



Sendio® Email System Protection Appliance

# Quick Start Guide

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Sendio 6.x and 7.x

This *Quick Start Guide* will help get Sendio up and running quickly. It assumes you have experience configuring email servers and networking equipment. Read this entire guide to understand this process. Detailed *Installation Guide*, *Administration Manual*, *User Guide*, *Backup & Restore Guide*, and *LDAP Configuration Guide* can be downloaded from [www.sendio.com/support/documentation](http://www.sendio.com/support/documentation).

## OVERVIEW

This *Quick Start Guide* covers the following steps. If you are using the Sendio virtual appliance, skip steps 1 and 3.

1. Gathering all of the required hardware (skip if using the Sendio virtual appliance)
2. Determining the IP addresses, user names and passwords of various systems and accounts
3. Physically installing the appliance in a rack (skip if using the Sendio virtual appliance)
4. Modifying your firewall settings
5. Configuring system IP addresses and network settings
6. Verifying communications
7. Checking for software updates
8. Using the console interface to set system configuration parameters
9. Using the web interface to configure directory services
10. Setting the IP address of the system internal mail host
11. Setting the directory auto-synchronization schedule
12. Granting Administrator access to one or more users
13. Setting Contacts
14. Configuring Sendio Backups
15. Routing email traffic through Sendio

## STEP 1: HARDWARE

Verify that you have the following items:

- Sendio appliance
- AC power cord (included with appliance)
- Rack-mounting kit (included with the ESP500 only)
- Ethernet cable
- VGA monitor
- Keyboard

## STEP 2: ADDRESSES AND ACCOUNTS

Gather the following network information:

- IP address of your internal email server
- IP address of your directory server
- User name and password for accessing your directory server for Sendio LDAP synchronization (a user account with read-only access to all users and groups, and a **password that does not expire** are required)

## STEP 3: PHYSICAL INSTALLATION

1. Install Sendio in an equipment rack. Refer to the *Installation Guide* or the *Rack Installation Guide* shipped with your unit.
2. Connect an Ethernet cable from your network switch to the port labeled NETWORK at the back of the appliance.
3. Connect a VGA monitor, keyboard, and AC power cord to the appliance.
4. The system powers on, as it is designed to restart automatically in the event of a power failure. If the system does not power on automatically, press the power button on the front panel of the appliance.

## STEP 4: FIREWALL MODIFICATIONS

Deploy Sendio behind your corporate firewall. Certain ports must be open to ensure proper operation, as shown below.

Port	Direction	Origin	Destination	Usage
TCP 22	In	Sendio headquarters	ESP appliance	Remote access by Sendio Support
TCP 25	Out	ESP appliance	All Public IPs	SAV Requests and Bounces, outbound email
TCP 25 (NOTE 1)	In	All Public IPs	ESP appliance	Sending domains - outbound mail servers
TCP/UDP 53 (NOTE 2)	Out	ESP appliance	All Public IPs	Domain Name Service (DNS)
TCP 80	In (NOTE 3)	All Public IPs (optional)	ESP appliance	External access to ESP appliance web interface
TCP 80	Out	ESP appliance	All Public IPs	IP Reputation, anti-virus, anti-spam, software updates
TCP 443 (NOTE 3)	In	All Public IPs (optional)	ESP Appliance	Secure HTTPs External access to ESP Appliance web interface
TCP 443	Out	ESP appliance	All Public IPs	Software updates
UDP 123	Out	ESP appliance	All Public IPs	Network Time Protocol (NTP)

NOTE <sup>(1)</sup>: Complete all configuration steps in this guide before routing live inbound TCP port 25 traffic to the ESP appliance.

NOTE <sup>(2)</sup>: If you use an internal DNS server, we recommend you allow outbound DNS access as well. That way, if your local DNS server fails, Sendio's access to public DNS servers ensures uninterrupted email flow.

NOTE <sup>(3)</sup>: Inbound TCP 80 and/or TCP 443 is required only if access to the Sendio web interface is to be available from an external connection.

