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Comodo Antispam Gateway

Software Version 2.12

Quick Start Guide

Guide Version 2.12.060520

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Comodo Antispam Gateway – Quick Start Guide

This tutorial briefly explains how an administrator can setup and configure **Comodo Antispam Gateway** (CASG) email filtering system.

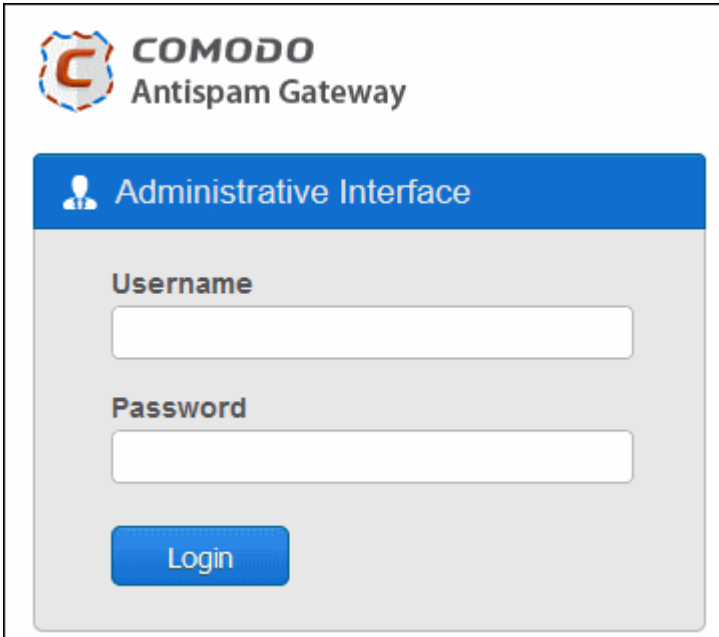
This quick start guide will take you through the setup, initial configuration and usage of the product - click on any link to go straight to that section as per your current requirements.

- **Step 1 - Login to the Admin interface**
- **Step 2 - Configure your mail server to work with the CASG service**
- **Step 3 - Add domains**
- **Step 4 - Validate domains**
- **Step 5 - Add administrators**
- **Step 6 - Add incoming users**
- **Step 7 - Add outgoing users**
- **Step 8 - Manage configuration and settings**
- **Step 9 - View reports**
- **Step 10 - Upgrade from CASG free to a full license (if required)**

Step 1 - Login to the Admin interface

You can login into your CASG account using any internet browser. The login URL depends on the **CASG service domain** that you subscribed for:

- EU CASG Service domain - <https://antispamgateway2.comodo.com/admin>
- US CASG Service domain - <https://us.antispamgateway2.comodo.com/admin/>



The screenshot shows the login page for the Comodo Antispam Gateway. At the top left is the Comodo logo, a stylized 'C' inside a shield-like shape. To its right, the text 'COMODO Antispam Gateway' is displayed. Below this is a blue header bar with a white user icon and the text 'Administrative Interface'. The main content area is light gray and contains two input fields: 'Username' and 'Password'. Below the password field is a blue 'Login' button.

- Login to the interface with your CASG username and password.

In order to ensure safety, CASG will lock the account if the login attempts fail for more than three attempts due to incorrect Username or Password. To unlock the account the administrator can contact their Comodo Account Manager.

The threshold number of unsuccessful login attempts before locking the account can also be customized by contacting the Comodo Account Manager.

- To logout of the interface, close the browser window or click the 'Logout' link at the right of the interface.

Next step is to point your MX records and configure your mail server to work CASG service. See **Step 2**.

Step 2 - Configure your mail server to work with the CASG service (see **Getting Started** if you need more help with this)

The next step is to setup incoming and outgoing filtering configuration.

