



ExchangeDefender™

Web File Sharing

For the latest version of this document please go to:
<http://www.exchangedefender.com/docs>

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Audience: Staff

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ExchangeDefender Overview

ExchangeDefender Web File Sharing enables you to send large file attachments over the web instead of sending them through the email. As a natural replacement for FTP and local file servers, ExchangeDefender Web File Sharing gives you the intelligence, flexibility and tracking features that are simply not available with email. It makes you faster, more accountable and provides a much better user experience for the recipients – not to mention a much better odds that the message will get to them.

ExchangeDefender is a cloud-based productivity suite that delivers security, business continuity, regulatory compliance and business information management tools. ExchangeDefender technology provides the following benefits: SPAM filtering, virus filtering, malware protection, DDoS protection, business continuity, Outlook integration, email SPAM quarantine reports, transparent and regulatory encryption, web filtering, desktop alerts, SMTP service monitoring and managed services, Exchange 2010 archive access, long term compliance archiving, HTML5 mobile application and much more. The wide range of solutions in our portfolio is tightly integrated to give users seamless experience across different tasks and be flexible enough for the unique way in which each company implements ExchangeDefender.

ExchangeDefender guides are intended to introduce basic service concepts and offer productivity tips that our customers have shared with us. If you have any suggestions or questions please don't hesitate to contact us.

ExchangeDefender Web File Sharing

ExchangeDefender Web File Sharing enables you to send files or sets of files to a large number of recipients without worrying about slowing down your email or if the message with your attachments will get there. To get started simply go to:

<https://webshare.exchangedefender.com>

Your username is your email address and your password is your ExchangeDefender password.

Over the years email has become a large file sharing system. Unfortunately, email is not a reliable way for sending attachments, large attachments or sending attachments to a lot of people. ExchangeDefender Web File Sharing was designed to overcome the following limitations:

- Need to send large attachments or attachments to a large number of people
- Need to send items with a password protection
- Need to keep an audit trail of who received the attachment and when
- Need to allow remote users/contractors/clients to upload attachments and changes back
- Need for a system that does not require an administrator to manage permissions, settings or quotas.

Dashboard

ExchangeDefender Web File Sharing Dashboard gives you a full overview of your latest web sharing activity. The navigation bar gives you quick access to your File Library listing, ability to create a New File Library and access to the Activity audit trail.

Webshare - Dashboard

New Library

Title:

Description:

Libraries				
Name	Files	Expires	Action	
Vlad Portraits	1	never	<input type="button" value="✘"/>	
Kid Pictures	2	never	<input type="button" value="✘"/>	
DD&T	2	never	<input type="button" value="✘"/>	
DD&A	2	never	<input type="button" value="✘"/>	

Dashboard also makes it easy and convenient to access all the application functions from the same screen: You can create a new library, access your recent file libraries and see the most recent activity across your files.

Creating a File Library

ExchangeDefender File Sharing Library can be created directly from the dashboard by clicking on the **Uploads** button.

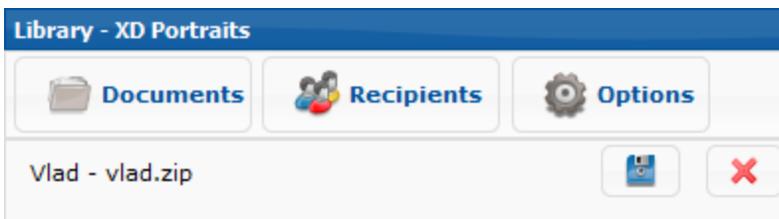
- **Description** – Each ExchangeDefender Web File Sharing library needs a title and a brief description of it's contents so you can identify it easily in a library listing.
- **Welcome Message** – Because recipients of your attachments will get an email with a list of links to download your attachments it helps to provide a brief Welcome message to them explaining what the message or attachments are about.
- **Documents** – ExchangeDefender Web File Sharing library can contain multiple files, upload them one at a time and provide the description. You can always add files later or remove them from the library.
- **Recipients** – Provide email addresses to which you wish to make your library available.
- **Options** – ExchangeDefender Web File Sharing enables you to manage library expiration, password protection and notifications when your files are downloaded. If you enable automatic expiration, your library and all the files in it will be deleted after a certain date. This is useful if you are uploading time sensitive data and want to make the system remove files after a certain time has lapsed. Notification is also very helpful because the system can email you every time one of your files is accessed and tell you who just downloaded the document. Finally, you can password protect the library. Your recipients will receive a password in a separate email and will be required to provide it in order to access the files. This way your file library is not subject to hijacking or access by third parties.

Managing File Libraries

ExchangeDefender Web File Sharing provides numerous benefits that are not available via FTP or email. At any time you can remove users from the Web File Sharing library and restrict their access from your documents. Likewise, you can always add recipients or files to the same library and have the notifications go out to them without having to resend the whole email or update everyone on the list.

