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19730696.761364 23169507.153846 134421345.78571 81510187395 56416582.131579 29732179488 15642209.734177 90732251907 1997823.4545455 17038385988 10381583242 1551006090 9021263.1797753 22493298.3 25502722295 23475105.022472 38843300.813953 9331530.3417722 90580591.8 29939797.037736 33294112.027027 106793306550 1002662.03125 20497671.3125 35259160.052632 59103657502 322132720.6 136893545.22222 56579858.137931 2782133622 35675725.55

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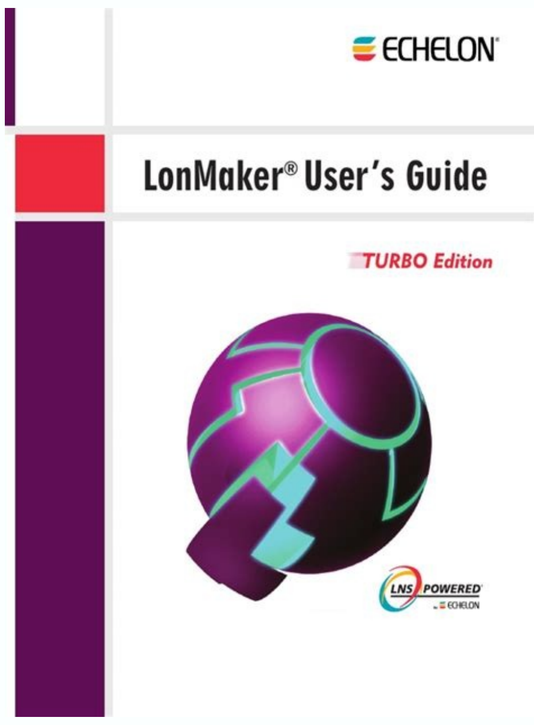

See Specifying Ethernet interfaces on page 31. You return to the beginning of the process to make your changes. 13 Installing Symantec Messaging Gateway Before you install 13 Table 1-2 Initial configuration checklist Completed Item Description Details Console access to the appliance You need a keyboard and VGA monitor or access from another computer through a serial port. Meet the system requirements. Table 1-6 Ports to open in your network for Symantec Messaging Gateway Port Protocol Origin Destination Description Notes 22 Your management hosts Control Center/ Scanners SSH connectivity to the appliance This port provides access to the command line interface. 15 Installing Symantec Messaging Gateway Before you install 15 Table 1-2 Initial configuration checklist (continued) Completed Item Description Details Valid license file After you complete the license information on Symantec's licensing Web page, Symantec s you a license file. You can also specify the IP address of the gateway MTA after installation through the Control Center. 10 10 Installing Symantec Messaging Gateway Before you install Before you install Table 1-1 lists the preinstallation tasks to perform before you install Symantec Messaging Gateway. See Specifying the role for the appliance on page 34. Store report data only for the reports you need, for the length of time you need. For example: When you are prompted, type the subnet mask for Ethernet interface 1. IP address of mail server to accept mail relay: This server is typically a downstream mail server, such as your corporate mail server. If a software update is available, the Software Update page appears. If there is a firewall between any of your appliances and the Internet, configure the firewall to permit network traffic through certain ports. 2 In VMware vsphere Client, right-click on Symantec Messaging Gateway virtual machine and select Power on from right-click menu. See Updating to the latest software during initial setup on page Set up and configure the Control Center. New password: Host domain name: To avoid problems with message routing, this host name should not be your mail domain, such as symantecexample.com. See Where to position your Scanners on page 11. The Technical Support group also creates content for our online Knowledge Base. Port: 3. See Specifying a static IP address for routing on page When you are prompted, type the IP address for Ethernet interface 2. 81 9 Chapter 1 Installing Symantec Messaging Gateway This chapter includes the following topics: About installation configurations Before you install System requirements Features that can affect performance About installation configurations You can install and run Symantec Messaging Gateway in several ways: Symantec Messaging Gateway appliance Symantec Messaging Gateway Virtual Edition Install and run a physical, Symantec-supplied appliance. Not allowing end user access to Spam Quarantines ca increase performance significantly. See Installing the Symantec Messaging Gateway product on page 27. 25 Control Center/ Scanners Internal mail servers Inbound internal traffic The Control Center uses internal mail hosts to send alerts and reports. For Scanner only installations, you need to provide the IP address of the Control Center that will manage the Scanner. Gather the items and information on the preinstallation checklist. You can use the Internet root DNS servers or specify internal DNS servers. The Scanner is on different appliance than the Control Center. NO You do not want to add another static IP address. Administrator address: NTP servers (optional) You can specify an Internet or internal NTP server to manage time. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement. The license file has a.slf suffix. 4 On the End-User License Agreement page, click I accept the terms of the license agreement and click Next. IP address or CIDR block of the destination host or network: 1. To start the appliance software set up 1 Turn on the power. See Configuring the Scanner for inbound mail filtering only on page 46. The same license file can be used to license multiple appliances. For more information about these topics, see the Symantec Messaging Gateway Administration Guide.27 Chapter 2 Installing the Symantec Messaging Gateway product This chapter includes the following topics: Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product Before you install Symantec Messaging Gateway, ensure that you have reviewed and completed the preinstallation tasks. This configuration helps reduce the demand on system resources during peak hours. The default logon address is as follows: where is the host name that you designate for your appliance during setup or the IP address. Host domain name You are requested to change the password during this stage. Port: 2. See our list of best Email Security vendors. DNS server IP addresses: Appliance role Available options are as follows: Appliance role: Scanner only Control Center only Scanner and Control Center IP address of Control Center (for Scanner only installations): See About the appliance's functions on page 10. See Configuring the Scanner for outbound mail filtering only on page 49. 