



Office 365 for SMB Jump Start

Mod 08: Exchange Online FOPE

Chris Oakman | Managing Partner Infrastructure Team | Eastridge Technology
Stephen Hall | Owner & IT Consultant | District Computers



Jump Start Schedule – Target Agenda

Day 1 Administering Office 365	Day 2 Administering Exchange Online
Office 365 Overview & Infrastructure	Exchange Online Deployment & Migration
Office 365 User Management	Exchange Online FOPE
Office 365 DirSync, Single Sign-On & ADFS	Exchange Online Archiving & Compliance
MEAL BREAK	
Administering Lync Online	
Administering SharePoint Online	
Exchange Online Overview & User Management	



Mod 08: Exchange Online FOPE

FOPE Overview

Administration

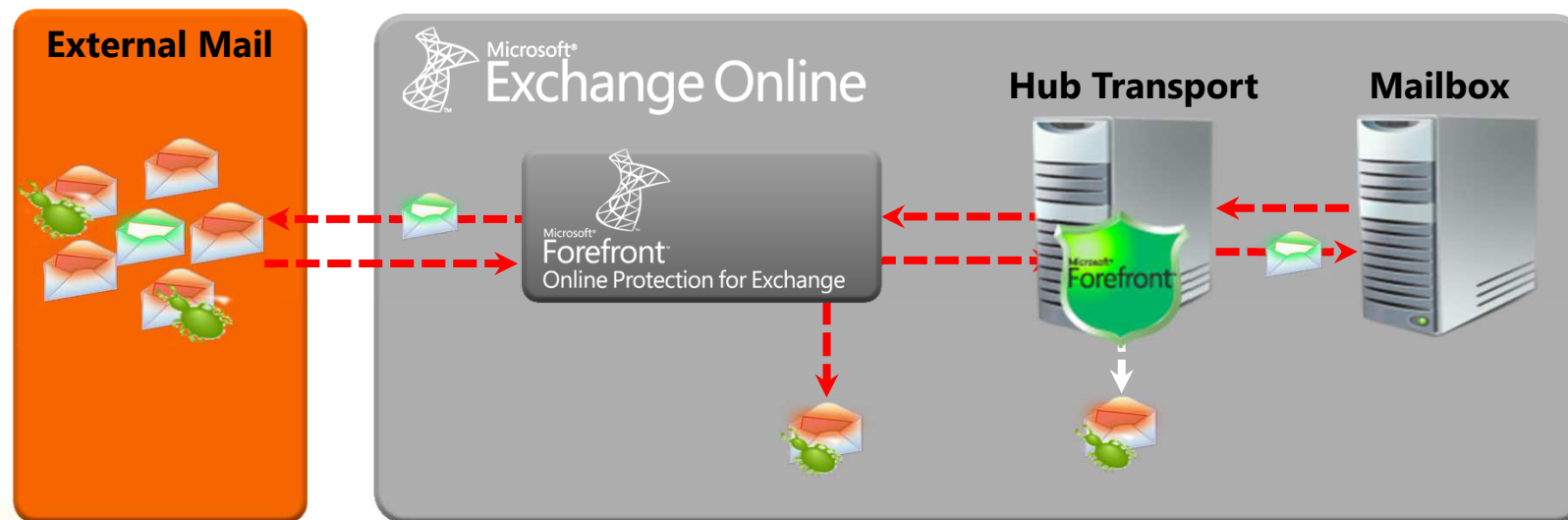
Reporting, Auditing, and Tracing

SLA and Support

Microsoft

Exchange Online | Built-in Protection

- **High-accuracy spam filtering**
- **Multiple virus-scanning engines**
- **Tuned for Enterprise email**
- **Included with Exchange Online subscription**



Core Product Capabilities

Edge

- Connection Analysis (IP-based edge blocks)
- Reputation Analysis

Antivirus

- Protect businesses from receiving email-borne viruses and other malicious code with scan engines and heuristic detection

Anti-Spam

- Anti-spam filter can detect all types of spam before they reach the corporate network

