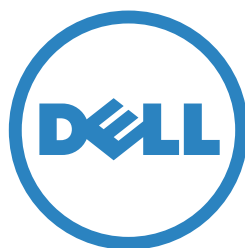


Hosted Email Security Quick Start Guide



SonicWALL

Notes, Cautions, and Warnings



NOTE: A NOTE indicates important information that helps you make better use of your system.



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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About This Guide

This Quick Start Guide provides instructions for basic installation and configuration of the SonicWALL Hosted Email Security solution.

SonicWALL Hosted Email Security is a multi-tenant service system, where users can register their domains with the SonicWALL Hosted Email Security solution and receive full range email security services for their corporate email. Users can also control their settings and actions for messages processed by global SonicWALL Email Security servers.

Please read this entire Quick Start Guide before setting up your SonicWALL Hosted Email Security solution. For more detailed technical documentation, refer to the SonicWALL Hosted Email Security Administrator's Guide at:

[<http://www.sonicwall.com/us/support>](http://www.sonicwall.com/us/support)



Note

Always check [<http://www.sonicwall.com/services/documentation.html>](http://www.sonicwall.com/services/documentation.html) for the latest version of this manual as well as other SonicWALL products and services documentation.

Guide Conventions

The following conventions used in this guide are as follows:

Convention	Use
Bold	Highlights items you can select on the SonicWALL security appliance management interface.
Italic	Highlights a value to enter into a field. For example, "type <i>192.168.168.168</i> in the IP Address field."
Menu Item > Menu Item	Indicates a multiple step Management Interface menu choice. For example, Security Services > Content Filter means select Security Services , then select Content Filter .

Icons Used in this Manual

These special messages refer to noteworthy information, and include a symbol for quick identification:



A WARNING indicates a potential for property damage, personal injury, or death.



A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



Useful information about security features and configurations on your SonicWALL.



Important information on a feature that requires callout for special attention, and helps you make better use of your system.

SonicWALL Technical Support

For timely resolution of technical support questions, visit SonicWALL on the Internet at <http://www.sonicwall.com/us/Support.html>. Web-based resources are available to help you resolve most technical issues or contact SonicWALL Technical Support. To contact SonicWALL telephone support, see the telephone numbers listed below:

North America Telephone Support

U.S./Canada: 888.777.1476 or +1 408.752.7819

International Telephone Support

Australia: + 1800.35.1642

Austria: + 43(0)820.400.105

EMEA: +31(0)411.617.810

France: + 33(0)1.4933.7414

Germany: + 49(0)1805.0800.22

Hong Kong: + 1.800.93.0997

India: + 1.600.44.9255

Italy: +39.02.7541.9803

Japan: + 81(0)3.5460.5356

New Zealand: + 0800.446489

Singapore: + 800.110.1441

Spain: + 34(0)9137.53035

Switzerland: +41.1.308.3.977

UK: +44(0)1344.668.484

More Information on SonicWALL Products

Contact SonicWALL, Inc. for information about SonicWALL products and services at:

Web:<http://www.sonicwall.com>

E-mail:sales@sonicwall.com

Phone:(408) 745-9600

Fax:(408) 745-9300

CHAPTER 2

Pre-Configuration Tasks

Introduction

This chapter provides pre-configuration information, such as purchasing and activating the Hosted Email Security solution. This chapter contains the following sections:

- [“What You Need to Begin” on page 7](#)
- [“Purchasing Hosted Email Security” on page 8](#)
- [“Registering Your Activation Key” on page 9](#)
- [“Activating Hosted Email Security Service” on page 10](#)
 - [“Adding MX Records” on page 10](#)
- [“Obtaining Registration Information” on page 11](#)

What You Need to Begin

To configure a SonicWALL Hosted Email Security solution, you must have a computer that meets or exceeds the following requirements:

- An Internet connection
- A Web browser supporting Java Script and HTTP uploads. Supported browsers include the following

Table 1: Supported Browsers

Accepted Browsers	Browser Number Version
Internet Explorer	7.0 or higher
Firefox	3.0 or higher
Opera	9.10 or higher for Windows
Chrome	4.0 or higher
Safari	3.0 or higher for MacOS