3 When you are prompted if you want to enter another DNS server, type one of the following responses: YES You want to add an additional DNS server. Symantec Messaging Gateway requires that certain ports be made available. See Specifying a static IP address for routing on page Default gateway See Specifying gateway and DNS IP addresses on page 33. See Post-installation tasks on page 63. However, you can use the same license file for each Scanner. See Setting up the Symantec Messaging Gateway Virtual Edition on page 30.28 28 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product Table 2-1 Step 2 Symantec Messaging Gateway installation process (continued) Task and description Turn on the appliance. Configuring the Control Center See Configuring the Control Center on page 38. Consider setting up the Control Center and Scanner on separate appliances.26 26 Installing Symantec Messaging Gateway Features that can affect performance Table 1-9 Feature Spam Quarantine Features that can affect performance (continued) How performance can be affected The following are Spam Quarantine performance implications: The more messages that Symantec Messaging Gateway routes to Spam Quarantine, the larger the Quarantine becomes, and the more processing that is required. See Configuring the Control Center on page 38. 19 Installing Symantec Messaging Gateway Before you install 19 Table 1-5 Scanner port configurations examples Port configuration Example IP addresses and port Notes Two physical ports (eth0 and eth1) Each port has one IP address : :25 The appliance routes inbound and outbound on separate Ethernet ports. See Registering your license on page When the software update finishes, do one of the following tasks: Refresh your browser. We monitor all Email Security reviews to prevent fraudulent reviews and keep review quality high. Both Control Center and Scanners use this port if directory data service is enabled. Go to of ESX Server> Select link Download vsphere Client and install the VMware vsphere Client software. You can set up multiple static IP addresses or none at all. Refer to the Symantec Messaging Gateway Administration Guide for more information about how to configure Symantec Messaging Gateway for use with LDAP. Administrators can associate only one host name or IP address as the MTA to which is relayed. If your software is up-to-date, the setup wizard appears. Registering your license To register your license, you need the license file that Symantec provides you. To use HTTP, you must enable HTTP through the command line interface and specify port See the Symantec Messaging Gateway Administration Guide for information about the http command. If a message has multiple recipients with members in different policy groups, then the Scanner bifurcates the message (split it into one or more messages). Table 1-1 Task Preinstallation tasks Description Plan your deployment. After you register your license or after you complete the software update, the Administrator Settings page appears in the setup wizard. You must configure one Control Center for your site. Note: For your Scanners, ensure that your network is configured to permit outbound connections to Symantec on port 443. Please see the Third Party Legal Notice Appendix to this Documentation or TPIP ReadMe File accompanying this Symantec product for more information on the Third Party Programs. Configure your firewall, if applicable. LDAP lookups for message recipients against a limited capacity LDAP server can severely impair Spam Quarantine performance. Table 1-3 Inbound mail filtering checklist Completed Item Description Details Inbound mail address This address is the address and port to use for inbound mail filtering. 3 To continue installation, next you configure the Host. Contact a sales representative for additional help with performance sizing. After the setup wizard guides you through the process to setup the Control Center, it automatically begins the process to add a Scanner. If your Scanner is not at the messaging gateway, Symantec Messaging Gateway Scanners might identify the IP address of your gateway MTA as a source of spam. See Troubleshooting license file registration on page 37. Type? See Starting the appliance software set up on page Specify the Ethernet settings. 5 Complete registration. 2 Log on with the logon name admin and the password symantec.31 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product 31 3 When you are prompted, type your new password twice. Use policy groups as necessary, but be aware that a large number of policy groups can affect performance. See Registering your license on page Update the product with the latest software. Larger queues on disk result in reduced MTA performance. The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. 4 When you are prompted, type a fully qualified domain name for this host. 3 Symantec Corporation 350 Ellis Street Mountain View, CA 4 Technical Support Contacting Technical Support Symantec Technical Support maintains support centers globally. See About installation configurations on page 9. 25 Internal mail servers Scanners Outbound internal mail traffic 25 Internet Scanners Inbound Internet mail traffic 25 Scanners Internet Outbound Internet mail traffic 25 Scanners Internal SMTP server SMTP authentication forwarding 53 UDP Scanners Internet DNS lookups The destination servers can be either internal DNS servers or the Internet root DNS servers. For installing the Symantec Messaging Gateway Virtual Edition: In VMware vsphere Client, right-click Symantec Messaging Gateway virtual machine and select Power on from right-click menu. You can add up to three addresses. Virtual IP address: Netmask: Port: Table 1-3 provides the information to have on hand to configure a Scanner for inbound mail filtering. As you add Scanners, monitor performance to ensure that the additional Scanners do not degrade performance to unacceptable levels. If there is a separate gateway MTA between the Scanner and the Internet, provide that MTA's host name or IP address and port. Place this file on the computer from which you access the Control Center. Each time you add a Scanner, you must confirm your licenses or register again. You can add up to three DNS server IP addresses. Cisco Secure Email is ranked 1st in Email Security with 10 reviews while Symantec Messaging Gateway is ranked 11th in Email Security with 7 reviews. IP addresses or domains: Outbound local mail delivery You can specify a specific server or you can use Enable MX Lookup. See Ports that Symantec Messaging Gateway uses on page 19. Symantec and the Symantec Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. See Setting up the appliance hardware on page 29. 