

Protect Administrator's Guide

Alinto

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1. Reminders for Alinto Protect

Alinto Protect is a filtering email relay which allows to make different actions on emails which transit through its platform. Protect is organized in separated levels and allows different actions according to the selected levels.

1.1. Level 1: relay

This level is used to relay mails and apply different filters. Those filters are Anti-Spam, Anti-Virus and white list/ Black List.

The Anti-Spam analysis is done on each email and automatically add a log in the message's header. This header allows you to check which operation has been done during the analysis:

```
X-Spam-Flag: YES
X-Spam-Score: 8.199
X-Spam-Level: *****
X-Spam-Status: Yes, score=8.199 tag=-9999 tag2=6 kill=6
tests=[BAYES_50=0.8,
       DCC_CHECK=1.1, DIGEST_MULTIPLE=0.293, FUZZY_CREDIT=1.678,
       HS_INDEX_PARAM=0.574, HTML_IMAGE_RATIO_02=0.437,
HTML_MESSAGE=0.001,
       RAZOR2_CF_RANGE_51_100=0.5,
RAZOR2_CF_RANGE_E8_51_100=1.886,
       RAZOR2_CHECK=0.922, RCVD_IN_DNSWL_NONE=-0.0001,
SPF_HELO_PASS=-0.001,
       SPF_PASS=-0.001, T_REMOTE_IMAGE=0.01] autolearn=no
```

The anti-Virus analysis is done on every message and block a message if it contains a virus.

Finally, the white list and black list filter allow to automatically accept, or block, every email from a specific domain or email address.

1.2. Level 2: quarantine

The "quarantine" level forwards suspicious emails (such as spam, viruses, fishing) to a specific folder called "Quarantine Zone".

This require to send us a list of the different aliases and users to define where the incoming emails will be delivered.

Messages in the quarantine zone are automatically deleted after a preselected time. We strongly suggest you to log in your protect account and check if there is a false positive before it will be deleted. You also have the possibility to send to you your messages again.

1.3. Level 3: retention

The third level saves all your emails, including those detected as spams and outgoing emails for a short period of time.

Just the same way as the quarantine level, all emails are deleted after a specified period of time.

This also require to send us a list of the different aliases and users to define where the incoming emails will be delivered.

1.4. Level 4: archiving

The fourth level "Archiving" allows to save all your emails in a different zone from the two previous ones. This « archive zone » can save all your emails up to several years.

This also require to send us a list of the different aliases and users to define where the incoming emails will be delivered.

"Archiving by copy" is a feature reserved to relays from and to exchange platforms (more information in the "Domain configuration" section). Activating this feature without having a well configured exchange platform will make you lose the archiving of your domain.

1.5. Outbound mail relay

Alinto Protect is also an outbound mail relay. It means that all your outgoing emails will be delivered to Protect. The Alinto Protect platform will relay those messages to the final recipient. Furthermore it enable to apply some filters, blocking all emails containing viruses, reported as spam or containing a restricted type attached file(like.. .exe files, for example)

2. Service set up

2.1. Preparing the opening

Alinto's support service create the domain(s) in question in the Alinto Protect's interface. They will also set up all the different parameters.

Once this action performed, an administrator's password will be sent to you in order to set the different parameters, as seen in the section [3](#).

2.1.1. DNS Configuration

Alinto create an MX entry like mail.domain.tld.alinto.com. It has to be the same as your MX entry once your domain have been integrated to Alinto Protect.

You need to set your server time to live (TTL) for the mx entry to less than 5 minutes (300 sec) to make the migration easier. If this server specifies an SPF, you'll need to specify the following sub-net ip4:78.153.243.64/26.

2.1.2. Recipient's server configuration

The recipient's server has to accept distant connections from 78.153.243.64/26 (Check your firewall).

You will also need to set the relay to outgoing-smtp-protect.alinto.net.

2.2. Information to gather

In order to set up one, or more domains on Alinto Protect, it is necessary to gather the following information:

- ❑ Complete list of the domains (and domains' Aliases)
- ❑ Number of users involved
- ❑ Number of users' aliases
- ❑ Type of email client and version: Microsoft Exchange, Alinto Hosted, Alinto Dedicated, IBM/Lotus Notes, Novell GroupWise, other.
- ❑ Mail type transiting through the platform:
 1. Mails Pro (professional emails)
 2. Personal Mail (Portal mail or Public messaging)
 3. advertising e-mailing: if so, frequency of sending, quantity and size, Reply-To address
 4. System Mails or sent by bots (machine warning, automatized emails, CRON...): Number of emails per day.
 5. Other: please give use the number of emails.
- ❑ Desired level
- ❑ The email address of the future administrator of the domain
- ❑ If the outgoing email relay has to be activated:
 1. Complete list of the hosts' IPs and sub-net authorized to send outgoing mail to Alinto Protect.
- ❑ If the level is upper than Quarantine:
 1. Complete list of users
 2. Complete list of aliases (Preffered in the same format as described at Alias management section)

Once those information are gathered, please send it by email to supportpro@alinto.net.

