



## Getting Started Guide

MAG 2650

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## Introduction

This document describes how to initially configure the Red Condor Message Assurance Gateway (MAG) 2650. The process involves:

- Connecting to the MAG appliance
- Configuring the appliance and activating service

The final section of this document provides some precautions for powering down the system and information about connecting multiple MAG appliances.

## What You Get

The following materials are shipped with each MAG 2650 appliance. Check to be sure that these items are in the installation kit before you begin the installation.

- MAG 2650 appliance
- Rail installation kit
- Cable management arm kit
- Red Condor documentation kit
  - [MAG 2650 Appliance Installation Overview](#)
  - [MAG 2650 Appliance Setup](#)
  - [Red Condor MAG Appliance Warranty](#)

## Before You Begin

You will need a laptop computer with a network cable to complete the procedures in this document. Before you begin, make sure your network is configured such that:

- There is no firewall blocking or redirecting DNS resolution on port 53 UDP/TCP
- There is outside access to HTTPS port 443 and TCP ports 22, 25, 80, and 443 on the appliance
- The appliance has access to public NTP servers on UDP port 123
- The appliance has bidirectional access to UDP port 1194

Before you begin, complete the following form to assure that you have the information needed to configure the MAG appliance:

IP address	
Bit mask	
Default gateway	
Brand (to configure your custom dashboard web address)	
The MAG appliance license number from your EdgeWave purchase confirmation email	
Optional: The Vx license number from your EdgeWave purchase confirmation email	
Appliance administrator contact information	
Appliance administrator password (minimum 5 alphanumeric characters)	
Appliance name	
Host name	
Outside IP address (if appliance IP address is private)	
MAG appliance serial number	

If you are configuring your first MAG appliance, you will also need to enter the branding information. See “Adding a New Brand” on page 7 for more information.



**Note:** If you are assigning the MAG appliance a private IP address, have its associated public IP address.



**Warning:** Be sure that the IP address you assign to the MAG appliance is not assigned to any other device on the network.

## Technical Support

If you have any questions or need additional information, send email to [provisioning@redcondor.com](mailto:provisioning@redcondor.com) or call 1-866-778-5644.

## Connecting the MAG Appliance

The MAG appliance has two Ethernet ports on the rear of the unit. Connect your PC to Ethernet port Gb2 for access to the browser-based provisioning interface. Connect the Ethernet port Gb1 to the public network.

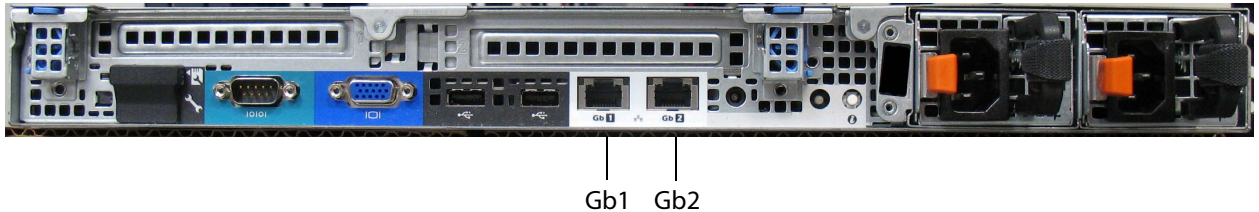


FIGURE 1. Ethernet Ports

### To connect your computer to the Ethernet port

- Use an Ethernet cable with male RJ-45 connectors on each end. This is a cross-over connection, though most computers can auto-detect the cable type and adjust to use a straight-through cable.
- Connect one cable end to the Ethernet port on your PC.
- Connect the other cable end to the MAG appliance Ethernet port labeled Gb2.

### To connect the MAG appliance to the public network

- Use an Ethernet cable with male RJ-45 connectors on each end.
- Connect one cable end to the MAG appliance Ethernet port labeled Gb1.
- Connect the other cable end to the public network.

## Configuring the MAG Appliance

### To configure the MAG appliance

1. If needed, power up the MAG appliance. The power button is on the upper left of the appliance face.



**Note:** The MAG appliance has dual-power input. When the appliance is turned on, both power supply indicator lights should be green, indicating that the power supply is providing DC power to the system. If either light is off, or amber, the problem needs to be resolved as prolonged operation with just one power supply can cause the appliance to overheat.

Power Button



FIGURE 2. Power Button

2. Start your web browser.
3. In the Address box, enter the default MAG IP address of **169.254.0.1** and press **Enter**. The End User Terms & Conditions screen opens.
4. Accept the terms of the license and click **Continue**. The Settings screen opens.

