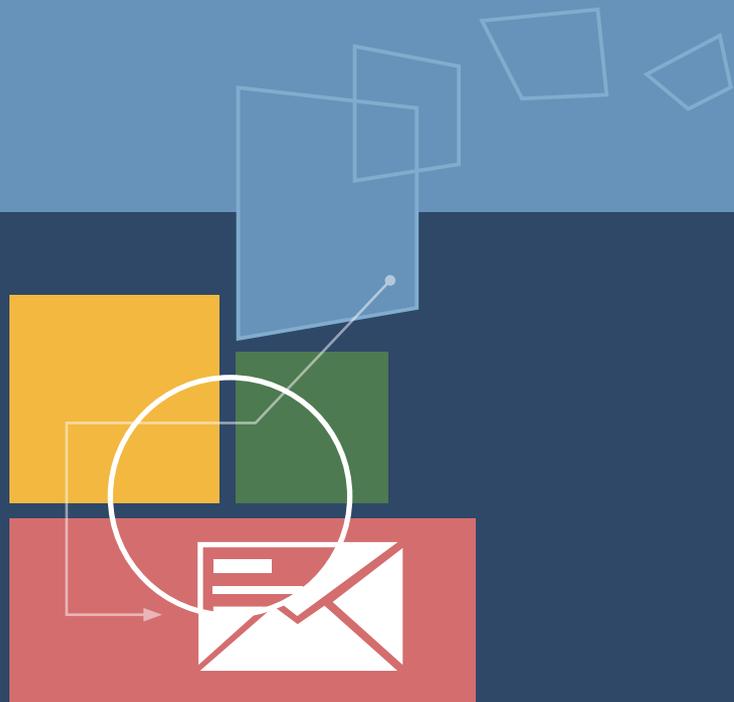
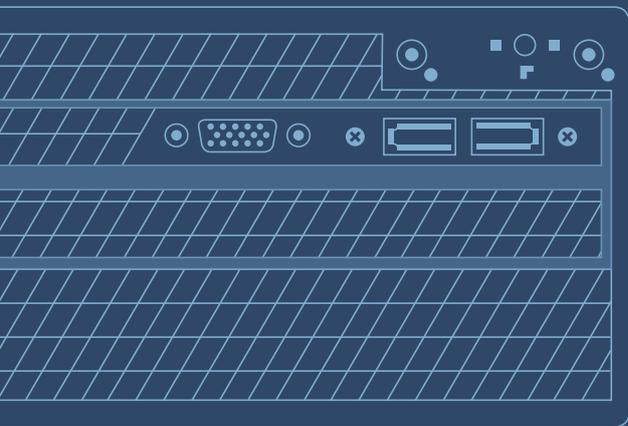




exclaimer™ anti spam

Getting Started Guide



www.exclaimer.com

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About This Guide

This aim of this guide is to provide information about installing and configuring Exclaimer Anti-spam.

Here, you can find out about system requirements, licensing, what changes occur on your system when Anti-spam is installed and the installation process itself.

Installation details are provided for a standard install (via an install wizard) and for a 'silent' install on remote servers (via the command prompt). Having installed Exclaimer Anti-spam, detailed help for all aspects of the application is available from the **help** menu.

If you require further information, please refer to the [Further Help & Support](#) section on page 29.

Anti-spam Overview

Microsoft Exchange incorporates sophisticated anti-spam technology but accessing and updating these features can be a daunting prospect even for the technically minded. At best, the user interface for some anti-spam features is less than intuitive and at worst, it is non-existent and requires command line instructions.

Exclaimer Anti-spam has been designed to provide intuitive, user-friendly access to anti-spam settings within **Microsoft Exchange** and to build upon these settings to provide an additional level of security in the fight against unsolicited commercial email (spam).

How does it Work?

As part of the installation process for **Exclaimer Anti-spam**, any existing anti-spam settings are loaded from **Microsoft Exchange**.

Thereafter, if you change settings in **Exclaimer Anti-spam**, they will be applied to your **Microsoft Exchange** configuration. Conversely, any changes that might be made to anti-spam settings within **Microsoft Exchange** will be loaded into Exclaimer Anti-spam (either when the software is closed and restarted, or when you choose to **refresh data** whilst **Exclaimer Anti-spam** is running).

What Next?

Exclaimer Anti-spam works on a system of **features** and **rules**; in most cases, these provide a layer over existing **Microsoft Exchange** settings. **Features** are used to define core configuration for **Microsoft Exchange** anti-spam filters and as such, these are always processed first. **Rules** are provided to access settings which are likely to be changed on a more regular basis; you can:

- Maintain a list of recipients for whom anti-spam tests will never be performed (using the **Recipient White List** rule).
- Maintain a list of senders who are considered to be 'safe' and for whom anti-spam tests will never be performed (using the **Sender White List** rule).
- Maintain a list of senders who are considered to be 'unsafe' and from whom email messages will be blocked (using the **Sender Block List** rule).
- Specify actions to be taken with messages classified as spam as a result of Content filtering (using the **Content filtering** rule).
- Specify actions to be taken with messages classified as spam as a result of checking the Sender ID (using the **sender ID** rule).
- Specify actions to be taken with bulk email messages that are checked and classified by Commtouch (using the **Commtouch Classifications** rule).

No Technical Expertise Required

Some organizations are fortunate to have experienced system administrators who have a detailed knowledge of **Microsoft Exchange** and its anti-spam settings - but many others do not. **Exclaimer Anti-spam** has been designed to suit the needs of both experienced and novice users.

When **Exclaimer Anti-spam** is installed, you are asked to choose an anti-spam **scenario** - in other words, to choose (at a high level) how you would like your anti-spam settings to work. A scenario is a set of predefined options for running **Exclaimer Anti-spam** in a particular way (for example, whether you wish to **quarantine** spam messages or **reject** them) and these options are applied once installation is complete.

If you have little or no experience with anti-spam settings, **Exclaimer Anti-spam scenarios** are the ideal way to get started. Having completed simple Installation and Setup wizards (see pages 15 and 18 respectively) you can be sure that your **Microsoft Exchange** anti-spam filters are optimized and there is no need for you to change **features** (or even **rules**) unless you want to.

However, if you are a seasoned administrator, you will appreciate a clean, intuitive interface to access **features** and **rules** to customise a scenario.

But That's Not All...

For an extra level of security, **Exclaimer Anti-spam** is also fully integrated with the third party **Commtouch** anti-spam solution.

