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**Introduction**

The purpose of this guide is to assist you with the basic configuration steps in the Sophos™ Email Appliance Setup Wizard and some essential post-configuration tasks. The guide assumes that you have already completed all of the steps in your appliance’s Setup Guide. While the guide contains enough information to prepare the Email Appliance for live email traffic, it should not be considered a substitute for the product documentation. For complete instructions on configuring and managing the Email Appliance, see the product’s online documentation.

The Setup Wizard prompts you to configure settings in five main categories:

- System Settings
- Network Configuration
- Register and Update
- Mail Routing
- Anti-Virus/Spam Settings

Although the wizard allows you configure many of the Email Appliance’s essential components, additional configuration options are available in the management console, which launches automatically when you exit the wizard. The "Post-Installation Configuration/Integration" section of the guide covers many of the configuration options that become available once activation is complete.

Of the remaining two sections, one describes how alias maps can be used to create associations between email addresses that can be applied for policy filtering and user preferences. The final section offers a summary of the system maintenance options.

**Product Overview**

The Sophos Email Appliance (Email Appliance) offers reliable gateway protection while allowing effective and efficient management. The Email Appliance’s compact and easy-to-manage format is designed to provide integrated threat management.

**Key Features**

- **On-Board Quarantine:** The email quarantine resides on the same appliance as the mail-filtering software, translating into minimal infrastructure requirements, easy message-handling, and a low overall cost.
- **Powerful Message Tracking:** An advanced search capability for tracking messages in system logs and the quarantine means that it’s easy to find and retrieve messages or trace their routing.
- **Powerful Dashboard:** Offers quick and comprehensive appliance management, monitoring and reporting, making it easy to execute common tasks and run key reports.
- **Built-In Hardware Redundancy [ES4000, ES5000 and ES8000]**: With dual hard disks, power supplies and processors, administrators can be confident that vital email systems will run without interruption.
- **Clustering Capability**: Two or more Email Appliances can be configured to back up a primary Email Appliance for uninterrupted operation and added security against the loss of configuration data.

**Threat Protection**

- **Reliable Protection Against Viruses, Spam, Spyware and Other Malware**: Single-vendor solution for better performance of all mission-critical functions, and one source for updates and 24/7 support.
- **Powered by SophosLabs™**: Proactive protection from an industry-leading worldwide network of threat detection and analysis labs helps keep networks safe and clean 24/7, with reduced costs of disinfection and repair.
- **Optimized Operating System and Mail Transfer Agent**: The entire infrastructure is tuned to work seamlessly with the Email Appliance software.
- **Preset Policy Choices**: The ability to easily choose from several standardized email policy rule sets means that less time is spent on system setup and administration.
- **Real-Time Remote System Monitoring**: Sophos continuously monitors the system health and status of all installed appliances, helping guarantee that your appliance is always up to date and functioning properly.
- **On-Demand Remote Assistance**: Customer-enabled secure (SSH) connection provides Sophos Technical Support with direct access to individual appliances for specific troubleshooting.
- **Superior Support**: Web-based, email and live telephone support available 24/7/365.

**Software Features**

Built for reliable operation, high-performance message throughput and secure email scanning at the gateway, the Email Appliance software features are as follows:

- Powerful web management interface
- Personalized End User Web Quarantine
- Optimized operating system and high performance MTA
- Denial of Service (DoS) and Directory Harvest Attack (DHA) Protection
- High performance mail-filtering engine
  - Anti-virus
  - Anti-spam
  - Content filtering
- Secure, self-managed on-board message quarantine
- Self monitoring
- Self updating

**Powerful Web Management Interface**

The Email Appliance’s web management interface is designed to be comprehensive, powerful and effective. The Dashboard displays the status of the system, including mail flow, software and threat updates, and also offers rapid access to other management functions.

**Personalized End User Web Quarantine**

The quarantine reduces the administrative load by giving end users the ability to manage their own quarantines, activate their quarantine email summaries, and customize their own allowed and blocked senders lists.

**Optimized Operating System and High-Performance MTA**

The infrastructure is tuned to work seamlessly with the Email Appliance software, providing an integrated, hardened and reliable system.
DoS/DHA Protection
With one click, an administrator can enable protection against denial of service (DoS) and directory harvest attacks (DHA), securing the gateway with enterprise-level protection.

High-Performance Email Filtering
Anti-Virus
The Email Appliance uses the same Sophos Anti-Virus™ engine found in all Sophos products. Combined with its email policy tests for both inbound and outbound email, the Email Appliance protects against both viruses and potentially dangerous attachments.

Anti-Spam
Using multiple spam identification techniques, the Sophos anti-spam engine maintains a high capture rate and minimal false positives. SophosLabs continuously monitors and updates threat definitions for the anti-spam and anti-virus engines. The Email Appliance’s engines are capable of receiving threat definition updates every five minutes.

Content Filtering
The Email Appliance further extends email security with inbound and outbound content filtering. Administrators can manage content based upon simple keywords as well as sophisticated pattern matching.

Self-Managed On-Board Message Quarantine
Email-borne threats are held at the gateway inside the Email Appliance’s secure, self-managed quarantine. The quarantine automatically expires enough of the oldest messages to ensure that the quarantine does not exceed 70% of capacity and expires any messages older than 60 days.

Self-Monitoring
The Email Appliance constantly monitors its hardware, operating system, software and applications. It reports and alerts on conditions that concern administrators. The monitoring system will alert the designated administrators and Sophos Technical Support of any critical conditions.

Self-Updating
The Email Appliance can update each of its software components. Maintenance time frames can be scheduled to apply these updates. Critical and non-critical updates supplied by Sophos are downloaded and installed in the next maintenance period. Optionally, you can defer non-critical updates beyond the scheduled maintenance period.

Environment Overview
The Email Appliance is designed to function as an email gateway for a network. Incoming mail is relayed by the Email Appliance to internal mail servers or mail relays after being scanned for viruses, spam and other specified content. Outgoing mail can be sent through the Email Appliance to an outbound relay or directly to the internet.
In the simple configuration example pictured here, incoming mail is filtered by the Email Appliance and then passed directly to a mail server for retrieval by clients. Outbound mail is sent from the clients to the mail server and then routed to the Email Appliance for delivery to external addresses. Alternatively, clients could use the Email Appliance itself as their outbound SMTP relay. The Email Appliance would then pass local mail back to the mail server and pass external mail out to the internet.

Installing a Virtual Appliance

Optionally, you can deploy one or more appliances as virtual machines using VMware. These appliances can be clustered with other virtual appliances or Sophos Email Appliances. If you are not deploying virtual appliances, skip this section and proceed to “Initial Configuration”.

