



Abaca Cloud™ Administrator Guide

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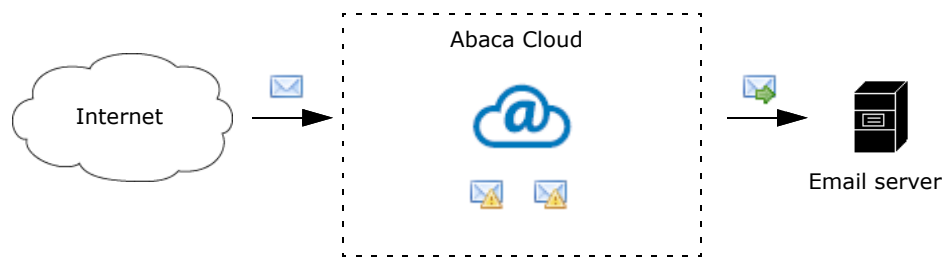
Chapter 1

Introducing Abaca Cloud

Abaca Cloud provides defense against spam, targeted malicious attacks, phishing, and junk mail. Abaca Cloud delivers only email that it considers 100% safe to your inbox. All other email is held in the cloud waiting for your permission to allow it to flow.

You can think of Abaca Cloud as a firewall for email in the cloud, as shown in Figure 1 on page 5. Email is filtered in the cloud before any messages are delivered to your email server. Legitimate messages are delivered to your mail server, and suspicious messages are held in the cloud. Messages that are quarantined are stored in the Held Mail area, which you and your users access with a Web browser. If you decide a message is spam, you reject the message, and it is removed from the cloud and never makes it to your inbox. If the message is legitimate, you allow the message, and it is delivered to your inbox.

Figure 1: Mail flow through Abaca Cloud



Your users can use the Abaca Cloud Outlook Add-In to easily mark messages as spam from Microsoft Outlook. Marking messages as spam is important because it allows Abaca Cloud to identify spam better.

You can manage spam filtering for your organization by using a Web browser to work with Abaca Cloud. When working with the Abaca Cloud administration area, you securely access and configure your organization's information.

Related documentation

For information about the Held Mail area, Abaca Cloud Outlook Add-In, and other end-user information, see the *Abaca Cloud User Guide*. In the Held Mail area, click the Help link to access the *Abaca Cloud User Guide*.

Contacting technical support

To contact technical support, send mail to support@abaca.com or go to <http://support.abaca.com>. You can also call 1 408.571.6303.

Chapter 2

Getting started

You configure Abaca Cloud by using its administration area, which you access with a Web browser.

This chapter contains the following topics:

- Before you begin on page 7
- Accessing Abaca Cloud on page 7
- Working with the Abaca Cloud Administrator User Interface on page 8
- Changing the Abaca Cloud administrator password on page 9

Before you begin

Before you start using Abaca Cloud, make sure that you have the following installed and configured on your computer:

- The latest version of one of the following Web browsers:
 - Mozilla Firefox
 - Microsoft Internet Explorer
 - Apple Safari
- Cookies are enabled for your browser. For information about how to enable cookies, see your browser documentation.
- JavaScript is enabled for your browser. For information about how to enable JavaScript, see your browser documentation.
- Adobe Flash Player 9.0.45 or later is installed as a plug-in for your browser.

Accessing Abaca Cloud

To access the Abaca Cloud administration area, you must sign in with a user account that has administrator privileges.