2 When the security alert message appears, accept the self-signed certificate to continue. See Specifying gateway and DNS IP addresses on page Specify the role for the appliance. The more users that access Spam Quarantine, the more performance overhead that is required. NO The summary information is not correct. Required ports Required ports lists the ports that you must have available before you install Symantec Messaging Gateway.23 Installing Symantec Messaging Gateway Before you install 23 Table 1-7 Required ports Protocols needed Name Protocol Default port Notes Remote access to the appliance SSH 22 This port provides access to the command line interface. Ensure that the required ports are available. Both Control Center and Scanners use this port if directory data service is enabled Control Center/ Scanners LDAP servers Active Directory Global Catalog server (LDAP) 3269 Control Center/ Scanners LDAP servers SSL encrypted Active Directory Global Catalog server (LDAP) MTA/ Scanners MTA/ Scanners Bidirectional22 22 Installing Symantec Messaging Gateway Before you install Table 1-6 Ports to open in your network for Symantec Messaging Gateway (continued) Port Protocol Origin Destination Description Notes Control Center/ Scanners Control Center/ Scanners Bidirectional communication between the Control Center and Scanners Traffic on (the agent port), flows as follows: BCC to scanner (session request) Scanner to BCC (session accept) BCC to scanner (agent request) Scanner to BCC (agent response) BCC to scanner (terminate session) Control Center Scanners Quarantine communication Scanners Control Center Quarantine communication Scanners send quarantined messages to the Control Center on this port Your management hosts Control Center Control Center Web management interface (HTTP) This port is disabled by default Management Hosts Control Center Control Center Web management interface (HTTPS) Web management port for the Control Center SPC host Control Center SPC management interface (HTTPS) To integrate Symantec Messaging Gateway with Symantec Protection Center, ensure that the Protection Center server(s) are able to communicate with all Symantec Messaging Gateway appliances over port Depending on your environment, this may require firewall changes. 6 To continue installation, next you specify Ethernet interfaces. This port is disabled by default. 49 8 8 Contents Chapter 3 Chapter 4 Appendix A Installing Symantec Messaging Gateway Virtual Edition About Symantec Messaging Gateway Virtual Edition Virtual software terminology Symantec Messaging Gateway support for VMware Tools System requirements for virtual deployment Deploying an OVF template on an ESX 4.x or ESXi 5/4.x Server Installing from an ISO image or OS restore CD onto a virtual machine on your ESX or ESXi Server Using an OS restore CD on your ESX or ESXi Server to boot your virtual computer Using an ISO image on your datastore to boot your virtual computer Using an OS restore CD or ISO image on your local computer to boot your virtual computer Completing your Symantec Messaging Gateway installation Post-installation tasks About adjusting MX records to prevent spam About message filtering policies Testing antivirus filtering Testing the delivery of legitimate Testing spam filtering Testing that spam messages are quarantined Logging on and logging off Performing initial configuration tasks Performing optional configuration tasks Web addresses and ports that Symantec Messaging Gateway uses Reserved ports Web addresses Symantec Messaging Gateway uses Index... You do not want to add a static IP address for routing. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE. 2 When you are prompted, type the IP address of the DNS server. If you use the Internet root DNS servers, ensure that you have a rule allowing external access. See About the environmental factors that affect performance on page 12. After you successfully complete installation, perform the post-installation tasks. Ensure that your environment meets the minimum system requirements. For more information on DRAC, see Dell Support. Cisco Secure Email is rated 8.8, while Symantec Messaging Gateway is rated 8.2. The top reviewer of Cisco Secure Email writes "Stops the vast majority of email from getting in, across our multiple email domains". Type the IP address. Table 2-1 Step 1 Symantec Messaging Gateway installation process Task and description Unpack the appliance, mount it, and connect the appropriate cables to the appliance box. Ethernet interfaces Ethernet 1 is for inbound ; Ethernet 2 is for outbound. After the update, the setup wizard appears to help you configure your appliance. This configuration can result in network bottlenecks, but is suitable for sites with relatively low traffic. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any. See the Symantec Messaging Gateway Administration Guide for details on Configuring Scanners. See Starting the appliance software set up on page 30. Accept mail from all sources OR IP addresses or host names of domains from which you accept mail: 17 Installing Symantec Messaging Gateway Before you install 17 Table 1-3 Inbound mail filtering checklist (continued) Completed Item Description Details Inbound local mail delivery You can specify a specific server or you can use Enable MX Lookup. About the environmental factors that affect performance Installation checklist Environmental factors affect performance, including historical usage patterns of your particular deployment. The serial port must be a null modem cable with a DB9 connector and settings of 9600 bps, 8/N/1. SMTP authentication adds overhead that can impact outbound messaging performance. If it does, the Scanner s delivery MTA could back up when the destination MTA accepts messages slowly or not at all. See Specifying the role for the appliance on page To continue installation, next you specify the role for the appliance. You can delete the messages that are identified as spam or reduce spam retention time. We validate each review for authenticity via cross-reference with LinkedIn, and personal follow-up with the reviewer when necessary. These assignments may differ slightly depending on your environment and filtering types (inbound, outbound, or both). Configure scheduled reports to run at times when utilization is low. Ensure that you have adequate capacity on your LDAP server. See Updating to the latest software during initial setup on page 37. See Specifying a static IP address for routing on page 32. See About the appliance's functions on page 10. Domain or IP address: OR MX Lookup host name: Table 1-4 provides the information to have on hand to configure a Scanner for outbound mail filtering. Install Scanners on a different appliance from the Control Center through the Control Center. Outbound mail filtering IP address: Port: Outbound mail acceptance Provide an IP address or domain. Mixed-mode Install and run a combination of physical and virtual components. 2 In the Utility field, click the drop-down menu and select whether to use Traceroute or Ping, and then in the Host name or IP address field, type the host name or IP address. THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. This configuration uses use two different IP addresses, one of which is virtual. Note: Symantec Messaging Gateway is not intended to be used for load balancing. 4 Chapter 1 Installing Symantec Messaging Gateway... Reduce the maximum size of Spam Quarantine. IP address of Ethernet interface 1: Subnet mask for Ethernet interface 1: IP address of Ethernet interface 2: Subnet mask for Ethernet interface 2: 14 14 Installing Symantec Messaging Gateway Before you install Table 1-2 Initial configuration checklist (continued) Completed Item Description Details Static IP address The static IP address is for mail routing. You can have up to three DNS servers. See Specifying Ethernet interfaces on page Specify static IP address for routing. For example, the name should be similar in form to: host6.symantecexample.com 5 When you are prompted, type the correct time zone. Press the space bar to scroll through the list or type Q to exit the list. Setting up the Symantec Messaging Gateway Virtual Edition Before you can set up and configure the Symantec Messaging Gateway Virtual Edition appliance, you must first set up the virtual host. Control Center and Scanner Performs both functions. Registration may fail because of an inaccessible proxy, closed port 443, or an expired, missing, or corrupt license file.37 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product If you have another license file for a different feature, repeat the process for registering each license. 443 Control Center/ Scanners Internet Rule updates, software updates, and license registration Symantec sends rule updates to your appliances. 18 18 Installing Symantec Messaging Gateway Before you install Table 1-4 Outbound mail filtering checklist Completed Item Description Details Outbound mail address This address is the address and port to use for outbound mail filtering. For example:32 32 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product 3 When you are prompted if you want to use the second Ethernet interface, interface 2, type one of the following responses: YES NO You want to use interface 2. Configure the Control Center before you configure any Scanners. See System requirements on page 24. In order to maintain the usefulness of your appliance, it is crucial that you facilitate automated communications between the appliance and Symantec. 6 Select your license file and click Open to return to the License Registration page. You can specify up to three servers. Consider keeping log levels relatively low unless you are troubleshooting. Starting the appliance software set up After you set up the appliance hardware, begin the software set up process. Symantec recommends that before you install the product, 11 Installing Symantec Messaging Gateway Before you install 11 you decide which function or set of functions to assign your appliance. Product setup is complete and the appliance restarts. To specify Ethernet interfaces 1 When you are prompted, type the IP address for the Ethernet interface that is labeled 1 on the back of the appliance. If required, type the user name and password. Host name or IP address: OR MX Lookup host name: Sample Scanner port configurations A Scanner requires one of the following configurations when you configure the appliance to filter inbound and outbound Two IP addresses One IP address and two ports One IP address and one port Table 1-5 provides some examples of the port configurations that you can use (it does not include all IP address and port possibilities). When this option is disabled, Symantec Messaging Gateway does not use all scanning technologies for evaluating the attachments for spam. 12 12 Installing Symantec Messaging Gateway Before you install Many reputation features, such as Connection Classification, Fastpass, and sender groups that match IP addresses, do not function properly when the Scanner is downstream of one or more internal MTAs. To ensure that all incoming IP addresses are correctly identified and not confused with internal IP addresses, it is best to place your Scanner at the messaging gateway. See Before you install on page 10. Some ports may need to be opened on your firewall to allow Dell Remote Access Controller (DRAC) access. For larger organizations, inbound and outbound mail streams can be configured on separate Scanners. To set up the appliance hardware 1 Unpack the appliance and either rack mount it or place it on a level surface. See Specifying the role for the appliance on page Register your license. For installing the Symantec Messaging Gateway Virtual Edition: Access the Symantec Messaging Gateway Virtual machine through VMware vsphere Client. See Configuring the Control Center on page 38.29 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product 29 Table 2-1 Step 10 Symantec Messaging Gateway installation process (continued) Task and description Set up the Scanner. Repeat steps 2 through 3 to add another static IP address. 