Prerequisities

- VMware ESX Server 3i
- VMware Infrastructure Client

Since virtual appliances use a 32-bit operating system, you should allocate no more than 4 GB of memory when creating an image.

Need to explain how to allocate the size of the image (20 GB by default).

To ensure the functionality of the Sophos Email Appliance, configure your network to allow access on the ports listed below. Some ports are required only for specific situations, such as when you enable directory services, or when the appliance is part of a cluster.

External Connections

<table>
<thead>
<tr>
<th>Port</th>
<th>Function</th>
<th>Service</th>
<th>Protocol</th>
<th>Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Remote assistance</td>
<td>SSH</td>
<td>TCP</td>
<td>[Required] Between appliance and esa-ssh.sophos.com</td>
</tr>
<tr>
<td>25</td>
<td>Mail transfer</td>
<td>SMTP</td>
<td>TCP</td>
<td>[Required] Between appliance and internet/intranet</td>
</tr>
<tr>
<td>80</td>
<td>Software downloads</td>
<td>HTTP</td>
<td>TCP</td>
<td>[Required] Between appliance and internet</td>
</tr>
<tr>
<td>123</td>
<td>Network time synchronization</td>
<td>NTP</td>
<td>UDP</td>
<td>[Required] Between appliance and NTP server (e.g. pool.ntp.org)</td>
</tr>
<tr>
<td>443</td>
<td>Registration</td>
<td>HTTPS</td>
<td>TCP</td>
<td>[Required] Between appliance and esa-reg.sophos.com</td>
</tr>
<tr>
<td>444</td>
<td>Feedback</td>
<td>HTTP</td>
<td>TCP</td>
<td>Between appliance and sophos.com</td>
</tr>
<tr>
<td>10443/443</td>
<td>SPX Secure Email Portal</td>
<td>HTTPS</td>
<td>TCP</td>
<td>Between appliance to internet (configurable)</td>
</tr>
</tbody>
</table>

Internal Connections

<table>
<thead>
<tr>
<th>Port</th>
<th>Function</th>
<th>Service</th>
<th>Protocol</th>
<th>Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>20, 21</td>
<td>FTP backup</td>
<td>FTP</td>
<td>TCP</td>
<td>Between appliance and FTP server</td>
</tr>
<tr>
<td>24</td>
<td>Clustering</td>
<td>SSH</td>
<td>TCP/UDP</td>
<td>Between clustered appliances</td>
</tr>
<tr>
<td>25</td>
<td>Mail transfer</td>
<td>SMTP</td>
<td>TCP</td>
<td>[Required] Between appliance and internet/intranet</td>
</tr>
<tr>
<td>53</td>
<td>DNS services</td>
<td>DNS</td>
<td>UDP</td>
<td>Between appliance and DNS server</td>
</tr>
</tbody>
</table>
### Initial Configuration

Follow the steps in this section in the order shown to complete initial activation and configuration of the Email Appliance. Once activation is successfully completed, the step-by-step Setup Wizard launches. Using the wizard, you can configure the time zone and networking elements of the Email Appliance. The appliance registers with Sophos to retrieve the latest software and threat definitions from Sophos. You can then set the initial mail routing and filtering options.

### Activating the Email Appliance

1. Locate the email message from Sophos that contains your activation code. You will need this code to complete the activation.
2. Using a supported web browser, connect to: https://172.24.24.172
The login page is displayed.

3. Enter an administrator username.
4. Enter and confirm an administrator password.
5. Click Login.
   Configuration begins with acceptance of the license agreement. Once you have accepted the agreement, the wizard's **Network Interface** page is displayed.

---

## Network Interface

The Email Appliance's network settings and name servers are configured on the Network Interface page of the wizard.

To configure network interface settings:

1. In the **Network settings** section, do one of the following:

   - *To configure network settings with DHCP:* Accept the default DHCP option.
   - *To configure a static IP address:*
     1. In the **IP Address** text box, enter the address for the appliance.
     2. In the **Default Gateway** text box, enter the address of an external gateway server.
     3. In the **Network Mask** text box, enter the mask (for example, 255.255.0.0).
     4. [Optional] Click **Advanced** to open the **Additional Network Routes** dialog box, and configure an alternative gateway for traffic that is not routed through the default gateway.
2. From the Speed and duplex drop-down list, accept the Auto option. (If you select another setting from the drop-down list, it must match the speed of your managed switch to ensure that the Email Appliance operates correctly.)

3. In the Name servers section, do one of the following:
   - Select Obtain DNS servers automatically.
   - Select Specify the DNS servers. Then, in the Primary DNS IP text box, enter a DNS IP address. Optionally, enter secondary and tertiary addresses.

4. Click Next to proceed to the wizard's Hostname and Proxy (page 10) configuration page.

Hostname and Proxy

You must assign a hostname for the Email Appliance. Additionally, if you plan connect to the internet via a proxy server, you must assign a server address and port number for that server.

1. In the Fully qualified hostname text box, enter the host and domain name for the Email Appliance. An example entry is shown beneath the text box.

2. In the Proxy server configuration section, do one of the following:
   - If you plan to connect to the internet directly, accept the default setting.
   - If you plan to connect to the internet via a proxy, select Connect through a proxy server, specify a Server Address using a hostname or IP address and specify a Port. Optionally, assign a username and password for the proxy server.

3. Click Next to proceed to the wizard's Network Connectivity (page 10) page.

Network Connectivity

With network configuration complete, the Email Appliance will now apply and test the network configuration and its connection to Sophos. If there are any errors, you will be prompted to review and modify the network configuration.

Note: Before proceeding, it is important to ensure that your appliance's ethernet ports are not connected to the same network. If they are connected to the same network, you will see a warning that the network interfaces are cross-wired.
When the test has completed successfully, click Next to proceed to the wizard's Register and Update (page 11) page.

Register and Update

The Email Appliance will now use the activation code to register with Sophos. Once registered, the Email Appliance is authorized to receive threat definitions and software updates.

- To register the appliance:
  a) In the Activation code text box, enter the code provided by Sophos.
  b) Click Register.
     If registration is successful, a message is displayed in the status bar.
  c) Click Next.

- To get the latest threat definitions and software updates:
  a) Click Update.
The progress bar is displayed while the update time is calculated. Once updating is complete, the Email Appliance will request a reboot.

b) Click **Reboot**.

c) Following the reboot, click **Next** to proceed to the wizard's *Clustering* (page 12) page.

### Clustering

*Note:* This is an optional step. If you do not intend for this appliance to be part of a cluster, click **Next** to proceed to the wizard's *Time Zone* (page 13) page.

Configuring clustering is only an option if you have two or more Sophos appliances. The appliances must also have identical software versions, be connected to the same network, and have the ability to communicate via port 24 over both UDP and TCP.