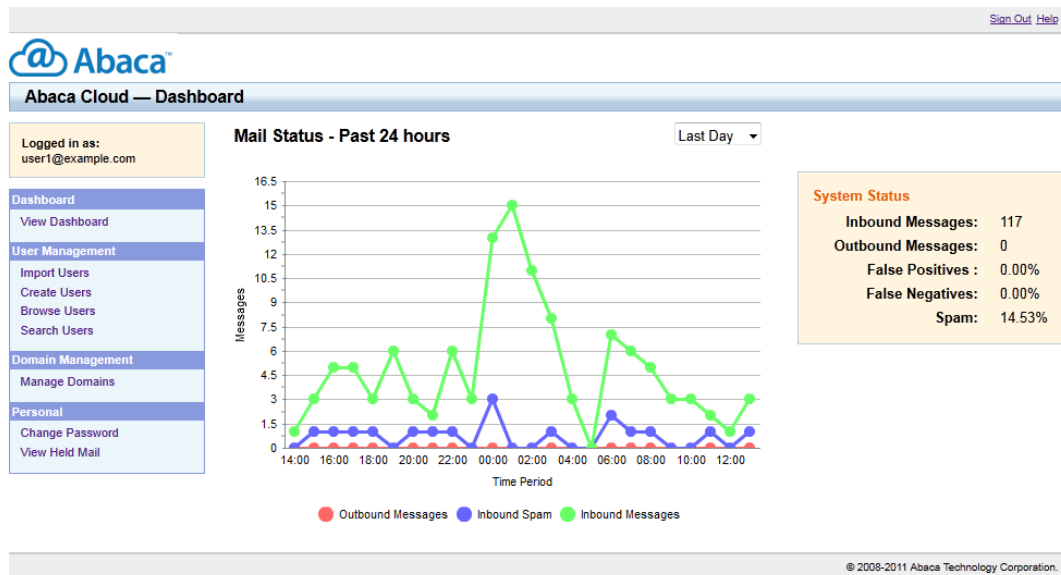
To access the Abaca Cloud administration area:

- 1 Using a Web browser, enter the URL for your organization in the address bar, using the following format:

`https://your_assigned_company_name.abacamail.com`

- 2 Type the email address and password, and click **Sign In**.

The Abaca Cloud administration area appears.

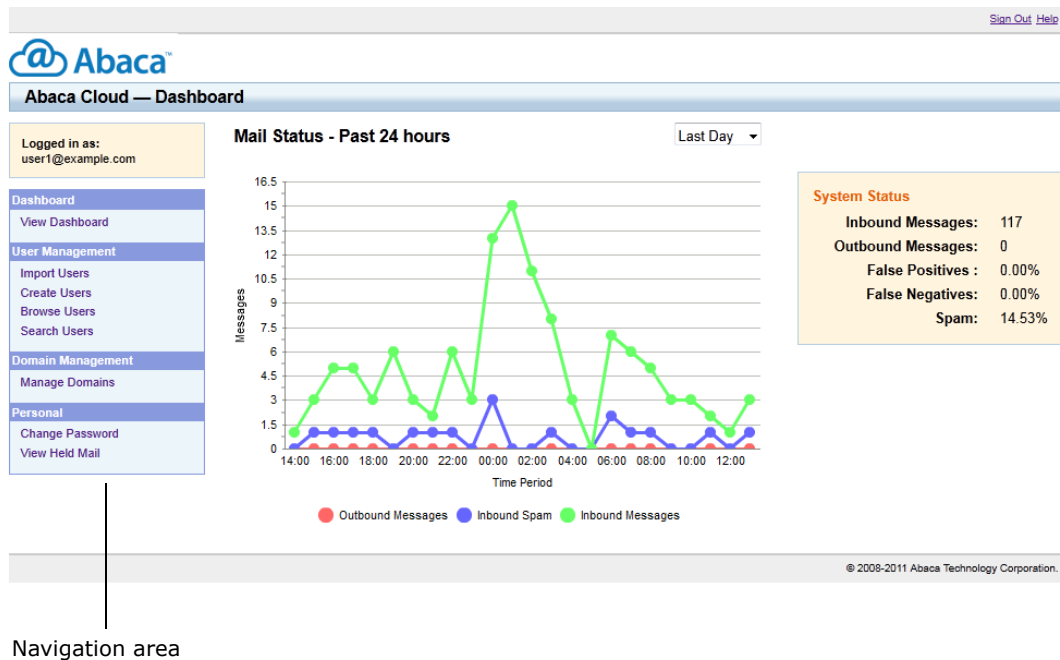


For information about working with the Abaca Cloud administration area, see “Working with the Abaca Cloud Administrator User Interface” on page 8.

Working with the Abaca Cloud Administrator User Interface

Use the navigation area, as shown in Figure 2, to navigate the Abaca Cloud administration area. The navigation contains the following sections:

- **Dashboard:** Allows you to monitor email statistics for the last hour or last 24 hours.
- **User Management:** Allows you to import, create, edit, and delete Abaca Cloud users.
- **Domain Management:** Allows you to view and edit domains that you manage in Abaca Cloud.
- **Personal:** Allows you to view the Held Mail area of your administrator account and change its password.

Figure 2: Abaca Cloud administration area

Changing the Abaca Cloud administrator password

You can change the password for your Abaca Cloud administrator account.