3 Plug in an Ethernet Cable to DRAC port and enable DRAC. Updating to the latest software during initial setup Symantec recommends that you apply the current software update after you register the product, if one is available. See Specifying gateway and DNS IP addresses on page When you are prompted, specify the IP address or CIDR block of the destination host or network. Scanner host name or IP address: 16 16 Installing Symantec Messaging Gateway Before you install Table 1-2 Initial configuration checklist (continued) Completed Item Description Details Virtual IP address (Scanner configuration only) If the Scanner performs multiple roles (such as in bound and outbound mail filtering), you must have more than one Ethernet interface. Set up your Scanner based on one of the following scenarios: The Scanner is on the same appliance as the Control Center. For example: To continue installation, next you specify a static IP address for routing. Connect to appliance through DRAC console from a remote computer. One physical port One standard IP address :25 The appliance routes inbound and outbound through the same physical Ethernet port, using the same IP address. 80 Control Center Internet ThreatCon updates The ThreatCon level appears on the Dashboard page. Outgoing SMTP connections can cause additional overhead. 1. Using a shorter encryption key can reduce this impact. One physical port One standard IP address One virtual IP address : :25 The appliance routes inbound and outbound through the same physical Ethernet port. See Specifying a static IP address for routing on page Specify the IP addresses for the default gateway and your DNS servers. Collect information about your environment to understand typical usage patterns before you install the appliance. 4 Click Register License. For example, the name should be similar in form to: host6.symantecexample.com See Starting the appliance software set up on page 30. Make sure you can connect to 3 Click Run. One Control Center controls one or more Scanners. See System requirements for virtual deployment on page 56. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem. Table 1-8 Item Web browsers System requirements Requirement The Control Center supports the following browsers: Microsoft Internet Explorer 9/8 Mozilla Firefox 13 or later Chrome 19 or later LDAP Symantec Messaging Gateway supports the following LDAP directory types: Windows 2008 Active Directory (both LDAP and Global Catalog) Windows 2003 Active Directory (both LDAP and Global Catalog) Sun Directory Server 7.0 Sun Directory Server 6.3 Sun Directory Server 6.0 Lotus Domino LDAP Server 8.5 Lotus Domino LDAP Server 8.0 Lotus Domino LDAP Server 7.0 OpenLDAP 2.4 OpenLDAP 2.3 Symantec Messaging Gateway is LDAP v.3 compliant and can be configured to work with other directory server types. On the other hand, the top reviewer of Symantec Messaging Gateway writes "Easy to set up with good patching and reliable performance". 4 When you are prompted whether you want to add another static IP address, type one of the following responses: YES You want to add another static IP address. Host name or IP address: OR MX Lookup host name: Local domains These addresses are added to the Local Domains list. If you plan to place your Scanners downstream of an MTA, specify the gateway MTA IP address when you set up the appliance. Setting up the appliance hardware Before you can install and configure the appliance, you must first set up the hardware. Enabling this option may result in slower performance of Symantec Messaging Gateway. The setup wizard guides you through the setup process. You can specify up to three mail servers to accept inbound mail relay. This Symantec product may contain third party software for which Symantec is required to provide attribution to the third party (Third Party Programs). Skip to the next procedure. This configuration is suitable for smaller installations. See Installing the Symantec Messaging Gateway product on page 27.36 36 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product To register your license 1 From a computer that can access your appliance, locate the appliance in a browser. You must implement multiple Scanners to perform load balancing. One physical port One IP address Two different ports : :50 The appliance routes inbound and outbound through the same physical Ethernet port but uses two different ports. Review the following topics to help you plan your deployment. Updates your software now. The License Agreement accompanying the Software does not alter any rights or obligations you may have under those open source or free software licenses. If you do not intend to use the appliance for outbound scanning, you do not need to specify an Ethernet interface 2. You do not want to use interface 2. 8 To specify a proxy server, check Use HTTP Proxy and type the server host name and port. Access to the Control Center and outbound access to external Internet HTTP 80 See Ports that Symantec Messaging Gateway uses on page 19. 