2.2.1. Testing the configuration

It is possible to test the emails' reception and sending before the final migration. If you want to perform some test, please contact Alinto's services.

2.3. Migration

To fulfill the migration, you simply need to change the mx entries of the domain to mail.domain.tld.alinto.com.

Once this modification done, emails will then begin to transit through Alinto Protect.

In order to check the smooth running of the solution, a monitoring has to be done by Alinto's services.

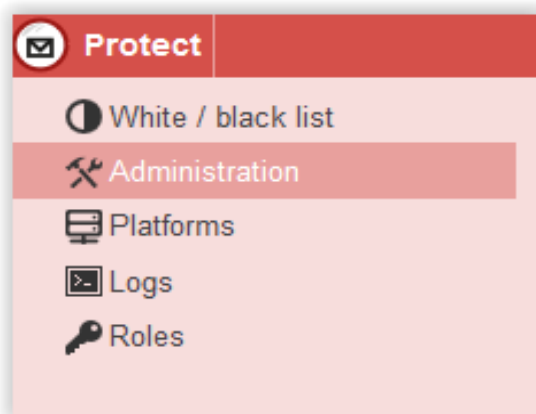
Once the migration checked and approved the TTL value back to normal and set the MX entries of your email domains.

3. Configuring a domain

3.1. Configuring a domain

To edit a domain, once logged in Alinto Protect, you'll have to go to "management" on

the left side, then in "Administration":



Then you can select the domain to edit, clicking on "Edit" or performing a double click on the domain:

| Domain name | Status | Quarantine | Retention | Archive | | | | | | |
|-----------------|---------|-------------------------------------|-------------------------------------|-------------------------------------|----------|-------|--------------------|------------|------|-------|
| alinto.eu | enabled | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Policies | Users | White / black list | Statistics | Logs | Alias |
| alinto.net | enabled | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Policies | Users | White / black list | Statistics | Logs | Alias |
| testalintov1.fr | enabled | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Policies | Users | White / black list | Statistics | Logs | Alias |

3.1.1. Parameters which are the same for all levels:

The following parameters are the same for all levels but are only editable by a super-administrator. If you have any modification to do, please contact our support and service by email at supportpro@alinto.net or by phone at +33482530808

These options are made to set up all the filters we defined previously.

Navigation : Administration / alinto.biz / Editing

Save

Domain options

Id : 10

Domain name :

Status :

Automatic account creation :

- Domain's name
- It's status (enabled or disabled)
- Automatic Account creation (We will explain later)

And if we click on the pencil button, to edit the policy, we can:

Navigation : Administration / alinto.biz / Politiques / Politique par défaut / Editing

Save

Policy options

Id : 29

Name :

Quarantine :

Retention :

Archive :

Here you would be able to configure the following parameters:

- Policy name
- The activation of the following filtering options:
 1. Quarantine (Level 2)
 2. Retention (Level 3)
 3. Archive (Level 4)

You can also edit the incoming relay's set up:

Incoming relay

Destination : mailp.alinto.net

Protocol : Smt

Port : 25

or

Platform : Mutu Alinto

Outgoing relay

Hosts allowed to send messages :

| Subnet |
|------------------|
| 213.221.143.0/24 |

To which server emails will be delivered (destination and port) and using which protocol (SMTP or SMTPS).

Those parameters are necessary to activate the domain on Alinto Protect.

3.1.2. Configuration of the default policy

You can access to the remaining options by editing the default policy of your domaine. In order to do that, you can click the pencil button:

Policy selection

Policy : Politique par défaut

[Pencil icon]

3.1.3. General parameters

The general parameters are the main parameters that apply to the policy level.

Here we can find the configuration of the Spam Note, and the maximum size for the emails

General Parameters

Spam score : 10 (range 0 to 20)

Emails max. size : 21 MB (range 1 to 21)

For level 1, the Spam note will mark the note where mails will start to be considered like spam.

For level 2 and all the other levels, will mark the note where emails will no longer be

stored in quarantine folder or with retention.

The max size doesn't care about the level, it only marks the maximum size for an email before the platform refuse it (including headers, body, and attached files).

3.1.4. Parameters for level 1

This parameter is used to set up the spam filtering level.