Commtouch uses its own **Recurrent Pattern Detection™ (RPD™)** technology which focuses on detecting and classifying patterns in large scale spam attacks. These classifications are maintained in a vast database which can be interrogated by **Exclaimer Anti-spam**; this means that incoming email messages can be checked and classified in real time.

Licensing

Our aim is to get you working with Exclaimer software as quickly as possible, with minimal restrictions. As such, we have implemented a flexible licensing policy.

If you have installed Exclaimer software for the first time, you can use it for **five days** without any form of registration.

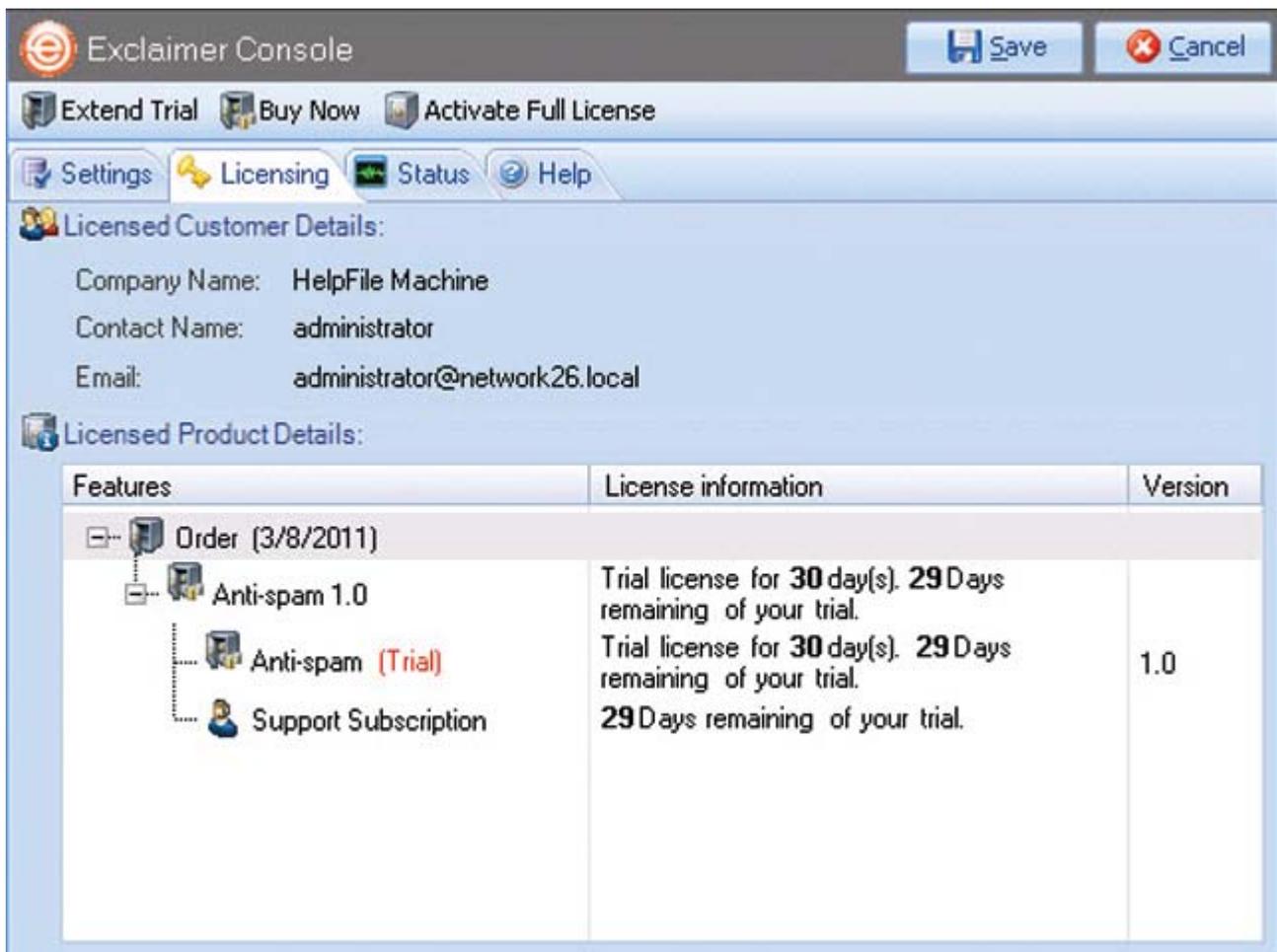
After five days, you will be prompted to register in order to continue trialling the software free of charge for a further 30 days. Having completed this trial, you can either:

- Purchase the product from the [Exclaimer website](http://www.exclaimer.co.uk/anti-spam/) (<http://www.exclaimer.co.uk/anti-spam/>) or by contacting the [Exclaimer sales team](mailto:sales@exclaimer.com) (sales@exclaimer.com).
- Contact the [Exclaimer sales team](mailto:sales@exclaimer.com) to extend your trial.

Licensing Information

Having installed **Exclaimer Anti-spam**, licensing information and options can be found on the **licensing** tab within the Exclaimer Console.

You can access this by selecting the **Exclaimer** branch of the console tree and clicking the **Licensing** tab, or by selecting **Licensing** from the **Actions** pane:



The screenshot shows the Exclaimer Console interface. At the top, there are buttons for 'Extend Trial', 'Buy Now', and 'Activate Full License'. Below these are tabs for 'Settings', 'Licensing', 'Status', and 'Help'. The 'Licensing' tab is active, displaying 'Licensed Customer Details' and 'Licensed Product Details'.

Licensed Customer Details:

- Company Name: HelpFile Machine
- Contact Name: administrator
- Email: administrator@network26.local

Licensed Product Details:

Features	License information	Version
Order (3/8/2011)		
Anti-spam 1.0	Trial license for 30 day(s). 29 Days remaining of your trial.	
Anti-spam (Trial)	Trial license for 30 day(s). 29 Days remaining of your trial.	1.0
Support Subscription	29 Days remaining of your trial.	

System Requirements

System requirements for hardware and software are summarized in the following sections.