587 Internet Scanners SMTP authentication traffic 636 Control Center/ Scanners LDAP servers SSL encrypted LDAP server access to lookup users, groups, and distribution lists if the directory data service is enabled. DKIM signing SMTP authentication Enabling DKIM signing can impact outbound messaging performance. Proxy server host name: Proxy server port: Administrator address (Control Center configuration only) Symantec Messaging Gateway sends alerts to this address, if alert notifications are enabled. In mid-sized environments and large environments, this configuration can slow performance. This step is optional. Access to time service NTP UDP 123 Access to Control Center (secured) HTTPS 443 Outbound access to external Internet (secured) HTTPS 443 MTA to Scanner (bi-directional) Control Center to Scanner (bi-directional) Traffic on (the agent port), flows as follows: BCC to scanner (session request) Scanner to BCC (session accept) BCC to scanner (agent request) Scanner to BCC (agent response) BCC to scanner (terminate session)24 24 Installing Symantec Messaging Gateway System requirements System requirements Table 1-8 lists the minimal system requirements. By default, the option is enabled in new installations of Symantec Messaging Gateway and disabled for upgrade. Keyboard and VGA monitor OR Serial port OR DRAC See Setting up the appliance hardware on page 29. To set the role for the appliance 1 When you are prompted, choose one of the following roles for this appliance: Scanner only Control Center only35 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product 35 Scanner and Control Center 2 For Scanner only, when prompted, type the IP address of the Control Center that you intend to use to manage this Scanner. 20 20 Installing Symantec Messaging Gateway Before you install Note: The effectiveness and accuracy of Symantec Messaging Gateway filtering depends on constant updates from the Symantec Global Intelligence Network. The Spam Quarantine's SMTP server may slow down. You can specify multiple addresses and domains. Symantec Messaging Gateway communicates with Symantec Security Response over a secure connection for product registration and ongoing operations. See About Symantec Messaging Gateway Virtual Edition on page 53. This setting is to force the route to be associated with the specified device. Where to position your Scanners As a best practice, place Symantec Messaging Gateway Scanners in front of other filtering products and MTAs for the following reasons: Filtering products and MTAs can alter or remove pre-existing message headers or modify message bodies. This configuration is the best option in most cases because it provides the most network bandwidth. When you contact

Technical Support, please have the following information available: Product release level 5 Hardware information Available memory, disk space, and NIC information Operating system Version and patch level Network topology Router, gateway, and IP address information Problem description: Error messages and log files Troubleshooting that was performed before contacting Symantec Recent software configuration changes and network changes Licensing and registration Customer service If your Symantec product requires registration or a license key, access our technical support Web page at the following URL: Customer service information is available at the following URL: Customer Service is available to assist with non-technical questions, such as the following types of issues: Questions regarding product licensing or serialization Product registration updates, such as address or name changes General product information (features, language availability, local dealers) Latest information about product updates and upgrades Information about upgrade assurance and support contracts Information about the Symantec Buying Programs Advice about Symantec's technical support options Nontechnical presales questions Issues that are related to CD-ROMs, DVDs, or manuals 6 Support agreement resources If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows: Asia-Pacific and Japan Europe, Middle-East, and Africa North America and Latin America 7 Contents Technical Support... 9 Click Register License. To avoid problems with message routing, this host name should not be your mail domain, such as symantecexample.com. Specifying gateway and DNS IP addresses After you configure the static IP address, specify the default gateway IP address and the IP address of your DNS server. 9 Before you install About the appliance's functions Where to position your Scanners About the environmental factors that affect performance Installation checklist Sample Scanner port configurations Ports that Symantec Messaging Gateway uses Required ports System requirements Features that can affect performance Chapter 2 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product Setting up the appliance hardware Setting up the Symantec Messaging Gateway Virtual Edition Starting the appliance software set up Specifying Ethernet interfaces Specifying a static IP address for routing Specifying gateway and DNS IP addresses Specifying the role for the appliance Registering your license Updating to the latest software during initial setup Configuring the Control Center How to add a Scanner through the Control Center Adding a Scanner through the Control Center Configuring the Scanner for inbound and outbound mail filtering Configuring the Scanner for inbound mail filtering only Configuring the Scanner for outbound mail filtering only... The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For more information, see Dell Support for your DRAC version. See Registering your license on page 35. You can do create multiple Ethernet interfaces by creating a virtual IP address. File location of the license file: You must be able to access the license file from the Control Center. See Specifying gateway and DNS IP addresses on page 33. NO You do not want to an additional DNS server. Ensure that your firewalls permit access to these ports. Troubleshooting license file registration 1 On the