Purchasing Hosted Email Security

There are several methods for purchasing the Hosted Email Security solution:

- Purchase from the Hosted Email Security website:
<<http://hosted.mysonicwall.com>>
- Find an authorized SonicWALL reseller through the *How to Buy SonicWALL Products* website:
<<http://www.sonicwall.com/us/howtobuy.html>>

To purchase the Hosted Email Security solution, follow the procedures listed below:

1. Open a Web browser and navigate to:
<<http://hosted.mysonicwall.com>>

The screenshot shows the SonicWALL Hosted Email Security website. At the top left is the Dell SonicWALL logo and the text "SonicWALL | Hosted Email Security". Below the logo is a "Login" button. To the right of the login button is a section titled "Already purchased a service?" with an "Activate Service" button. The main content area is divided into two columns. The left column is titled "Hosted Email Security" and lists several features with green checkmarks: "Spam, phishing and virus protection", "IP reputation and connection management", "DHA, DoS and NDR Protection", "Zombie Detection", "SonicWALL GRID Anti-Virus", and "Email Anti-Virus with Kaspersky and SonicWALL Time-Zero". Below this list is a green "Buy Now" button. The right column contains a detailed list of features under three sub-headings: "Email Protection", "Administration", and "Support". The "Email Protection" section includes: Spam, phishing and virus protection; Advanced Content & Attachment scanning; IP reputation and connection management; DHA, DoS and NDR Protection; SonicWALL GRID Anti-Virus; and Email Anti-Virus with Kaspersky and SonicWALL Time-Zero. The "Administration" section includes: No on-premises installation needed; Up to 14 days of Junk Store retention; Automatic Multi-LDAP Sync; Customize, Schedule & E-mail Reports; Allow/Deny All End-User Controls; Per User Junk Boxes; Per User Anti-Spam Aggressiveness; Per User Allowed/Blocked Lists; Junk Box Summaries in 15 Languages; Judgment Details; Rapid Message Search Engine; and Single Sign-on. The "Support" section includes: 24x7 data center monitoring and 24x7 support. At the bottom of the page, there is a footer with the text: "© 2012 Dell | [Privacy Policy](#) | [Conditions for use](#) | [Feedback](#) Version:2.0".

2. Select the service you wish to purchase from the services listed by clicking the **Buy Now** button.

3. Login to your MySonicWALL account, filling in the **Username** and **Password** in the appropriate fields. Then, click **Login**.

Click the **Register New User** link to complete registration if you are not already a registered member.

Select Your Service > Calculate Cost > Login > Billing Information > Finished!

Login

Fields marked with * are mandatory.

User Name: *

Password: *

Login

[Forgot Username? / Forgot Password?](#)

[Register New User](#)

Registering Your Activation Key

If you already have an Activation Key or purchased a service, click the **Activate Service** button. This leads you to the hosted.mysonicwall.com Website.

Already purchased a service?

1. Login to your MySonicWALL account, filling in the **Username** and **Password** in the appropriate fields. Then, click **Login**.

Click the **Register New User** link to complete registration if you are not already a registered member.

2. Enter the Hosted Email Security Activation Key, then click **Register**.

Register Activation Key

Enter Activation Key(s)

Multiple activations can be performed by adding keys for the same service separated by a comma or space.

Register

Activating Hosted Email Security Service

After completing the procedures to purchase the Hosted Email Security service, you are then directed to the activation screen.

Specify the following fields, then click **Activation Services**:

- **Domain Name**—The primary domain name that is associated with your Hosted Email Security solution.
- **Mail Server Host / IP Address**—The IP address of the mail server hosting your user mailbox(es).
- **Email Address / Login**—The email address or login name associated with your Hosted Email Security account.
- **Password**—The password associated with your Hosted Email Security account.

A message displays confirming successful activation and product registration. Click **Go to HES Console** to continue.

Adding MX Records

After activating your Hosted Email Security service, you may receive a message to replace your current MX records settings.