- 1 Access the Abaca Cloud administration area.
- 2 In the Personal area, click **Change Password**.
- 3 In the Current Password box, type the current Abaca Cloud administrator password.
- 4 In the New Password box, type the new Abaca Cloud administrator password.
- 5 In the Confirm Password box, retype the new administrator password.
- 6 To change the administrator password, click **Change**.

Automatic inactivity signout

If you do not use the Abaca Cloud administration area for 30 minutes, you are automatically signed out and must sign in again before you can continue using the administration area.

Signing out of the administration area

After you have finished using the Abaca Cloud administration area, sign out so that no one else can make unauthorized changes.

To sign out of the Abaca Cloud administration area:

- 1 From the administration area, click the **Sign Out** link (located in the upper right corner of the page).

You are now signed out.

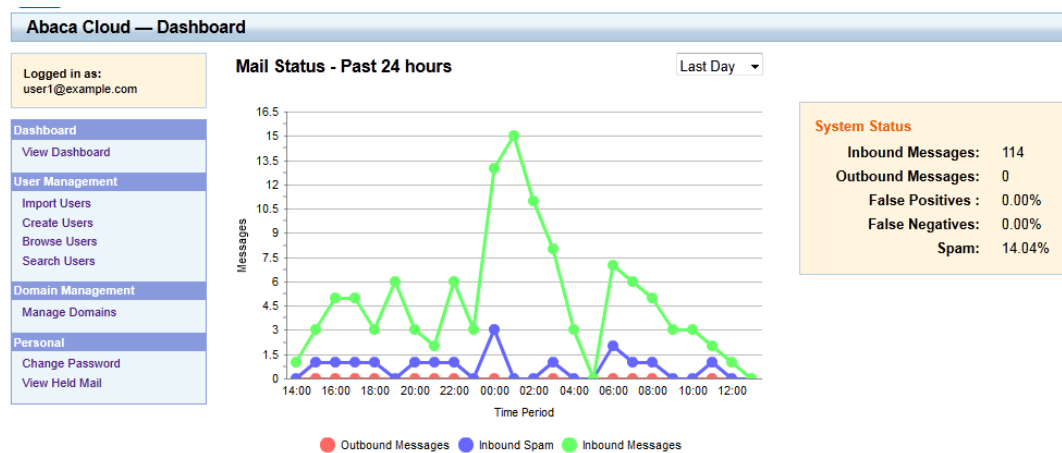
Chapter 3

Using the Abaca Cloud dashboard

The Abaca Cloud dashboard allows you to monitor email statistics for your users protected by Abaca Cloud. You can view statistics for the past hour or past 24 hours. After you log in to Abaca Cloud as an administrator, you see the dashboard by default.

If you are working in the Abaca Cloud administration area, click the **View Dashboard** link in the Dashboard area on the left side of any administration page.

The following shows an example of the Abaca Cloud dashboard:



By default, the dashboard shows the email statistics for the last hour. To see statistics for the past 24 hours, select **Last Day** from the drop-down list.

The dashboard shows a bar graph of the following email statistics:

- Number of outbound messages (shown in red)
- Number of inbound spam messages (shown in blue)
- Number of inbound messages (shown in green)

The horizontal axis of the graph illustrates the time elapsed. For a graph that shows the statistics for the last hour, the units of time are measured every four minutes. For a graph for the last 24 hours, the units of time are measured every 2 hours. The vertical axis of the graph shows the number of messages.

The dashboard shows a summary of the following information for the amount of time that you specify:

- Number of inbound messages
- Number of outbound messages
- Percentage of false positives (percentage of legitimate email messages that were quarantined)
- Percentage of false negatives (percentage of spam messages that were delivered to inboxes)
- Percentage of spam received (based on total number of messages for the specified time)

Chapter 4

Managing users

To enable spam filtering for your email users, you must define user accounts for them in Abaca Cloud. If an email user is not defined in Abaca Cloud, the user's mail messages are not filtered for spam, and all mail messages are sent to the user.

