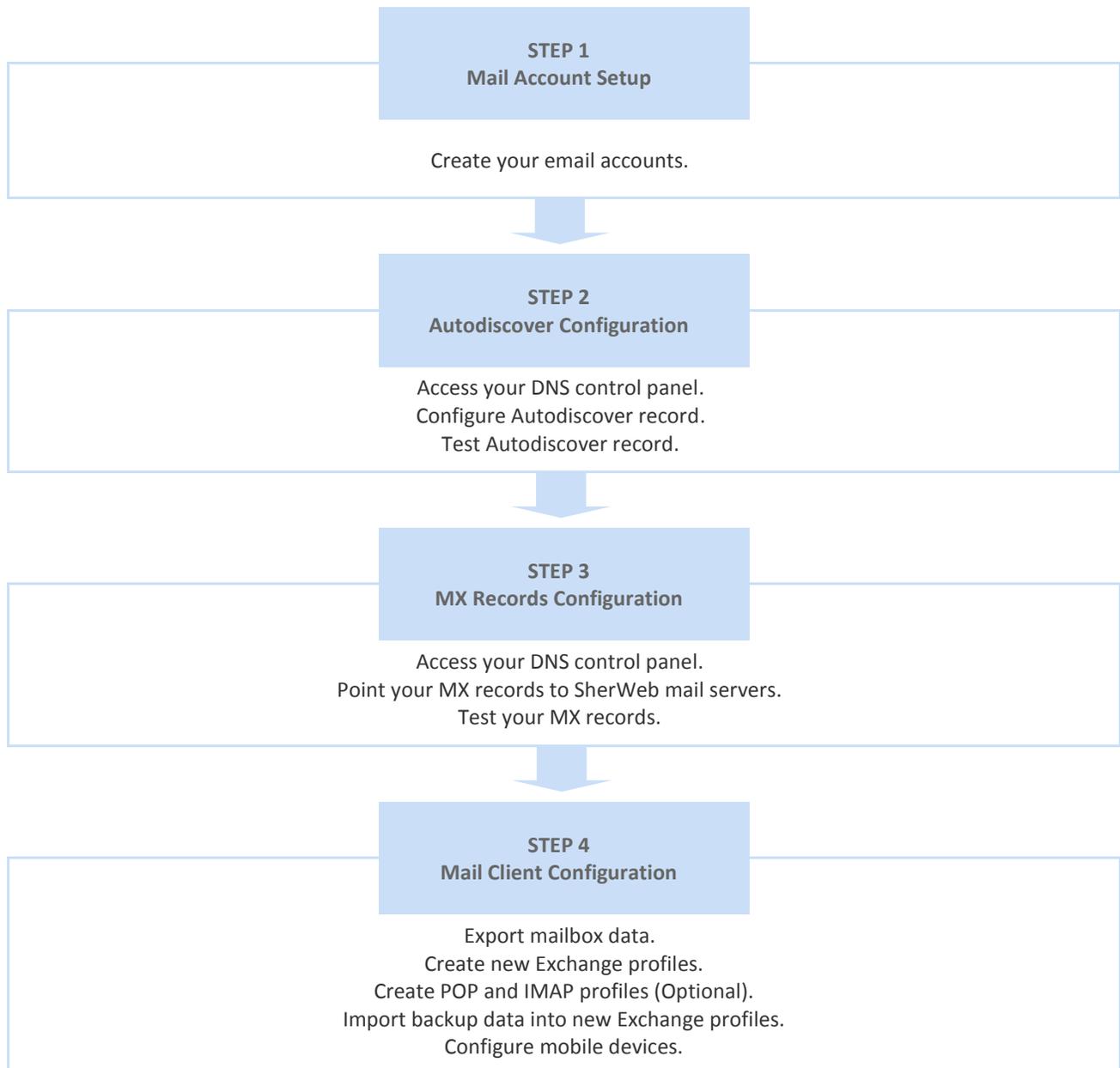# General Mail Setup

You are now ready to start setting-up your Exchange 2013 mailboxes with SherWeb. The process is easy and can be done in a few simple steps. The following is an overview of the workflow. Simply scroll down this document for detailed instructions.

STEP 1
Mail Account Setup

Create your email accounts.

STEP 2
Autodiscover Configuration

Access your DNS control panel.
Configure Autodiscover record.
Test Autodiscover record.

STEP 3
MX Records Configuration

Access your DNS control panel.
Point your MX records to SherWeb mail servers.
Test your MX records.

STEP 4
Mail Client Configuration

Export mailbox data.
Create new Exchange profiles.
Create POP and IMAP profiles (Optional).
Import backup data into new Exchange profiles.
Configure mobile devices.