Spam score set the score from which the incoming email will be considered as spam. In this case for example, an email with a spam score exceeding 4.2 will be tagged as spam before being transmitted to the quarantine zone.

If the quarantine zone is not activated, you will be able to choose a tag that will be added in the email's subject.

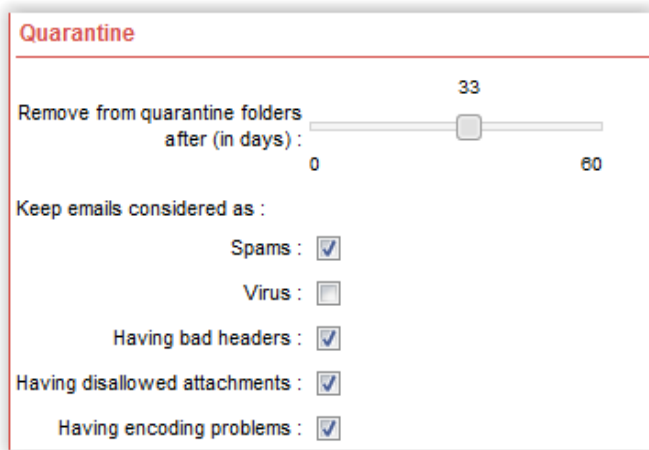
The screenshot shows a configuration interface with two main sections: 'General Parameters' and 'Relaying Parameters'.
General Parameters:
- 'Spam score' is a slider ranging from 0 to 20, with a current value of 10.
- 'Emails max. size' is a slider ranging from 1 to 21 MB, with a current value of 21 MB.
Relaying Parameters:
- 'Relay every spam' is checked.
- 'Spam score rejection' is a slider ranging from 0 to 50, with a current value of 10.
- 'Should prefix emails subjects' is checked.
- 'Prefix' is a text input field containing 'SPAM'.
- 'Relay emails considered as:' includes three options:
 - 'Virus' (unchecked)
 - 'Having bad headers' (checked)
 - 'Having disallowed attachments' (checked)

The option "Relay every Spam" allows you to receive all the emails that have been identified as spam, without any spam note restriction.

If the Quarantine option (Level 2) is activated, this option will not be able to be activated, and all the emails will be directly placed in the quarantine zone, without being relayed to the end user.

3.1.5. Parameters for level 2

You can set up the quarantine parameters here:



Quarantine

Remove from quarantine folders after (in days) : 0 33 60

Keep emails considered as :

Spams :

Virus :

Having bad headers :

Having disallowed attachments :

Having encoding problems :

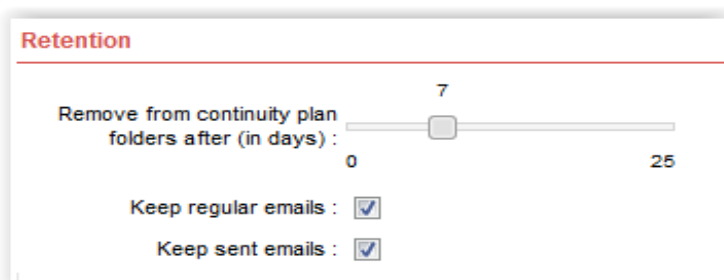
This parameters set which emails will be kept in the quarantine zone. Emails are considered spam when they have a note superior to the not defined in the last section. We propose you to keep in quarantine emails with encoding problems, such as wrong header, incorrect attached files, and so on. This section also allows you to keep in the quarantine zone emails who contains viruses.

Attention: Placing emails with viruses in quarantine zone is dangerous because it makes them accessible for the users

You can set a duration for the quarantine zone.

3.1.6. Parameters for level 3

This section is used to set the retention.



Retention

Remove from continuity plan folders after (in days) : 0 7 25

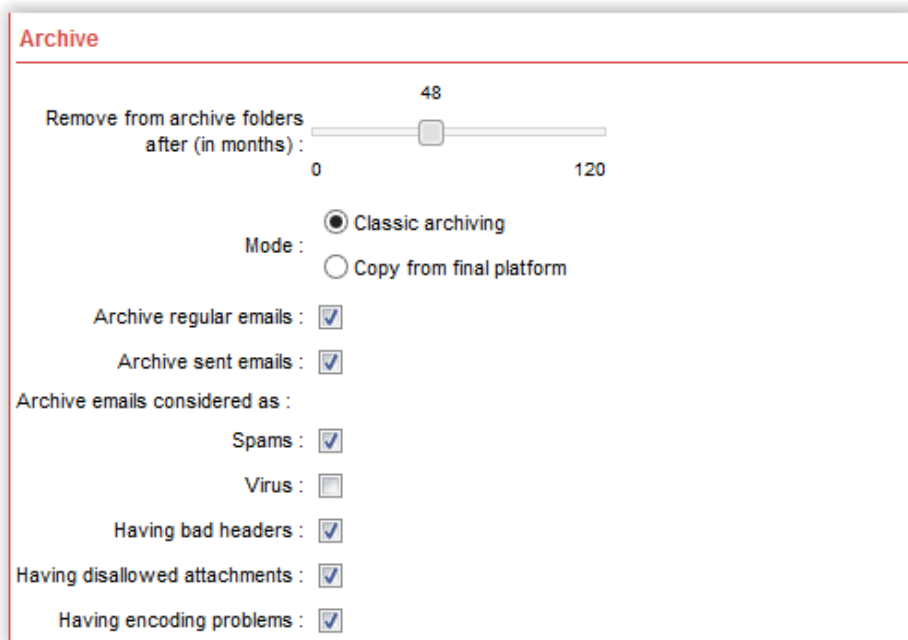
Keep regular emails :