Requirements for the Exclaimer Console

Installing on a Hub Transport Server

Hardware

Component	Minimum Requirements	Recommended Requirements
CPU	x64 architecture-based computer. Intel Itanium family IA64 processors are not supported.	x64 architecture-based computer. Intel Itanium family IA64 processors are not supported.
Memory	1GB	4GB
Disk Space	350MB	500MB
Screen Resolution	1024 x 768 pixels	1152 x 864 or higher

Software

Component	Minimum Requirements
Operating System	<ul style="list-style-type: none">• Windows Server 2003 x64.• Windows Server 2003 R2 x64.• Windows Server 2008 x64 (including all service pack levels).• Windows Server 2008 R2 x64 (including all service pack levels).• Windows Small Business Server 2008 (including all service pack levels).• Windows Small Business Server 2011 (including all service pack levels).• Windows Server 2012 x64
Active Directory Forest	Active Directory must be at Windows Server 2003 forest functionality mode or higher.
Microsoft Exchange Server	<ul style="list-style-type: none">• Microsoft Exchange Server 2007 SP1 Rollup 5 and above.• Microsoft Exchange Server 2010 (including all service pack and rollup levels).
Microsoft Exchange Server Roles	Microsoft Exchange Hub Transport Role.
Microsoft .Net Framework	Microsoft .Net Framework 3.5 SP1 and above.

Installing on an Edge Transport Server

Hardware

Component	Requirement
Processor	x64 architecture-based computer with Intel processor that supports Intel Extended Memory 64 Technology (Intel EM64T) or AMD processor that supports the AMD64 platform; Intel Itanium family IA64 processors are not supported.
Memory	2 GB of RAM per server or better
Disk Space	350MB or better
Screen Resolution	1024 x 768 pixels or better

Software

Component	Requirement
Operating System	<ul style="list-style-type: none">• Microsoft Windows server 2003 x64 (all versions)• Microsoft Windows Server 2003 R2 x64• Microsoft Windows Server 2008 x64• Microsoft Windows Server 2008 R2
Active Directory Forest	Active Directory must be at Windows Server 2003 forest functionality level or Active Directory Application Mode (ADAM) or Active Directory Lightweight Directory Services (AD LDS)
Exchange Server Roles	<ul style="list-style-type: none">• Microsoft Exchange Server 2007 - Edge Transport Role• Microsoft Exchange Server 2010 - Edge Transport Role
Microsoft .NET Framework	Microsoft .NET Framework 3.5 SP1

Installation Overview

Exclaimer Anti-spam can be installed on an **Edge Transport Server** or on a **Hub Transport Server** (see [installation types \[pg.10\]](#)) for further information about these server types).

The installation process for **Exclaimer Anti-spam** is very straightforward, using an [Installation wizard \[pg.15\]](#) to copy required files and complete most setup behind the scenes. Having completed the installation wizard for the first time, the [Setup wizard \[pg.18\]](#) is launched automatically.

The **Setup wizard** takes you through the basic setup required to get started with **Exclaimer Anti-spam**. Here, you are asked to choose the way in which you wish to run **Exclaimer Anti-spam** by choosing a scenario. A scenario is a set of predefined options for running **Exclaimer Anti-spam** in a particular way (for example, choose whether you wish to run in **evaluation** mode or in **full deployed mode**). Each **scenario** is optimized to eradicate spam.

Once **Exclaimer Anti-spam** is installed and you have had an opportunity to work with it for a while, you may decide that you wish to switch to a different **scenario**; you can change the active scenario at any time using **Exclaimer Anti-spam options**.

The installation process is the same whether you are installing on an Edge Transport Server or on a Hub Transport Server.

Installation Types

Exclaimer Anti-spam can be installed on an **Edge Transport** server or on a **Hub Transport** server.

Often, an **Edge Transport server** is a standalone **Microsoft Exchange** server which has the **Edge Transport role** installed. This server sits between the Internet and the rest of the Exchange Server organization - i.e. on the 'edge' of your network. Its purpose is to filter spam and malicious content before it reaches your network.

Conversely, a **Hub Transport server** is a server (with the **Hub Transport role** installed) which sits within an **Active Directory** domain.

Edge Transport rules are used to protect Exchange organizations by applying rules to email messages and then taking appropriate action dependent upon whether messages pass or fail. **Edge Transport** rules are based upon **SMTP** addresses, **MIME** content, words in the subject or message body, and **Spam Confidence Level ratings (SCL)**.

The **Edge Transport server** is also responsible for all mail entering the Exchange organization. Email messages travel inbound through the Edge Transport and, once **Edge Transport rules** have been applied, the messages are passed on to the **Hub Transport server**.

The installation process is the same whether you are installing on an **Edge Transport Server** or on a **Hub Transport Server**.

In many cases, setup is such that the Edge Transport server is not a member of the Active Directory domain within an organization, however this does not have to be the case. If required, Microsoft does support Edge Transport servers that are members of the Active Directory domain.

For example, smaller organizations are most likely to have one or two Edge Transport servers; given that these are effectively standalone machines it is fairly straightforward to configure each server individually. However, larger organizations are likely to have more Edge Transport servers which makes this impossible; in this situation, Microsoft recommend having Edge Transport servers in their own Active Directory forest so they can be managed as a whole.

Considerations for Installing Exclaimer Anti-spam

The installation process is the same whether you are installing on an **Edge Transport Server** or on a **Hub Transport Server**.

If the software is installed on a **Hub Transport Server** that does not have **Microsoft Exchange** anti-spam agents installed, the **Exclaimer Anti-spam** installation process will install them with out-of-box Microsoft Exchange anti-spam configuration.

If the software is installed on a **Hub Transport Server** or an **Edge Transport Server** where **Microsoft Exchange** anti-spam agents are installed, the existing **Microsoft Exchange** anti-spam configuration is stored before the installation takes place. During the installation process, the **Exclaimer Anti-spam SMTP Agent** and the **Exclaimer Anti-spam Routing Agent** transport agents are installed into the **Microsoft Exchange Transport Service**.

In terms of processing sequence, these two agents are last in the list of **Transport Agents** (ordered **SMTP** and then **Routing**).

When the software is uninstalled the **Microsoft Exchange** anti-spam configuration is returned to the original configuration that was stored prior to installation.

System Changes

The installation process makes the following changes to your system:

- If you install the software on a **Hub Transport Server** where **Microsoft Exchange** anti spam agents **are not** installed, the Exclaimer **Anti-spam installation** wizard will install them (having stored a copy of the out-of-box **Microsoft Exchange** anti spam configuration first).
- If you install **Exclaimer Anti-spam** on a **Hub Transport Server** where **Microsoft Exchange** anti spam agents are installed, or if you install on an Edge Transport Server, the existing **Microsoft Exchange** anti spam configuration is stored before installation takes place.
- During the **Exclaimer Anti-spam** installation, the following agents are installed:
 - o The **Exclaimer Anti-spam** SMTP Agent
 - o The **Exclaimer Anti-spam** Routing Agent

Transport Agents are installed into the **Microsoft Exchange Transport Service**. In the processing order, these two agents are last in the list of Transport Agents (ordered **SMTP** then **Routing**).