This chapter contains the following topics:

- Defining user accounts in Abaca Cloud on page 13
- Importing users on page 14
- Creating users on page 17
- Searching for users on page 18
- Viewing users on page 19
- Resetting user passwords on page 19
- Accessing held mail for users on page 19
- Editing users on page 20
- Disabling users on page 20
- Deleting users on page 21
- Searching for users on page 18

Defining user accounts in Abaca Cloud

You can define user accounts in Abaca Cloud using one of the following methods:

- Importing users

You can import users from the following files:

- Active Directory LDIF (Exchange 2008 R2 schema)
- Abaca Cloud Native Import Format (NIF) (tab-delimited formatted files)

For information about importing users, see “Importing users” on page 14.

- Manually creating users

If you do not use Active Directory or do not want to import users from a NIF file, you can manually create user accounts in Abaca Cloud.

For information about manually creating users in Abaca Cloud, see “Creating users” on page 17.

Importing users

You can import users into Abaca Cloud by using one of the following procedures:

- Importing users from an Active Directory LDIF file on page 14
- Importing users from an Abaca Cloud Native Import Format (NIF) file on page 14

Importing users from an Active Directory LDIF file

Before importing users from an Active Directory LDIF file (Exchange 2008 R2 schema), make sure that you have permission to manage the domain. To verify that you can manage a domain, see “Viewing a list of managed domains” on page 23. If you need to manage a domain that you do not have permission to manage, contact Abaca at support@abaca.com.

When importing users, only information about users who are not defined in Abaca Cloud is imported. When you import users, any information about users already defined in Abaca Cloud is ignored. To modify user information in Abaca Cloud, see “Editing users” on page 20.

To import users from an LDIF file:

- 1 Access the Abaca Cloud administration area.
- 2 In the User Management area, click **Import Users**.
- 3 In the Import Type list, select **Active Directory LDIF**.
- 4 In the Time Zone list, select the time zone for the users in the file that you want to import.

If there are users that are different time zones, change the time zone for those users after they have been imported into Abaca Cloud.

- 5 To specify the LDIF file to import, do one of the following:
 - Click in the Import File box.
 - Click **Browse**.
- 6 Navigate to the directory that contains the LDIF file that you want to import, and select it.
- 7 Click **Open**.
- 8 To import the LDIF file, click **Import**.

Messages about the import progress appear. If users were successfully imported, you will see the number of users that were imported.

Importing users from an Abaca Cloud Native Import Format (NIF) file

You can import users from a tab-delimited (also known as tab-separated values [TSV]) text file. For example, if you have a list of users in a spreadsheet, you can save that file as a tab-delimited text file to import users into Abaca Cloud.

When importing users, only information about users who are not defined in Abaca Cloud is imported. When you import users, any information about users already defined in Abaca Cloud is ignored. To modify user information in Abaca Cloud, see “Editing users” on page 20.

Before importing users from an NIF file, make sure that you have permission to manage the domain. To verify that you can manage a domain, see “Viewing a list of managed domains” on page 23. If you need to manage a domain that you do not have permission to manage, contact support@abaca.com.

Creating a NIF file

The NIF file contains section headings that are enclosed by brackets ([]). You can include comments if they start with the pound sign (#). Section headings are not case-sensitive, but all other information in the file is case-sensitive. Trailing tabs are ignored.

The tab-delimited file can contain the following section headings:

- [Users]

The [Users] section contains user configuration information. Each row in this section must use the following format:

```
primary_email_address primary_domain alias1 alias2 ...
```

- *primary_email_address* is the primary email address of the user.
- *primary_domain* is the primary domain for the user.
- *alias* is an email alias for the user.

Before importing a NIF file, make sure that an email alias is not assigned to more than one primary email address. If an email alias is assigned to multiple primary email users in the NIF file, the alias is randomly assigned to one of those users during the import process.

- [Domains]

The [Domains] sections contains domain configuration information. Each row in this section must use the following format:

```
primary_domain domain_alias1 domain_alias2 domain_alias3 ...
```

- *primary_domain* is the primary domain for your organization.
- *domain_alias* is a domain alias for your primary domain.

Note: The information in this section is configured when your NIF file is initially imported by Abaca. If you import a NIF file that contains this section, its information is ignored. If you need to add new domains, contact support@abaca.com. If you need to edit existing domain information, see “Managing domains” on page 23.

- [Lists] (Optional)

The [Lists] section contains information about who can access the Held Mail area of a mailing list. Each row must use the following format:

```
list_email_address member_email_address member_email_address ...
```

- *list_email_address* is the email address of the mailing list.
- *member_email_address* is the email address of a user that you want to be able to access the Held Mail area of the mailing list. A user that can access the Held Mail area does not need to be a member of the mailing list.