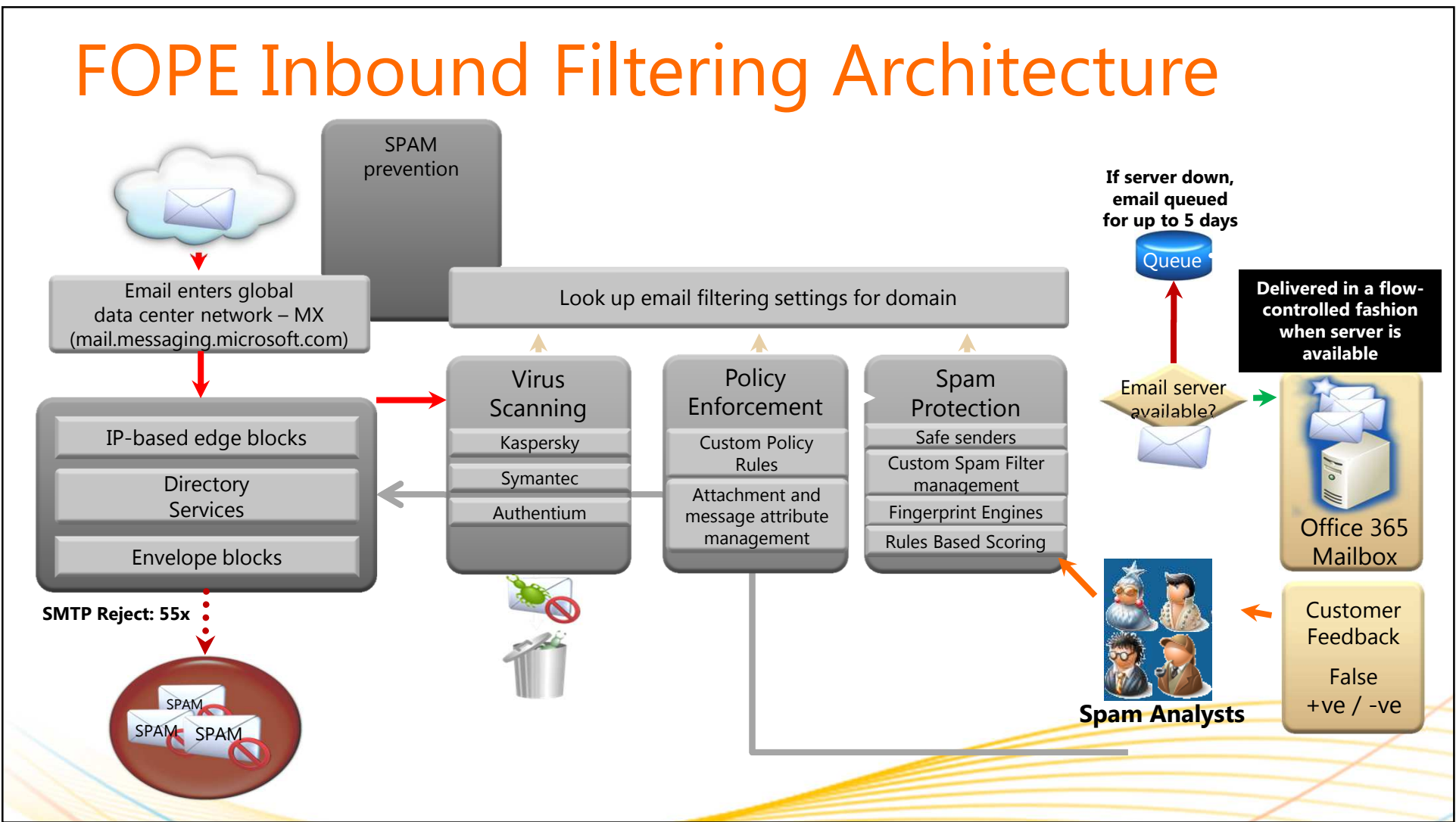
Policy

- Policy rules to regulate email flow for compliance

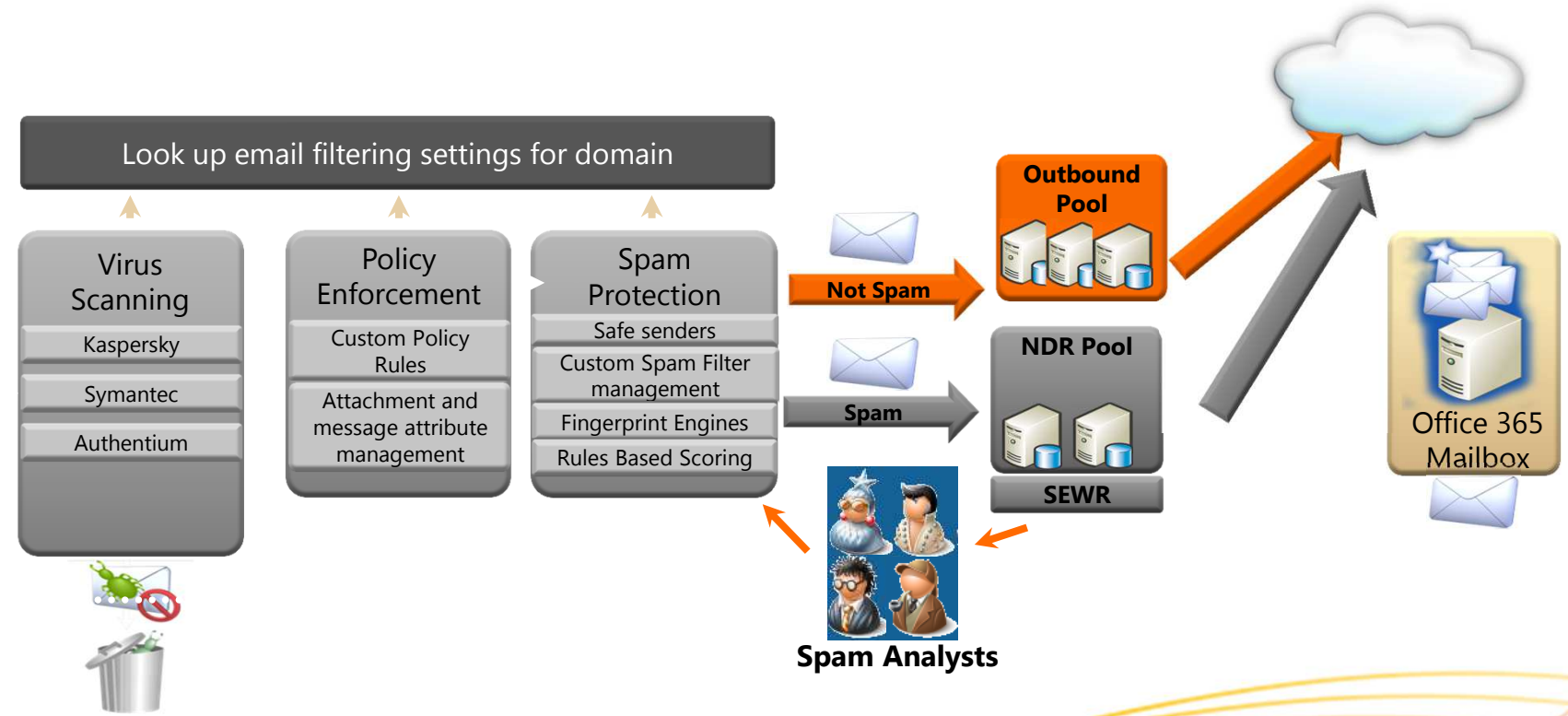
FOPE in Office 365 Exchange Online SKUs

Product	FOPE Admin Center Access	FOPE Admin Center Login Method	FOPE Admin Center to config domains/change IP addresses	Virus Scanning, Edge Blocking, Anti-Spam, Message Hyg.	Use FOPE Connectors for complex scenarios	Directory Synchronization Method
FOPE Standalone	Yes	FOPE credentials	Yes	Yes	Yes, for certain scenarios	FOPE Directory Synchronization Tool
Office 365 for Professionals and Small Businesses	No	N/A	No	Yes	No	None
Office 365 for Enterprises	Yes	SSO via FOPE link on Mail Control tab of Exchange Control Panel	No	Yes	Yes	Office 365 Directory Synchronization Tool