Comodo has two ASG servers, one in US and other in EU. You can choose any of these locations that best suit your requirement. For example, some US customers would like to keep their data in servers that are located within their country. The details of CASG service domains are given below:

ASG Server Locations

European Union

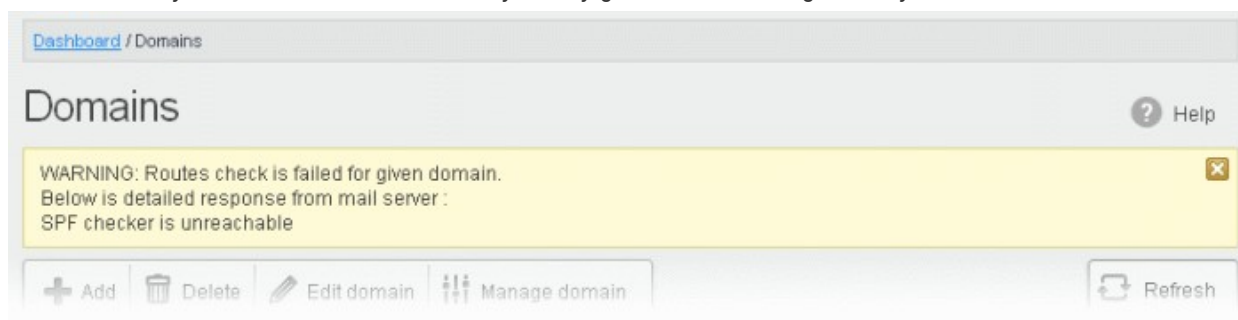
- mxpool1.spamgateway.comodo.com
- mxpool2.spamgateway.comodo.com

United States

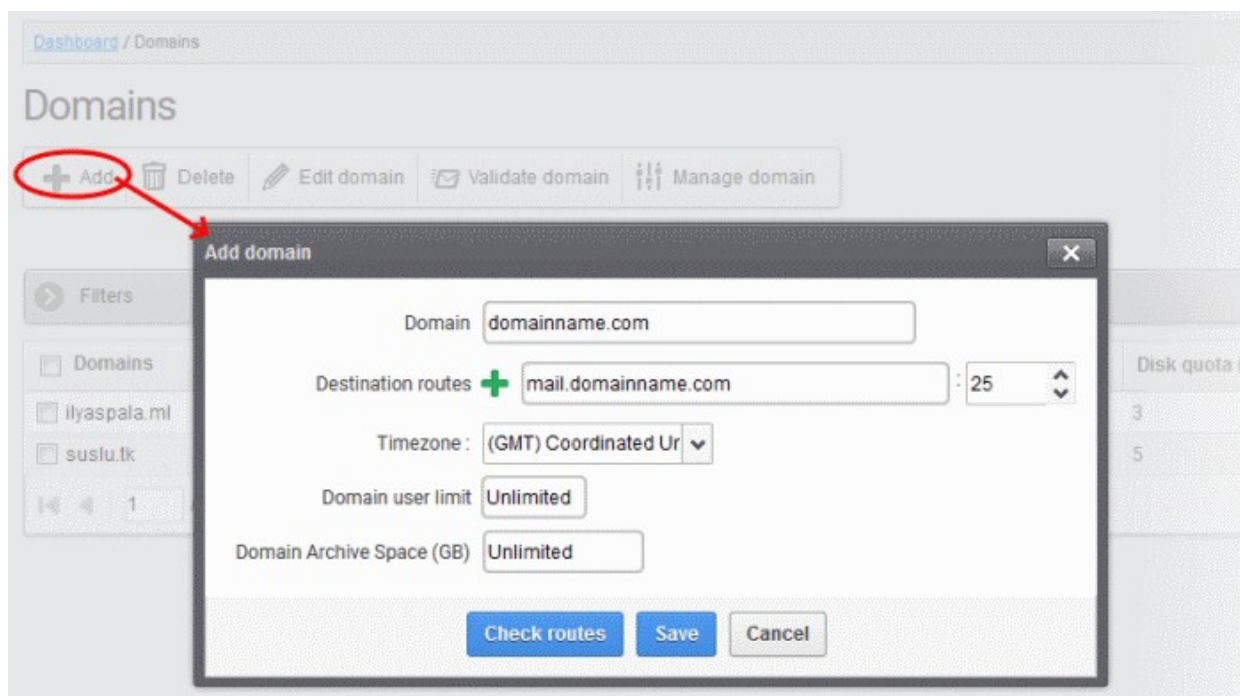
- mxpool1.us.spamgateway.comodo.com

Incoming Filtering Configuration

1. **Configuring your mail server** - You need to disable Sender Policy Framework (SPF) checks, or add **CASG service domains** to the SPF whitelist.
 - If you don't do one of the above, you may get an error message when you add a domain:



2. **Add your domain to the CASG service** - **Login** to CASG, go to domain management and add domain.