Step 1: Mail Account Setup

Access the SherWeb Control Panel

Developed in-house, SherWeb's Control Panel (CP) is a web-based portal designed for the management of your users' accounts. In a few clicks, you can add or delete users; change permissions; administer domains, email aliases and distribution lists; reallocate disk space, and perform other administrative functions.

Log in to the Control Panel by entering the username and password provided in your activation email:

2013 Control Panel: https://admin05.sherwebcloud.com/

Admin Username: defaultuser@your-domain.com

Admin Password: your-password*

* If you wish to change your password, click on **Change Password** in the top right corner of the main page.

Create a user

1. Click on **New User** and enter the desired email address in the **Username** field. Enter a display name, a desired password, and, if you wish, any other optional information.

2. Check the **Create a mailbox** box and choose the **25 Gb Exchange plan**.

3. Click **Create** and repeat these steps for any additional Exchange email accounts you wish to add.

Enable email or domain aliases

Often users will have more than one address such as name variations like joe.smith@contoso.com, smith.joe@contoso.com, or jsmith@contoso.com or sometimes dissimilar email addresses like mailroom@contoso.com that all belong to the user Joe Smith. In such instances, you will need to create an *Email Alias*. Follow this guide to enable this feature.

Their also may be incidences where a company may own a couple of domain names like contoso.net or contoso.org and users may have email addresses associated to them (i.e. joe.smith@contoso.com and jsmith@contoso.net). In cases like this, you will need to create a domain alias. Follow this guide to enable this feature.

Create distribution groups/lists

Some companies use distribution groups/lists to send emails to multiple users via the use of one incoming email address. For example, the company Contoso Corp has a sales department of five people. From a practicality standpoint, they would like all their sales staff to receive a copy of an email sent to sales@contoso.com. The wrong way would be for one user to receive the email and then forward it to everyone else. The correct way would be the use of a distribution group/list. Simply speaking, when you create a distribution group/list in our control panel you assign users to the group so whenever someone sends an email to sales@contoso.com all your users receive a copy. Follow this guide to enable this feature.

Control Panel Features

SherWeb has developed a control panel rich in features that go above and beyond the basics of email flow. In this case, if you are at ease with the previous steps, you can safely continue on. However, if there are other features that were not addressed you will find them on our support site at http://support.sherweb.com.

Step 2: Autodiscover Configuration

This section is broken into three parts. If you are familiar with how autodiscover works and how to change DNS settings simply make a note of your Autodiscover record in the next paragraph and move on to the next step; otherwise, we suggest you read the rest to understand the basics.

What is my Autodiscover record?
This step requires that you enable an A record or subdomain called Autodiscover in your DNS control panel. You will find the A record value in the Control Panel under the **Information for administrators** section.

For reference purposes, here is an example of how the Autodiscover record might look like on your DNS: *autodiscover.contoso.com pointing to IP Address: 199.244.76.160.*

Why do I need an Autodiscover record?
The importance of adding an Autodiscover record cannot be under stressed. Failing to add this will prevent your Offline Address Book (OAB) from synchronizing, as well as prevent the Outlook Free/Busy and Out of Office (OOF) features from functioning. Moreover, it will also prevent the Outlook auto-configuration tool to work and can even create issues with Outlook pop-ups stating "Your mailbox has disconnected." Needless to say, we cannot stress how important it is to always have this feature enabled - even if you are forwarding to SherWeb from another email server.

How do I validate that it was set up properly?
If you've added your Autodiscover record to your DNS, you should probably wait about 30 minutes before testing. The distributed nature of how DNS works may mean that changes regionally may not have propagated to other regions of the world. From real-world experience, if it's not there after an hour, you will want to retry again or contact those who host or manage your DNS.

A simple test is to open a command line (Windows) or a terminal window (Mac), then simply type the following command (case does not matter): Ping autodiscover.[put your domain name here]. You should get a reply from 199.244.76.160 (Make sure the value matches what you found in the Control Panel).

Here's an example. If my company uses the domain name contoso.com, I would type the following in my terminal or command line window: ping autodiscover.contoso.com

If the settings were successful, I would receive a reply like such as:

Pinging autodiscover.contoso.com [74.115.204.63] with 32 bytes of data:
Reply from 199.244.76.160: bytes=32 time=39ms TTL=120
Reply from 199.244.76.160: bytes=32 time=38ms TTL=120
Reply from 199.244.76.160: bytes=32 time=39ms TTL=120
Reply from 199.244.76.160: bytes=32 time=40ms TTL=120

If the settings were NOT successful, I would receive a reply similar to the following:

ping autodiscover.contoso.com Ping request could not find host autodiscover.contoso.com. Please check the name and try again.