FOPE Inbound Filtering Architecture



FOPE Outbound Filtering Architecture



Anti-Spam/Anti-Malware

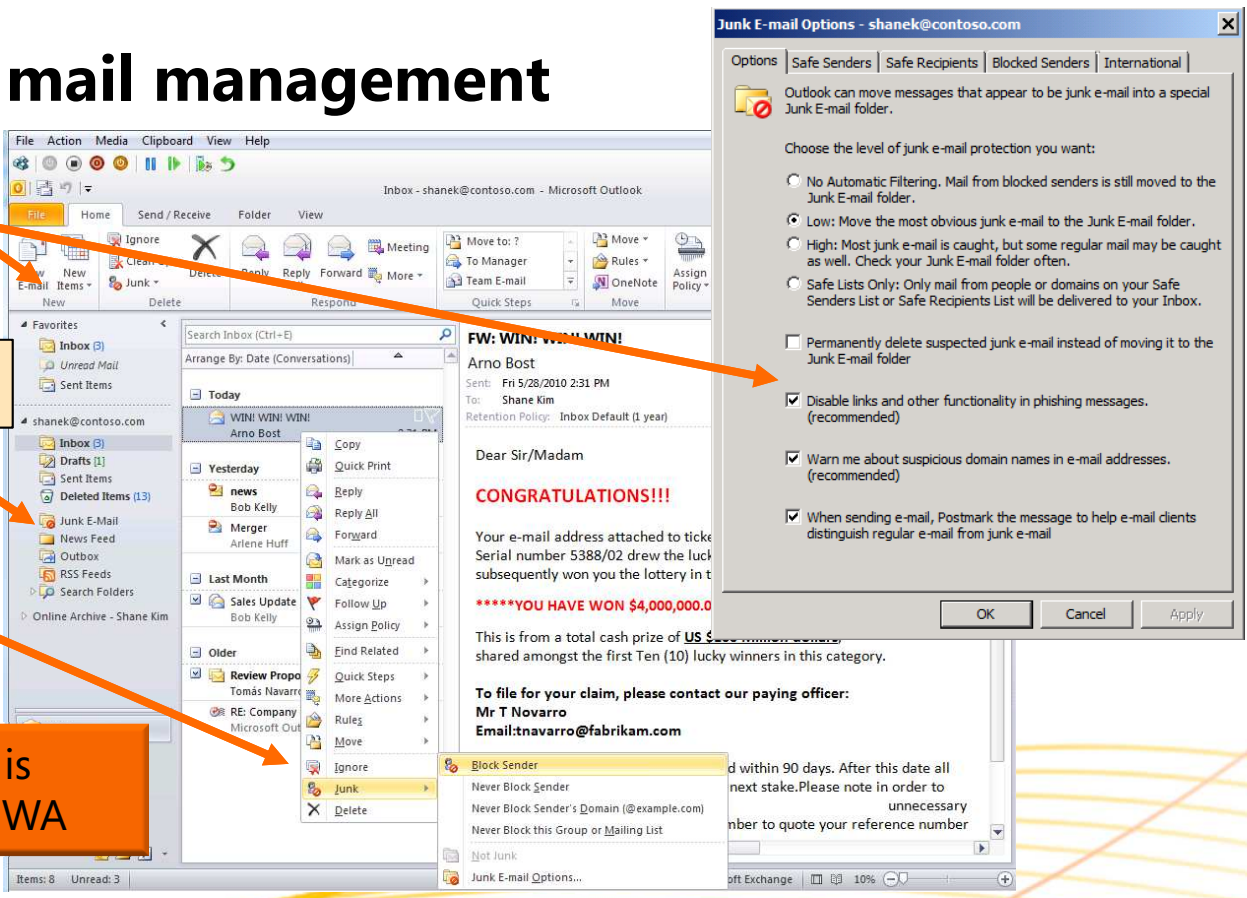
- **Integrated junk mail management**

Manage safe/block sender lists directly in Outlook or OWA

Direct access to Junk Mail folder

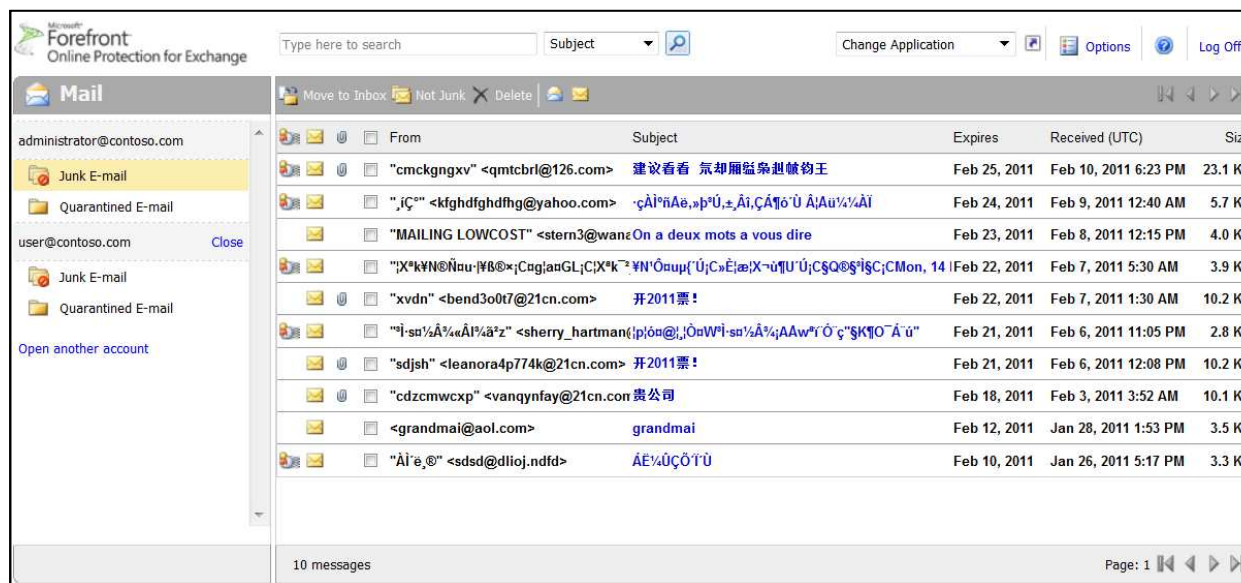
Block/allow senders directly within message

All junk mail management is performed in Outlook and OWA



Junk Mail Management

- **Flexibility to use Traditional FOPE Spam Quarantine**
 - Can be used instead of the integrated Outlook experience
 - Admins will have SSO access to Quarantine, but users do not



Junk Mail Management (cont.)



	Outlook/OWA junk mail	FOPE Spam Quarantine
Where does suspect spam go?	Outlook junk mail folder	FOPE Quarantine
Spam quarantine notifications	None	Every 3 days
Personal block sender list	Configured in Outlook	Not available
Personal safe sender list	Configured in Outlook	Not available

NOTE: Two additional options in FOPE for managing spam:

- Spam Redirection
- Subject Modification

Both are less common than methods shown above



Mod 08: Exchange Online FOPE

FOPE Overview

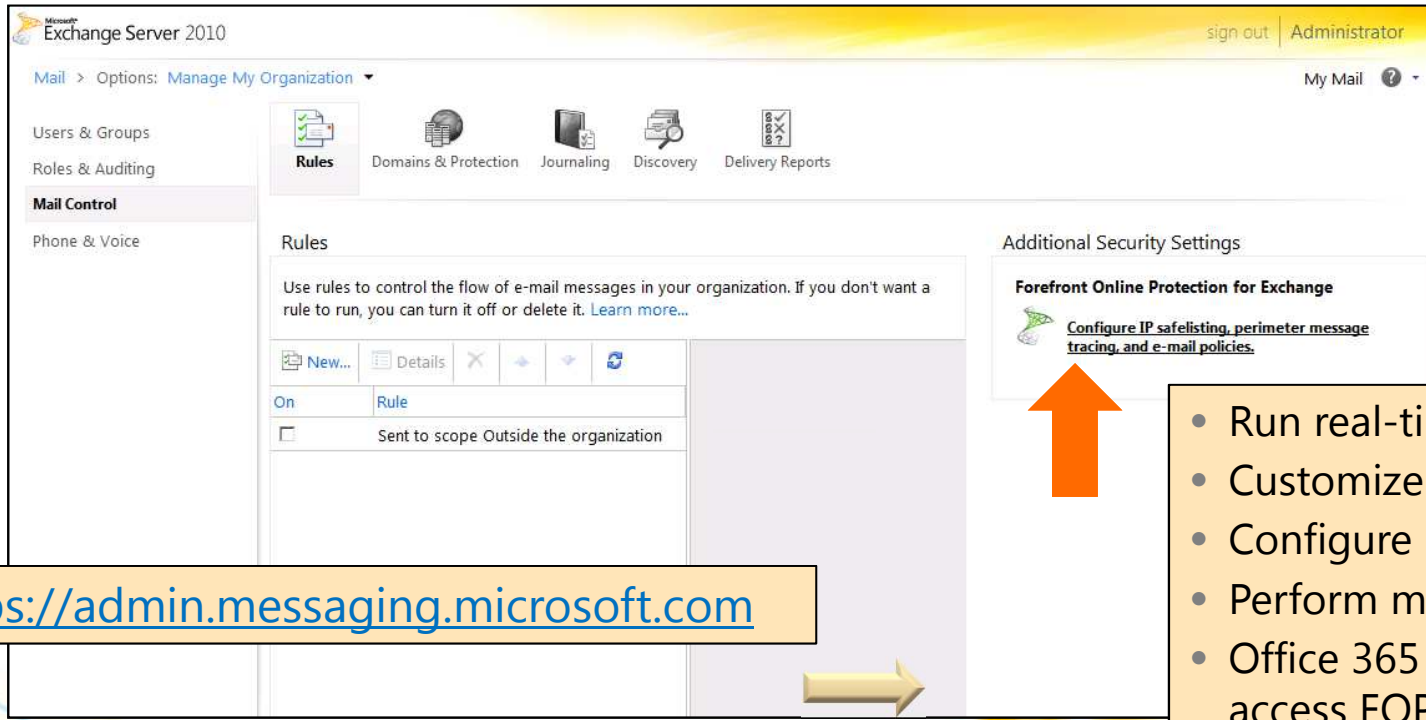
Administration

Reporting, Auditing, and Tracing
SLA and Support

Microsoft

Accessing Administration Center

Single Sign-on from Exchange Control Panel



<https://admin.messaging.microsoft.com>

- Run real-time reports
- Customize spam settings
- Configure policy filtering
- Perform message tracking
- Office 365 customers can access FOPE Admin Center

Accessing Administration Center

Company Report

30 days | 90 days | 180 days | 365 days

- Inbound Delivery 5.00%
- Spam Filtered 94.96%
- Policy Filtered 0.04%
- Virus Filtered 0.00%

Delivery Count (K)

Spam Count (K)

Welcome

Announcements | Network Alerts | Virus Alerts | Resources | Training | Configuration

Announcement: New Data Center going live
 Posted: 6/4/2012 6:02:54 PM
 Forefront Online Protection for Exchange is pleased to announce the rollout of our latest new datacenter which will be gradually added to the global mail processing network over the next few weeks.
 All necessary configuration changes have already been made and there are no actions required for our customers. The new datacenter will use IP addresses that are already part of the address list that is reserved for FOPE services. We do suggest that you occasionally review the IP address list in the "Configuration" tab of the Admin Center to ensure that your network is setup to allow email from all FOPE datacenters.
 There is no planned downtime or customer impact as part of the datacenter rollout.
 Please contact Technical Support if you have any questions.

Get ready for the EHA to Office 365 Transition
 Posted: 4/26/2012 4:48:04 PM
 Since the introduction of Office 365, Microsoft has been preparing to transition all existing Exchange Hosted Archive (EHA) customers to the new advanced archiving capabilities of Office 365. The transitions to the new service will commence in May and continue over the coming 12 months. Customers will receive a 30 day notification prior to their transition date. In the meantime, we encourage you to get your systems ready.
WHAT IS SYSTEMS READY?
 Microsoft is asking customers to ensure that all the appropriate archive user accounts are added to the Admin Center prior to transition. Mail for users not configured in the Admin Center will not be transitioned to Office 365. For more information about provisioning users visit <http://GetArchiving.com>
MAINTAINANCE MODE
 During the transition, the EHA service will be placed in maintenance mode which will allow us to take a snapshot of the current service to transition all of the existing policies & settings. The following tasks will not be impacted by being in maintenance mode:
 • Archiving of new email
 • Conducting Discovery searches
 • Exporting messages
 • Generating reports
 You will not be able to make configuration changes to your archive settings such as adding new users or modifying retention and hold settings.
 Note: You may make changes such as resetting a user password or disabling a user account by calling Technical Support or by using the Get Help Now link in the Administration Center.
WHO DOES THIS AFFECT?