See [Adding Domains](#) topic if you need more help with this.

3. Configuring MX record -

- The next step is to update the mail exchange (MX) records of your domain to point to the **CASG service domain**.
- Please ensure that you replace your domain's old MX records with the **CASG service domain** according to your preferred region.

Background Note: MX records specify the mail server for incoming and outgoing mail on a domain. A domain can have several MX records pointing to different mail servers. When an email is passed to/from your domain, the mail is handled by the first available mail server as per your priority. You can define new MX records or change mail server priority as required.

Click the following links for detailed explanations based on the DNS software/web hosting service you use.

- [Windows Server 2003/2008](#)
- [BIND \(and the “named” daemon\)](#)
- [Comodo DNS](#)
- [GoDaddy](#)
- [Enom](#)
- [Network Solutions](#)
- [Yahoo! Small Business](#)
- [1and1](#)
- [4D Web Hosting](#)
- [DNS Park](#)
- [DreamHost](#)
- [DynDNS](#)
- [IX Web Hosting](#)
- [No-IP](#)

- [Cpanel](#)

Outgoing Filtering Configuration

You can set up outgoing email filter for each user or if that is too cumbersome, you can set up the filtering server as a smarthost.

1. **Per-user authentication** - To set up outgoing filtering for a user, make sure that the user is a valid outgoing user. To add an outgoing user, click 'Users' and 'Add' in the 'Outgoing users' interface. You can also import users from CSV file or from Incoming users. See the ['Users'](#) topic if you need more help with this.
2. **Outgoing Smarthost setup** – You can choose this option instead of per-user authentication method to setup outgoing filtering via CASG. A smarthost allows an SMTP server to route email to an intermediate mail server. This can ease mail server management. In this case all outgoing messages are sent to CASG mail-server and the actual recipient is contacted by CASG mail-server itself. Please note that for smarthost option, email user authorization should be handled on your side, either by IP address or by using SMTP AUTH.
3. **DNS Configuration** – Add this SPF record into your public DNS:

- include: _spf.antispamgateway.comodo.com


The smart host is similar to the route domain option for remote domains. The difference is that, after a smart host is designated, all outgoing messages are routed to that server. With a route domain, only messages for the remote domain are routed to a specific server. If you set up a smart host, you can still designate a different route for a remote domain. The route domain setting overrides the smart host setting.

You can route all incoming / outgoing messages for remote domains through a smarthost instead of sending them directly to the domain to reduce e-mail spam from the recipient's mail server via the default SMTP port. Click on the following links for more details:

- [Configure QMail to use as Smarthost](#)
- [Configure PostFix to use as Smarthost](#)
- [Configure Sendmail to use as Smarthost](#)
- [Configure Exchange 2000/2003 to use as Smarthost](#)
- [Configure Exchange 2007/2010 to use as Smarthost](#)
- [Configure Exchange 2013/2016 to use a Smarthost](#)
- [Configure Office 365 to use a Smarthost](#)
- [Configure Exim to use as Smarthost](#)
 - [Configure Exim / cPanel to use as Smarthost](#)
 - [Configure Exim / Directadmin to use as Smarthost](#)

Step 3 - Add domains (see ['Adding Domains'](#) topic if you need more help with this)

The number of domains that can be added for your account depends on the subscription plan that you have purchased.