License Information Registration page, click Utilities. Symantec Messaging Gateway report. Scanner Scanners can perform all of the following tasks: Filter for viruses, spam, and noncompliant messages Check against Good Senders lists and Bad Senders list You can configure one or more Scanners. The roles that you can choose are as follows: Scanner only Control Center only Scanner and Control Center See About the appliance's functions on page 10. You can download this software from VMware Web site or directly from your appliance if your VMware ESX server is configured for https access. This address is most likely the address for your Ethernet 1 port. Symantec s support offerings include the following: A range of support options that give you the flexibility to select the right amount of service for any size organization Telephone and/or Web-based support that provides rapid response and up-to-the-minute information Upgrade assurance that delivers software upgrades Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis Premium service offerings that include Account Management Services For information about Symantec s support offerings, you can visit our Web site at the following URL: All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy. About the appliance's functions You can use each appliance to perform a variety of functions. During the initial setup, the installation wizard prompts you to choose the function that each appliance performs. 4 Connect the appliance with one of the following methods: Connect a keyboard and VGA monitor to the appliance. See Specifying gateway and DNS IP addresses on page To continue installation, next you specify gateway and DNS IP addresses. 9 About installation configurations... For example: When you are prompted, type the subnet mask for Ethernet interface 2. 2 Plug in AC power. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates. Technical Support s primary role is to respond to specific queries about product features and functionality. See our Cisco Secure Email vs. Specifying the role for the appliance After you have specified IP addresses for your default gateway and DNS servers, specify the role for the appliance. Table 1-2 provides a list of the items and information to have on hand when you perform the hardware and initial software setup of Symantec Messaging Gateway. 5 Connect an Ethernet cable to the Ethernet jack that is labeled 1 on the back panel of the appliance, which corresponds to eth0. The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR and subject to restricted rights as defined in FAR Section "Commercial Computer Software - Restricted Rights" and DFARS , "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. You can also set logs to be purged more frequently. Continue with the installation process. Performance can be affected when a Control Center must collect logging and statistics from multiple Scanners. Inbound mail filtering IP address: Port: Inbound mail acceptance You can accept mail from all sources or specify the domains from which you accept mail. Install and run a virtual appliance, using your choice of hardware. Specifying Ethernet interfaces See Specifying Ethernet interfaces on page 31. 11 When all of the license files are successfully registered, click Next. See Installation checklist on page 12. The Control Center provides information on the status of all of the Symantec Messaging Gateway hosts in your environment, including logs and reports. 7 If your Scanner uses a proxy server for communications with Symantec, click Proxy Server. Close and re-open your browser to ensure that the cached versions of graphics redisplay correctly. Proxy server host name and port (optional) You only need to provide proxy server information if you use a proxy server to communicate with Symantec. to see a list of time zones. 3 If you configure multiple Ethernet interfaces, you are prompted to specify the Ethernet Interface number (either 1 or 2, the default is 1). See Installing the Symantec Messaging Gateway product on page 27.33 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product 33 To specify a static IP address static for routing 1 When you are prompted whether you want to add a static IP address for routing, type one of the following responses: YES NO You want to add a static IP address for routing. This port can be changed to match your SNMP configuration. They can swell disk queues with destined for the remote servers that might not immediately accept new . After the appliance restarts, you can register your appliance. See Installing the Symantec Messaging Gateway product on page 27.38 38 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product Updating to the latest software during initial setup 1 On the Software Update page, select any of the following options: Skip Update Lets you update your software later. The results appear in the Results text box. For more information about how to specify gateway MTAs through the Control Center, see the Symantec Messaging Gateway Administration Guide. 5 On the License Information Registration page, click Browse to locate your license file. Log into your VMware ESX server through VMware vsphere Client. Some of the Third Party Programs are available under open source or free software licenses. Access to name service DNS UDP () 53 The destination servers can be either internal DNS servers or the Internet root DNS servers. If registration was successful, the License Registration Information page returns. Port: OR MX Lookup host name (do not use IP address): Non-local mail delivery You can use MX Lookup, add a new host, or use an existing host. The higher the log levels, the more data the Control Center must consolidate over the network. To set up Symantec Messaging Gateway Virtual Edition 1 Access the VMware ESX server through the VMware vsphere Client. See How to add a Scanner through the Control Center on page After you set up your Scanner, configure it based on its intended function, as follows: See Configuring the Scanner for inbound and outbound mail filtering on page 43. If you are performing the initial setup of your appliance, these steps appear in the setup wizard after the appliance restarts. This address is most likely the address for your Ethernet 2 port. 1 Symantec Messaging Gateway 10.0 Installation Guide powered by Brightmail 2 The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement. The available functions are as follows: Control Center A Control Center lets you configure and manage Symantec Messaging Gateway from a Web-based interface. Ensure you have the new password that you want to use. OR MX Lookup host name: Non-local mail delivery You can use MX Lookup, add a new host, or use an existing host. As such, some legitimate mail messages may be delayed. 