
Managed Cloud Email Security [MCES] Client Side Setup

List of Network Box USA (NWB) IPs

Any time the instructions below require you to open ports inbound in your firewall, traffic should always only be limited to the following subnets:

192.159.123.0/27 (East IP addresses)

212.8.241.0/27 (West IP addresses)

Inbound Email

In order for NWB to deliver emails to your email server, you will need to open port TCP/25 inbound (allowing access only from the IP addresses mentioned above), and redirect said port to the local eMail server.

Please do NOT allow any traffic on port TCP/25 inbound from other source IP addresses, unless you have set up a separate email scanner to intercept emails that aren't going through the NWB MCES service.

TLS

We will be delivering your emails to you via the internet. To guarantee your privacy and (in most cases) also compliance with existing laws and regulations, we will preferably deliver such emails using TLS, to ensure they are encrypted. To that end, you will need to enable STARTTLS on your email server. Documentation on how to set up STARTTLS on your specific server is available online.

You can easily verify if STARTTLS is set up by using telnet on port 25 to the IP of your server. Upon obtaining the initial prompt, type an EHLO line (i.e., ehlo me); the reply from the server should contain, among other lines, one showing "250 STARTTLS".

Envelope Verify via LDAP

The NWB email scanner verifies the recipient's existence before accepting an email. To allow such verification, you will need to create a user within the LDAP structure. Our system will then query your Active Directory to verify the existence of said recipient email address.

Please provide NWB with the following information:

- distinguished Name of the Network Box user
- Password
- distinguished Name of the LDAP root domain
- public IP to which NWB will send the LDAP queries

Supported protocols are LDAP for AD, Open LDAP and Radius.

NOTE that this communication must be done using encrypted LDAP, over port TCP/636 or TCP/3269. Unencrypted LDAP over port TCP/389 will not be configured, as such queries carry private information pertaining to your users, and would send passwords in clear text over the Internet.

Envelope Verification Based on Static List

If your company is not running LDAP, you can provide NWB a list of your email addresses. This list will then be imported in the MCES and used for envelope verification. It is important that this list be comprehensive, as any email address left out of the list will be rejected. The list can be updated from time to time at your request.

Outbound Email

As part of the MCES service, you have the option to relay your outbound email through NWB's cloud. Outbound emails will be scanned for viruses, spam and, optionally, also DLP. At the time of set-up, NWB support personnel will provide you which at least 1 IP address to which to redirect your outbound emails. You can likely set up a redirect in your Firewall (DNAT) or you can configure it directly on your email server, as smarthost. Note that NWB will need to know the IP address from which such emails are sourced.

SPF Record

Create an SPF record or add to your existing one the following:

include:mces.networkboxusa.com

NOTE: ideally the SPF record should end in -all. The client can include anything else necessary in the SPF record, so long as the include line above is part of it. For more information on SPF records, please see http://www.openspf.org/SPF_Record_Syntax

The SPF record is especially important for outbound emails, should you choose to send them through our outbound scan/relay system.

MX Record

For every domain protected by NWB, point the MX record to a name constructed as follows:

- replace the dots with dashes in your primary domain name
- add mces.networkboxusa.com. to it

For example, for our own domain we have:

```
networkboxusa.com.      86400  IN    MX    10 networkboxusa-com.mces.networkboxusa.com.
```

10 is the priority and can be set to any number since there will be only 1 MX record

86400 is the TTL (time to live) and specifies the DNS resolver cache. The value shown here serves merely as an example.

NOTE the period at the very end of the line:

```
networkboxusa-com.mces.networkboxusa.com.
```

That period is very important because it tells the DNS resolver that the name is to be used 'as is'. Otherwise, any DNS resolver will append the name of your domain to it, and the result would be a value that has no meaning.

NOTE: Do NOT set up multiple MX records. In particular, do NOT set up records with lower priority and that do not point to one of our servers. Hackers and spammers will use that specific record to flood your server with spam, which will not be going through the NWB scanners.

Outbound 4245

NWB's MCES generates eMail portal reports which allow users to release emails quarantined in error, and to create personal whitelists as well as blacklists. For this feature to work, you will need to open port TCP/4245 outbound to the IP address ranges provided at the beginning of this document.