1. Click the 'Domains' tab on the left navigation to open the Domains area.
2. Click 'Add' and in the 'Add domain' dialog, enter a valid domain name in the 'Domain' field.
3. Enter the location of your mail-server in the 'Destination route' field. This is where CASG will send your mail after it has been processed. The default port is 25. Click  to enter an additional route in case the primary route is unavailable for some reason.
4. Select the timezone for the domain from the 'Timezone' drop-down.
5. Click the 'Check routes' button to get CASG to retrieve destination route information from your DNS. If the result contains the MX URL of the **CASG service domain** then the DNS MX record was already updated to work with Antispam Gateway. You must enter your real MX record in the 'Destination route' field. For example mail.exampledomain.com.

6. Enter the maximum number of users that can be added for this domain in the 'Domain user limit' field. Leaving this setting as 'Unlimited' will allow you to add up to, but not exceed, the maximum number of users permitted by your current license.
7. Set the archive disk quota that this domain should use for storing mails. The disk space for all your domains cannot exceed the disk quota that you subscribed for.
8. Click 'Save' to add the configured domains.

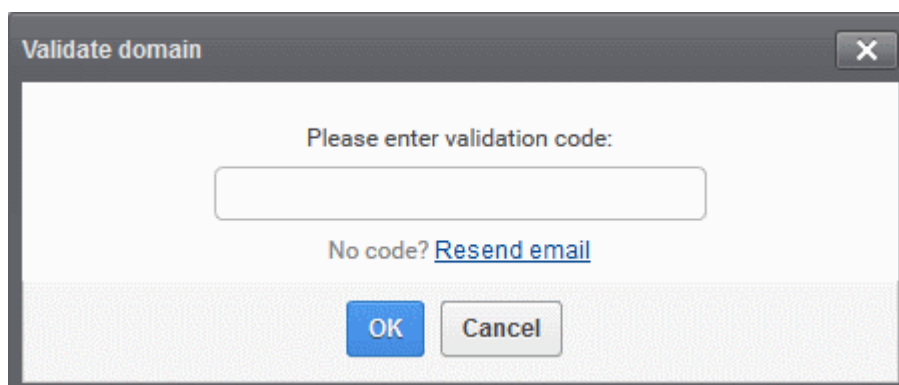
If you have already configured the MX record for the domain as explained in **Step 2** to the CASG service before adding it to CASG interface, then you can skip the next step and proceed to Step 5.

Step 4 – Validate Domains

You need to prove you own a domain before it can be used with CASG. This is done by completing the domain control validation (DCV) process. There are a couple of ways to do this:

- You can complete DCV by configuring your MX record for the domain as explained in **Step 2**
 - You can complete DCV by answering a challenge-response email sent to postmaster@ on the domain in question. Follow the instructions below if you wish to use this method:
1. Click the 'Domains' tab on the left to open the 'Domains' area.
 2. Select the domain that you want to validate.
 3. Click the 'Validate domain' button

This opens the validate domain dialog:



A mail containing the validation code will have been sent to postmaster@your-domain.com immediately after adding a domain. Click 'Resend email' to send this mail again.

- Copy the code from the mail, paste it into the field provided and click 'OK'

CASG will verify the code and, if successful, the domain is activated.

Step 5 - Add administrators (see '**Adding New Administrators**' if you need more help with this)

Add new administrators for a domain:

1. Click 'Admins' from the 'Account management' drop-down menu on the left navigation
2. In the Admins configuration interface, click the 'Add' button.
3. Add the new administrator by completing their user details, including login username and email address (for receiving system notifications). You can also specify whether the new admin is allowed to access the CASG interface and whether they should have a subscription for global reporting.
4. Click the 'Save' button.

Step 6 - Add incoming users

Admins can add users manually or import user lists via .csv or Lightweight Directory Access Protocol (LDAP). To get started:

- Click 'Domain' on the left, select the domain for which you want to add users and click the 'Manage domain' button.
1. To add users manually:
 - Click 'Domain' > select the domain for which you want to add users > click 'Manage domain'
 - Click 'Account management' > 'Users' on the left hand menu.
 - Click the 'Add' button in the 'Users' interface.
 - Enter the username of the new user in the 'New User' dialog. This name becomes the first part of their email address. For example, if you add a user called 'alice', their email address is 'alice@your-domain.com'.
 - The dialog also allows you to add the user to the recipient whitelist, to add them as recipients of quarantine reports, and to grant the user access to the CASG interface.
 - Click the 'Save' button.
 - See **'User Account Management'** if you need more help with this.
 2. To import users via a .csv file:
 - Click 'Domain' > select the domain for which you want to add users > click 'Manage domain'
 - Click 'Account management' > 'Users' on the left hand menu.
 - Click 'More Actions' > 'Import from CSV file'.
 - Users should be listed in the following format in the .csv file:

```
username1, domain.com, true
username2, domain.com, false
```
 - E.g. alice,example.com,true. True/false determines whether or not a user can access the CASG interface.
 - Click 'Upload', navigate to where your file is saved and click 'Open' to import the .csv file..
 - See **'User Account Management'** if you need more help with this.
 3. To import users via LDAP.


You can configure CASG to import users from an AD server using the Lightweight Directory Access Protocol (LDAP). Once configured, CASG can periodically synchronize with AD and add or remove users as their status changes on the AD server.

Comodo strongly recommends that a separate LDAP/AD account be created for the purposes of the ASG login and that this user account is allocated read-only permissions.

- Click 'Domain' > select the domain for which you want to add users > click 'Manage domain'
- Click 'Account management' > 'LDAP import configuration' on the left hand menu.
- Enter/ select the required configuration settings.
 - Click 'Save' to store these settings for later
 - Click 'Save and run synchronization now' to save your settings and import users from your AD server
- Click 'LDAP import confirmation list' (under 'Account management' on the left) to view the differences between the CASG and AD user lists.
 - Users present in AD but not present in CASG – click 'Create' to add them to CASG
 - Users present in CASG but not present in AD – click 'Delete' to remove them from CASG
- Click 'Run Synchronization Now' to fetch the latest users from AD. All new users are displayed.
 - Click 'Apply import by filter' to import users after applying a filter of your choice
 - Click 'Apply import by selection' to manually select the users you wish to import
 - Clear all filters and click 'Apply import by filter' to import the latest user list from AD
- Click 'OK' in the confirmation dialog.

Add users to ignore list

Users in the ignore list are not added, deleted or updated when CASG synchronizes with Active Directory.

- Click 'Account management' > 'LDAP import ignore list'
- Click 'Add'. The 'Add ignored' user dialog will open.
- Enter the users you wish to ignore. Click the  icon to add more users
- Click 'Save' to add the users to the ignore list.

See [Importing Users from LDAP](#) if you need more help with this area.

Step 7 - Add outgoing users (see 'Users' topic if you need more help on this)

Outgoing emails should be checked for spam or malware because of the risk such content poses to your company's reputation. Outbound email often bypasses corporate antispam filters and goes direct to the destination. Filtering outgoing mail will prevent spam emanating from your organization.

Configuring User's Email Client for Outgoing Mail Filtering

1. The email clients of the users added for outgoing email filtering are to configured to point to CASG service.
2. In the Account Settings interface of the user's email client, enter the following details:
 - Smtplib server: mxpool1.spamgateway.comodo.com or mxpool1.us.spamgateway.comodo.com depending on your configured **CASG service domain**
 - Connection Security: STARTTLS or SSL
 - Port : 587
 - Username: <username@domainname.com>

To add a new user to the outgoing list

An administrator can add outgoing users manually one by one or import them as bulk via a CSV file.