To configure clustering:

1. Select the **I would like this appliance to become part of a Sophos Email Appliance cluster** check box.
2. Enter the **IP or hostname** of another appliance.
3. Click **Next**.
   
   Messages are displayed, indicating that clustering has been configured.
4. If you want a paper copy of the configuration summary, click **Print**. Then click **Finish**. The Email Appliance Dashboard is displayed.

**Time Zone**

1. From the drop-down list, select the appropriate time zone for your region.

2. In the **Network Time Server** text box, enter the hostname of the Network Time Protocol (NTP) server from which you want to read the precise time of day. Or, accept the default entry. This text box cannot be blank.

3. Click **Next** to proceed to the wizard’s **Mail Delivery Servers** (page 13) page.

**Mail Delivery Servers**

In this step you define the internal mail server(s) that the Email Appliance can use to route incoming email.

To specify mail delivery servers:

1. In the **Address** text box, enter the name(s) of the mail delivery server(s).
2. Leave the **Port** set as **25**.
3. Set the **DNS Type** to **A** or **MX**.

   **Note:** DNS type “A” means that the appliance will query the value in the Hostname field by address, conducting an “A” record query. The other option is “MX”, which results in an MX query of the value in the Hostname field. Most internal mail transfer agents have no specific MX record of their own, so it is usually preferable to select **A**.

4. Click **Add** after each entry.
   Entries are displayed in the Mail Delivery Servers list. To remove a server from the list, select the check box beside the entry, and click **Delete**.
5. When you have finished adding servers, click **Next** to proceed to the Incoming Mail Domains (page 14) page of the wizard.

### Incoming Mail Domains

In this step you define the machines to which inbound mail for specific domains will be routed.

To specify incoming mail domains:

1. In the **Domain name** text box, enter the domain for which the Email Appliance will accept mail.

2. On the **Sub-domains** drop-down list, select **Yes** or **No**, depending on whether you want the host to accept mail bound for sub-domains as well.
3. On the **Deliver to host** drop-down list, enter the IP address of the machine.
4. Click **Add** after each entry.
   Entries are displayed in the Mail accepting domains list. To remove an entry from the list, select the check box beside the entry, and click **Delete**.
5. When you have finished adding servers, click **Next** to proceed to the wizard's Internal Mail Hosts (page 14) page.

### Internal Mail Hosts

Mail relays are the hosts permitted to use the Email Appliance to relay email to the internet.
To specify internal mail hosts:

1. In the text box for mail relays, enter the fully qualified hostname or IP address.

2. Click **Add** after each entry to add the hostname or IP address to the **Internal host list**.

   To delete a mail host, select the check box beside the entry, and click **Delete**.

3. When you have finished adding servers, click **Next** to proceed to the wizard's **Anti-Virus Settings** (page 15) page.

---

**Anti-Virus Settings**

You can accept the default anti-virus settings, or configure advanced settings for inbound and outbound mail. The default anti-virus settings discard viruses, add a warning banner to encrypted and unscannable attachments, quarantine suspicious attachments before removing them, and add a warning banner.

To configure anti-virus settings:

1. Choose one of the following basic configuration options for anti-virus filtering:
   
   - **To accept the default settings**: Leave **Default Anti-Virus Settings** selected, and click **Next** to proceed directly to the wizard's **Anti-Spam Settings** (page 17) page.
   
   - **To configure advanced settings**: Select **Advanced Configuration**, and click **Next** to proceed to the configuration pages for inbound and outbound anti-virus settings.

There are five threat categories that apply to both inbound and outbound messages:

- **Viruses**: Messages containing known viruses. By default, messages containing viruses are discarded for all users. A notification is not sent, and no banner is added.

- **Unscannable Attachments**: Messages with attachments that cannot be scanned (for reasons other than encryption). By default, unscannable attachments are delivered to all users. A banner is added advising users that the message is not guaranteed to be virus-free and should not be opened unless it is an expected message.

- **Encrypted Attachments**: Messages with attachments that could not be scanned specifically because of encryption. By default, encrypted attachments are delivered to all users. A banner is added advising users that the message is not guaranteed to be virus-free and should not be opened unless it is an expected message.

- **Suspect Attachments**: Messages with attachment types that are likely to contain viruses. By default, for all users, messages with suspect attachments are quarantined, the attachments are removed, and the messages are delivered.
A banner is added advising users that potentially dangerous attachments were identified and removed. A list of attachment types can be configured by clicking the **Suspect Attachments** link.

- **Restricted Attachments**: Allows administrators to create a customized policy for blocking messages with specific kinds of attachments. By default, for all users, messages with restricted attachments are quarantined, the attachments are removed, and the messages are delivered. A banner is added advising users that potentially dangerous attachments were identified and removed. A list of attachment types can be configured by clicking the **Restricted Attachments** link.

2. On the **Anti-Virus Inbound Advanced** and **Anti-Virus Outbound Advanced** pages, from the **Take action** drop-down list, select an action for each threat category. Different actions are available for each threat category, depending on the severity of the threat (for example, the **Deliver** and **Reject** actions are not available for the **Viruses** rules).

**Anti-Virus Inbound Advanced**

Choose from the following actions:

- **Deliver**: Deliver the message intact to the recipient.
- **Quarantine**: Isolate the message in a quarantine.
- **Reject**: Discard the message and send a “bounce-back” message to the sender advising that the message has been disallowed.
- **Discard**: Discard the message without notice.
- **Quarantine and deliver**: Send a copy of the message to the quarantine and deliver a copy to the recipient.
- **Quarantine, drop file(s) and deliver**: Send a copy of the message to the quarantine and deliver a copy to the recipient with the relevant attachments removed.
- **Drop file(s) and deliver**: Deliver the message to the recipient with the relevant attachments removed.
- **Tag subject and deliver**: Deliver the message to the recipient with a modified subject that indicates the threat.

3. Select Notify and Banner settings for each threat category by clicking the hyperlinked text in the **Notify** and **Banner** columns. Configure using the options available in the pop-up dialog boxes.

- **Notify**: Copy a specified recipient using Cc or Bcc, as specified in the Notify dialog box, whenever this policy rule is triggered. If instead you select the Redirect to option, the notification is delivered to the specified address only. If such a notification is added to a threat category (e.g. Encrypted Attachments) for which the action involves delivery, the message itself is also redirected to the specified recipient. The original, intended recipients receive nothing. You can add a notification message for each of the three Notify options. Viruses are automatically removed from redirected messages.
- **Banner**: [Inbound messages only] Attach disclaimers or other notifications to messages to alert users. Banners can be customized for each policy rule.

