



Best
The World's ~~First~~ Free Email Security Service



Quick Start Guide

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Introduction

SAFENTRIX is a hosted Email security solution keeping Virus, SPAM and Phishers off your network, while ensuring that genuine emails can always reach the users. System administrators can easily setup SAFENTRIX for use with their domains in three easy steps.

This process is achieved in three easy steps.

This document presents the steps required to activate. This document assumes that the reader is familiar with how the service works and also with various Internet technologies including DNS, MX and other records.

If you are not familiar with the above, you may find the “SAFENTRIX Install Guide” more useful.

Installation Steps

The steps are given in form of a checklist. You may tick off each steps as and when these are completed. At end of the procedure, you would have setup your domain's emails to be filtered through SAFENTRIX Services.

Step No.	Description	Done
1.	REGISTRATION	
	A. Goto http://www.safentrix.com	
	B. Click on “Register”	
	C. Enter your organization/contact details, choose an account name/password, enter the CAPTCHA response and submit.	
	D. An email will be sent to the given email address to confirm the genuineness of request.	
	E. Click the link received in your Email address.	
	F. Now your registration is complete.	
2.	DOMAIN AUTHENTICATION AND ADDITION	
	A. Goto http://www.safentrix.com	
	B. Click on “Client Login”	
	C. Enter your Account name, Password and CAPTCHA response and Login.	
	D. Enter your domain name in the Edit box, Change the country displayed (if wrong) and click on “Add Domain”.	

Step No.	Description	Done
	E. A dialog comes up saying “If this is a live domain with existing MX record, do you want us to set the current MX record as your delivery MX (Recommended)?”	
	F. If this is a currently active domain, choose “OK”.	
	G. If this is a new domain, choose “Cancel”	
	H. The system tries to determine if you are the authorized owner of the domain you are trying to enter. If it is unable to determine, you will get an error message as follows: “We need to confirm that you are the authorized administrator for this domain. Kindly add an 'A' record for 'sfxjWzsDSibEU.example.com' with value '192.168.1.1' and retry”. Please note that the record to be added will be different for each account and therefore it is important that you write down the exact error message and perform the action requested. If you do not get this error message, the domain would have been successfully added. In that case, please proceed to Step 'K'.	
	I. Add the 'A' record as given in the error message. If you cannot make entries to your DNS Server directly, you may have to contact your DNS service provider for the same.	
	J. Once the record has been added, wait for 2 hours and retry from step “D”	
	K. Your domain should be visible in the list of domains. Click on the domain and proceed to next step.	
	SPECIFY DOMAIN MX DELIVERY DETAILS	
	L. The screen will show you the list of “Delivery MX”. These are the mail servers where emails will be delivered to after scanning.	
	M. If the list is empty, you will need to add at least one. Emails will be delivered to the specified server(s) after scanning. You can specify Multiple servers. In that case, if one server is un-available, delivery will be made to the other servers.	
	If details are already there, you can proceed to Step “P”.	

Step No.	Description	Done
	<p>N. To add a “Delivery MX” Server,</p> <ol style="list-style-type: none"> 1. Enter the Public IP address/Host name of email server in “IP or Hostname” field. 2. Enter the priority of server in the “Priority” field. Priority can be an integer between 0 and 100 and higher priority is indicated by lower numbers. 3. Click on “Add Delivery MX” 	
	<p>O. Once ATLEAST ONE “Delivery MX” is available for the domain, proceed to next step.</p>	
	<p>SPECIFY USERS IN DOMAIN</p>	
	<p>P. Click on “Show Users” on top.</p>	
	<p>Q. Enter user name in “User Name” field and click on “Add User” to add an user.</p>	
	<p>R. Multiple users can be added by having the user names in a text file (one name per line) and uploading the file. Click on “Bulk Operations” for the same. The text file should specify ONLY user name and not the domain/email address.</p>	
	<p>S. Ensure that all users are added for the domain. If an user name is not specified here, emails for that user name will NOT be accepted.</p>	
	<p>T. Goto “Login” home page. There should be a “tick” mark against your domain. If you do have a “cross” mark, please logout and login after an hour or so. The system takes up to an hour to enable a domain for receiving emails. Please wait till a “tick” mark appears against your domain name.</p>	
<p>3</p>	<p>CHANGE MX FOR YOUR DOMAIN</p>	
	<p>A. Please set MX records for your domain as follows:</p> <p>a.as.safentrix.com</p> <p>b.as.safentrix.com</p> <p>All the “MX” records should be added with priority “0”. If you cannot add entries to your DNS server directly, you may ask your DNS service provider to do the same.</p> <p>That's it! Now your emails will be routed through SAFENTRIX servers. There may be a small delay in emails owing to DNS propagation. However emails will never be lost.</p>	

Maintenance

With no quarantine, SAFENTRIX is easiest to manage. There is some minimal maintenance that needs to be done periodically. This section gives references to documents for performing basic maintenance.

Description	Step
Adding new Email addresses to domain	In SAFENTRIX Control Panel, goto "Users" section and add user(s).
Deleting email addresses from domain	In SAFENTRIX Control Panel, goto "Users" section and delete user(s)
Reporting SPAM that escaped the system	Refer to "Reporting SPAM" section in "SAFENTRIX User Guide"
Converting an user from "Standard" to "Enterprise" Service.	Refer to "SAFENTRIX Operations Guide".
Converting an user from "Enterprise" to "Standard" service.	Refer to "SAFENTRIX Operations Guide"