Keep sent emails :

You can choose for how long the emails should be kept.

3.1.7. Parameters for level 4

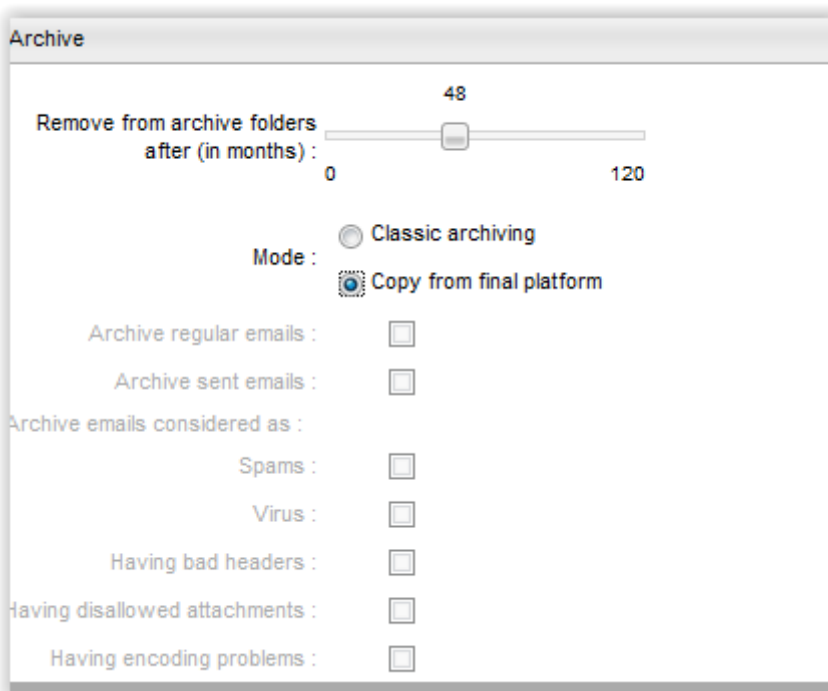
This section allows you to define the settings for the Email Archive option.



We find the same parameters as for levels 2 and 3, but concerning the archive zone here.

You can choose for how long the emails should be kept in the archive zone.

You can also choose to archive outgoing emails, and incorrect emails, such as seen in level 2.



The archiving by Copy is only reserved for the domains with a relay to an Exchange platform. With this configuration, the process is not completed with the incoming and outgoing flow, but with the updating emails sent by Exchange to Protect, that will store this mails on the Archiving folders of the users. This afford to archive the emails not relayed by Protect, but sent directly via intern messaging.

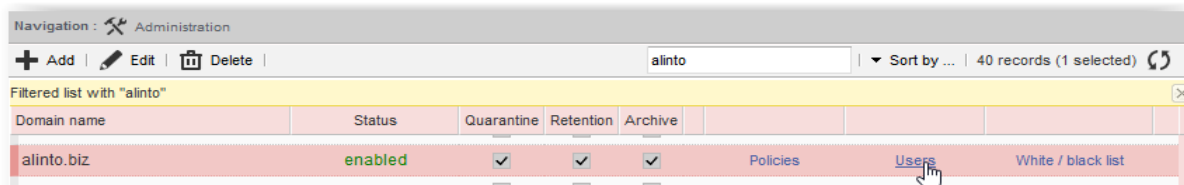
The configuration of this mode needs one address where the Exchange updating emails will be sent by Alinto support service. Before activating this option, contact directly with Alinto technical support in order to have a correct configuration.

By selecting this option without a correct configuration you will stop all the archiving process.

3.2. Users management

3.2.1. Manually manage users

To go in the users' section, simply click on the « user » link on the right column of the administration section.