File Location(s)

As part of the installation process, you are asked to specify a destination folder, into which program files will be installed. The default folder is **C:\Program Files\Exclaimer Ltd\Anti-spam**.

In addition to program files, a number of configuration files are copied to your system. The location of these files varies according to operating system, as summarized below:

Operating System	Location
Windows Server 2003 x64 Windows Server 2003 R2 x64	\Documents and Settings\All Users\ Application Data\Exclaimer Ltd\Anti-spam
Windows Server 2008 x64 Windows Server 2008 R2 x64 Windows Small Business Server 2008 Windows Small Business Server 2011 Windows Server 2012	\ProgramData\Exclaimer Ltd\Anti-spam

Downloading Anti-spam

The **Exclaimer Anti-spam** installation file is named **setup.exe** and can be downloaded from the Exclaimer products page (<http://www.exclaimer.co.uk/anti-spam>).

The same installation file is used irrespective of whether you are installing **Exclaimer Anti-spam** on a **Hub Transport server** or on an **Edge Transport server**.

Once downloaded, **setup.exe** should be run on the required **Microsoft Exchange Server**.

If required, an MSI is available from support by contacting support@exclaimer.com.

The Installation Wizard

To complete the Installation wizard, follow the steps below:

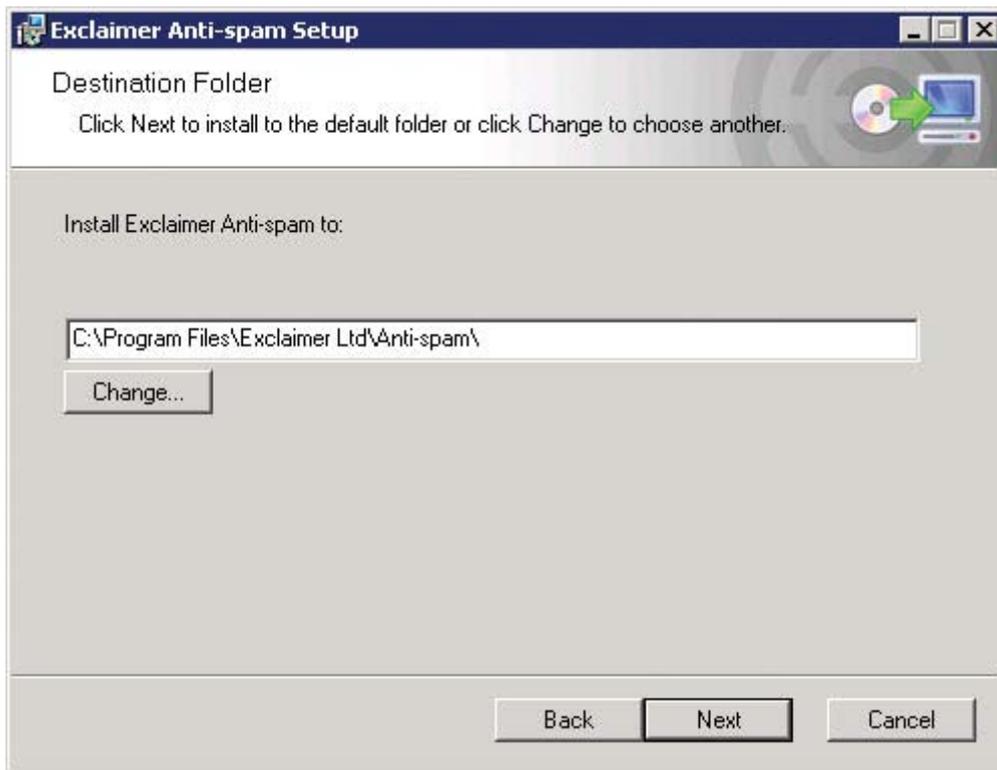
1. Double click the **Setup** file to start the installation and display a welcome message:



2. Click the **Next** button to view the **End-User License Agreement**:

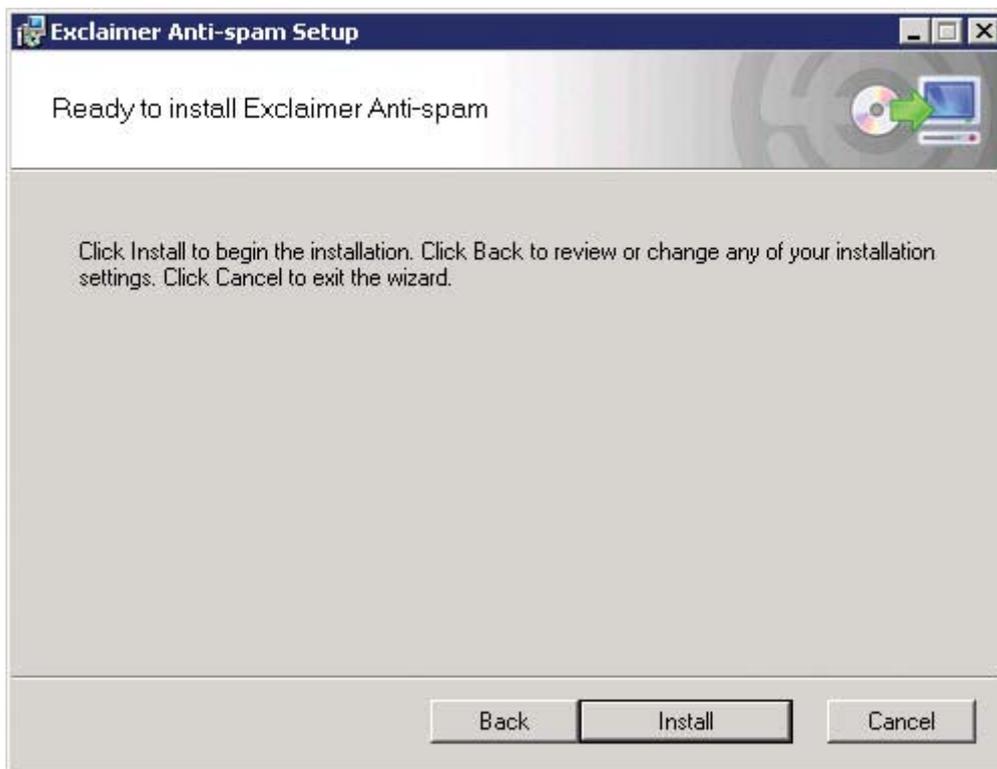


3. Having read the license agreement, check the **I accept the terms in the license agreement** box and click Next to specify a **destination folder** for installed files:

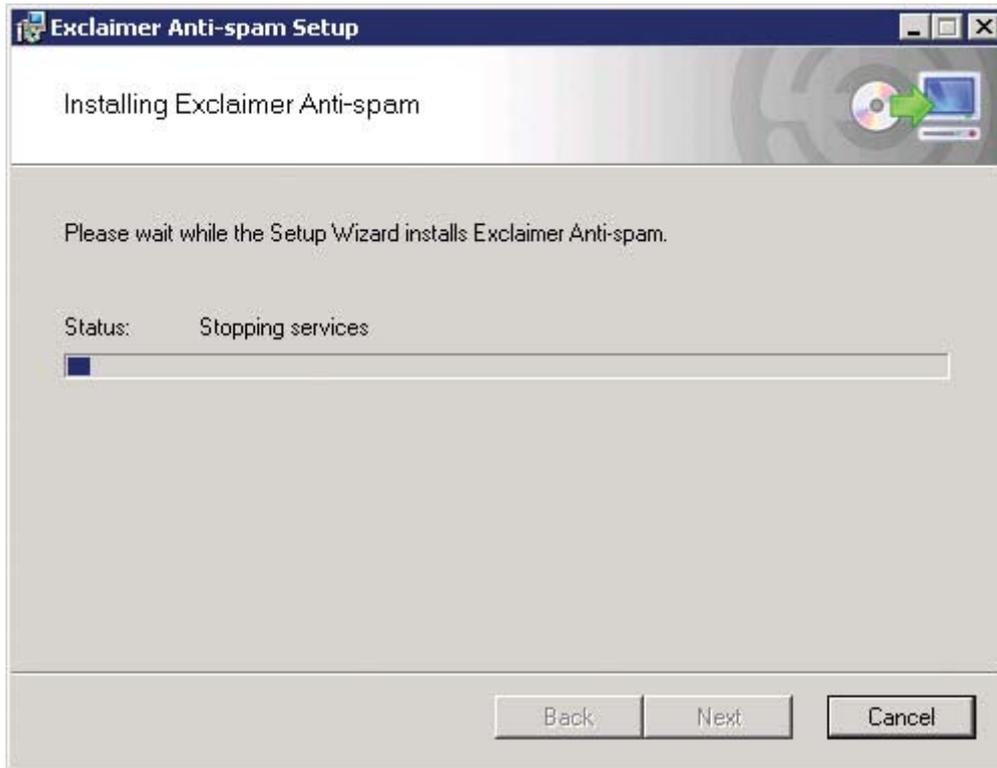


From here you can accept the default folder, or click to specify a new location.

4. Click **Next** to review:



5. Click the **Install** button to perform the installation:



6. When the installation is complete, confirmation is displayed:



7. Click **Finish** to close the wizard. If you are installing **Exclaimer Anti-spam** for the first time, the [setup wizard \[pg.18\]](#) is launched. You should complete this wizard to create your first policy and get started with Anti-spam.

The Setup Wizard

Having completed the [Installation wizard \[pg.15\]](#) for the first time, the **Setup wizard** is launched automatically. This wizard takes you through the basic setup required to get started with Exclaimer Anti-spam. To complete the wizard, follow the steps below:

1. The first stage of the **Setup** wizard displays summary information about the process:

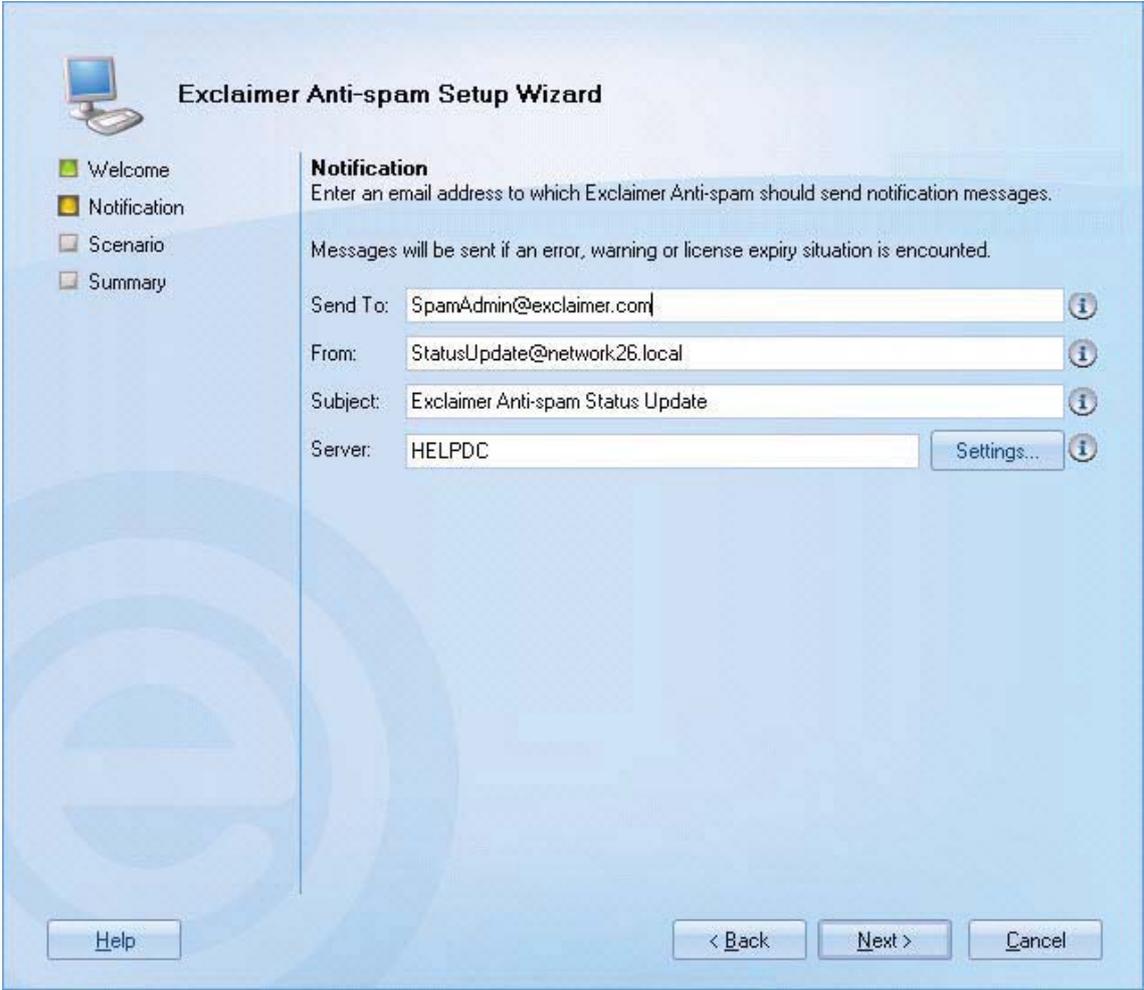


Before the next page loads you may notice a message similar to that shown below:

Please wait...
Loading Microsoft Exchange configuration

As part of the installation process, Exclaimer Anti-spam checks for and loads existing Microsoft Exchange anti-spam settings.

2. Click **Next** to move to the next stage and define how email notifications are sent and received. Here, you can set an administrator email address to receive **Exclaimer Anti-spam** notifications, together with a sending address, subject line and server settings for notification messages:



The screenshot shows the 'Exclaimer Anti-spam Setup Wizard' window. On the left, a navigation pane lists four steps: 'Welcome' (selected with a green square), 'Notification' (selected with a yellow square), 'Scenario' (unselected with a grey square), and 'Summary' (unselected with a grey square). The main area is titled 'Notification' and contains the following text: 'Enter an email address to which Exclaimer Anti-spam should send notification messages.' and 'Messages will be sent if an error, warning or license expiry situation is encountered.' Below this are four input fields: 'Send To:' with the value 'SpamAdmin@exclaimer.com', 'From:' with 'StatusUpdate@network26.local', 'Subject:' with 'Exclaimer Anti-spam Status Update', and 'Server:' with 'HELPDC'. Each field has an information icon (i) to its right. A 'Settings...' button is located to the right of the 'Server:' field. At the bottom of the window are three buttons: 'Help', '< Back', and 'Next >', and a 'Cancel' button.

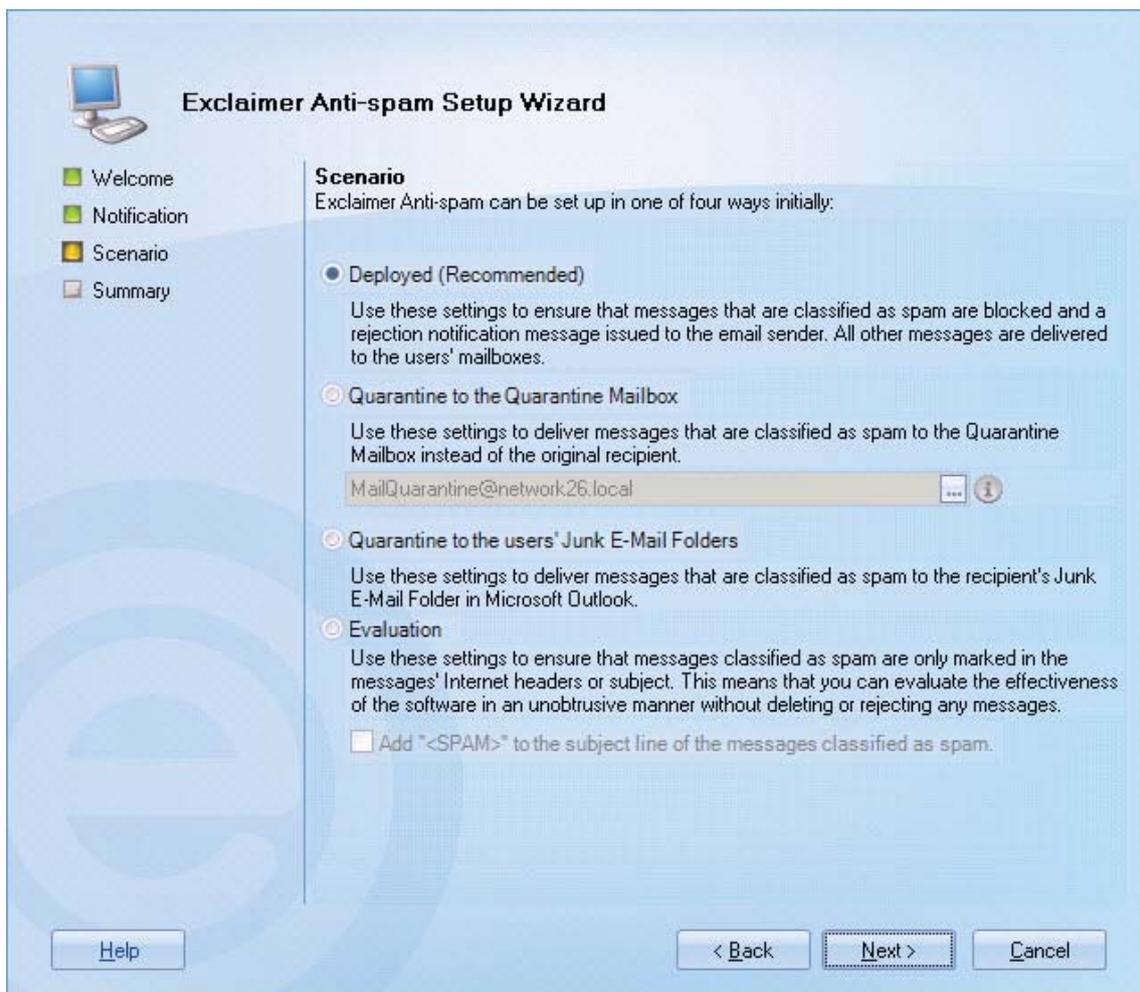
Fields on this tab are summarized on the following page.