4. Click Next to move from Anti-Virus Inbound Advanced to Anti-Virus Outbound Advanced. When you have finished configuring advanced anti-virus settings, click Next to proceed to the wizard's Anti-Spam Settings (page 17) page.

### Anti-Spam Settings

For evaluation or full implementation, the appliance can be configured in one of three anti-spam modes: Passthrough mode, Pilot mode, and Full mode. The first two modes are intended for testing only.

To configure anti-spam settings:

1. Select one of the three modes:

   - **Passthrough mode** [Default]: In this mode, you can use the results to gauge the Email Appliance’s effectiveness. End users will not be aware that the Email Appliance is in operation, yet it will gather spam statistics and copy identified spam to the quarantine. While in Passthrough mode, the Email Appliance still actively identifies and blocks email-borne virus and malware threats.

   - **Pilot mode**: This mode allows you to filter messages for a select group of users. This way, you can test the effectiveness of the appliance on a small set of email addresses before deploying the appliance for a larger group of end users. You enter the email addresses for the test group using the Group Editor dialog box.

     **Important**: If you select either Passthrough mode or Pilot mode for testing, you must modify the policy when testing is complete to make full use of the appliance's spam protection. See the “Anti-Spam” section of the Policy documentation for more information.

   - **Full mode**: This setting prepares the appliance for production mode, with the default anti-spam rules applied for all users.
2. Choose one of the following basic anti-spam configuration options:

   • To accept the default settings: Leave Enable default anti-spam settings selected, and click Next to proceed directly to Appliance Alerting (page 19).

   Or

   • To configure advanced settings: Select Advanced Configuration, and click Next to proceed to the configuration page for advanced anti-spam settings.

   The Anti-Spam Inbound Advanced page allows you to configure different actions for messages with high and medium spam scores.

3. Using the Take Action drop-down lists for High Spam Scores and Medium Spam Scores, select from the following list of actions:

   • Deliver: Deliver the message intact to the recipient.
   • Quarantine: Isolate the message in a quarantine.
   • Discard: Discard the message without notice.
   • Tag subject and deliver: Deliver the message to the recipient with a modified subject that indicates the threat.
• **Quarantine, tag subject and deliver**: Send a copy of the message to the quarantine, and deliver a copy to the recipient with a modified subject, indicating that the message contains spam.

4. When you have finished configuring advanced anti-spam settings, click Next to proceed to *Appliance Alerting* (page 19).

## Appliance Alerting

The Email Appliance is a mail relay that requires its own postmaster address. However, this can be aliased to another address in the domain. Also, quarantine email summaries will use the postmaster address as their sender’s address.

The Email Appliance is a self-monitoring appliance that sends email notifications of system warnings and critical events to administrators and Sophos Technical Support. Notifications are sent to the email addresses specified in the **Alert Recipients** list.

1. **To configure the postmaster account**: In the **Enter a postmaster address** text box, enter the postmaster email address to alias the postmaster account of this relay to the postmaster account of the email domain it is routing. The quarantine email summaries will use the postmaster address as their sender’s address.

2. **To configure alert recipients**:
   a) In the **Local alert contacts** text box, enter the recipient email addresses.
   b) Click **Add** after each entry.
      
      Entries are displayed in the list of alert contacts.
      
      To remove an alert recipient from the list, select the check box beside the entry, and click **Delete**.

3. When you have finished adding notification addresses, click Next to proceed to the wizard’s *Appliance Support Contact* (page 19) page.

## Appliance Support Contact

The **Appliance Support Contact** page prompts you to provide information that Sophos support can use to contact you if there is ever a critical problem.
To provide contact information to Sophos Technical Support:

1. Select the **Activate Appliance Support Alerts** check box.
   The grayed out features below become available.

2. For **Critical alerts**, enter the **Name** of the person who should receive these messages.

3. Choose the form of communication that you want Sophos Technical Support to use.
   - From the **Method of contact** drop-down list, select **Email**. Then enter the email address for this recipient in the **Email** text box.
   - Or, from the **Method of contact** drop-down list, select **SMS text message**. Then enter the phone number in the **Phone** text box.

4. For **Non-critical alerts**, enter the **Name** and **Email** address of the person who should receive these messages.

5. Click **Next** when you are finished.
   The initial configuration is now complete, and you can view a summary of your settings on the final page of the wizard.

**Summary**

The **Summary** page allows you to review and, optionally, modify settings configured in the wizard.
You should confirm that all of the settings displayed on this page are correct.

- If you need to change or update any of the settings, click the **Edit** button in the appropriate section to access associated configuration items.

  **Note:** If you have not provided **Appliance Contact Support** information, contact support information will be not be displayed in the **Appliance Alerting** section of the summary page.

- When you have finished reviewing the settings, click **Finish** to proceed to the **Configuration Homepage**.

## Post-Installation Configuration/Integration

Activation and initial configuration bring the Email Appliance to a state where it can filter and deliver mail; however, it can be further integrated with, and customized for, a specific environment. Enabling features such as the Email Appliance’s directory services, user preferences, and advanced mail-routing functionality allow the Email Appliance to integrate more closely into a given environment, and offer functionality beyond standard mail-filtering and delivery.

Immediately after you exit the setup wizard, the **Dashboard** tab of the appliance’s administrative interface is displayed.

To view and edit the list of post-installation tasks:

1. In the **System Console** section, click **Post Configuration Checklist**.

   The **Configuration Homepage** is displayed.

   On the **Quick Tasks** sidebar are number of items, some of which have “close” (x) buttons beside them. Each item is also accompanied by an icon that indicates whether a task is complete (green check mark) or incomplete (yellow exclamation mark).

2. Click on a task description to open the configuration page for that task.

3. When you have finished configuring a task, click **Configuration** on the Navigation bar to return to the **Configuration Homepage**.

4. Click the “x” button to remove a task from the **Quick Tasks** list.
When these changes have been made, or if no changes are necessary, these items can be cleared by clicking the “x” to the right of each link. Once all the tasks have been cleared, the Post-Configuration Checklist link on the Dashboard tab disappears.

**Testing Appliance Mail Flow**

Once you have finished setting up your Email Appliance as described in the Configuration Guide, it is recommended that you confirm its effectiveness by sending test messages.

The method of testing depends on how your network is configured, and how you plan to put your appliance(s) into production.

If you have already configured your network to route mail through an appliance, you can send test messages to and from an external email client (for example, Gmail). If, however, the appliance is configured but not yet integrated with your network, you can still use an internal mail client to deliver test messages through the appliance. The two test options are illustrated below.
Testing a Fully Networked Appliance

1 External Mail Client
2 Internet
3 Email Appliance
4 Mail Delivery Agent (For example, Microsoft Exchange Server)
5 Internal Mail Client

To confirm that your Email Appliance is processing mail, you can send a test message from an account 1 outside of your network, and then check the recipient inbox 5 and the mail logs to see if it was received and if it was routed through the appliance 4. You can then confirm that the appliance is routing mail to locations outside of your network by sending a message from an internal email client 6, and then performing the same checks.