### Sendio Headquarters IP Addresses

IP address: 206.82.219.132

The following information will help customers who require more detail about Sendio's outbound packet flows on TCP ports 80 and 443. We recommend opening these TCP ports to all public IP addresses because the IP addresses listed below can change. By allowing completely open access, you will not need to update your firewall rules in the future.

### CYREN anti-spam, AntiVirus, Zero Hour Anti-Virus, and IP Reputation Services (Host Name and IP Address)

TCP Port 80 outbound from Sendio to these IP addresses/hosts:

resolver1.sendio.ctmail.com (216.163.188.45)	iprep1.t.ctmail.com (216.163.188.34)
resolver2.sendio.ctmail.com (38.113.116.210)	iprep2.t.ctmail.com (38.113.116.214)
resolver3.sendio.ctmail.com (216.163.176.35)	iprep3.t.ctmail.com (216.163.176.36)
resolver4.sendio.ctmail.com (84.39.153.31)	iprep4.t.ctmail.com (84.39.153.32)
resolver5.sendio.ctmail.com (84.39.152.31)	iprep5.t.ctmail.com (84.39.152.32)

### Sendio Software Updates

TCP port 80 and TCP port 443 outbound from Sendio to these IP addresses:

TCP ports 80 and 443 outbound access to 66.240.197.232.	TCP ports 80 and 443 outbound access to 66.240.197.224.
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### File Types

The firewall and any other security devices must permit the following file types over port 80/443 for update purposes: .rpm, .xml, .xml.gz, .xml.md5, .tar.gz, .avc, .ini, .dt, .cfg, .mhk, .lst, .set, .vnd, .klb, and .ver.

## STEP 5: CONFIGURING IPs & DNS

- Using the VGA monitor and keyboard, login to the console interface with the default admin login:

Login: sysconfig  
Password: admin

```
Sendio I.C.E. Box (2.6.17-1.2142_FC4smp)
>> public: 64.58.146.34
>> eth0: 192.168.3.204
>> eth1: 172.16.38.1
node1 login: _
```

You will change this default password in STEP 8.

- Navigate to the **Network Configuration** section.
- If you will be using Sendio to process outbound email (**highly recommended** for maximum effectiveness), enter the IP address(es) of the internal email server(s) that will send outbound email through Sendio in the *Sender Host Addresses* field.
- Configure the *IP Address*, *subnet mask*, and *Gateway* settings of your network port.

sysconfig Console Login

System Control	Network Configuration Settings
System Configuration	Sender Host Addresses: 192.168.3.30, 192.168.3.99, 192.168.3.18
Network Configuration	DNS Address List: 68.4.16.30, 68.4.16.30, 68.6.16.30, 127.0.0.1
Network Diagnostics	eth0 IP Address: 192.168.3.55
Directory Management	eth0 Netmask: 255.255.255.0
	eth0 Gateway: 192.168.3.1

```
eth0 IP Address: 216.23.184.4
eth0 Netmask: 255.255.255.192
eth0 Gateway: 216.23.184.1
[ ] Use Custom DNS Servers?
```

Network Configuration

Configuring Network Port Settings

```
eth0 IP Address: 216.23.184.4
eth0 Netmask: 255.255.255.192
eth0 Gateway: 216.23.184.1
[x] Use Custom DNS Servers?
DNS Server IP Addresses: 8.8.8.8, 8.8.4.4
```

- Appliances running Sendio version 6.x: enter your internal DNS servers into the **DNS Address List** field as a comma-separated list. Using 127.0.0.1 in the DNS Address list tells Sendio to use the internet root DNS servers. You can also type 127.0.0.1 and your internal DNS servers so that root servers will be used if local servers are not available.

Appliances running Sendio version 7.x: you have a **Use Custom DNS Servers** option. If you uncheck this radio button, Sendio uses the internet root DNS servers automatically. If using your internal DNS servers, check **Use Custom DNS Servers** and enter your server IP addresses as a comma-separated list into **DNS Server IP Addresses**. By default, if Sendio cannot reach your internal servers, alternative DNS servers on the Internet will be used.

