

ePrism Messaging Security Suite



Welcome to EdgeWave Messaging Security!

This short guide is designed to get you up and running with your fully hosted Messaging Security Suite. It can also be used as a quick reference guide for commissioning and changing the most frequently used features of this managed service.

If you have questions beyond what is covered in this document, please refer to the [Administration Guide](#) or visit the EdgeWave [Customer Support Portal](#).

Step 1. Before You Get Started

Make sure you have access to the DNS MX records for your domain(s) in order to change them when you are ready to cut over to the EdgeWave service.

Step 2. Creating an Account and Logging in to the Customer Portal

The customer portal offers an easy-to-use, convenient user interface for your Messaging Security Suite subscription. Here you can provision services, set up users, and add additional services.

- Navigate your web browser to <https://portal.edgewave.com>
- Register as a New Customer and log in to the Portal and accept the Terms and Conditions.
- Create an account by clicking on "1 Add Accounts".



- Fill out the new account form. (Bold fields are required).
- Click Save.
- Once saved, select your account in "2 Configure Services" to configure your subscription services.



Step 3a. The Base for Messaging Security: Setting up Inbound Email filtering

EdgeWave's fully hosted inbound email filtering lowers your network's bandwidth requirements by eliminating spam, and protects your email users, your company, and network from outside threats such as spam, viruses, malware.

First set up the domain:

- Click on the **Add Domain** link.
- Enter Domain Name in the **Add Domain** field. (i.e. : mail.company.com)
- Choose the **Mailbox Discovery** method
- Enter the Mail Gateway
- Click Save

Then configure services – There are 4 items to configure to turn up inbound service. In order:

- Make sure you are comfortable with the filter settings (settings can be changed later by going back to the settings tab).
- Confirm that there is an entry in the Mail Gateways field and it is accepting connections from the EdgeWave IP address range(208.80.200.0/21) (this can be tested/confirmed by going to the status tab)
- Verify that all mailboxes are listed (Mailboxes tab) and/or a Mailbox Discovery method is set up and tested (Settings tab)
- Change the domain's DNS MX record to match the 4 custom MX records (which are displayed in the status tab)

Step 3b. Setting Up Outbound Email filtering

Outbound email filtering ensures you are not sending sensitive data, or distributing viruses and malware unknowingly via email to your network. This service also ensures you will not end up on black lists because of Botnet activity in your network.

First set up an outbound IP

- Click on the **Add Outbound IP** link.
- Enter the IP address of the sending mail server in the **IP Address Range** field in CIDR format (i.e 123.45.67.89/32).

Then configure services

- Make sure you are comfortable with the filter settings. (Settings tab)
- Redirect outbound mail from the mail server at the indicated outbound IP address to the custom Outbound host entry (i.e. 123-45-67-89.rcimx.net)

Step 4. Commissioning Additional Services:

EdgeWave's email filtering provides the basis for all other services in our Messaging Security Suite. Now that you have set up email filtering, you can continue to set up Continuity, Data Loss Protection, and Encryption, through your User Interface.

1. Setting Up Email Continuity

Ensure your company has email functionality in any type of planned or unplanned outage. Continue sending business critical email even if disaster has struck, or your IT department needs to take your email server offline for an extended period.

- Continuity is designed to be turned on when the entry in the Mail Gateway field is not accepting connections.
- Continuity is manually enabled on the Domains Settings page. Simply check the box to enable access.
- A separate authentication list can be set up for users to access their Personal Dashboard using temporary static passwords. Authentication can be set up using the Composite Verifier feature. Please refer to the [Administration Guide](#) for more details on this feature.

2. Setting Up Data Loss Protection

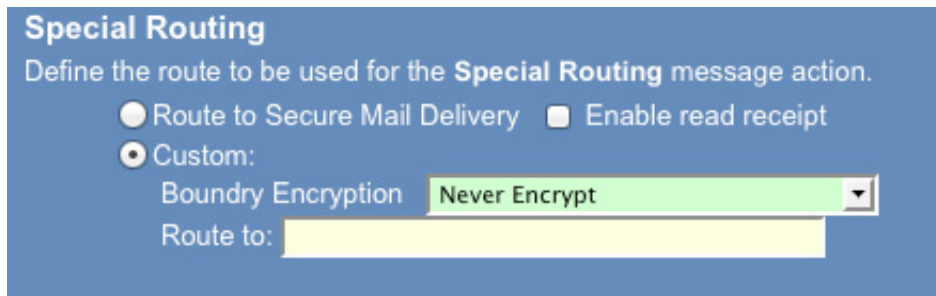
In addition to Outbound email Filtering, DLP or Data Loss Protection, scans all outbound attachments in your email for potentially sensitive data to protect your company and comply with health care or financial regulations. You can also scan attachments for profanity and other custom defined word lists.

Data Loss Protection is configured on the outbound IP settings tab. Simply set the dispositions for the 3 additional categories for Compliance – Health, Compliance – Finance and Profanity.

3. Setting Up Encryption

When you need to send sensitive information via email it remains vulnerable to third party interception. With EdgeWave's encryption service, you ensure that only the recipient can view the sensitive email. You can also set your DLP service to automatically trigger encryption of emails containing specific content.

Before the encryption service can be used a Special Route must be defined on the Outbound IP Settings page. Go to "Outbound IP" and enter your outbound IP address. Select the "Route to Encryption Server" option and then set the filter action to Special Routing for those filters you wish to have route mail to the encryption server.



Special Routing
Define the route to be used for the Special Routing message action.

Route to Secure Mail Delivery Enable read receipt

Custom:

Boundry Encryption

Route to:

4. Getting Started with Archiving

Government and Industry regulations very often require companies to keep email for a number of years, in case of legal or auditing issues. EdgeWave's Archiving service makes it easy for you to archive your email for a number of years. In addition, our easy search function enables you to quickly find any email, even if you sent it 7 years ago.

To get Archiving set up, simply complete the Archiving Deployment Sheet your sales rep sent to you. EdgeWave will take care of the rest. The EdgeWave team will contact you as soon as we receive the completed deployment sheet.

Where to go for more Information

- Administrator resources: http://www.edgewave.com/support/messaging_security/documentation.asp
- End User Resources: <http://www.redcondor.com/dox/user/>
- Product Information: http://www.edgewave.com/products/messaging_security/default.asp

Adding Services to Your Subscription

If you see a service that interests you but haven't subscribed to yet, please contact your Sales Rep at (800) 782 3762.

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