Network Report

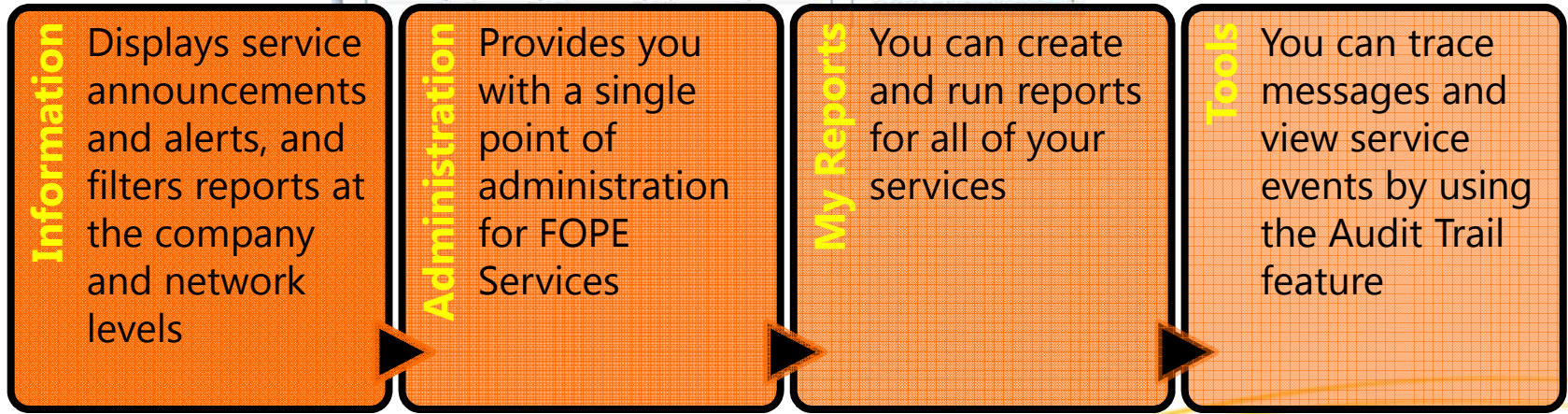
30 days | 90 days | 180 days | 365 days

- Inbound Delivery 16.84%
- Spam Filtered 81.37%
- Policy Filtered 1.78%
- Virus Filtered 0.01%

Delivery Count (M)

Spam Count (B)

Understanding Administration Center



FOPE Administration Features

Company Management

- If you have a hosted domain rather than an on-premises domain, you can view, but cannot change, the value of the Outbound Mail Server IP Addresses setting

Integrated

- Integrated into FOPE
- No hardware or software required
- Encrypt/Decrypt actions for FOPE policies

Secure

- Email Encryption based on IBE
- Secure ad hoc communications

Optional FOPE Configurations

- **Email routing (inbound/outbound)**
- **Accept rules**
- **White-listing / black-listing**



Mod 08: Exchange Online FOPE

FOPE Overview
Administration

Reporting, Auditing, and Tracing
SLA and Support

Microsoft

Reporting

Microsoft Forefront Online Protection for Exchange

EXCHANGE_175627_woodgrovebank.onmicrosoft.com

srailson@woodgrovebank.onmicrosoft.com Sign out Help

Information Administration **My Reports** Tools Quick Search

Saved Reports (5) - All Reports

Name	Type	E-mail Delivery	Last updated		
Outbound policy filtered mail.	E-mail Traffic Report		7/28/2011 3:04:21 PM	Edit	Delete
All inbound mail	E-mail Traffic Report		7/27/2011 3:38:17 AM	Edit	Delete
Top users in last month	E-mail Traffic Report		5/18/2011 2:53:16 PM	Edit	Delete
Inbound top virus report - past month	Top Viruses Report		5/18/2011 2:51:29 PM	Edit	Delete
Inbound detection report - Previous month	E-mail Traffic Report		5/18/2011 2:50:02 PM	Edit	Delete

Tasks

New Report

Views

All Reports

E-mail Traffic Report

Top Viruses Report

Deferral Report

Top Users Report

Reporting

The screenshot displays the Microsoft Forefront Online Protection for Exchange reporting interface. The main content area is titled "New Report" and contains several sections for configuring a report:

- Report Name:** A text input field for naming the report.
- Report Type:** A dropdown menu currently set to "E-mail Traffic Report". Below it are checkboxes for "Included traffic types": Inbound delivery, Spam, Inbound virus, Inbound policy filtering, Outbound delivery, Outbound suspicious, Outbound virus, and Outbound policy filtering.
- Report Scope:** A "Company name" field containing "EXCHANGE_175627_woodgrovebank.onmicrosoft.com" and a checkbox for "Run report on selected domains".
- Report Date Range:** A "Date Range" dropdown set to "Previous week" and a "Time zone" dropdown set to "UTC".
- E-mail Delivery:** A checkbox for "Enable scheduled report delivery".

On the left, a "Quick Help" sidebar provides instructions for each section:

- Report Name:** Enter a name for the report that you want to create.
- Report Type:** Select the type of report that you want to create. If you select the E-mail Traffic report, you can select additional traffic types to include in your report.
- Report Scope:** Run a report against all of the domains in your company or against a specific set.
- Report Date Range:** Select a date range for your report. You can select from a list of predefined date ranges or you can specify a custom start and end date.
- E-mail Delivery:** Reports can be scheduled for e-mail delivery. Delivery of the report will be based on the scheduled date you choose. If the chosen date does not exist in a month, delivery will be automatically moved to the next closest date.
- Additional Information:** Reports provide customers with access to historical message filtering summaries for informational purposes only, and are not a representation of all the data stored by the Service.