1. Click the 'Users' tab from the 'Outgoing' drop-down menu on the left navigation
2. To add users manually, click the 'Add' button.
3. In the 'Add outgoing user' dialog, enter the username of the new user.
4. Enter the password in the Password field. If the 'Password' field is left blank, then the 'Username' must be an IP address, and any connection from that IP are considered authenticated without needing to use SMTP AUTH (Note: authorizing IP addresses may be disabled on the system).
5. The 'Edit outgoing settings' allows you to configure various outgoing settings.
 - **Automatic lock** – CASG will prevent a user from sending mail if it detects they have sent out spam or malware. You can set the length of this ban in the 'User lock timeout' field.
 - **User lock timeout** – Time in minutes that a user is banned from sending mail if CASG detects their account has sent spam. See 'Automatic lock' above.
 - **Maximum unlocks by timeout** - The number of times the locked out user is unlocked for sending out mails. After reaching the maximum limit, the user is locked out from sending any mails till it is unlocked by the administrator.
 - **Enable outgoing limits** – Activate / deactivate limits on outgoing mails.
 - **Limit per month** - The number of mails that can be sent per month
 - **Limit per week** - The number of mails that can be sent per week
 - **Limit per day** - The number of mails that can be sent per day
 - **Limit per hour** - The number of mails that can be sent per hour.
 - **Limit per minute** - The number of mails that can be sent per minute.
 - **Valid sender address required** – If enabled, outgoing mails must have valid sender address.
 - **Maximum number of recipients per day** - Maximum number of recipients that a user can send

mails per day.

- **Invalid recipient limit:** - The number of invalid recipients that a user can send mails to.
- **Maximum days to retry** - Maximum number of days CASG will retry to send queued outgoing mails after which they are bounced to the user.
- **Quarantine response** – Determines the response that CASG will send to the SMTP server that delivered a message in the event that the mail is identified as spam.

Note – If you have enabled quarantine functionality, then spam/malicious mails are quarantined (and not delivered to the recipient) regardless of your choice here. These options merely determine what message CASG sends back to the SMTP mail server.

Options:

- **Rejected** - Will inform the SMTP server that the email wasn't delivered to recipient. (By default is 'Rejected'.)
 - **Accepted** - The senders are not notified if the outgoing mails are detected as spam. They are blocked and not delivered to recipients.
6. Click the 'Save' button.
 7. To add many users at a time, importing them via a CSV file is the best option. The users should be saved in 'comma separated value' (CSV) as shown below:

```
user1,domainname,password  
user2,domainname,password
```
 8. Click the 'Import from CSV file' button to import outgoing users from a CSV file.
 9. Click 'Upload' and navigate to the location where the file is saved and click the 'Open' button to add new outgoing users.
 10. Click 'Import from incoming users' to add all incoming users to the outgoing users list.

Step 8 - Manage configuration and settings (see '[Manage a Domain](#)' topic if you need more help with this)

You can manage and configure various settings for a selected domain such as view quarantined mails, add users as recipient whitelist or blacklist, add new users and so on. Click the following links for more details about each activity.

- **Incoming**
 - **Quarantine**
 - **Managing archived mails**
 - **Incoming spam detection settings**
 - **Report spam**
 - **Delivery queue**
 - **Destination routes**
 - **Local recipients**
 - **Clear incoming cache**
 - **Log search**
 - **Domain aliases**
 - **Domain settings**
 - **Manage report subscriptions for selected domain**
 - **Relay restrictions**
 - **Geolocation restrictions**
 - **SPF Control Settings**
- **Outgoing**
 - **Clear outgoing cache**
 - **Log search**

- **Users**
- **Office 365 Activation**
- **Email Management**
 - **Email size restriction**
 - **Blocked extensions**
 - **Released requests**
 - **Blacklisted requests**
 - **Whitelisted requests**
- **Domain Audit Log**
 - **Audit log configuration**
 - **View domain log**
- **Domain Rules**
 - **Rules**
 - **TLD and gTLD rules**
 - **Recipient whitelist**
 - **Sender whitelist**
 - **Recipient blacklist**
 - **Sender blacklist**
 - **Whitelist senders per user**
 - **Blacklist Senders per user**
- **Account Management**
 - **User account management**
 - **User auto-import**
 - **Users history**
 - **Importing users from LDAP**

Step 9 - View Reports

Comodo Antispam Gateway can periodically generate different kinds of reports that are sent to administrators and users. CASG generates two types of report - a global report for all domains belonging to the account and another specific for a domain. The reports for these types are similar except the former will contain reports for all domains while the latter will contain reports for the selected domain.

