



Quick Start Guide for Administrators

GFI MAX MailEdge™
Hosted Frontline Defense for Your Email Security System

Quick Start Guide for Administrators

Welcome

Thank you for choosing GFI MAX MailEdge™.

As a leader in combating spam, GFI is committed to providing a highly effective solution to help you significantly reduce junk email. This document will guide you through the basic GFI MAX MailEdge set-up process quickly and easily. For more information on advanced settings and customization options, please contact your GFI MAX MailEdge account representative or authorized GFI MAX Mail Service Partner.

Your Login Information

Domain login [typically yourdomain.com-dom]: _____

Domain password: _____

Please record your administrative login in the space above.

Step 1: Adding mailboxes

In order to work properly, GFI MAX MailEdge needs to know all of the valid email addresses for your domain. The list of mailboxes (sometimes referred to as email accounts or users) within GFI MAX MailEdge can be maintained via several methods:

1. You can manually add or remove mailboxes in the control panel. See Part 1 below for a step-by-step description.
2. GFI MAX MailEdge can periodically connect to your mail server to automatically mirror the email addresses and aliases already established on your mail server. This is typically done via the LDAP protocol and requires a simple one-time process, after which all of the mailboxes will be maintained automatically without further intervention.

Part 1: Add users

- » Log into the control panel at <https://maxmail.gfi.com>. You will find your administrative user name and password on the first page of this document.
- » Click on the Management tab at the top of the screen.
- » Select User Management on the Management Overview page.

Quick Start Guide for Administrators

Add, Change, or Replace User(s)

Select Method for Updating Your User List

This page is for manually adding/updating users only. If you use LDAP or another synchronization method to handle your users, please [use the Synchronization page](#).

UPLOAD a file containing a list of user accounts and passwords:

ENTER or CUT AND PASTE addresses and passwords into a text box:

[Next »](#)

- » Click on the Add/Change User(s) link in the left-hand menu.
- » You have the option to upload a file containing a list of email addresses and passwords, or you can manually enter the information. You can also enter any aliases (also known as forwarding addresses) by following the format recommended on that page, or you can set up any aliases separately later (see Part 2 below).
- » Once you have uploaded or entered your user information, click the Next button.
- » You will now have the chance to review the new user information. If you see any errors, simply go back to the previous page and make any necessary revisions.

Part 2: Add aliases

An alias is a secondary email address, such as **info@yourcompany.com**, that is forwarded to another email address used by the same person. All aliases should be entered into GFI MAX MailEdge. An alias will inherit the spam handling rules and configuration of its primary account. Aliases can be configured when you create users for the domain as described above, or by following these directions:

- » Click on the Management tab at the top of the screen.
- » Select User Management on the Management Overview page.
- » From the Manage Existing Users page, find the user to which you wish to add an alias address and select the icons within the Manage Aliases Column on the right.

Quick Start Guide for Administrators

- » Type the full alias address into the text box and click Save Changes.

User Alias Management

Each account may have one or more alternate addresses or "aliases." If you enter these aliases below, messages sent to them will be screened using the same settings that are used for the user's main account.

Please enter one alias address per line in the box below. To remove an existing alias, simply delete the alias from the box.

[Return to user list](#)

Step 2: Blocking spam sent to bogus email addresses

Because a large percentage of junk mail is sent to email addresses that do not actually exist - i.e., **aaa@yourcompany.com**, **aab@yourcompany.com**, etc. – this can put unnecessary strain on your network and your mail server by forcing it to process unwanted junk.

Once you have entered all the valid email addresses – and aliases – for your domain, GFI MAX MailEdge can and should be configured to not accept messages sent to invalid email addresses at your domain. The GFI MAX MailEdge servers will simply block these messages before they reach your network. To enable this feature, navigate to Management > Inbound Filtering > Spam Handling Settings, then click the "Unknown Users" tab under that section.

