Microsoft Forefront Online Protection for Exchange 10.1 New Features Guide

Microsoft Corporation

Published: January 2010



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# Purpose of this New Features Guide

This guide provides up-to-date information about the latest features and changes in Microsoft® Forefront Online Protection for Exchange. These changes help improve performance and usability, and give you better management capabilities for existing hosted services.

You can use the information in this document to help prepare your messaging environment for updated services, and to communicate information to customers, partners, and employees.

# Overview

The primary objective of the Forefront Online Protection for Exchange 10.1 enhancements is to make it easier for authorized users to submit technical support requests from the Administration Center site.

## Enhancements and changes resulting from the 10.1 release

A Get Help Now link to the Microsoft Support request site now appears in the Administration Center on both the Resources page and the shortcut menu underneath qualified users’ logon names.

This link will lead to the Microsoft Support home page. Here, authorized users can complete and submit support requests and track the progress of existing requests. Support requests are typically responded to in less than 24 hours. For more details about which qualified users of the Administration Center site will be able to access the Microsoft Support request system, see the [Get Help Now Option](#z44237905e1ca4b669d6f329d750bd40b) topic.

# Get Help Now Option

Qualified users of the Administration Center site can now submit technical support requests by using the Get Help Now option, which is available on both the Resources page, and on a shortcut menu that is located underneath qualified users’ logon names.

Authorized users are those people who have an Administrator-level role in the Administration Center. Following is a list of all the roles that are granted access to the Get Help Now option. Other users will not see this option when using the Administration Center.

 Administrator

 Administrator Read-Only

 Reporting User

 Account Manager

 Quarantine Administrator

 Archive Relationship Administrator

 Archive Roles Administrator

 Archive Retention Administrator

 Archive Compliance Administrator

How to use the Get Help Now option

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| 1. Log on to the service and go to the Administration Center home page.2. From the shortcut menu under the user name, click Get Help Now.You can also go to the Resources page and click the Technical Support Web Portal link.3. Read the site use terms and conditions, and then click I Accept in order to continue. 4. Select the appropriate service subscription. For example, Exchange Hosted Archive. 5. Select the appropriate support topic. For example, Admin Center, Billing Questions, or Quarantine. 6. Select the appropriate sub-topic. For example, Inbound and outbound IP address service questions. 7. If required, select the appropriate sub-sub-topic. For example, IP address change and then click Next. 8. Describe the details of your request, or the problem you’re experiencing, in the Describe the Problem form. 9. Once all required fields have been completed, click Submit.  |

You will see a confirmation page with a confirmation number and the details of your request, along with an option to print the request or save a copy of the submitted request. You will also receive an e-mail confirmation of your submitted request.

You may view the details of your submitted request by selecting the View Incidents link, which leads to a page listing all the submitted incidents.

You will receive an e-mailed response within 24 hours of the time you submitted the request.