The following options are available when managing libraries from the Library menu:

- Delete Library
- Upload additional documents
- Add/remove recipients
- Delete File
- Download file



Audit Trail & Reports

ExchangeDefender Web File Sharing includes a full audit trail of all the activity related to your Web File Sharing libraries.

ExchangeDefender Web File Sharing is encrypted using SSL and all downloads, uploads and account changes are protected with the same level of encryption used by your bank, credit cards and ecommerce sites.

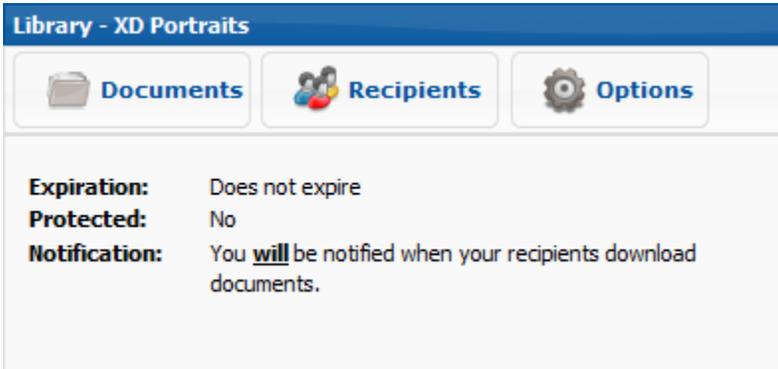
Activity		
Date	Library - Document / Description	User
04/05/2011 - 3:12 PM	(long title description test to trim and test long) Testin...	demo@exchangedefender.com
	Action: Library was deleted.	IP: (72.188.119.25)
04/05/2011 - 3:09 PM	(new library) stupid items	demo@exchangedefender.com
	Action: Library was deleted.	IP: (72.188.119.25)
03/25/2011 - 4:46 PM	(new library) stupid items	demo@exchangedefender.com
	Action: Library was created.	IP: (65.46.216.30)
03/25/2011 - 4:43 PM	(Kid Pictures) Timmy Cake 2 - Timmy2.jpg	demo@exchangedefender.com
	Action: Document was downloaded.	IP: (65.46.216.30)

ExchangeDefender Web File Sharing Activity tab allows you to see all recent web file sharing library and document activity such as create, delete, modify. It also provides download and access details with timestamps and IP addresses of your clients giving you the power to track when your documents are being accessed and by whom.

You can optionally filter by library to see specific activity or you can search for historic activity for audit purposes.

Centralized Management & Quota

ExchangeDefender Web File Sharing can also be centrally managed by your IT Solution Provider or IT staff. Using the ExchangeDefender Admin Portal, your IT Service Provider can enforce attachment sizes, expirations and account quotas to assure the accounts are not abused.



The screenshot shows the 'Library - XD Portraits' interface. It features three tabs: 'Documents' (with a folder icon), 'Recipients' (with a group of people icon), and 'Options' (with a gear icon). Below the tabs, the following settings are displayed:

Expiration:	Does not expire
Protected:	No
Notification:	You <u>will</u> be notified when your recipients download documents.

Furthermore, special security restrictions can be enforced, such as the ability to block certain extensions from being uploaded and shared through ExchangeDefender Web File Sharing.

For example, we recommend blocking extensions related to any financial software you may be using as well as executable or any file extensions that are critical to your business and should never be shared.

Technical Help & Account Management

Please contact (your local IT Solution Provider) for technical help and account management. Own Web Now Corp is a software developer that builds and manages the ExchangeDefender network and does not have access to your account, your data or your company information.

When contacting (you IT Solution Provider) for assistance please keep in mind that the more information you can provide about the issue the faster and more accurately the answer will be provided. Make sure to provide the following to expedite your request:

- **Full description of the problem:** Provide a detailed explanation of the issue that you have experienced, if this is the first time you have experienced a problem or if it's repetitive, and if the issue is only affecting you or multiple users.
- **Relevant tracking data:** Provide any relevant information about where you are experiencing an issue: your computer, website, mobile phone, as well as the basic information that can narrow down the research (when the issue happened), what you were attempting to do, who the message was being sent to or received from).
- **Recent account or configuration changes:** Advise us if you have recently made any configuration changes to either your account or your computer/network so that we can double check if all systems are configured properly.
- **Screenshots:** If the issue is easy to see, such as an error message or prompt, take a screenshot. On Windows computers press ALT + PrintScreen at the same time, on Macintosh press Command+Shift+3 at the same time.

General Security Tips:

- ExchangeDefender will never ask you to provide or verify any billing or financial information.
- ExchangeDefender web sites are always encrypted and always contain ExchangeDefender.com
- Never share your ExchangeDefender password with anyone or use the same password across different services or service providers.
- Never save or store your password on portable or shared devices such as mobile phones, kiosks, or computer labs.
- Always follow your IT department or solution provider's security guidelines and report security concerns or breaches.

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