On the right, an "Actions" panel contains three buttons: "Save Report", "View Report", and "Cancel".

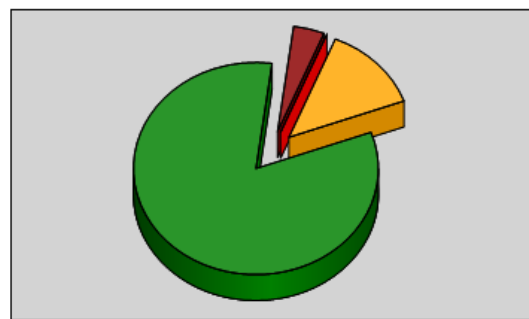
Reporting

Inbound detection report - Previous month

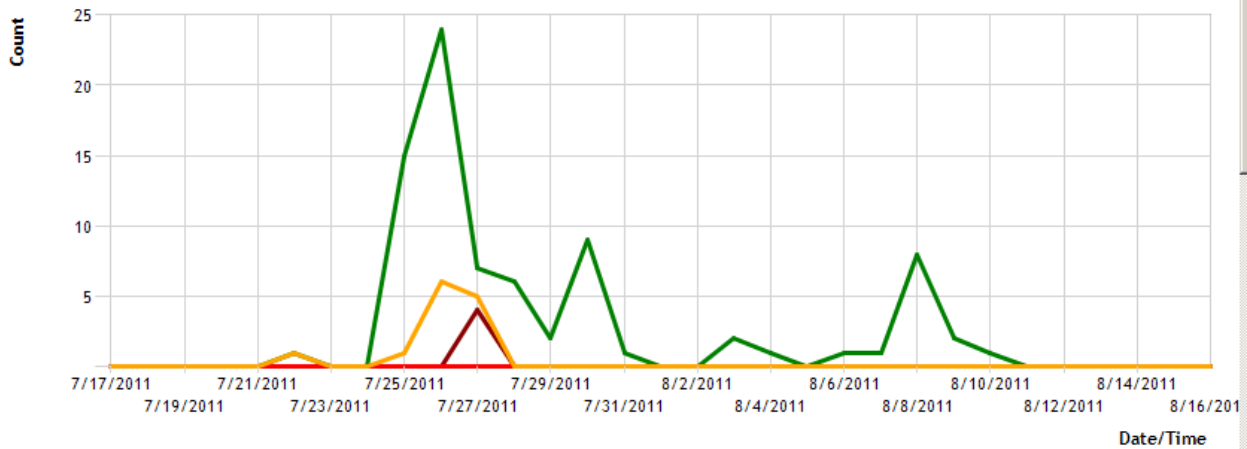
Prepared for __EXCHANGE__175627_woodgrovebank.onmicrosoft.com on 8/16/2011 10:30 AM

Inbound Traffic Overview (Count)

- Delivery: 82.65%
- Spam: 4.08%
- Virus: 0%
- Policy Filtering: 13.27%



Inbound Traffic Trend (Count)



Email Traffic Count:

Date	Inbound															
	Hour	Delivery	Connectors		Spam		Virus			Policy Filtering						
			Applied	Rejected	Dir Edge	Other Spam	Files Scanned	Blocked	Cleaned	Reject	Quarantine	Allow	Bcc	Redirect	Decrypt	
7/17/2011		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7/18/2011		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Auditing

Microsoft Forefront Online Protection for Exchange

EXCHANGE_175627_woodgrovebank.onmicrosoft.com

srailson@woodgrovebank.onmicrosoft.com Sign out Help

Information Administration My Reports Tools Quick Search

Message Trace Audit Trail

All Audit Events: 1 - 25 of 392

User e-mail	Domain	Activity	Date and time
Administrator@woodgrovebank.o...	woodgrovebank.onmicr...	Update User kevin1@woodgrovebank.onmicrosoft.com Locale: [None] -> zh_TW First Name: [None] -> Kevin Last Name: [None] -> Wang Time Zone: [None] -> 8	8/8/2011 3:45:15 PM
Administrator@woodgrovebank.o...	woodgrovebank.onmicr...	Create User Addresses (34447070): Address: kevin1@woodgrovebank.onmicrosoft.com User Id: 19282784 Domain Id: 460657 Address Type Id: 0 Is Primary: True Address Id: 34447070	8/8/2011 3:44:43 PM
Administrator@woodgrovebank.o...	woodgrovebank.onmicr...	Create User. Email Address: kevin1@woodgrovebank.onmicrosoft.com User Type Id: 0 Originator Id: 1	8/8/2011 3:44:43 PM
admin@namprd03.prod.outlook.com		Create Last Sync History (409406): Last Sync History ID: 409406 Company: _EXCHANGE_175627_woodgrovebank.onmicrosoft.com Role: Administrator User Address: srailson@woodgrovebank.onmicrosoft.com	8/1/2011 4:55:42 PM
admin@namprd03.prod.outlook.com		Delete Last Sync History (409396): Last Sync History ID: 409396 Company: _EXCHANGE_175627_woodgrovebank.onmicrosoft.com Role: Administrator (read-only) User Address: srailson@woodgrovebank.onmicrosoft.com	8/1/2011 4:55:42 PM
admin@namprd03.prod.outlook.com		Create Last Sync History (409396): Last Sync History ID: 409396 Company: _EXCHANGE_175627_woodgrovebank.onmicrosoft.com Role: Administrator (read-only) User Address: srailson@woodgrovebank.onmicrosoft.com	8/1/2011 4:52:34 PM
admin@namprd03.prod.outlook.com		Delete Last Sync History (18005): Last Sync History ID: 18005 Company: _EXCHANGE_175627_woodgrovebank.onmicrosoft.com Role: Administrator User Address: srailson@woodgrovebank.onmicrosoft.com	8/1/2011 4:52:33 PM