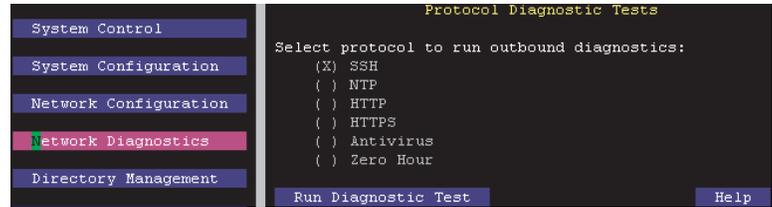
- Save your settings.

**N**OTE: Create an internal DNS entry for access to the Sendio web interface (e.g., nospam.yourdomain.com).

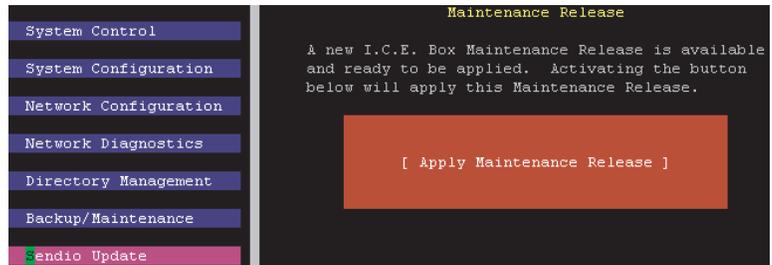
**N**OTE: Once Network Settings are configured and Sendio is accessible over the network, the console interface can be accessed from another computer via a secure shell (SSH) connection using a telnet/ssh client such as PuTTY (a freeware download).

## STEP 6: VERIFYING COMMUNICATIONS

- Using another computer on your network, **ping** the Sendio IP address to ensure the *eth0* IP Address set in STEP 5 on [page 3](#) is assigned properly.
- Using the SSH (PuTTY) interface, navigate to the **Network Diagnostics** section:
  - Use the *Protocol Diagnostic Tests* to verify outbound connectivity on all listed protocols
  - Use the *SMTP Diagnostic Tests* to verify outbound SMTP connectivity to *mx1.hotmail.com*. (Verify that a definition for reverse DNS (rDNS) is in place for the appliance's public IP address. The output shows what rDNS is currently in place. Ask your ISP to configure the rDNS entry for you.)
  - Use the DNS Lookup section to verify successful DNS lookup of *example.com*



Network Diagnostics



Sendio Update

## STEP 7: SENDIO UPDATE

- Using the Sendio SSH (PuTTY) interface, navigate to the **Sendio Update** section
- Install any available *Maintenance Release* software updates.

## STEP 8: SYSTEM CONFIGURATION

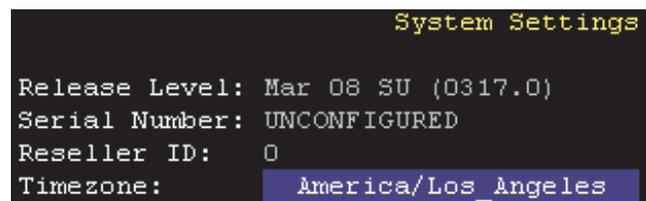
- Using the Sendio SSH (PuTTY) interface, navigate to the **System Control** section.
- Confirm services are configured to reflect those shown to the right.
- Navigate to the **System Configuration** menu option.
- Set the correct time zone for Sendio.
- Save your settings.**
- Set the *Machine Name* (e.g., *mail.mydomain.com*) and *Fully Qualified Domain Name* (domain name only, such as *mydomain.com*).

*Machine Name* should match the DNS hostname associated with your Sendio appliance's public IP address used for its outbound emails. That is, the reverse DNS of the public IP should be the same as your machine name. The Machine name should also have a public DNS A-record that matches the appliance public IP.



System Control

**N**OTE: Be sure a reverse DNS lookup (rDNS) on the appliance's public IP address results in the hostname you set in STEP 6. To verify the rDNS setup, use an online tool such as <http://www.mxtoolbox.com>. The formal name for rDNS is a PTR record.

