

TTAsia EDS Service Frequently Asked Questions

Q: How do I configure the Mail Transfer Agent (MTA)?

A: The TTAsia EDS architecture provides a high level of redundancy and disaster recovery by leveraging two geographically diverse data centers. The service is currently configured to deliver your inbound SMTP traffic to the MTA(s) on your premise configured during the TTAsia EDS service set-up and activation process.

You can change the address where you want your incoming email traffic delivered by using the EDS Control Console. Please use caution when making changes to your delivery MTA(s) configuration as any modifications will be enabled instantly and affect inbound SMTP routing.

Q: What is the EDS Control Console and how do I log in to it?

A: The EDS Control Console is a web-based configuration and reporting tool, which allows for customized service configuration and reporting. An EDS Control Console User Guide is included with this welcome kit. The guide will help you navigate the service and provide you with the knowledge to maximize the benefits of the service through the proper configuration of TTAsia EDS service policies and reporting.

To log in to the EDS Control Console, navigate your browser (preferably Internet Explorer 6.x) to <http://edsconsole.ttasia.com>. Log in with your email address and the temporary password supplied to you during the provisioning process.

Q: What are the default virus filtering policy settings?

A: If your TTAsia EDS service includes virus filtering, the TTAsia EDS development team has created a set of default policies that should provide adequate initial protection against virus threats while you familiarize yourself with the setting options for the service. Currently, your virus protection policy is configured to clean messages that contain viruses or infected attachments. If a virus infected message cannot be cleaned, the offending attachment(s) will be stripped from the email before delivery occurs. The recipient will be notified in either case with the results of the cleaning attempt.

If you prefer, you can choose whether virus infected email should be denied delivery, cleaned, stripped or quarantined. To learn more about configuring your virus policies, please refer to the EDS Control Console User Manual.

Q: What are the default attachment filtering policy settings?

A: The default setting for attachment policies allows any and all attachment types and sizes. For information on configuring attachment policies and associated actions, please refer to the EDS Control Console User Manual.

Q: What are the default content filtering policy settings?

A: TTAsia EDS uses a “bucket” configuration to organize keywords. These buckets, or content groups, contain related keywords which, when detected, indicate that the message contains unwanted content. Each bucket can be turned on and off, depending on your organization’s policies. Additionally, TTAsia EDS allows an enterprise to create its own keyword buckets.