Notification settings are summarized below:

Option	Summary
<p>Error and/or warning messages can be sent by email. Settings in this section allow you to define who should receive these messages, and how they will be received.</p>	
Send to	Specify an email account to receive notification emails.
From	Specify an email account to be displayed as the sender of notification emails.
Subject	Specify a subject line for notification emails.
Server	<p>Click the browse button  to select a mail server via which email notifications will be sent. This mail server must be configured to receive SMTP email from this computer. Click the Settings button to define settings for the selected mail server:</p> <div data-bbox="651 864 1203 1256" style="border: 1px solid #ccc; padding: 5px; margin: 10px auto; width: fit-content;">  <p>The dialog box titled "Mail Server Settings" contains the following elements: <ul style="list-style-type: none"> Port: 25 (with an info icon) <input type="checkbox"/> Use Secure Sockets Layer (with an info icon) <input checked="" type="radio"/> Use default credentials (with an info icon) <input type="radio"/> Use these credentials User: (text field with a browse button and an info icon) Password: (text field with an info icon) OK and Cancel buttons at the bottom. </p> </div>
Port	Select the port number on which your mail server listens for email send requests. Typically, this is set to 25.
Use Secure Sockets Layer	Choose whether your mail server requires an SSL connection for email send requests. Typically, this is set to off .
Use default credentials / Use these credentials	Choose whether your mail server requires secure credentials in order to send emails. If you set this to on , a user and password must be specified in subsequent fields.
User	Your mail server will use credentials of the specified user when sending emails.
Password	Specify the appropriate password for the user specified for sending emails.

Option	Summary
Send error notifications	This option must be enabled in order that notification messages can be sent.
Send warning notifications	This option must be enabled in order that warning messages can be sent.
Send status updates...	Specify the frequency with which notification emails are sent to the specified account. The frequency is entered in minutes, and must be set to a value between 1 and 1440 (one day). Notification emails are sent after the specified time has elapsed, but notification emails are not sent if no errors or warnings have been generated.
Include a maximum of...	Specify the maximum number of errors / warnings to be included in each notification email. If the number of errors / warnings exceeds this value, only the earliest occurrences are included. A number between 1 and 99 may be entered.

3. Enter required details and click **Next** to move to the next stage and choose a deployment scenario:



A **scenario** is a set of predefined options for running **Exclaimer Anti-spam** in a particular way. Each scenario is optimized to eradicate spam. Once **Exclaimer Anti-spam** is installed you can change the active scenario at any time using **Exclaimer Anti-spam** options. Available scenarios are summarized below:

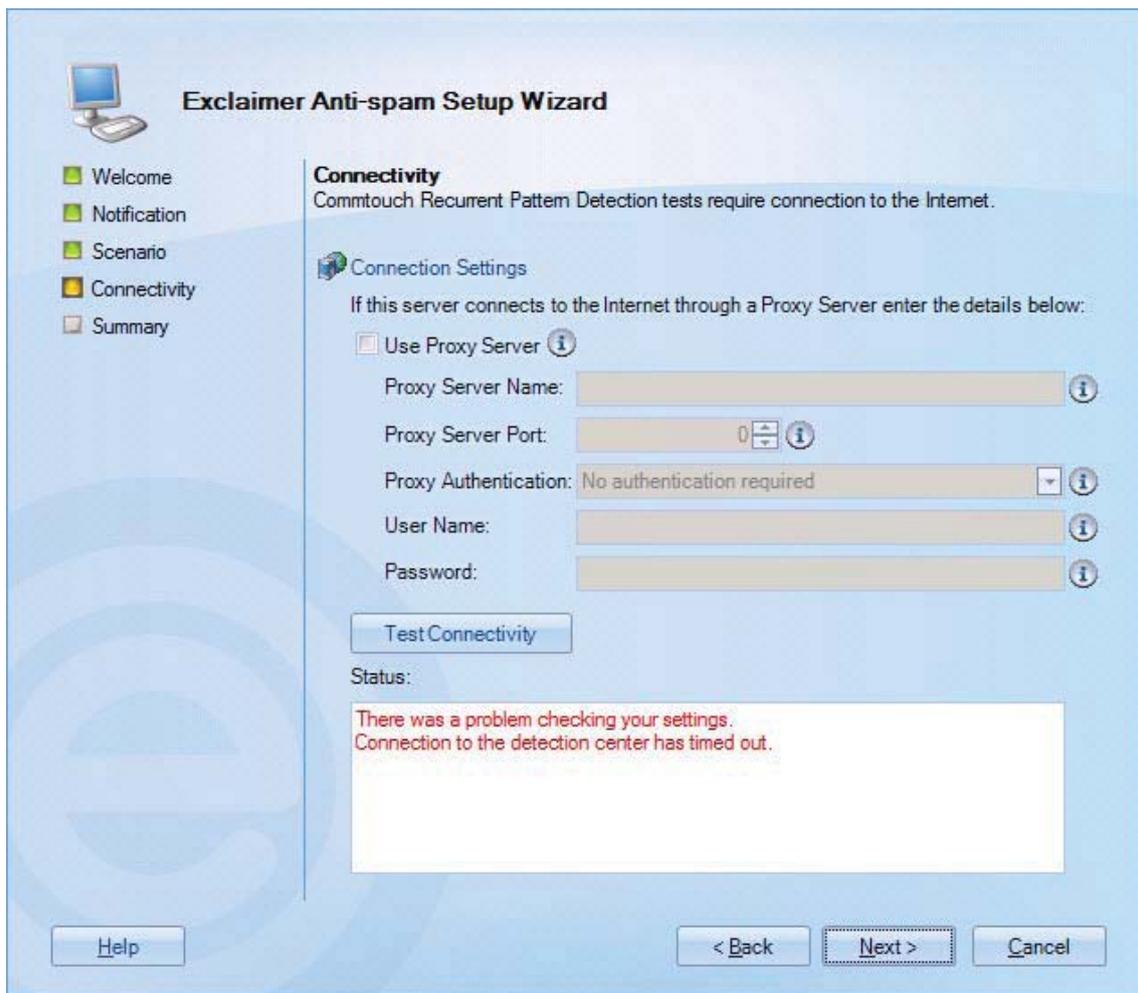
Scenario	Summary
Deployed	When the Deployed scenario is selected, Exclaimer Anti-spam will reject any messages which are classified as spam. A notification email message may be sent to the sender to advise that their message has been rejected; the recipient is unaware that the message was ever sent to them. If Exclaimer Anti-spam is certain that a message is spam, a notification email messages is not sent. This is the recommended mode of operation.
Quarantine to Quarantine Mailbox	When the Quarantine to Quarantine Mailbox scenario is selected, Exclaimer Anti-spam redirects potential spam email messages to a specified Quarantine Mailbox . The Quarantine Mailbox is set at the bottom of this tab.
Quarantine to the Users' Junk E-mail Folder	When the Quarantine to the users' Junk E-mail folder scenario is selected, Exclaimer Anti-spam will deliver messages which are classified as spam to the recipient(s). However, these messages will be redirected to the users' junk e-mail folder in Microsoft Outlook .
Evaluation	<p>When the Evaluation scenario is selected, Exclaimer Anti-spam does not block messages which are classified as spam. Instead, these messages are identified as spam and then delivered to the intended recipient(s). The evaluation scenario allows you to either:</p> <ul style="list-style-type: none"> • Insert the text <SPAM> at the start of the message subject line. This means that recipients can clearly see if a message has been classified as spam. <p>-or-</p> <ul style="list-style-type: none"> • Add an Internet header [X-EXCLAIMER-SPAM] to the message. Messages identified as spam will be marked in the Internet Headers so that you can prepare your own efficacy statistics whilst not outwardly modifying any of your organization's emails.
Custom	<p>If you change any features or rules (with the exception of adding/updating entries in white/block lists), the current scenario is automatically changed to Custom. If you have made changes and wish to revert to a standard scenario, you can simply select one of the scenarios described above.</p> <p>If you do revert to a standard scenario, any changes made to your white/block lists will not be affected however, any changes made to features will be cleared and reset to default values.</p> <p>If you are in any doubt, please contact support [pg.29] before resetting your current scenario.</p>

