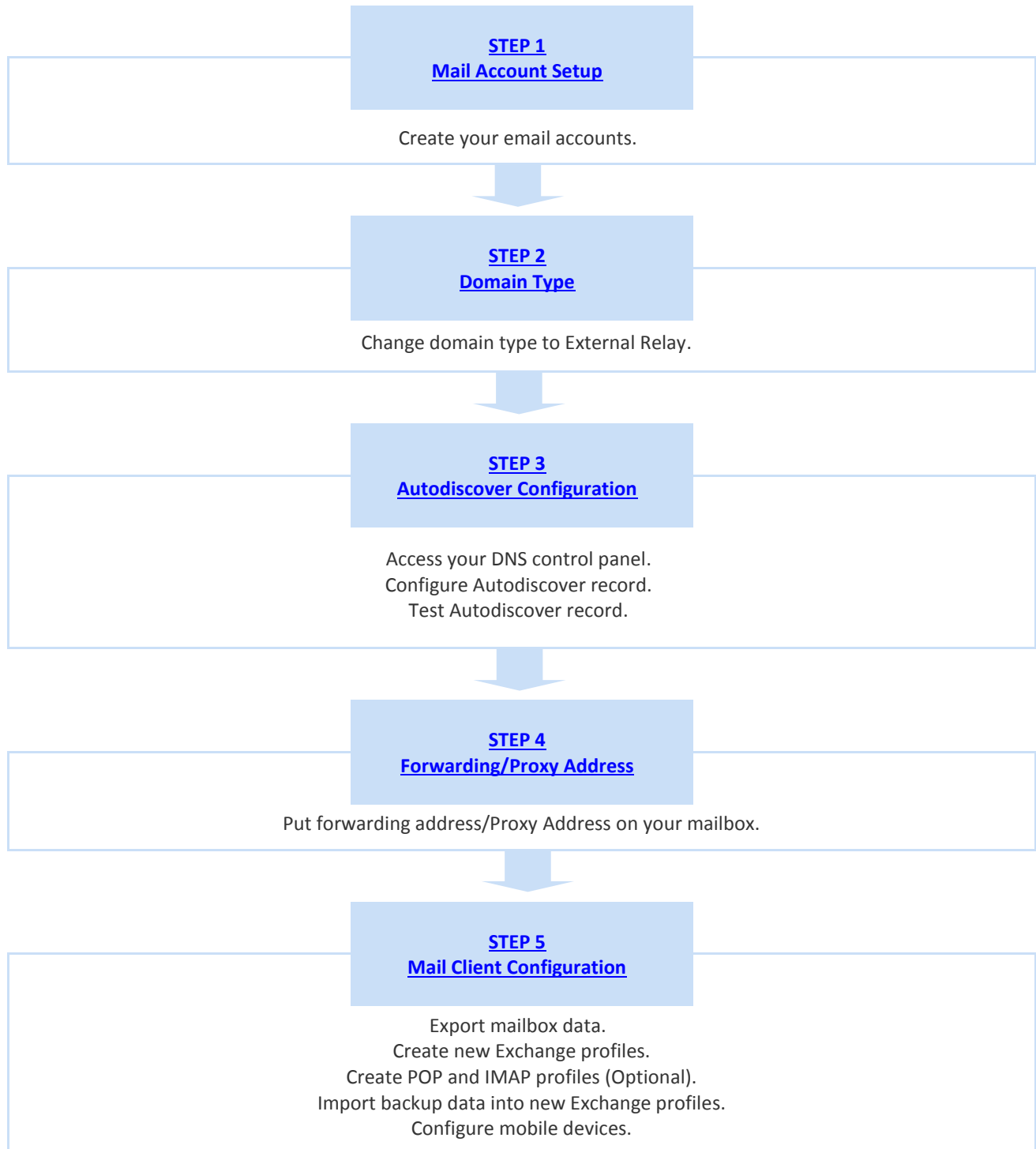


# Split Domain Mail Setup

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. Following is an overview of the workflow. Simply click on each step for detailed instructions.



# Control Panel Features

## 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](mailto: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.

There may also 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>.

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# Step 3: Autodiscover Configuration



In situations where you are unable to modify your DNS settings, you either need to consider the potential issues of not having an Autodiscover record enabled with your SherWeb Exchange mailbox (See “Why do I need an Autodiscover record?” below) or you may need to create a host record on each computer that will access and use an email client like Outlook. This step is advanced and we recommend that only your local IT admin do this.

Please note that SherWeb will not support issues related to the creation of a host record, we however provide a how-to guide ([Windows](#) or [Mac](#)) for your convenience.

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 stressed enough. 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 (OOO) 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 enough 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 74.115.20X.XX (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:

## Step 3: Autodiscover Configuration

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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.

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# Step 4: Forwarding/Proxy Address

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This section is broken into three parts. If you are familiar with email forwarding, simply make a note of your email forwarding address 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 email forwarding address?**

Your forwarding email address will mirror the following format: `user@yourdomain-extention.mycloudmailbox.com`

For clarity sake, we'll use a domain called `contoso.com` with a user using the email address `john.smith@contoso.com`

Using the format given earlier, your forwarding address will show like this: `john.smith@contoso-com.mycloudmailbox.com`

## **Why do I need it?**

Strictly speaking, there are two ways emails can come to SherWeb. The permanent way is to change your MX records on your DNS to point to us. Consider this like a change of address request. That is you inform the post office that you've moved and all your mail should come to your new address. Likewise, you'll inform all the mail senders of said change.

Or you can place a forwarding email address on your mailbox so all emails will continue to go to your present email server but then be forwarded to SherWeb. Consider this like a summer or vacation home. That is you inform the post office to forward all mail to your vacation home address, but do not tell any of the senders to change their mailing address.

Naturally, you might consider this advantageous compared to changing MX records; however, the caveat is if your mail server crashes or your inbox becomes too full, any forwarded email will stop as well. Secondly, if you are paying to maintain the mailboxes as well as paying us, it might be judicious to simply have all the users use SherWeb and reduce your costs. This is definitely something to consider.

## **What do I need to make it work?**

Once you know your forwarding address, you will need to find out from your current email provider where to go to put a forwarding address in place. Most companies have a web portal or email web access that offers in the settings or options the ability to put a forwarding address. Some places like SherWeb will provide you a control panel to where you can add a forwarding address. In the worst case scenario, you will need to contact your email administrator or provider and request for them to put the forwarding address in place.

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# Step 5: 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](#)

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# Additional Information

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## 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 to assist you by phone at 1-888-567-6610, by email at [support@sherweb.com](mailto: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

Follow us on [Twitter](#) and [Facebook](#) and stay up to date on the newest updates, special features, and all the goings-on at SherWeb.

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