3 On the Control Center logon page, log on as user admin and use the password that you specified set during initial setup. The preinstallation checklist specifies the items and information to have readily available when you install and setup the appliance. All rights reserved. See Installing the Symantec Messaging Gateway product on page 27.34 34 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product To specify gateway and DNS settings 1 When you are prompted, type the IP address of the default gateway (default router). Appliance roles When you configure the appliance to be a Control Center and a Scanner, the appliance requires the resources to fulfill both roles. Symantec Messaging Gateway needs unaltered message headers and message bodies to properly filter . Customers with a current support agreement may access Technical Support information at the following URL: Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. 3 When you are prompted, type one of the following responses: YES The summary information is correct. Cancel Back Returns you to the License Registration page. To use the second Ethernet port for outbound traffic, connect a second cable to the Ethernet jack that is labeled 2 on the back of the appliance and corresponds to eth1. Troubleshooting license file registration If you have difficulty installing a license during installation, the installation wizard lets you troubleshoot the issue with the Traceroute utility or the Ping utility. Features that can affect performance Table 1-9 describes how features might affect performance and how to off-set the performance demands.25 Installing Symantec Messaging Gateway Features that can affect performance 25 Table 1-9 Feature Policy groups Scanners Logs Reports Features that can affect performance How performance can be affected You can define the policy groups, including in each policy group the users that share filtering requirements. Connect another computer to the appliance with the serial port.30 30 Installing the Symantec Messaging Gateway product Installing the Symantec Messaging Gateway product Use a null modem cable with a DB9 connector and settings of 9600 bps, 8/N/1. 389 Control Center/ Scanners LDAP servers LDAP server access to lookup users, groups, and distribution lists if the directory data service is enabled. Documentation version: 10.0 Legal Notice Copyright 2012 Symantec Corporation. Other names may be trademarks of their respective owners. 80 Scanners Internet Default automatic antivirus updates and rapid response antivirus updates 123 UDP Control Center/ Scanners Internet/ internal NTP Servers Time sync servers for the appliance 21 Installing Symantec Messaging Gateway Before you install 21 Table 1-6 Ports to open in your network for Symantec Messaging Gateway (continued) Port Protocol Origin Destination Description Notes 161 UDP SNMP servers Control Center/ Scanners SNMP management The default port for SNMP communications. See Required ports on page 22. Bifurcated messages for many policy groups can degrade performance. Default gateway (default router) IP address: Domain Name Server (DNS) server DNS is required to route . If you specified that this appliance is a Control Center and a Scanner, the wizard continues with the Scanner set up after the Control Center set up finishes. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. We do not post reviews by company employees or direct competitors. Cisco Secure Email is most compared with FireEye Email Security, Proofpoint Email Protection, Fortinet FortiMail, Barracuda Email Security Gateway and Trend Micro Email Security, whereas Symantec Messaging Gateway is most compared with Microsoft Exchange Online Protection, Microsoft Defender for Office 365 (MDO), Fortinet FortiMail, Proofpoint Email Protection and Forcepoint Email Security. 3 In VMware vsphere Client, select the Symantec Messaging Gateway Virtual machine and then click on the console tab. NTP servers: Scanner role The Scanner roles are as follows: Scanner role: Inbound and outbound mail filtering Inbound mail filtering only Outbound mail filtering only Scanner host name or IP address (Scanner configuration only) You must provide a host name or IP address for the Scanner. After you perform the initial steps of starting the appliance setup, the next step is to configure the Ethernet interfaces. Specifying a static IP address for routing After you set up the Ethernet interfaces, the next step in setting up your appliance is to set up a static IP address for routing. The characteristics of messages sent and received can affect performance; key parameters to consider are as follows: Average message size Number of messages with attachments Average attachment size Types of attachments Percentage of virus-infected messages in the traffic See Where to position your Scanners on page 11. Ports that Symantec Messaging Gateway uses Table 1-6 lists the ports that Symantec Messaging Gateway components and functions use. Text-based attachment scanning Symantec Messaging Gateway can scan attachments for spam in an message.

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