Testing a Pre-Deployment Appliance

1 Internal Mail Client (Sender)
2 Email Appliance
3 Mail Delivery Agent (For example, Microsoft Exchange Server)
4 Internal Mail Client (Recipient)

To confirm that your Email Appliance is processing mail, you can send a test message from a mail client configured to route mail through the appliance 3 to a recipient address belonging to an appliance user group 4. Then check the recipient account and the mail logs to verify that the message was processed and delivered.

Testing Mail Flow on a Fully Networked Appliance

The following procedure assumes that you have set up your Email Appliance as described in the Configuration Guide. If your organization has a firewall, you must also have configured access on all of the essential ports described in the Setup Guide.

Note: If you have yet to integrate the Email Appliance into your network, use the “Testing Mail Flow Before Deployment” procedure instead.

To test mail flow on a fully networked appliance:
1. From an email account outside of your network (for example, a Gmail account), send a test message to an internal address that is configured to have mail filtered by the Email Appliance. This allows you to confirm that the appliance is successfully routing incoming mail to destinations within your network.

It is recommended that you give the message a subject that can be easily spotted when you search the mail logs in the next step.

2. To confirm that the message has been delivered:
   1. Check the internal email account to verify that the message was received.
   2. Inspect the mail logs for an entry that corresponds with your test message. On the Search tab, on the Search In sidebar, select Mail Logs, and click Search.

3. From an internal email account configured to route mail through the Email Appliance, send a test message to an external email address. This allows you to confirm that the appliance is successfully routing mail to destinations outside of your network.

It is recommended that you give the message a subject that can be easily spotted when you search the mail logs in the next step.

4. To confirm that the message was received:
   1. Check the external account to verify that the message was received.
   2. Inspect the mail logs for an entry that corresponds with your test message. On the Search tab, on the Search In sidebar, select Mail Logs, and click Search. For more about searching mail logs, see “Search” in the product documentation.

**Testing Mail Flow Before Deployment**

The following procedure assumes that you have set up your Email Appliance as described in the Configuration Guide. If you want to test the appliance before it is fully integrated with your network, you can send test messages as described below.

**Note:** If you have already integrated the Email Appliance into your network, use the “Testing Mail Flow on a Fully Networked Appliance” procedure instead.

To test mail flow before deployment:

1. From an email client configured to route mail through the Email Appliance, send a test message from an internal email account to an address belonging to an appliance user group. This confirms that the appliance is successfully processing mail.

   It is recommended that you give the message a subject that can be easily spotted when you search the mail logs in the next step.

2. To confirm that the message has been delivered:
   1. Check the recipient account to verify that the message was delivered.
   2. Inspect the mail logs for an entry that corresponds with your test message. On the Search tab, on the Search In sidebar, select Mail Logs, and click Search. For more about searching mail logs, see “Search” in the product documentation.

**Configuring Directory Services**

**Note:** This section only applies if you plan to use the Email Appliance in conjunction with an LDAP server. Although Active Directory is the most common, the Email Appliance can be integrated with other LDAP implementations. If you will not be using any form of LDAP, proceed to *Configuring User Preferences* (page 25).
Directory Services integration enables the mapping of users and groups defined on an LDAP server to the Email Appliance’s email policy, recipient validation and user authentication. Initially, email policy rules on the Email Appliance are applied globally; however, you can customize those rules and map them directly to groups defined in the Email Appliance or in directory services.

This allows the Email Appliance to integrate with a particular environment more quickly and tightly by taking advantage of existing definitions and making it possible to administer them from one place. In addition, directory services can be used for email recipient validation, and authentication for user preferences.

The Email Appliance can automatically detect the directory services schema and configuration parameters, or they can be manually configured.

To configure directory services:

2. Click Add to launch the Directory Services wizard, and use the wizard to configure your directory server(s). See the “Directory Services” documentation for more information.
3. On the Navigation bar, click the Configuration button at the top of the page to return to the Configuration Homepage.
4. Click the ‘x’ button to the right of Directory Services. Now that directory services are set up, you are ready to configure Configuring User Preferences (page 25).

Configuring User Preferences

User preferences allow email recipients to securely manage their quarantined spam, opt in and out of spam checking, and customize their own lists of allowed and blocked senders. Administrators control which of these options, if any, are available to users. For example, it may be prudent in many organizations to prevent users from opting out of anti-spam protection. Administrators can also set the users’ default interface language, the delivery of email quarantine summaries, and the format and delivery frequency of these summaries.

On the Accounts: User Preferences page, you can configure user options, such as whether users have web access to manage their quarantined messages and whether users receive email summaries of their quarantined messages. When the quarantine summary option is enabled, users receive an email message at a regularly scheduled time that lists all messages that were quarantined by the Email Appliance. Users can then respond to the summary message to release or delete their quarantined messages. Users can opt out of receiving email summaries by disabling this feature via the End User Web Quarantine.

Note: Options on the Accounts: User Preferences page can be configured individually, but you must click Apply after configuring preferences to make the settings take effect.

To configure user preferences:

1. On the Quick Tasks sidebar of the Configuration Homepage, click End Users. The Accounts: User Preferences page is displayed.
2. Select the Enable web quarantine access check box to grant users access to a web page on which they can manage their own quarantined messages and set anti-spam options.
3. Select one of the following authentication options:

   - Directory services: You must have directory services server access configured to use this option. For instructions, see the previous section (Configuring Directory Services (page 24)). With this method, users log in by entering an assigned username and password.
   - Custom list: Create the list by clicking the associated Define users button, which opens the Email/Password List dialog box. When using this method, you must supply users with the email/login and password they will need to log in to the End User Web Quarantine.

With both of these options, users log in by pointing their browsers to the Web Quarantine address (http://<host>..<domain>).
4. Select any of the following options that you want to grant to users:
   - **Enable allow/block lists**: Select to allow users to create and use personalized allow and block lists for hosts and senders.
   - **Allow wildcard usage in allow/block lists**: Select to let users use wildcards when defining their personalized allow and block lists for hosts and senders.
   - **Allow users to opt-out of spam checking**: Select to allow users to bypass spam-checking of their messages.

5. On the **Default user interface language** drop-down list, select the users’ preferred language. Users also have the option of personalizing the language via an option in the End User Web Quarantine.

