



MX Logic® Message Continuity User Quick Start Guide

MX Logic Message Continuity is a comprehensive managed disaster recovery service that enables Web-based email access, management, and use during planned or unplanned outages. The service retains all inbound and outbound mail sent or received during the outage, and intelligently synchronizes an accurate record of all outage-period message activity with the business email server(s).

The steps outlined below are designed to help you set up and use Message Continuity in the event your email network is down.

STEP ONE Configure your computer for Message Continuity

1. Enable JavaScript or Active Scripting on your Web browser

(a) If your preferred Web browser is Internet Explorer, enable Active Scripting at:

Tools > Internet Options > Security tab > "Custom Level..." button > scroll down to Scripting > Active Scripting > Enable.

(b) If your preferred Web browser is Mozilla Firefox, enable JavaScript at:

Tools > Options > Content > select Enable JavaScript.

2. Configure your browser security settings to Medium. You will be unable to access or use Message Continuity if your security setting is at High.

Internet Explorer > Tools > Internet Options > Security tab > click the "Default Level" button.

3. Configure the pop-up blocker in your Web browser.

Internet Explorer:

Tools > Internet Options > Privacy tab > click the "Settings" button > Filter Level: (choose "Medium: Block most automatic pop-ups" from the drop-down list).

Mozilla Firefox:

Tools > Options > Content tab. If "Block pop-up windows" is selected, click the Exceptions button and enter <http://console.mxlogic.com> into the website address field and click "Allow" button.



STEP TWO
Access the
MX Control Console

Access the MX Control ConsoleSM

Message Continuity access and use is performed through the MX Control Console, our Web-based administrative portal. You can access the MX Control Console by one of the following methods:

Direct Login

Log into the MX Control Console <http://console.mxlogic.com/>. If you do not have a password, or do not remember it, click the password assistance link on the login page. It is important that you determine your password prior to an actual outage, as new or replacement passwords are issued via email. Note: Either Bookmark the MX Control Console link or add it to your Favorites, for easy access later.

OR

Spam Quarantine Report Link

If you receive Spam Quarantine Reports (SQRs) via email from MX Logic, you can enter the portal by clicking on the "View List of All Quarantined Messages" link at the bottom of the Report.

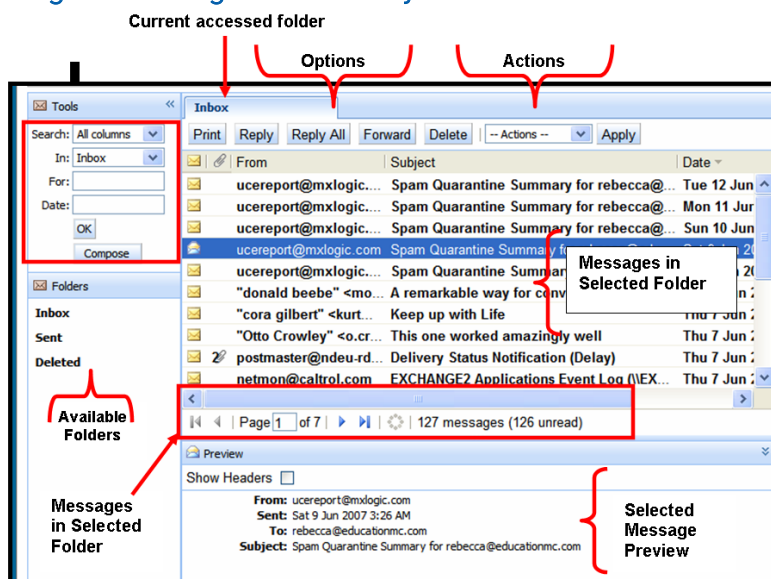
STEP THREE
Access MX Logic
Message Continuity

Access MX Logic Message Continuity

Once you have successfully logged into the MX Control Console, click on the Message Continuity tab:



MX Logic Message Continuity Screen



**MESSAGE CONTINUITY
FUNCTIONALITY**

FUNCTIONALITY

DESCRIPTION

Available	<ul style="list-style-type: none"> ■ Standard email options, including Compose, Print, Reply, Reply All, Forward, Delete. ■ Can take Actions on email (select item from drop-down list, then click the "Apply" button). Actions include Mark as Read, Mark as Unread. ■ Attach files ■ Search messages by From, Subject, or Date columns.
Not Available	<ul style="list-style-type: none"> ■ Cannot change your "From:" email address. ■ No access to your Global Address List or Personal Contact List. These Distribution Lists are on the corporate server, and during an outage, the corporate server is not available. ■ No Spell Check. ■ No Drafts Folder. ■ No "Check names" functionality to verify email address prior to sending. ■ Cannot search for words in the body of a message.
Multiple email addresses	<ul style="list-style-type: none"> ■ Must separate multiple email addresses with commas, no spaces after the comma.
Other	<ul style="list-style-type: none"> ■ You must enter a fully qualified email address in the "To:" field when composing a new message. ■ If you have opened several messages, a tab for each message will appear. ■ Messages deleted in Message Continuity are not permanently deleted. Once your email outage is over, all email activity is synchronized with your organization's email server(s), which handles final message disposition. ■ Attaching files to messages should be done by using the 'Browse' button to browse to the desired file rather than by typing in the path and filename.