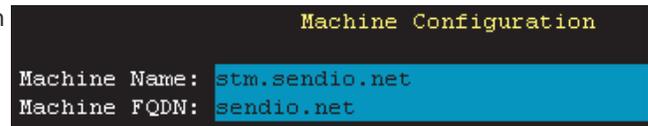


Time Zone

- Save your settings.**

- Set the sysconfig password. The password must be between 5 and 8 characters and use both letters and numbers.

**N**OTE: The *sysconfig* password must be changed. Failure to do so will prohibit access to the Sendio appliance web interface.



Machine Configuration

## STEP 9: DIRECTORY SERVICES

- Open a web browser and navigate to the Sendio web interface using the Sendio IP address.
- At the dialog box, type either **sysconfig@icebox** (Sendio versions 6.x) or **sysconfig@esp** (Sendio version 7.x) and the password entered in STEP 8 on [page 5](#).
- In the Sendio web interface, click the **Domains** menu. At the **Domains** page, click the **New** button to open a pop-up window, enter a domain that will be protected by the Sendio appliance (**domain.com**), and click the **Create** button.
- Repeat for multiple domains.
- Create a Synchronization User on your directory server.
- Using the Sendio web interface, click the **Directories** menu option to show the **Directories** page, and click the **New** button to open the pop-up window.
- Enter the IP address of the directory server.
- Select the *Directory Type*.
- Verify the *Port* number. Microsoft Active Directory defaults to port 3268, while other LDAP servers default to port 389.
- Click the **Fetch DNs** button and select the appropriate Base DN.
- Select the OU that will be synchronized to the Sendio appliance. Optionally, manually enter a prefix to the Base DN setting (i.e., **ou=users** or **cn=Departments**) to specify or narrow the scope of synchronization.



sysconfig Console Password

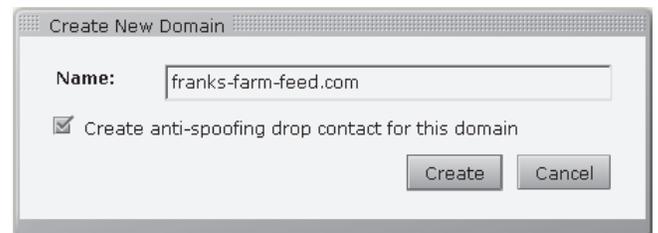
**EXAMPLE:** `cn=users, dc=example, dc=com`

- Enter the Synchronization User *Login* and *Password* that you gathered in STEP 2. This may require a domain prefix such as **mydomain\username**.
- Save your changes.**
- Click the **Actions** button and select the *Synchronize Selected Directories* option.

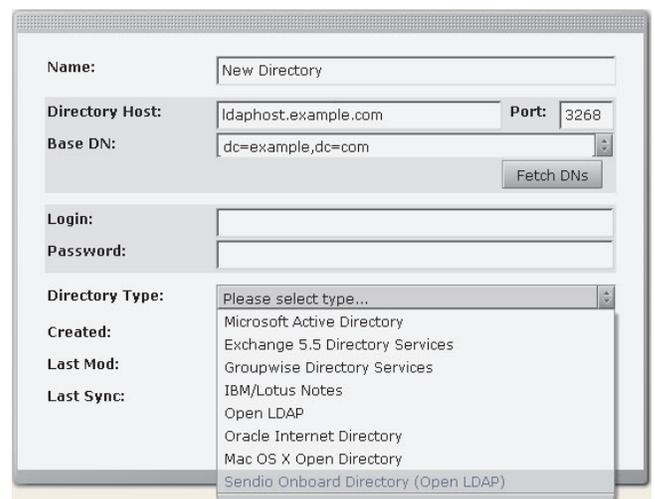
**N**OTE: After your directory is synced, user single sign-on to Sendio will be functional. Any user can then log in to Sendio using the same credentials the user uses to log in to his computer and email account (e.g., email address and network password).