Once in the user section, several options are available: create a user, edit an existing user, deleted a user.



It's important to remark that all this actions are performed by directly clicking on the desired option in the line over the user's list.

3.2.2. Synchronization with an Alinto platform

If your messaging service is hosted on Alinto Platform, it is possible to automatically synchronize the user through the different platforms. To do so, please contact Alinto's Support and Service at supportpro@alinto.net or at the telephone +33482530808.

3.2.3. Import/export

It is possible to export a list of users, and then to import it, clicking on "Action" then "Import" or "Export".

Export and import are made with the same type of file (.xls):

The values of "first_name", "last_name" and "ext_id" can be empty. Columns "email" and "status" has to be filled. The column "email" has to be the same as an existing email address. "Status" column can be "ENABLED" or "DISABLED".

3.2.4. Automatic creation

Alinto Protect allows you to automatically create the users of one domaine once the user receives one email. With this functionality, it's not needed to import a list of user in order to create all the users of one domain.

Every time an email arrives to the Protect platform, an user with the same email adress as the addressee of the email wil be created if it doesn't already exists. This user will be configured with the default's policy, and one temporary password will be assigned.

A validation/confirmation email will be sent to the addressee, who has 2 weeks in order to validate his account. After this period of time, if the account hasn't been validated,

the user will be deleted from the interface. The validation email is really simple: He will only have to click on the button at the end of the email.

The user will have to fill a form in order to define a new password.

In order to activate this functionality, edit your domaine and activate the option "Automatic Account creation".

3.3. Policy management

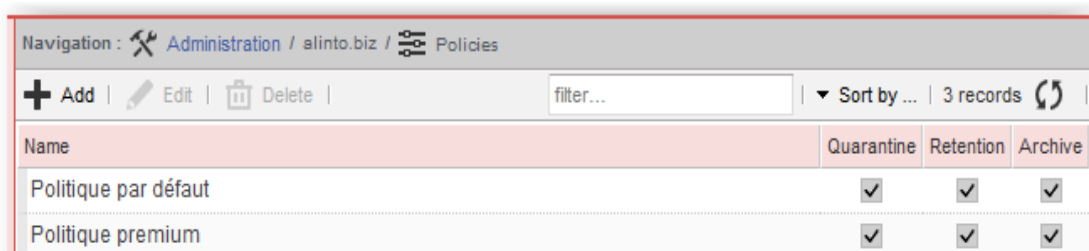
3.3.1. Create a specific policy

When a domain is created, a specific policy is also created and associated to this domain. It is then possible to use this policy, or to add one or several policy to this domain in order to manage your users with different policies.

To add a new policy please write to Alinto supportpro@alinto.net or at the phone number: +33482530808.

3.3.2. Edit a specific policy

You can edit a policy when clicking on your domain and then on policy:



The screenshot shows the 'Policies' management interface. At the top, there is a navigation bar with 'Administration / alinto.biz / Policies'. Below this is a toolbar with '+ Add', 'Edit', and 'Delete' icons, a search filter box, and a 'Sort by ...' dropdown. The main content is a table with 3 records. The table has columns for 'Name', 'Quarantine', 'Retention', and 'Archive'. Two policies are visible: 'Politique par défaut' and 'Politique premium', both with checked boxes in the 'Quarantine', 'Retention', and 'Archive' columns.

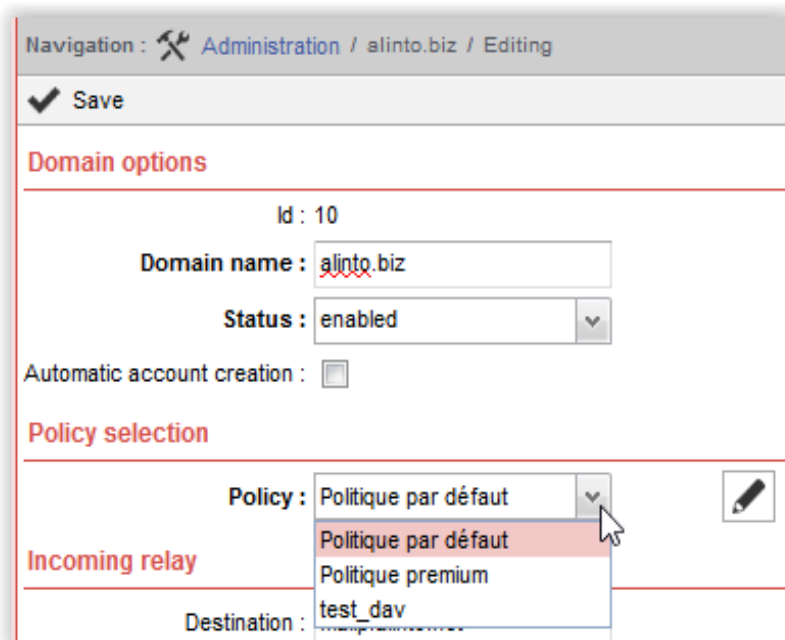
| Name | Quarantine | Retention | Archive |
|----------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Politique par défaut | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Politique premium | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

When you edit a policy you find again the parameters we saw in part 3.