6. Under **Configure end user service**, click **Configure**.

7. In the **Configure End User Web Quarantine** dialog box, select the HTTPS port numbers used by the SPX Secure Email Portal (if enabled) and the Web Quarantine. Choose between ports 443 and 10443. Whichever port you choose for either service, the other available port is automatically selected for the remaining service.

8. Click **OK**.

9. **[Optional]** Configure automated emailing of quarantine summaries:
   a) Select **Enable email quarantine summary** to email users summaries of their quarantined email messages.
   b) Under **Schedule**, click **Configure**.
   c) In the **Advanced Email Quarantine Summary Schedule** dialog box, use the option buttons and drop-down lists to set the appropriate time(s).
   d) Click **OK**.

10. **[Optional]** To set banner options for email quarantine summaries, select the **Add header** or **Add footer** check box, and enter the content for the banner (the note inserted into the top or the bottom of the message body) in the associated text box. By default, the following text is displayed in the **Add header** text box:
   The following messages were quarantined by Sophos because they appear to be spam. To request that a message be released from the quarantine and delivered to you, click the message ID and send the request. If your mail client does not support HTML, reply to this message and delete lines that correspond to messages you do not want approved. To release all messages in the list, simply reply to this message.

11. When finished configuring user preferences, on the Navigation bar, click the **Configuration** button. You are returned to the **Configuration Homepage**.

12. Click the ‘x’ button to the right of **End Users**. Now that end user preferences are configured, you are ready to proceed to the **Configuring Internal Mail Hosts/Outbound Mail Proxy** (page 26) task.

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### Configuring Internal Mail Hosts/Outbound Mail Proxy

**Note**: These steps are only required if your organization has outbound mail relays (internal mail hosts) located between the Email Appliance and the internet. If not, you can clear this task and proceed to the **Configuring Trusted Relays** (page 27) task.

Organizations with more complex email architectures may also require a more advanced internal mail hosts configuration. These organizations may have internal mail hosts between the Email Appliance and the internet. Setting for these outbound relays and proxy are configured on the **Mail Routing: Internal Mail Hosts** page.

If your organization routes all outgoing mail through a proxy server, you must also specify the hostname and port of that server.

1. To configure the internal mail host(s):
a) On the Quick Tasks sidebar of the Configuration Homepage, click Mail Proxy. The Mail Routing: Internal Mail Hosts page is displayed.

b) In the mail relay servers text box, enter the fully qualified hostname or IP address of each machine approved to send email from your organization. Click Add after each entry.

2. [Optional] To configure a proxy server:

a) Click Edit. The Outbound Mail Proxy dialog box is displayed.

b) In the Hostname text box, enter the hostname or IP address, and specify the Port.

c) In the DNS type drop-down list, select either MX or A.

   Note: DNS A records are used for looking up hosts for most types of network connections (HTTP, FTP, etc). MX records are used specifically for email routing and can be used to specify multiple hosts (for example, for failover or load-balancing behavior). If the mail delivery server does not have an MX record in DNS, set DNS Type to A.

d) Click OK.

   You are returned to the Mail Routing: Internal Mail Hosts page, where the new or changed outbound gateway information is displayed.

3. On the Navigation bar, click the Configuration button.

   You are returned to the Configuration Homepage.

4. Click the ‘x’ button to the right of Mail Proxy.

   You are now ready to proceed to the Configuring Trusted Relays (page 27) task.

Configuring Trusted Relays

Note: These steps are only required if your organization has inbound mail relays located between the Email Appliance and the internet.

Some organizations have more complex email architectures, requiring more advanced inbound relay configuration. Such organizations may have one or more layers of relays external to the Email Appliance. The Email Appliance uses its trusted relays configuration to deal with such an environment. It is very important to specify any inbound relays that are external to the Email Appliance so that they are correctly factored into anti-spam analysis. Trusted relays are configured on the Mail Routing: Trusted Relays configuration page.

To configure trusted relays:

1. In the Quick Tasks sidebar of the Configuration Homepage, click Trusted Relays.

   The Mail Routing: Trusted Relays page is displayed.

2. In the IP address text box, enter the addresses of mail gateway servers that are located between the internet and the Email Appliance. Click Add after each entry.

   Entries are displayed in the Trusted relay list. To delete a trusted relay, select the check box next to the entry, and click Delete.

3. On the Navigation bar, click the Configuration button.

   You are returned to the Configuration Homepage.

4. Click the ‘x’ button to the right of Trusted Relays.
Email Security Appliance Policy

Introduction

Mail processing is configured on the Policy pages of the Email Appliance GUI. Email Appliance policy allows management of anti-virus, anti-spam, content, exception lists, and filtering options. Settings for inbound and outbound messages are configured independently. The policy defines what action to take based on the type of threat in the message. It also allows administrators to append notices to messages as banners, and notify additional recipients.

The available actions for the different threats vary but may include:

- Deliver
- Quarantine
- Reject
- Discard
- Quarantine and deliver

The Policy sections have different levels of message management and threat protection, depending on the specific type of threat or message category within that policy section. You can also select the user group(s) affected by these settings, and you can select exceptions to the selected group(s).

User Groups

User groups are used in the Email Appliance to apply different message-filtering options to different sets of users. User groups can consist of manually created groups or groups imported from Active Directory.

Groups defined in Active Directory can be imported by the Email Appliance and used to include or exclude users from specific policy rules. These groups are imported from Active Directory, cached locally on the Email Appliance, and then synchronized hourly. Groups that are manually defined on the Email Appliance can be applied to policy rules in the same manner.

Quarantine

The quarantine stores unwanted (spam or offensive content) or dangerous (virus-infected) messages. The policy can send a message to the quarantine using one of four actions:

- Quarantine: The message is sent to the quarantine and not delivered to the recipient.
- Copy to Quarantine and deliver: A copy of the message is sent to the quarantine, and a copy is sent to the recipient.
- Copy to Quarantine, drop file(s), and deliver (Anti-Virus): A copy of the message is sent to the quarantine and a copy, without its infected attachments, is sent to the recipient.
- Copy to Quarantine, tag subject, and deliver (Anti-Spam): A copy of the message is sent to the quarantine, and a copy with a modified subject line is sent to the recipient.

Anti-Virus Policy

The Email Appliance uses the Sophos Anti-Virus engine for virus protection. The Email Appliance checks for virus definition updates every 5 minutes. Updates are installed automatically, so there is no need for administrative intervention.

Use the Policy: Anti-Virus page to configure the handling of messages containing known viruses, unscanable attachments, encrypted attachments, or suspect attachment types.