Mail eXchange (MX) records specify the delivery route for email messages sent to your newly specified SonicWALL Hosted Email Security domain name. The SonicWALL Data Center can then create an internal MX record so mail is correctly routed to the specified domain.

Multiple MX records are assigned to your domain name. Each MX record designates a priority to organize the way your domain's mail servers receive incoming mail messages; the lower the number, the higher the priority. You should always set back-up priority numbers in case the primary mail server fails or is down.

For example, a customer wishes to activate the domain name *jumbo.com*. Since the SonicWALL Data Center hosts *snwlhosted.com*, the domain then becomes *jumbo.com.snwlhosted.com*. After an MX record is created, where the customer publishes *jumbo.com MX jumbo.com.snwlhosted.com*, SonicWALL then publishes an A record: *jumbo.com.snwlhosted.com A 173.240.21.100*, where *172.240.21.100* is the IP address that SonicWALL's Hosted analyzers use to route emails sent to the *jumbo.com* domain.

For more information regarding MX records, contact your ISP or refer to the Knowledge Base article, "Setting Up Your MX Record for Email Security Hosted Solution" located at: <https://www.fuzeqna.com/sonicwallkb/consumer/kbdetail.asp?kbid=9670>

Obtaining Registration Information

Record the following information for your records:

Table 2: Registration Information

hosted.mysonicwall.com Username: _____	Your hosted.mysonicwall.com login username.
hosted.mysonicwall.com Password: _____	The password for hosted.mysonicwall.com access.
Hosted Email Security Login / Username: _____	The email address or login name for the Hosted solution primary domain. (default is <i>admin@<domain name></i>).
Hosted Email Security Password: _____	The password for the Hosted solution primary domain (default is <i>password</i>).
Primary Domain Name: _____	The SonicWALL Hosted Email Security primary domain. Note that all other domain names registered will be tracked under the primary domain name.
Mail Server Host / IP Address: _____	The IP address of your Mail Server Host.
MX Record Name: _____	The name specified for the MX record.
MX IP Address: _____	The IP address associated with the MX record. This is typically taken from available IP addresses from SonicWALL.
Serial Number: _____	The Hosted Email Security product serial number.
Activation Key: _____	The activation key found on the Order Details for your SonicWALL Hosted Email Security service purchase.

CHAPTER 3

Accessing Hosted Email Security

This chapter contains instructions for logging in to the Hosted Email Security solution, as well as the basic configurations necessary to start using your Hosted Email Security solution. This chapter contains the following sections:

- “Logging in to Hosted Email Security” on page 13
 - “Configuring System Monitoring” on page 13
 - “Configuring Your Domain” on page 14
 - “Configuring User Junk Box” on page 15
- “Verifying Your SonicWALL Hosted Solution” on page 16

Logging in to Hosted Email Security

After completing the activation process, click the **Go to HES Console** button to be directed to the Hosted Email Security console.

Configuring System Monitoring

The first time you log in to the SonicWALL Hosted Email Security solution, you are directed to the **System > Monitoring** page. Configure your settings as follows:

System /
Monitoring

Monitoring

Configure System Monitoring

Email address of administrator who receives emergency alerts:

Name or IP address of backup SMTP servers:
(Separate multiple entries with a comma)

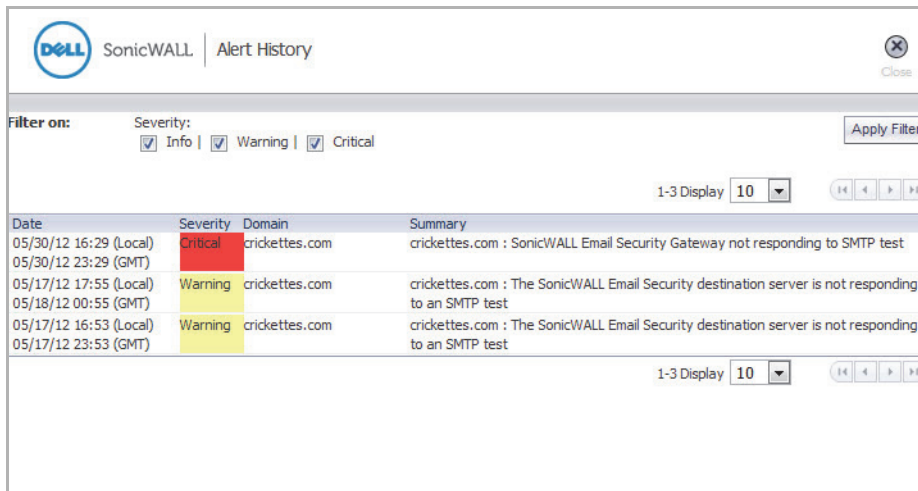
Customized signature:

Subscribe to alerts

Table 3: System Monitoring Configuration

Email address of the administrator who receives emergency alerts	The email address of the mail server administrator. Enter the complete email address. For example, <i>user@example.com</i> .
Name or IP address of backup SMTP servers	Enter fully qualified domain names or IP addresses. For example <i>mail2.example.com</i> or <i>10.100.0.1</i> .
Customized Signature	Enter a signature to append at the end of your email messages.
Subscribe to alerts	Select the checkbox to receive alerts.

You can also click the **View Alerts** button to see the Alert History for a specific Host. Select the Host Name from the available dropdown list to apply Alert Filters. You can also select the Severity you wish to apply.



Configuring Your Domain

The **System > Network Architecture > Server Configuration** page allows you to configure the inbound destination server, which is the email server that will accept good email after SonicWALL Hosted Email Security removes and quarantines junk mail. For example, this could be the IP address of a Microsoft Exchange server. The default port is 25.

The following fields display on the Server Configuration page:

- **Any source IP address is allowed to this path, but relaying is allowed only for email sent to one of these domains**—This field only displays the domain name for the emails to be relayed to. Note that the default domain listed is the domain you initially activated the Hosted Email Security solution with. Navigate to the **Users, Groups & Domains > Domains** screen to configure Domain settings.

- **Your mail server host name or IP address**—Enter the mail server host name or IP address. Note that the default IP address is the address you initially activated the Hosted Email Security solution with. If multiple destination servers are provided, emails will be routed using load balancing, in which you can also configure as either Round-Robin or Fail-Over.



Note

For further information regarding Domains, navigate to the **Users, Groups & Domains** section in the *Hosted Email Security Administrator's Guide*.

Configuring User Junk Box

Users are sent “Junk Box Summary” notification emails listing their recently quarantined messages. Navigate to the **System > Junk Box Summary** page to configure settings.

Frequency Settings

These settings allow you to specify the frequency (days, hours) in which users receive Junk Box Summary notifications.

Message Settings

These settings allow you to specify the way Junk Box Summary message appear, including the language and if summaries appear as plain text or with graphics.

Miscellaneous Settings

These settings allow you to configure if Junk Box Summary messages are sent to delegates or LDAP users, if “Single Click” viewing is enabled, or if “Authentication to Unjunk” is enabled.

Other Settings

These settings allow you to configure Junk Box Summary recipient email addresses, the name from which the summary is sent, the email subject, and the URL for user view.



Note

Click the Test Connectivity button to verify that users are able to log in using the specified URL in the Other Settings section.

Verifying Your SonicWALL Hosted Solution

Follow the procedures listed to verify the SonicWALL Hosted Email Security Solution is successfully configured:

1. Go to an external email account, such as Google mail or Yahoo mail.
2. Create a new email message:

To	An email address where you receive email that is on the mail server for which you have configured the SonicWALL Hosted Email Security.
Subject	SonicWALL Hosted Email Security Verification Message
Body	SonicWALL Hosted Email Security Verification Message

3. Send the message.
4. In the SonicWALL Hosted Email Security interface, click **Auditing**.
5. Check the **Inbound** auditing reports to make sure the email appears as Delivered.
6. Check the mail account you sent the message to. If you received the message, you have correctly configured your SonicWALL Hosted Email Security solution.