3.3.3. Set a specific policy for a user

You can, for example, have a standard policy for your basic users with level 2 activated; and a premium policy for a few users.

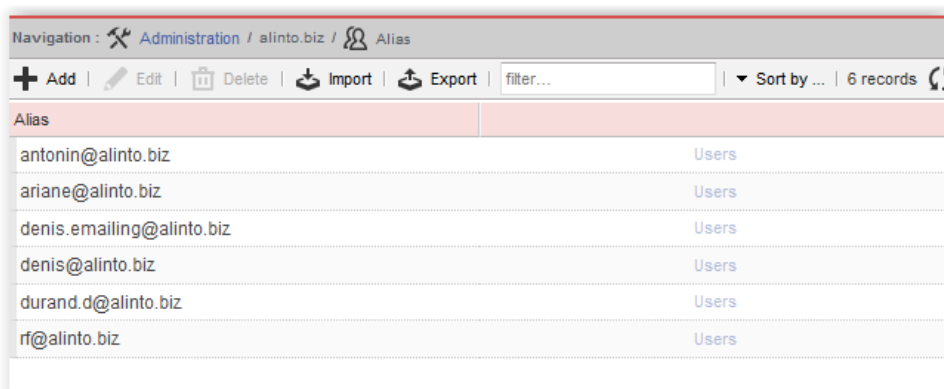
You can change the policies of the existing users, or to give one specific policy when you create a new account:



3.4. Alias administration

3.4.1. Aliases creation

You can create distribution groups, going in the « alias » section of your domain.

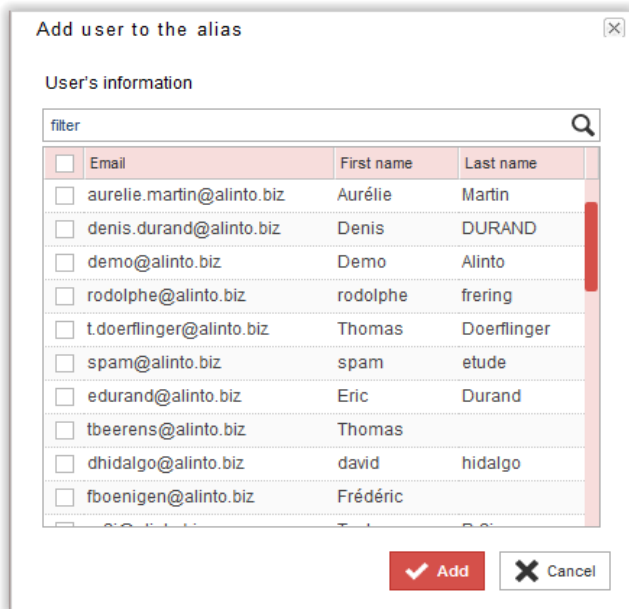


Here you can create several group alias in your domaine, the only restriction is that the domain has to be the same between the alias and the users inside it.

Once an alias has been created, click on « users » to add users to this distribution group. You can also create user's aliases going in the « user » section of the domain:

3.4.2. Add users to an alias

When clicking on « users » on an alias line, you access a window where you can add users to this alias through a list of your domain's users. In order to select them you only have to activate the check boxes and click on "add".



3.4.3. Synchronization with Alinto Platform

If your messaging service is hosted on Alinto Platform, it is possible to automatically synchronize the aliases on the different platforms. To do so, please contact Alinto's Support and Service at supportpro@alinto.net or at the phone number: +33482530808.

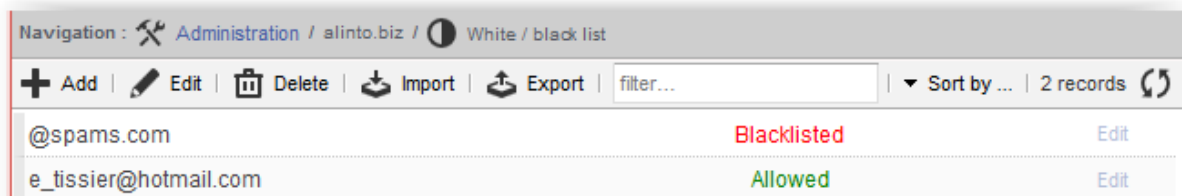
3.5. Black / White List

3.5.1. Manually for a domain

In order to administrate the white/black listes of your domaine just click on "White / black list » once you are in the domain list.