Except for the Viruses category, actions can be configured for a specific group in each of these threat categories:

- Viruses: Messages containing known viruses.
- Unscannable Attachments: Messages with attachments that cannot be scanned (for reasons other than encryption).
- Encrypted Attachments: Messages with attachments that could not be scanned specifically because of encryption.
• **Suspect Attachments**: Messages with attachment types that are likely to contain viruses. Click the Suspect Attachments link to configure a list of attachment types.

• **Restricted Attachments**: Allows administrators to create a customized policy for blocking messages with specific kinds of attachments. Click the Restricted Attachments link to configure a list of attachment types.

The threat categories above can be configured using the following options:

• **Take action**: The policy action taken on matching messages. Different actions are available for each rule, depending on the severity of the threat (e.g. the Deliver action is not available for the Viruses rules). These actions are:
  
  • **Deliver**: Deliver the message intact to the recipient.
  
  • **Quarantine**: Isolate the message in quarantine. The quarantine reasons used are ‘Virus’, ‘Encrypted’, ‘Cantscan’, ‘Susppect’ relating to the category that quarantined the message.
  
  • **Reject**: Discard the message and send a “bounce-back” message to the sender that the message has been disallowed. For outbound viruses only.
  
  • **Discard**: Discard the message without notice.
  
  • **Quarantine and deliver**: Send a copy of the message to the quarantine and deliver a copy to the recipient.
  
  • **Quarantine, drop file(s) and deliver**: Send a copy of the message to the quarantine and deliver a copy to the recipient with the relevant attachments removed.
  
  • **Drop file(s) and deliver**: Deliver the message to the recipient with the relevant attachments removed.
  
  • **Tag subject and deliver**: Deliver the message to the recipient with a modified subject that indicates the threat. The subject line is prepended with one of: ‘[ENCRYPTED]’, ‘[UNSCANNABLE]’, or ‘[SUSPECT]’. Tag and deliver is not an option for viruses.

• **To/From (Inbound and Outbound)**: Selects the users to whom the rule applies. The default value is all users. The Viruses category is not configurable.

• **Except**: Selects exceptions from the To/From list. The default is none.

• **Notify**: Copy additional recipients (using Cc or Bcc) or redirect the message to another address. An optional notification message can be added. Viruses are automatically removed from redirected messages.

• **Add Banner**: Attach disclaimers or other notifications to messages (inbound messages only). Banners can be customized for each policy rule.

The Global option enables scanning for viruses inside archives. It is recommended that this feature be enabled because, even though it may increase processing time on messages with large archive attachments, such messages constitute only a small percentage of mail, and the virus engine also has features that will protect it from unreasonably large attachments.

**Anti-Spam Policy**

The Email Appliance uses the Sophos Anti-Spam engine for spam protection. The Email Appliance checks for updates to the anti-spam rules, sender reputation and anti-spam engine every 5 minutes. Updates are installed automatically, so there is no need for administrative intervention.

Use the Policy: Anti-Spam page to configure how to handle messages classified as spam. The anti-spam engine assigns a spam categorization to each message. The anti-spam engine determines the relative likelihood that a message is spam and classifies it as “not spam”, “medium spam”, or “high spam”. Only inbound messages are analyzed by the anti-spam engine.

The Policy: Anti-Spam page allows you to handle Mail with high spam scores (almost certainly spam) differently from Mail with medium spam scores (very likely spam). For both of these message categories, four different actions can be configured. These actions can be applied to selected users and groups. The default is: one action, Discard, defined for high spam to all users, and one action, Quarantine, defined for medium spam to all users.

Each category (e.g. high spam) and action makes up an anti-spam policy rule. Each policy rule can be configured with the following options:

• **To**: Users to whom the rule applies.

• **Except**: Exceptions from the To list.

• **Take Action**: The policy action taken on the messages. Available actions are:
  
  • **Deliver**: Deliver the message intact to the recipient.
• **Quarantine**: Isolate the message in quarantine. Messages are quarantined with the quarantine reason ‘High Spam’ and ‘Medium Spam’ depending on the category in which the action is set.

• **Discard**: Discard the message without notice.

• **Tag subject and deliver**: Deliver the message to the recipient with a modified subject indicating that the message contains spam. The subject is prepended with either ‘[SPAM:HIGH]’ or ‘[SPAM:MEDIUM]’.

• **Quarantine, tag subject and deliver**: Send a copy of the message to the quarantine, and deliver a copy to the recipient with a modified subject indicating that the message contains spam.

**Note**: It is possible to create overlapping groups in different rules within a spam category. In cases where a particular user or group is defined in more than one rule (where each row on the Policy: Anti-Spam page represents a rule), the action for the first matching rule in the list takes precedence. However, in most cases, it should be possible to avoid overlapping rules by specifying smaller sub-groups in the **Except** column.

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**Additional Policy**

The Email Appliance has content options that allow administrators to manage inbound and outbound email with offensive and site-specific content. SophosLabs has engineered the Email Appliance to detect offensive content in both plain text and the obfuscated forms used by spammers or others who are trying to circumvent detection.

Administrators add to the Offensive Language list provided by SophosLabs, and they can configure an additional tests for inbound and outbound keywords. Site-specific content can be configured using both plain text strings and Perl-based regular expressions.

Use the **Policy: Additional Policy** page to configure handling of messages with offensive language or specified keywords. The **Policy: Additional Policy** page defines rules for inbound and outbound messages separately. The **Global** option is used to reject attachments that exceed a maximum size.

Under **Inbound content** and **Outbound content** are rules for Offensive Language and Keywords (Inbound and Outbound). The rule name, or part of the rule name is a link that opens the **List Editor** dialog box, allowing editing of the list used by that rule. The list editor lets you edit both plain text strings and regular expressions.

Each rule can be configured with the following options:

- **To** (‘From’ in **Outbound content**): Users to whom the rule applies.
- **Except**: Exceptions from the To list.
- **Take Action**: The policy action taken on the messages. Available actions are:
  - **Deliver**: Deliver the message intact to the recipient.
  - **Quarantine**: Isolate the message in quarantine. The quarantine reasons ‘Offensive’ and ‘Keyword’ are used.
  - **Discard**: Discard the message without notice.
  - **Quarantine and deliver**: Send a copy of the message to the quarantine and deliver a copy to the recipient.
  - **Tag subject and deliver**: Deliver the message to the recipient with a modified subject that indicates which policy rule was violated. The subject line is prepended with ‘[KEYWORD]’ or ‘[OFFENSIVE]’.
  - **Notify**: Copy additional recipients (using Cc or Bcc) or redirect the message to another address. An optional notification message can be added.
  - **Add Banner**: Attach disclaimers or other notifications to messages (inbound messages only). Banners can be customized for each policy rule.