- [Admins]

The [Admins] section contains the list of users who have administrative accounts for Abaca Cloud. Administrative accounts have administrative privileges for all the domains listed in the [Domains] section and primary domains listed in the [Users] section of the NIF file.

Note: The information in this section is configured when your NIF file is initially imported by Abaca. If you import a NIF file that contains this section, its information is ignored. If you need to add new administrative accounts or remove a domain from an existing administrative account, contact support@abaca.com. If you need to edit existing administrative accounts, see “Editing users” on page 20.

NIF file example

The following is an example of a NIF file:

```
[Users]
#Pat Smith
pat@example.com example.com patsmith@example.com
#Sydney Jones
sydney@example.com example.com sydneyjones@example.com
engineering@example.com example.com
[Domains]
example.com
[Lists]
engineering@example.com pat@example.com
engineering@example.com sydney@example.com
[Admins]
sydney@example.com
```

The following user information is specified in this NIF file example:

- The domain for the users is example.com
- Pat Smith has a primary email address of pat@example.com, with an email alias of patsmith@example.com.
- Sydney Jones has a primary email address of sydney@example.com, with an email alias of sydneyjones@example.com.
- The engineering@example.com address is a mailing list. The users that can manage the mailing list’s Held Mail area are pat@example.com and sydney@example.com.

Importing a NIF file

To import users from a NIF file:

- 1 Access the Abaca Cloud administration area.
- 2 In the User Management area, click **Import Users**.
- 3 In the Import Type list, select **Native Import Format**.
- 4 In the Time Zone list, select the time zone for the users in the file that you want to import.

If there are users that are in different time zones, change the time zone for those users after they have been imported into Abaca Cloud. If you have groups of users in different time zones, you can create multiple NIF files based on time zones.

- 5 To specify the NIF file to import, do one of the following:
 - Click in the Import File box.
 - Click **Browse**.
- 6 Navigate to the directory that contains the NIF file that you want to import, and select it.
- 7 Click **Open**.
- 8 To import the NIF file, click **Import**.

Creating users

If you choose not to import users, as described in “Importing users” on page 14, you can manually create users in Abaca Cloud.

Creating a user consists of the following tasks:

- Configuring user general settings on page 17
- Specifying user aliases and managed users and lists on page 18

After you create a user, that user receives a welcome message from Abaca.

Configuring user general settings

To configure user general settings:

- 1 Access the Abaca Cloud administration area.
- 2 In the Email Address box, type the email address of the user that you are adding to Abaca Cloud.
- 3 To specify that the user is active in the Abaca Cloud, select **Yes**.

By default, the user is active. If you select No, spam filtering for the user is disabled. All mail sent to the user is passed through without any filtering.

- 4 To specify that spam filtering is enabled for the user, select **Yes**.

By default, spam filtering for the user is enabled. If you selected No in step 3, spam filtering is not enabled for the user, regardless of the spam filtering option you select.

- 5 To specify that the Held Mail area is enabled for the user, select **Yes**.

By default, the Held Mail area is enabled. If you selected No in step 3, the Held Mail area is not enabled for the user, regardless of the Held Mail option you select.

- 6 To enable that a Held Mail report is generated, select **Yes**.

By default, a Held Mail report is generated if a new message has been quarantined in the Held Mail area. The report lists messages that have a greater likelihood of being legitimate.

- 7 In the Time Zone list, select the time zone for the user.
- 8 Do one of the following:
 - To define aliases and managed users and lists for the user, go to “Specifying user aliases and managed users and lists” on page 18.
 - To save your changes, click **Create**.

Specifying user aliases and managed users and lists

After specifying a primary email address for a user, you can specify email aliases for the user. You can also specify other user accounts that the user can manage, as well as mailing lists. For example, if a user’s primary email address is `sydney@example.com` and has one or more email aliases, you can specify that the user can manage the primary account and the aliases. You can also specify that a user can manage other user accounts, which allows the user to access the Held Mail area of those other users. You can specify that a user can manage mailing lists, allowing that user to access the Held Mail area of the mailing list.

To specify user aliases and mailing lists:

- 1 Click the **Aliases and Delegation** tab.
- 2 In the Email Aliases box, type one email alias for the user per line.
- 3 In the Managed Users and Lists box, type one email address or mailing list per line.
- 4 Do one of the following:
 - To modify user general settings, go to “Configuring user general settings” on page 17.
 - To save your changes, click **Create**.