Once you are there, different options will be presented to you: edit, add or delete different elements.

It's important to remark that the "Edit" option is made directly to the selected element in the list, and that the "Add" option will create a new one.



The « email » column can contain an email address or a complete domain. If so, the domain has to begin with an "@".

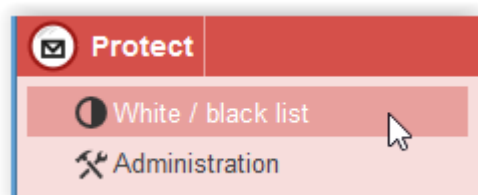
3.5.2. Manually per user

You can also set up a white / black list for a specific user. To do so go in the « user » section of the domain and click on « white / black list »

| Navigation : Administration / alinto.biz / Users / demo@alinto.biz / White / black list | | |
|---|-------------|------|
| + Add Edit Delete Import Export filter... Sort by ... 195 records | | |
| @alinto.biz | Allowed | Edit |
| @test1.int | Blacklisted | Edit |

The options are the same as the previous section.

A user with an account on Alinto Protect can manually set up his white black list.



3.5.3. Import/export

It is possible to export a white / black list, and then to import it, clicking on "Action" then "Import" or "Export".

Export and import are made with the same type of file (.xls). If you need it, one example can be delivered by our services.

The value of "Email" column is a domain (beginning with "@") or an email address. The value of the "W / B" column is either "W" (white, for "always allowed"), or "B" (black, for "always block").

3.5.4. Notes for level 1 users

Level one users are able to set up a personal white / black list. Even if the users' list doesn't have to be known to be functional in this mode, it is possible to create users with preselected filtering rules.

3.6. Log research and access to statistics.

3.6.1. Log research

If one of your domain users haven't received a message that has been correctly sent by the sender, or if one user sent an email and never arrived to the recipient, you can check the logs in order to have more information and be able to have a more accurate answer about the problem.

Navigation : Logs

Export

Criterion

Between : at : HH:MM

And : at : HH:MM

Sender : Recipient :

Email ID :

Delivery status :

Remote SMTP response :

In the left column you can select the part "logs" that will give you access to the logs "recherché" window.

It's mandatory to fill the field Sender or Recipient with an address from your domain, or "@yourdomaine.com" in order to launch a research.

Navigation : Logs

Export

Criterion

Between : at : HH:MM

And : at : HH:MM

Sender : Recipient :

Email ID :

Delivery status :

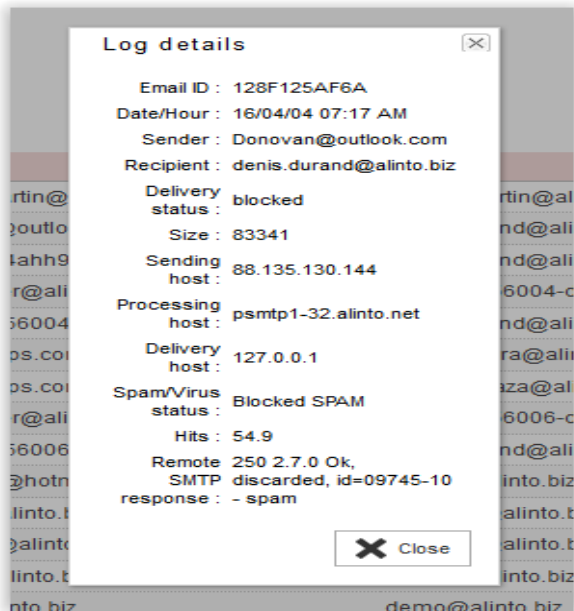
Remote SMTP response :

| <input type="checkbox"/> | Date/Hour | Sender | Recipient | Email ID | Status | |
|--------------------------|-----------|---|---|-------------|-------------|-------------------------|
| <input type="checkbox"/> | 02:58 AM | aurelie.martin@alinto.biz | aurelie.martin@alinto.biz | A032A25AECB | blocked | Details |
| <input type="checkbox"/> | 07:17 AM | Donovan@outlook.com | denis.durand@alinto.biz | 128F125AF6A | blocked | Details |
| <input type="checkbox"/> | 08:52 AM | p-3whk6u4ahh9ghyk24vjwzvjymgww39q... | denis.durand@alinto.biz | 8D3AD25AE9B | sent | Details |
| <input type="checkbox"/> | 08:59 AM | postmaster@alinto.net | return-49-56004-denis.durand=alinto.biz@... | 89A2925AFB4 | deliverable | Details |
| <input type="checkbox"/> | 08:59 AM | return-49-56004-denis.durand=alinto.biz@... | denis.durand@alinto.biz | 297FD25AFB6 | sent | Details |
| <input type="checkbox"/> | 09:21 AM | boletin@bps.com.es | alberto.rivera@alinto.biz | D182E25AF60 | bounced | Details |
| <input type="checkbox"/> | 09:22 AM | boletin@bps.com.es | anan.pedraza@alinto.biz | CFD5F25B2DF | bounced | Details |
| <input type="checkbox"/> | 09:23 AM | postmaster@alinto.net | return-50-56006-denis.durand=alinto.biz@... | 99EFC25B9BC | deliverable | Details |