**Allow/Block Lists**

Use the **Policy: Allow/Block Lists** page to configure lists that define which hosts and senders are trusted and which hosts and senders are not trusted. These sources can be entered as IP addresses, domains or email addresses. Messages from **Allowed Hosts/Senders** will bypass anti-spam filtering. Messages from **Blocked Hosts/Senders** are blocked without being scanned for spam or content. Messages from administratively blocked senders are quarantined as spam; that is, the quarantine reason is “spam”.

Note: Message relays known to be spam senders are included by the IP Reputation Filtering feature, which can be configured in the Policy: Filtering Options page. Allow/Block lists provide the ability to add information based on the experience of your organization.

Filtering Options

The Email Appliance has advanced filtering options that augment the protection of a gateway or perimeter device. Its position at the gateway gives the Email Appliance the unique opportunity to offer protection against denial of service (DoS) and directory harvest attacks (DHA), and allows early discard of messages from known bad senders. Use the Policy: Filtering Options page to set advanced mail security settings.

IP Reputation Filtering

SophosLabs has spam traps around the world that capture spam for analysis, allowing Sophos to monitor the capture rate, and identify senders of spam. Messages from known bad senders can be blocked solely on the basis of sender reputation data from SophosLabs. Three options are available for this feature.

- **Enable connection-level blocking**: Rejects messages from known bad senders as soon as the sender information from the TCP/IP connection is received. This option is recommended when the Email Appliance is the outermost MTA because it significantly improves throughput by blocking spam early in the connection, before any of the message is received.
- **Enable policy-level blocking**: Rejects messages from known bad senders in the email policy. Although this option is slightly less efficient than connection-level blocking, policy-level blocking does still offer significant performance advantages, and the rejection is logged for reporting.
- **Disable blocking**: Disables the use of SophosLabs reputation data. This is not recommended unless your email policy mandates that you may not reject any messages.

Note: If your network has trusted local SMTP relays that relay inbound messages to the Email Appliance, these servers must be entered in the Trusted Relays list and policy-level blocking must be enabled to maximize the effectiveness of this feature.

Perimeter Protection

The Perimeter Protection option enables automatic denial of service (DoS) and directory harvest attack protection (DHA). This option activates MTA-level throttling, which rejects messages from mail relays that exceed the following limits:

- 50 simultaneous connections per relay
- 1000 connection attempts per relay per minute
- 1000 message delivery requests per relay per minute
- 5000 recipient addresses per relay per minute

Messages from such relays are rejected until traffic from that relay drops below the limit. This option should not be enabled in network configurations where the Email Appliance is not at the gateway (i.e. has trusted SMTP relays between the Email Appliance and the internet).

Optional Data Sharing

When enabled, the Optional data sharing option provides SophosLabs with data to help improve spam detection. This data could include proprietary, confidential and user-identifiable content. This data, used solely to improve threat detection, ensures that SophosLabs receives all information that is critical to maintaining the Email Appliance’s defenses against evolving threats. It is highly recommended that you enable this option.

Note: By default, the Email Appliance also shares general, non-confidential data that SophosLabs uses to compile statistics about spam and IP reputation filtering. For further details regarding the Email Appliance data-sharing policy, contact your Sophos sales representative.
Alias Support

There is specialized functionality within user groups called alias maps. Alias maps are used to associate one email address with another email address, or multiple addresses. Alias maps can consist of manually defined mappings or aliases created in Active Directory.

If email aliases have been created using the Alias map support feature, or if email aliases have been configured inside Active Directory and Active Directory alias support is turned on, the Email Appliance applies these aliases for policy filtering and user preferences. For example, if you have an AD alias that redirects mail destined for FirstName.LastName@example.com to shortname@example.com, or have manually created an alias that maps FirstName.LastName@example.com to shortname@example.com, the effects are as follows:

- **Policy Filtering**: Instances of FirstName.LastName@example.com are interpreted as shortname@example.com when messages are processed by the policy. Any explicit references to FirstName.LastName@example in the policy are ignored.
- **Quarantine Summaries**: If the Email Appliance is configured to email quarantine summaries, the summaries for FirstName.LastName@example.com are mailed to shortname@example.com only.
- **User Block Lists**: Messages addressed to FirstName.LastName@example.com, which are subsequently blocked, are stored in the Blocked Messages list for shortname@example.com.

System Maintenance

System Administration

The Email Appliance supports multiple administrative accounts for maintenance and administration. Accounts are configured as either a system administrator or a help desk administrator. System administrators have access to all system management tasks, including the ability to add or delete administrator accounts. Help desk administrators can access common tasks to offload work from system administrators. When logged in, help desk administrators can view the Dashboard, view and manage quarantined spam messages, generate reports, and access the Help system. (Note: Help desk administrators do not have access to the Sophos Assistance and About topics in the Email Appliance’s online Help.)

System Updates

The Email Appliance continuously updates the system software as well as the threat definitions used by the anti-virus and anti-spam engines. Threat definitions are applied immediately, while system software updates are applied during administratively configured maintenance periods. The software updates are either non-critical or critical. Critical software updates (e.g. security-related patches) are applied automatically within 24 hours of availability during the update period. Maintenance updates are applied automatically during the update time frame, but only on the days of the week specified by the administrator.

New threat definitions from SophosLabs (including anti-virus, anti-spam, and IP-blocking data) are automatically downloaded and installed every 5 minutes. The Email Appliance will send an alert to specified recipients if, for a period of 2 hours, it cannot contact Sophos to check for updates to the threat definitions. The Email Appliance displays the following information about threat definitions and their update status:

- **Status**: Status of the automatic updates (turns red if the Email Appliance is unable to connect to Sophos).
- **Installed**: Version number of the current threat definitions.
- **Last updated**: Date and time of the most recent update.

System software updates (including critical and maintenance updates) are installed automatically. It is possible to delay installation for a limited time so that the updates may be installed manually, using the Update Now button. Updates can
also be manually installed prior to an update period. The Email Appliance displays the following information about software updates:

- **Status**: Status of the update scheduler (turns red if the Email Appliance is unable to connect to Sophos).
- **Installed**: Version number of the currently installed software.
- **Available**: Version number of the software currently available on the Sophos update site.
- **Update details**: Version number of the available update (if an update is available).
- **Auto update schedule**: Date and time that an available update will be installed if no manual update is performed. If no update is available, this field is blank.
- **Last updated**: Date and time of the most recent update.

## Contact Sophos

**Sophos Technical Support**

If you encounter a problem with your Sophos product, or if it does not function as described in the documentation, contact Sophos Technical Support: [http://www.sophos.com/support/](http://www.sophos.com/support/).

**Corporate Contact Information**

To contact your local Sophos office, see: [http://www.sophos.com/companyinfo/contacting/](http://www.sophos.com/companyinfo/contacting/)