Searching for users

You can search for users by username or domain name or a combination of the two. You can enter a full or partial phrase of the user or domain (or both). The string you enter is automatically treated as a wildcard search. For example, if you enter `chris` as a partial string of an email address, the search results include all email addresses containing the phrase. If you additionally enter `example.com` in the Domain box, the search results include all email addresses containing `chris` in the `example.com` domain.

To search for users:

- 1 Access the Abaca Cloud administration area.
- 2 In the User Management area, click **Search Users**.
- 3 In the Full or Partial Email Address box, type a full or partial string of a user email address.
- 4 In the Domain box, type a full or partial string for the domain.
- 5 Click **Search**.

Viewing users

To view users:

- 1 Access the Abaca Cloud administration area.
- 2 In the User Management area, click **Browse Users**.
- 3 Use the navigation tools to navigate the list of users.

For any listed user, you can access the Held Mail area, edit user settings, or delete the user.

Resetting user passwords

If users forget their passwords, you can reset the passwords at any time. When you reset a user's password, a temporary password is generated and sent to the user. The user can also reset the password by clicking the **I forgot my password** link on the Abaca Cloud sign-in page.

To reset a user's password:

- 1 Access the Abaca Cloud administration area.
- 2 Locate the user whose password you want to reset.

For more information, see “Searching for users” on page 18 or “Viewing users” on page 19.

- 3 Click the Edit icon (✎).
- 4 Click **Reset Password**. The password is reset.
- 5 Close the Password Reset confirmation dialog box.
- 6 Let the user know that you have reset the password.

Accessing held mail for users

As administrator, you can access the Held Mail area for each user, which allows you to manage messages that were assessed and blocked. Accessing a user's Held Mail area allows you to safely open and analyze quarantined messages. Based on your analysis, you can release legitimate messages to the user or delete spam. Messages in the Held Mail area are stored for a minimum of 28 days before being automatically deleted.

To access a user's Held Mail area:

- 1 Access the Abaca Cloud administration area.
- 2 Locate a user by doing one of the following:
 - In the User Management area, click **Browse Users**, and use the navigation tools to locate the user.
 - In the User Management area, click **Search Users**. Type a full or partial string for the user or domain, and click Search.

- 3 For the user whose Held Mail area you want to access, click the **Open Held Mail** link.
- 4 Review, allow, or reject messages in the Held Mail area.

Note: If you access the Held Mail area for your account or another user's account, you can click the Administrators link at the bottom of the Held Mail page to access the Abaca Cloud administration area.

Accessing held mail for your administrator account

In addition to using the previous procedure to access held mail for your administrator account, you can also click the **View Held Mail** link in the Personal area on the left side of any Abaca Cloud administration page.

Editing users

After creating users, you can edit their settings.

To edit a user:

- 1 Access the Abaca Cloud administration area.
- 2 Locate the user that you want to edit.

If you have multiple pages of listed users, use the navigation links to go to the first or last page of the list or move one page forward or backward in the list.

- 3 Click the Edit icon ().

The Edit User page appears.

- 4 Make any necessary changes.
- 5 On each tab, click **Save** to save your changes.
- 6 To save your changes, click **Save**.

Disabling users

If you no longer need spam filtering for a user, you can disable the user in Abaca Cloud. After you disable a user, you still have access to the messages in the user's Held Mail area from the Abaca Cloud administration area. After you disable the user, the user can no longer sign in to the Held Mail area.

To disable a user:

- 1 Access the Abaca Cloud administration area.
- 2 Select **Browse Users**.
The Browse Users page appears.
- 3 Find the user that you want to disable.

- 4 Click the Edit icon (✎).

The Edit User page appears.

- 5 In the General tab, in the Active area, click **No**.

- 6 To save your changes, click **Save**.

The user is now disabled.

Deleting users

If users no longer have active, valid email addresses, you can delete those users from Abaca Cloud. When you delete a user account from Abaca Cloud, all of its aliases, permissions, and mailing list privileges are deleted. If a user account has administrative privileges, those are also deleted.

Before deleting a user, make sure that you no longer need to filter spam for that user or access that user's Held Mail area. If you are not sure whether to delete a user, consider disabling a user first, which allows you access to the messages in the user's Held Mail area for a minimum of 28 days. (For information about disabling a user, see “Disabling users” on page 20.) After the 28 days, if you no longer require that the user be defined in Abaca Cloud, you can delete the user.