The screenshot shows a web configuration interface with the following sections:


- LICENSING**: Contains three input fields: 'License Key', 'VX License Key', and 'Serial Number'. Each field has a green checkmark to its right.
- APPLIANCE ADMINISTRATOR CONTACT INFORMATION**: Contains seven input fields: 'Full Name', 'Address Line 1', 'Address Line 2', 'City', 'State/Province/Region', 'Zip/Postal Code', and 'Phone'. Each field has a green checkmark to its right.
- APPLIANCE ADMINISTRATOR PASSWORD**: Contains two input fields: 'Password' and 'Confirm'.

FIGURE 3. Configuration

5. Set the time zone and complete the form with the information compiled in “Before You Begin” on page 1.
  - In the Time Zone Configuration section, click on the section of the map that contains your location.
  - Select the MAG appliance time zone from the drop-down-list. The time zone is used for reports and for the Spam Digest.
  - Click **Save**.

**TIMEZONE CONFIGURATION**

Click on the section of the map that contains your location. Then select your timezone from the list and click Update to save your setting.



Appliance Time: 18:24:29

Time Zone: America/Los Angeles ▼

FIGURE 4. **Time Zone Configuration**

**APPLIANCE SERVER CONFIGURATION**

FIGURE 5. **Appliance Server Configuration**

At this point, Red Condor begins a set of connection and configuration validation tests. The Configuration Status screen displays the validation progress.



FIGURE 6. Configuration Status

After validation, the appliance downloads software updates and restarts the application.



FIGURE 7. Initial Configuration Complete

- Click **OK** to continue to the login screen of the MAG appliance dashboard.

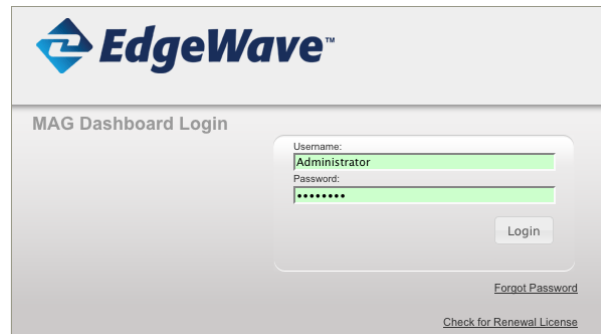


FIGURE 8. MAG Appliance Dashboard Login

7. Log in to the MAG appliance dashboard.
8. Configure your brand on the appliance:
  - If this is your first appliance, click **Add New Brand** and continue to "Adding a New Brand" below.
  - If you already have one or more MAG appliances, click **Join Existing Brand**, and continue to "Joining an Existing Brand" on page 9.

## Adding a New Brand

A brand has its own dashboard URL and logo, and contains a group of accounts. Make sure the correct appliance time zone has been configured before adding a brand.

You will need the following information to add a brand on the MAG appliance:

- Brand Identification settings
  - **Name:** Name of the brand.
  - **URL:** Internet address of the brand's Personal and Administrator Dashboards.
- System Administrator settings
  - **Email:** Email address of the System Administrator.
  - **Password:** System Administrator password.
- Spam Digest settings
  - **Digest Sender address:** Replies to the Spam Digest are sent to this address.
  - **Technical Support address:** The contact address for technical assistance listed in the Spam Digest and other notifications.

## To add a new brand

1. From the MAG appliance dashboard go to **Brands >> Add New Brand**.
2. Complete the Add Brand form.
3. Click **Save**.

The screenshot shows the 'ADD A BRAND' configuration page in the EdgeWave interface. At the top, there is a navigation bar with the EdgeWave logo, a 'logout' button, a 'Help' button, and menu items for 'STATUS', 'SETTINGS', 'BRANDS' (highlighted in red), 'ENCRYPTION', and 'TROUBLESHOOTING'. Below the navigation bar is a dark header with the text 'ADD A BRAND'. The main content area starts with the instruction 'A brand contains one or more accounts.' followed by three sections of form fields:

- BRAND IDENTIFICATION:** Contains two input fields: 'Name:' and 'URL:'.
- SYSTEM ADMINISTRATOR SETTINGS:** Contains three input fields: 'Email:', 'Password:', and 'Confirm:'.
- SPAM DIGEST SETTINGS:** Includes a descriptive text: 'Customize the end user email notification that contains the list of quarantined messages. [Help](#)' and two input fields: 'Digest Sender address:' and 'Technical Support address:'.

At the bottom of the form are two buttons: 'Cancel' and 'Save'.

FIGURE 9. Add a Brand

## To add a domain to the new brand

Follow the steps below to add a domain to your brand. Then refer to the *Red Condor System Administrators Guide* for detailed configuration information.