4. Ensure that the required **scenario** is selected and click **Next** to move to the next page. If a direct connection to the Internet is detected, the final summary page is displayed:



5. Click **Finish** to exit and launch **Exclaimer Anti-spam**.

6. If a direct Internet connection is not detected, an additional Connectivity page is displayed:



An Internet connection is required for the integrated **Commtouch** solution. If you need to access the Internet through a proxy server, settings must be defined here. These options are summarized on the following page.

Exclaimer Anti-spam requires an Internet connection. If a direct Internet connection is not detected, you must define connectivity settings and use the test connectivity button to confirm these settings before you will be able to proceed.

Connectivity options are summarized below:

Scenario	Summary
Use proxy server	Select this option if you are using a proxy server. Once selected, subsequent options become active.
Proxy server name	Enter the name of your proxy server.
Proxy server port	Use the arrow button associated with this field to select the required port number for the proxy server.
Proxy authentication	<p>Use the drop-down list to determine the type of authentication that is required:</p>  <p>Here, you can choose to operate with No authentication, to Send username and password in clear text (unencrypted, human-readable data) or to Use Windows integrated authentication. If you choose one of the authentication methods (clear text or Windows), you should specify required user credentials as well.</p>
Check	Use the check button to check your Internet options. If you have defined proxy settings, this test will ensure that the settings are correct. If you are not using a proxy server, your Internet connection will still be checked.

7. Having defined required connection settings, use the **Test Connectivity** button to test these settings and ensure that a connection to the **CommTouch** database can be made.

Command Line Installation

To save time, you can perform a 'silent' installation using command line options. A command line installation installs Exclaimer Anti-spam without the need to go through the [Installation wizard \[pg.15\]](#).

Programs and services are installed and when Exclaimer Anti-spam is opened, the [Setup wizard \[pg.18\]](#) is launched.

Required Preparation

Command line installations are run using an MSI installation file, rather than the standard setup.exe. To obtain the required MSI installation file, please contact [Exclaimer support](#) (support@exclaimer.com).

Supported Command Line Options

The following options are supported for a command line installation:

Parameter	Description
INSTALLLOCATION	Where the application should be installed. This corresponds to the Installation Directory screen in the standard installation wizard .

For example:

```
"Anti-spam Install.msi" /qn INSTALLLOCATION="D:\Program Files\Exclaimer Ltd\Anti-spam\"
```

Note that environment variables cannot be used in paths - you must specify full paths explicitly.

Uninstalling Anti-spam

When Exclaimer Anti-spam is installed, your existing **Microsoft Exchange Anti spam** configuration is backed up and stored. When **Exclaimer Anti-spam** is uninstalled the **Microsoft Exchange Anti spam** configuration is returned to its original state.

The uninstall process removes the following items for **Exclaimer Anti-spam**:

- Application program files
- The **Exclaimer Anti-spam SMTP Agent**
- The **Exclaimer Anti-spam Routing Agent**

Your **Exclaimer Anti-spam** configuration files are not removed as part of the uninstall process. The location of these files on your system depends upon which operating system is in use, as summarized below:

Operating System	Location
Windows Server 2003 x64 Windows Server 2003 R2 x64	\Documents and Settings\All Users\Application Data\ Exclaimer Ltd\Anti-spam
Windows Server 2008 x64 Windows Server 2008 R2 x64 Windows Small Business Server 2008 Windows Small Business Server 2011	\ProgramData\Exclaimer Ltd\Anti-spam

Preparation

As a precaution you may wish to export your configuration before running the uninstall process.

The export includes all settings for Exclaimer Anti-spam. These are written to an **econfig** file, a proprietary file type for Exclaimer products. To export current settings, follow the steps below:

1. Open the **Exclaimer Console**.
2. Ensure that **Exclaimer** is selected in the console tree (i.e. the topmost branch)
3. Select **Export Configuration Settings** from the **Actions pane**, or from the **Action menu**.
The **Export Configuration** window is displayed.
4. Navigate to the required drive and folder, to which the export file should be saved.
5. Specify the required file name for the export file.
6. Click **Save** to complete the export.

Running the Uninstall Process

There are two ways to start the uninstall process for **Exclaimer Anti-spam**:

- Activate the original **setup.exe** or the **MSI** file and choose the **uninstall** option; then follow on-screen instructions.
- Use **Add/Remove Programs** in Windows Server 2003 or **Programs and Features** in Windows Server 2008; then follow on-screen instructions.

Further Help & Support

Exclaimer Support	
Contact Details	
World Wide Email Support	support@exclaimer.com
Exclaimer Knowledge Base	http://www.exclaimer.com/support-home/KB.aspx
Exclaimer Forums	http://www.exclaimer.com/cs/forums/default.aspx
UK - Telephone	+44 (0) 1252 531 422
USA & Canada - Telephone	+1-888-450-9631
South Africa - Telephone	+27 (0) 11 561 0900
Benelux - Telephone	+31 (0) 228-567066
Germany - Telephone	+49 (0) 421 5371 458
Rest of the World, UK - Telephone	+44 (0) 1252 531 422

Exclaimer Sales		
	Email	Telephone
UK Sales	support@exclaimer.com	01252 531422
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Benelux Sales	sales@exclaimer.nl	+31 (0) 228-567066
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