To delete a user:

- 1 Access the Abaca Cloud administration area.

- 2 Select **Browse Users**.

The Browse Users page appears.

- 3 Find the user that you want to delete.

- 4 Click the **Delete** icon (✖).

- 5 When prompted to delete the user, click **OK**.

The user is deleted.

Chapter 5

Managing domains

A domain is a set of network addresses and is used to specify where email is sent. To enable spam filtering for users in domains that you manage, each domain must be specified in Abaca Cloud. If you have domain aliases associated with a domain, those aliases can be specified to ensure spam filtering for all your domains. For example, if the example.net domain redirects Internet traffic to example.com, the example.net domain as a domain alias for example.com.

This chapter contains the following topics:

- Viewing a list of managed domains on page 23
- Editing domains on page 23
- Deleting domains on page 25

Viewing a list of managed domains

You can see the list of domains that you can manage with Abaca Cloud. If you need to add a domain to the list of domains that you manage, contact Abaca.

To view a list of domains that you can manage:

- 1 Access the Abaca Cloud administration area.
- 2 In the Domain Management area, click **Manage Domains**.

A list of domains that you can manage appears.

- 3 Do one of the following:
 - To edit a domain, see “Editing domains” on page 23.
 - To delete a domain, see “Deleting domains” on page 25.

Editing domains

Editing a domain consists of the following tasks:

- Editing general settings: Define the settings used when you import users into Abaca Cloud.
- Editing domain aliases: Add or remove domain aliases for a domain.


To edit a domain:

- 1 Access the Abaca Cloud administration area.
- 2 In the Domain Management area, click **Manage Domains**.

A list of your domains appears.

- 3 Locate the domain that you want to edit.

If you have multiple pages of listed domains, use the navigation links to go to the first or last page of the list or move one page forward or backward in the list.

- 4 Double-click the domain name, or click the Edit icon ().

The Edit Domain page appears. The General tab is active.

- 5 Do one of the following:
 - To edit the general settings for the domain, see “Editing general settings” on page 24.
 - To edit the domain aliases for the domain, see “Editing domain aliases” on page 25.

Editing general settings

You can edit a domain’s general settings, such as default settings for imported users and how email for non-existent users is handled.

By default, when you import users into Abaca Cloud, as described in “Importing users” on page 14, the general settings for their domain are applied to those users. The settings include whether users are active, spam filtering is enabled, and the Held Mail area for each users is enabled, as well as how external messages sent to users not defined in Abaca Cloud are handled.

To edit a domain’s general settings:

- 1 Verify the domain that you want to edit.
- 2 To specify that users that you import are active in Abaca Cloud, select **Yes**.

By default, users are active after being imported.

- 3 To specify that spam filtering is enabled for users that you import, select **Yes**.

By default, spam filtering for imported users is enabled.

- 4 To specify that the Held Mail area is enabled for users that you import, select **Yes**.

By default, the Held Mail area for imported users is enabled. To disable the Held Mail area for users, select **No**.

If you disable the Held Mail area for the domain, all spam messages are marked by Abaca Cloud and sent to user inboxes rather than being sent to the Held Mail area.

- 5 To specify how mail for non-existing users (users not defined in Abaca Cloud) is processed, select one of the following:
 - **Drop:** All messages to users that are not defined in Abaca Cloud are dropped. This is the default value.
 - **Consolidate:** All messages to users that are not defined or active in Abaca Cloud are sent to one mailbox.
 - **Deliver:** All messages to users that are not defined in Abaca Cloud are sent to users.
 - **Reject:** A 450 SMTP status code is sent to the originating sender.
- 6 If you selected Consolidate in step 5, in the Consolidated Mailbox box, type the email address of the consolidation mailbox to which all messages addressed to non-existing users is sent.
- 7 Do one of the following:
 - To save your changes, click **Save**.
 - To edit the domain aliases for the domain, click the **Aliases** tab.

Editing domain aliases

If you have new domain aliases for your domain, you can add the domain aliases in Abaca Cloud. If you no longer use a domain alias that you previously specified, you can remove the domain alias from Abaca Cloud.

To edit domain aliases:

- 1 Click the **Aliases** tab.
- 2 To add a domain alias, in the Domain Aliases box, type the name of the domain alias.