For obvious reasons, either you did the check too soon or entered the information incorrectly in your DNS and you'll need to wait longer, recheck your settings in your DNS or contact those who host or manage your DNS to assist you.

Step 3: MX Records Configuration

This section is broken into four parts. If you are familiar with how MX Records work and how to change DNS settings, simply make a note of your MX records in the next paragraph and move on to the next step; otherwise, we suggest you read the rest to understand the basics.

What are my MX records?

In order to deploy your Hosted Exchange 2013 solution, you must log in to your DNS Control Panel and point your MX records to **both** of the MX servers you will find in the Control Panel under the **Information for administrators** section. Enter a priority of 10 and a TTL of 3600 (or 1 hour) for both MX entries.

Why do I need them?

Strictly speaking, without MX records your email will never come to your mailbox with SherWeb. Think of it like regular snail mail. That is to say that if you were to move tomorrow from your current address and not tell anyone, then all your mail would keep going to your former address. MX records can be considered like your virtual mailing address.

Can I do this later?

Although this step can be performed later and may be recommended for advanced mail setups, for any general migration we highly recommend you change your MX records now and wait for propagation **BEFORE** exporting your mailbox data, creating your new Exchange profile and then re-importing your data. The reasons are simply that propagation of any changes via DNS can take anywhere from a few minutes to potentially a few hours during which time some email will come to your new mailbox and your old. In this case, if you exported your user's mailbox five hours before changing your MX records users will be missing five hours of changes in their new profile! Some will say you could do this in two stages, one main backup and then later a smaller one, but for practicality sakes this is generally the easiest.

How do I validate that my MX records were setup properly?

The easiest method is to send yourself a test email after about 30 minutes from when you changed your DNS. Simply log into your Outlook Web App with your email address and password, then using an external email provider like Hotmail, Yahoo, Gmail, AOL, send yourself an email.

1. If the email comes to your Outlook Web App you can be safe to assume you have set them properly and you can move onto the next step.

2. If the email arrives in your current mailbox then the MX records probably have not propagated and you will need to wait longer.

3. If no email arrives including checking any spam filters, then you should immediately contact our support department at 1-888-567-6610 so we can validate the error and assist you in correcting this as soon as possible.

Step 4: Mail Client Configuration

Export your mailbox data

This step will require you to export your current mailbox into a format that will allow you to easily import the content into a newly created Exchange profile with SherWeb. Our .pst Import Tool requires that you name your PST files in the following way: username@yourdomainname.com.pst. Refer to this guide for detailed instructions.

If you are using a mail client other than Outlook, please select the mail client version you are using for necessary instructions:

Entourage 2004 and Entourage 2008; Outlook 2011 for Mac

Warning: If you have locally archived emails, you should note the location of these files on your computer and either store them on a backup device or import them into your new Exchange profile.

Configure your new Exchange mail profile.

To configure new user profiles, please select the mail client version you are using to configure your new profile:

Outlook 2013; Outlook 2010; Outlook 2011 for Mac; Entourage 2008 with EWS

Configure POP or IMAP mail clients (Optional).

For all email clients like Outlook, Thunderbird, Mac Mail, Entourage, Windows Mail etc., you can refer to the following guides to configure POP or IMAP.

Import your old data

1. Click on **Activate data import** in the Migration section of the Control Panel. Refer to this guide for detailed instructions.

2. Upload your .pst files to our FTP servers. Refer to this guide for detailed instructions.

3. Link the .pst files with your users via the Control Panel. Refer to this guide for detailed instructions.

4. If an import fails, simply retry the import. If that fails, follow this guide.

IMPORTANT NOTE: If you used Entourage 2004 or 2008, you will need to use either Entourage 2008 EWS or Outlook 2011 for Mac. Please contact us to import your data.

Configure your mobile devices

After all accounts have been updated to the server, you can configure any or all mobile devices.

ActiveSync

iPhone Guide

Android Guide

Additional Information

Outlook Web App (OWA)

Find your OWA link in the **Information for Administrators** section of the Control Panel (i.e. webmail.yourdomainname.com).

Network Status

You can subscribe to SherWeb's network status RSS feed to be notified about upcoming maintenances and general network-related issues. To do so, please go to this page: SherWeb Network Status

Technical Support

SherWeb's support team is available 24/7, 365 days a year to assist you by phone at 1-888-567-6610, by email at support@sherweb.com or by chat.

Frequently Asked Questions

SherWeb provides a comprehensive customer support resource base available at http://support.sherweb.com. Make sure to bookmark this URL!

SherWeb News

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Welcome to SherWeb. We are delighted to have you on board!