Quick Start Guide for Administrators

Mail Sent to Unknown Recipients

What should be done with messages sent to user accounts that do not exist on your email server?

- BLOCKED: rejected during SMTP conversation
- DROPPED SILENTLY: accepted during SMTP conversation then silently deleted
- PASSED THROUGH: all messages to unknown addresses will be delivered (unfiltered) to the customer mail server
- USE DOMAIN: all messages to unknown addresses will be filtered and delivered to the customer mail server

Save Changes

1. **BLOCKED:** If this option is selected, any messages sent to email addresses not listed in GFI MAX MailEdge will be rejected with a delivery failure notice. **This is the recommended option.**
2. **DROPPED SILENTLY:** If this option is selected, any messages sent to unknown email addresses will be accepted and then silently deleted. The sender will NOT be notified of the message's failure.
3. **PASSED THROUGH UNFILTERED:** This should be used only if you have not entered all your email addresses and aliases into GFI MAX MailEdge. Any messages sent to unknown email addresses will be passed on to your mail server, with no queuing or filtering.

Quick Start Guide for Administrators

Step 3: Specifying your mail server

Before the service is enabled, GFI MAX MailEdge needs to know where to deliver incoming mail for your domain. This is specified by clicking on the Management tab, then clicking on Inbound Filtering, and then on the Mail Delivery link at the left. The destination mail server can be in the form of a hostname, such as mail.yourdomain.com, or it can be an IP address such as 1.2.3.4.

If you have multiple mail servers or multiple IP addresses for your mail server, you can configure GFI MAX MailEdge to load balance between those servers or to deliver to a back-up mail server if the primary mail server is not reachable.

If your mail server or anti-spam solution uses SPF (as may be true with the GFI MailEssentials™/GFI MailSecurity™ software products) be sure to enable the checkbox for SPF.

Mail Delivery Settings

Destination Mail Servers SPF

Destination Mail Servers

In addition to specifying one or more primary mail servers, you may also specify a set of one or more backup mail servers below.

Specify Primary Mail Server(s)

SERVER	IP ADDRESS OR SERVER NAME	PORT	LOAD %
Primary #1	<input type="text" value="71.127.117.224"/>	<input type="text" value="25"/>	<input type="text" value="100"/> %
Show more primary servers			
TOTAL LOAD:			<input type="text" value="100"/> %

Specify one or more **backup mail servers** in addition to the primary server(s) listed above

Quick Start Guide for Administrators

Step 4: Activating your account

To begin filtering, all that is necessary is a change in the “MX” records for your domain. The MX records are part of your domain’s DNS information, and are responsible for directing incoming email. By making this change, you are enabling the GFI MAX MailEdge systems to filter your inbound email for spam and viruses before those messages are routed to your mail server.

Typically, your DNS records are maintained by your ISP or hosting provider, and they should be able to make this change for you. Some customers have access to a web-based control panel through which the change can be made.

In most cases the new MX records for your domain will look similar to this:

```
yourcompany.com. IN MX 10 yourcompany.com.pri-mx.smtproutes.com.
```

```
yourcompany.com. IN MX 90 yourcompany.com.bak-mx.smtproutes.com.
```

Your GFI MAX MailEdge account representative or authorized GFI MAX MailEdge Partner will provide you with the new MX entries. **Please note that unless instructed otherwise, you should not update any “A” records in your DNS – the only changes that should be made are the replacement of your previous “MX” entries with the new ones for GFI MAX MailEdge.**

After this change has been made, your email will be automatically filtered through GFI MAX MailEdge before being delivered to your mail server. The filtering usually starts within a few minutes of the DNS change, though in some cases it can take up to a day or two for the change to take full effect.

If you have any questions or would like any assistance with changing your MX entries, please don’t hesitate to contact your GFI MAX MailEdge account representative or authorized GFI MAX MailEdge partner.

We hope that you have found this Quick Start Guide useful. Again, thank you for choosing GFI MAX MailEdge and we look forward to being of service!