If a domain has multiple domain aliases, enter one domain alias per line in the Domain Aliases box.
- 3 To remove a domain alias, select the domain alias in the Domain Aliases box, and delete the text.
- 4 Do one of the following:
 - To save your changes, click **Save**.
 - To edit the domain's general settings, click the **General** tab.

Deleting domains

If you no longer need to manage a domain with Abaca Cloud, you can delete it. For example, if your organization's domain name has changed and you no longer use the original domain, you can delete the original domain from Abaca Cloud.

Caution: Only delete a domain if you are sure that you no longer need to manage it with Abaca Cloud. Deleting a domain from Abaca Cloud deletes all information about the domain, including its users and associated information.

To delete a domain:

- 1 Access the Abaca Cloud administration area.
- 2 In the Domain Management area, click **Manage Domains**. A list of your domains appears.
- 3 Locate the domain that you want to delete.

If you have multiple pages of listed domains, use the navigation links to go to the first or last page of the list or move one page forward or backward in the list.

- 4 Click the Delete icon (✖) for the domain that you want to delete.
- 5 When prompted to delete the domain, click **OK**.

Preparing users for Abaca Cloud

After defining users and making necessary configuration changes for your organization in Abaca Cloud, there are several tasks that you perform before your users start using Abaca Cloud.

This chapter contains the following topics:

- Downloading and installing Abaca Cloud Outlook Add-In on page 27
- Disabling the Microsoft Outlook Junk E-Mail Filter on page 27
- Providing Abaca Cloud user sign-in information on page 28
- Accessing Abaca Cloud user documentation on page 28
- About outbound metering on page 28

Downloading and installing Abaca Cloud Outlook Add-In

Users who use Microsoft Outlook on Microsoft Windows should install the Abaca Cloud Outlook Add-In, which allows them to easily access their Held Mail area and mark messages as spam from Outlook. It is important that users provide feedback about spam so that Abaca Cloud can more effectively filter your mail.

The Abaca Cloud Outlook Add-In is supported for Microsoft Outlook 2007 and Outlook 2010 (32-bit and 64-bit) on the following platforms:

- Windows XP
- Windows Vista
- Windows 7

Note: Abaca recommends that you have the latest updates installed for your version of Windows.

The Abaca Cloud Outlook Add-In is available at <http://support.abaca.com>. For each supported version of Outlook, there is a self-extracting executable. When the executable is run, it unpacks the complete set of installation files, including the .msi file, which you can use for installation for your organization. For more information, see the Abaca Cloud Outlook Add-In FAQ at http://www.abaca.com/downloads/Abaca_Outlook_FAQ.pdf.

Disabling the Microsoft Outlook Junk E-Mail Filter

If the Junk E-Mail Filter is enabled in Microsoft Outlook, legitimate email messages that Abaca Cloud delivered to your mail server might get moved to the Junk E-Mail folder. By using Abaca Cloud to filter your mail, your users no longer need to have the Junk E-Mail filter enabled.

To ensure that legitimate messages that Abaca Cloud delivers do not get moved to the Junk E-Mail folder, you need to disable it for your users. For information about disabling the Outlook Junk E-Mail Filter, see the Outlook documentation.

If you do not disable the Outlook Junk E-Mail Filter, your users will need to check the Junk E-Mail folder periodically.

Providing Abaca Cloud user sign-in information

Users that have been defined in Abaca Cloud receive a welcome email message from Abaca. This message contains the URL for the Held Mail area for users, as well as the username and default password used to sign in. Make sure that users have received the welcome message, and refer them to that message when you are ready to have users start using Abaca Cloud.

Note: Abaca Cloud usernames (user email addresses) are case-sensitive. Make sure that users log in using the exact case listed in the welcome message.

After users sign in to Abaca Cloud for the first time, they should change the default password. Instructions are in the welcome message.

Accessing Abaca Cloud user documentation

Information about working with the Held Mail area and Abaca Cloud Outlook Add-In is in the *Abaca Cloud User Guide*, which you and your users can access by clicking the Help link in the Held Mail area. Online help for the add-in is available by clicking the Help button in the Settings dialog box in Abaca Cloud Outlook Add-In.

About outbound metering

Abaca Cloud enforces outbound metering when it suspects that your users are sending too much email to too many people. Enforcing outbound metering protects the reputation of your domain.

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