1. From the Brands screen, click the name of your new brand. The Red Condor Administrator Dashboard login screen opens.
2. Enter the email address and password from “Adding a New Brand” on page 7. The Red Condor Administrative Dashboard opens.
3. From the navigation links on the left, click **Account**.

- From the list of accounts, select the name of your account. Note that the account created during the appliance configuration is given your brand name.
- From the navigation links on the left, click **Add Domain**.

The screenshot shows a web interface for adding a domain. At the top, there are navigation tabs: Account, Domains, Outbound IPs, Verifiers, Word Lists, and Roles. The main heading is "Add Domain to Administrator\_114". Below this, there is a form with several sections:

- Add Domain:** A text input field with a red border.
- Mailbox Discovery:** A group of radio buttons and dropdown menus:
  - Manual
  - Default SMTP VRFY
  - Default SMTP RCPT TO
  - Verify with [dropdown menu]
  - Forward to [dropdown menu]
- Mail Gateway:** A group of radio buttons and a text area:
  - Automatic
  - Choose: [dropdown menu]
  - Manual: [text area]

A "Save" button is located at the bottom right of the form.

FIGURE 10. Add Domain

- Complete the form and click **Save**. The Status tab opens displaying your Mail Exchanger (MX) records.
- Update your MX records as needed.

## Joining an Existing Brand

When you join an existing brand, your MAG appliance synchronizes its branding information with that from one of your properly in-service MAG appliances. You will need the following information to join the new MAG appliance to an existing brand:

- Brand to Join
  - Name:** Name of the brand.
- System Administrator settings
  - Email:** Email address of the System Administrator.
  - Password:** System Administrator password.

## To join an existing brand

1. From the MAG appliance dashboard go to **Brands >> Join a Brand**.
2. Complete the Join a Brand form.
3. Click **Save**. The new appliance synchronizes with the existing appliance. The new MAG appliance is now ready to filter mail for all domains in that brand.

**JOIN A BRAND**

To filter mail on this appliance and access the dashboard of an existing brand enter the name and system administrator credentials of the brand below.

**BRAND TO JOIN**

Name:

**BRAND SYSTEM ADMINISTRATOR**

Email:

Password:

FIGURE 11. **Join a Brand**

## What's Next?

You have completed the MAG appliance configuration and can now filter email through the appliance. You can also configure:

- Your Outbound IP address for outbound filtering
- Verifiers for mailbox discovery and login authentication
- Brand customization

See the [Red Condor System Administrators Guide](#) for detailed configuration procedures.

## Warning about Powering Down the System

Red Condor has embedded a script that activates when you press the power button of a running MAG appliance. The script performs a graceful shutdown of the system, closing down all active processes and writing the appropriate information to the system disks. Depending on the configuration and system state, properly shutting down the system takes between one and seventeen minutes. In most cases shutting down the system will take between four and five minutes.

If the system has not properly shut down after seventeen minutes, you can press and hold down the power button for five seconds to force a hard shutdown.



**Warning:** Forcing a hard shutdown by unplugging the appliance or pressing and holding down the power button can cause corruption to the hard disk due to incomplete data transfer from system memory to the disk. This can result in data loss. Force a hard shutdown only as a last resort.

## Multiple MAG Appliances in the Network

The following diagram shows the final configuration of two servers after installation is complete. Both units will have the port labeled Gb2 connected to a shared private switch, so that the two units have connectivity to each other.



**Note:** Each appliance must be configured individually before physically connecting the servers. Contact EdgeWave technical support before connecting multiple MAG appliances to each other.

When properly configured, both MAG servers have the port labeled Gb1 connected to the public network. It also requires a private network connected with a private dedicated Gigabit Ethernet switch or a hub. The private network should be physically distinct (a separate collision domain), so that traffic between the MAG units cannot be analyzed by external users.

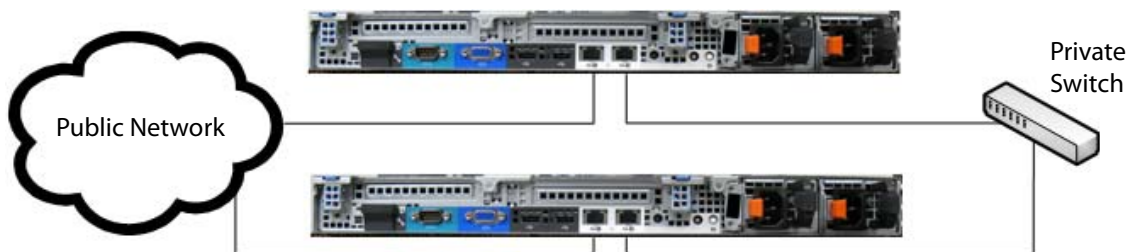


FIGURE 12. Multiple MAG Appliances in the Network

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