You can sort the results by date, recipient, etc...

If you don't find the mail, you can check the column "Status", in order to check if the mail was correctly send or not.

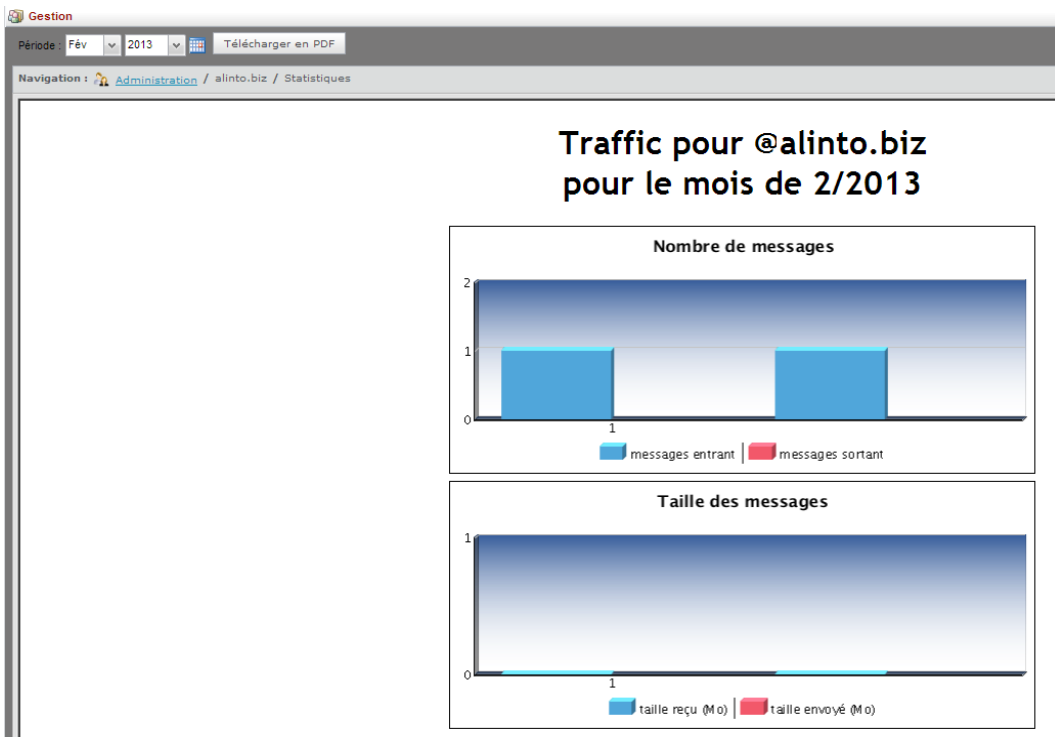
If you click on a result, or on "detail" you can check more detailed logs:



If you have troubles to understand the results, you can contact Alinto's technical support.

3.6.2. Obtain the mail exchanging statistics on the Protect platform

In the domain view, you can select the option "statistics" in order to access to a complete statistic report of the emails sent and received in this domain on the Protect platform.



You can also export this results as a pdf by clicking in "download as pdf".

3.7. Non-editable options in Alinto Protect.

Some parameters are not editable on Alinto Protect. To solve this problem, please contact Alinto's Support and Service at supportpro@alinto.net or +33 (0)4 78 38 73 61.

3.7.1. Filtering outgoing emails

If outbound email relay is on, Alinto Protect will filter the server which are authorized to send emails.

If you want to use the outbound email relay, you will have to send us IPs or subnets that you want to allow to send emails for your messaging domain.

3.7.2. Domain aliases management

Your messaging domain can use domain aliases (for example alinto.com can be an alias for alinto.biz).

In this case you will have to send us a complete list of your domain aliases.

3.7.3. Administrators management

One or more administrators can be set for a domain. Administrators account has to exist on Alinto Protect. If you want to create a new administrator you have to contact us and give us his email address and the domain. That he will be able to rule.