Views: All Audit Events, Access Events, Create Events, Update Events, Delete Events, Bulk Uploaded Users Events

Date Range: From: [input], To: [input], Apply

Message Trace

The screenshot shows the Microsoft Forefront Message Trace interface. At the top, the Microsoft Forefront logo and 'Online Protection for Exchange' are visible. The user is logged in as 'srailson@woodgrovebank.onmicrosoft.com' with a 'Sign out' link. The navigation bar includes 'Information', 'Administration', 'My Reports', and 'Tools'. The 'Tools' section is active, showing 'Message Trace' and 'Audit Trail' tabs. A 'Quick Search' button is present. The main content area is divided into a 'Quick Help' sidebar and a 'Message Trace' search form. The search form includes fields for 'Sender address', 'Recipient address', 'Start date', 'End date', 'Time zone', and 'Message ID'. A 'Search' button is at the bottom right of the form.

Message Trace

Microsoft Forefront Online Protection for Exchange

Message Trace Summary

Sender:	
Recipient:	
Message ID:	5c5baf8f-afd6-442a-aa57-35617e1d6c80@PB1EHSMHS004.l
Message size:	1.94 KB
Date and time received:	9/21/2010 4:56:09 AM
Date and time filtered:	9/21/2010 4:56:09 AM
Connector results:	Connector Inbound (Connector ID 149)
First delivery attempt:	9/21/2010 4:56:09 AM
Final delivery attempt:	9/21/2010 4:56:09 AM
From IP address:	213.171.121.10 <unknown>
To IP address:	N/A
Filtering results:	Marked for Policy Quarantine (rule ID 125)
Delivery result:	Delivered to Policy Quarantine

Admin Center vs. Exchange Control Panel

Use Exchange Control Panel for These Tasks

- **Trace messages within your organization**
- **Set up transport rules to:**
 - Add disclaimers to emails
 - Look for keywords and regular expressions
 - Block email sent to the outside world (by sender, domain, etc.)
 - Moderate email delivery
- **Configure journaling of emails to external archive**

Use FOPE Admin Center for These Tasks

- **Trace messages outside your organization**
- **Perform transport-related tasks not available in transport rules:**
 - Specific header attributes
 - Custom dictionaries, character sets
 - Actions such as quarantine or encrypt
- **Configure org-wide safe/blocked senders**
- **Configure granular anti-spam settings** (e.g. backscatter, SPF)
- **View reports on spam filtering**
- **Configure forced TLS**



Mod 08: Exchange Online FOPE

- FOPE Overview
- Administration
- Reporting, Auditing, and Tracing
- SLA and Support

Microsoft

FOPE Service Level Agreement (SLA)

Some aspects of FOPE SLA added to Exchange Online

- Spam & virus filtering effectiveness commitment will be added
- Network uptime and email delivery commitments will NOT be added
- These changes apply to Exchange Online customers

Spam and Virus Filtering Effectiveness	100% Known Virus Detection	> 98% Spam Detection	< 1:250,000 False Positive Ratio
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Filtering Network Performance	Network Uptime > 99.999%	Rapid Email Delivery (Average delivery commitment of less than 1 minute)
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These will NOT be added to the Exchange Online SLA

Create FOPE Technical Support Request

The screenshot shows the Microsoft Online Services Admin Center interface. At the top, there are navigation links for Home, Outlook, Team Site, Admin, and Partner. The user is logged in as Administrator. The left sidebar contains a navigation menu with categories like Microsoft, Admin Overview, Setup, Management, Subscriptions, and Support. The 'Support' category is highlighted with a red box, and 'Service Requests' is selected. The main content area shows the 'Support overview' and 'Requests summary' sections. A 'New service request' form is open, with the 'Identify issue' step selected. The form includes dropdown menus for 'Issue type' (Technical Support), 'Service' (Exchange Online for Office 365 for Enterprises), and 'Service area' (ForeFront Online Protection for Exchange). A 'Problem description' dropdown is also visible, with a list of options including 'Accessing ForeFront Online Protection for Exchange', 'Dictionary Filters', 'Inbound/Outbound Connectors', 'Message Tracking', 'Other', 'Policies', and 'Reports'.

Resources

- **Microsoft Forefront Antivirus FAQ**
 - <http://technet.microsoft.com/en-us/library/ff715230.aspx>
- **FOPE User Guide**
 - <http://technet.microsoft.com/en-us/library/ff715254>



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