Web Interface Login



Create New Domain



Create New Directory

## STEP 10: SYSTEM OPTIONS

1. Using the Sendio web interface, click the **System > Options** tab.
2. Set the *Internal Mail Host* to the IP address of the internal email server.
3. Set the *Organization Name* to the company name that will be used in SAV messages.
4. Set the *Preferred Time Zone*.
5. Set *Integrity Services* to *Enabled*.
6. Set *SilverListing* to *Enabled*.
7. **Save your settings.**
8. **Restart the Sendio appliance from the SSH (PuTTY) interface > System Control > Reboot Sendio ESP.**

## STEP 11: SET AUTOMATIC DIRECTORY SYNCHRONIZATION

1. Using the Sendio SSH (PuTTY) interface, navigate to the **Directory Management** section.
2. Arrow over to **Select Directory** and press *Enter*. Press *Enter* again to accept default selection.
3. Arrow over to **HHMM** and remove all letters. Enter time for synchronization in military time format (i.e. 2200).
4. Arrow over the + sign and press *Enter* to add new synchronization schedule.
5. **Save your settings.**

```

Directory Auto-Synchronization Schedule
Daily, at 0400 :Sendio Onboard Directory - Cybertouch -
Daily, at HHMM (24hr): Select Directory +
Save Cancel

```

### Directory Synchronization

## STEP 12: SET ADMIN USER

1. Using the console interface, navigate to the **Directory Management** section.
2. Arrow over to **Press enter or Type Entry**. Enter users last name and press *Enter*.
3. Select the appropriate user with the space bar. Tab to highlight **Select** and press *Enter*.
4. Move to **Grant Full Admin Access**, and then press *Enter*.
5. **Save your settings.**
6. Repeat for additional Admins.

```

Grant Administrative Access to User
Administrative Access: Show Admin Users
Modify User Access: Press Enter or Type Entry

```

### Admin Users

## STEP 13: SET CONTACTS

1. In the Sendio web interface, click **System > Contacts > New** to create a **System** contact entry to accept all email from Sendio Support. Use the email *support@sendio.com*.
2. In the Sendio web interface, review the **System > Contacts** page and confirm there is a **System** drop contact to counter spoofing (incoming email with sender addresses belonging to your own domain). This was created when you entered the domain name in the Domains section.
  - If you use Cloud-based services such as NETSUITE®, Constant Contact®, Salesforce®, or Blackberry® to send email that appears as being internal to your organization, create a corresponding System *Accept* contact (*Pre-User*). Common System *Accepts* for Blackberry, for example, are `*@*.blackberry.net` and `*@srs.bis.na.blackberry.com`. In some cases, you may choose to remove the anti-spoofing contact.
  - If desired, you can build the initial list of company contacts. In most organizations, an existing list of email contacts can be imported into Sendio. From accounting applications to CRM to an Exchange Public Folder, the email addresses can be exported to a CSV file that can then be exported into Sendio from **Sendio web interface > System > Contacts > Actions > Import Contacts**. After creating the CSV of existing email contacts, import the CSV into System Contacts.

*New System Contact*

*Anti-Spoofing Contact*

## STEP 14: CONFIGURE SENDIO BACKUPS

Refer to the *Sendio Backup & Restore Guide* (<http://www.sendio.com/support/documentation>) for instructions on configuring the daily Sendio backup. It is critical to have backups configured and scheduled before you proceed to STEP 15.

## STEP 15: ROUTE EMAIL TRAFFIC

1. On your firewall, direct inbound SMTP traffic (TCP port 25) to the IP address of your ESP appliance.
2. View the LOGS section of the web interface to verify that traffic is flowing.
3. Send a final test email from an external account, reply to the *SAV Request*, and verify the test message is released from the *Pending Queue*.
4. Configure your internal email server to route outbound email through Sendio. Refer to the instructions from your internal email server manufacturer for details on

*how to smart host your email server*. For Microsoft Exchange, refer to the *Exchange Smart Hosting Guide* on the Sendio web site (<http://www.sendio.com/support/documentation>).

Congratulations! Your Sendio appliance is now configured successfully. For additional information, visit the Documentation Support page (<http://www.sendio.com/support/documentation>) or submit a support ticket. The process for support tickets is located here:

<http://www.sendio.com/support/submit-support-ticket/>