To add new subscriber(s) in the report subscription list for a selected domain

1. Click 'Domain' > select the domain for which you want to add subscriber > click 'Manage domain'
2. Click 'Incoming' > 'Manage report subscriptions' on the left hand menu
3. Enter the full email address of the subscriber(s) in the 'Report recipients' text box. You can add multiple subscribers at a time with each email addresses separated by a comma. You can also add subscriber(s) in each report configuration area, if required.
4. Select the 'Enabled' buttons in the respective report configuration area for receiving the reports.
5. Select the frequency of the report to be sent to the subscribers from the options. (see the topic '**Manage Report Subscription for Selected Domain**' if you need more help with this)
6. Click the 'Save' button at the bottom.
7. To remove subscriber(s), just delete them in the 'Report recipients' text box and click the 'Save' button at the bottom.

The types of reports available for a selected domain are:

- **Domain statistics report**
- **Quarantine report**

- **Quarantine release report**
- **Reported spam report**
- **Users auto-import report**

To add new subscriber(s) in the report subscription list for all domains in the account

There are two methods you can add subscribers for receiving global reports.

1. At the time of adding new administrators.
 - Click 'Account management' > 'Admins' on the left hand menu
 - Click the 'Add' button.
 - After filling out other details in the 'New administrator' dialog, select the 'Subscribe emails to global reporting' check box.
 - Click the 'Save' button.
2. In the 'Manage report subscriptions' interface.
 - Click 'Customer management' > 'Manage report subscriptions' on the left hand menu
 - Enter the full email address of the subscriber(s) in the 'Report recipients' text box. You can add multiple subscribers at time with each email addresses separated by a comma. You can also add subscriber(s) in each report configuration area, if required.
 - Select the 'Enabled' buttons in the 'Quarantine report' and 'Domain statistics report' configuration area for receiving both the reports.
 - Select the frequency of the report to be sent to the subscribers from the options for Quarantine Report and Domain Statistics Report. (see the topic **'Manage Report Subscriptions'** if you need more help with this)
 - Click the 'Save' button at the bottom.

There is only one way to remove subscribers from the list.

- To remove subscriber(s), just delete them in the 'Report recipients' text box and click the 'Save' button at the bottom.

The types of global reports available for an account are:

- **Quarantine report**
- **Domain statistics report**

Step 10 - Upgrade from CASG free to a full license (if required)

The free version of CASG has certain limitations when compared to a paid version. For example, in the free version you can use the filtering service for only one domain and the maximum of number of users that can be added is 5, whereas in a paid version you can add up to 1000 users and 20 domains depending on the subscription.

Some of the features that are not available in free version:

- **User Groups & Permissions** - Allows an administrator with appropriate privileges to configure preset policies and assign them to different user groups according to the needs of the organization. (see **'User Groups & Permissions'** topic for more details)
- **Admin Groups & Permissions** - Allows an administrator with appropriate privileges to configure preset policies and assign them to different admin groups according to the needs of the organization. (see **'Admin Groups & Permissions'** topic for more details)
- **Users History** - Allows an administrator to view user history for a particular domain and all domains. (see **'View User History'** topic for more details)
- **Email Management** - Allows an administrator to configure the maximum size of each mail and file types of attachments to be allowed. An administrator can also choose to release or reject requests from users for releasing quarantined emails, adding senders to blacklist and whitelist. Using the 'release or reject' feature, administrators have the control to allow or reject quarantined email to the recipient's in-box. (see the topic **'Email Management'** for more details)

- **Delivery Queue** - All filtered emails are queued in CASG servers for delivery at later time whenever an email destination server for an account is temporarily unavailable. (see the topic '**Delivery Queue**' for more details)
- **Local Recipients** - Allows an administrator to add only existing and valid email accounts in the destination server. (see the topic **Local Recipients for** more details)

To see the full list of features that are not available for the free version, visit <https://help.comodo.com/topic-157-1-288-5924-Appendix-2---CASG-Comparison-Table.html>

To upgrade your account

- Click the 'Login to my Comodo account' icon in the 'Account management' configuration area.

The <https://accounts.comodo.com/spamgateway/management> page will open.

- Click the 'Add new subscription' link at the top right side of the interface.

The Comodo Sign-Up Page will be displayed.

- Select the subscription from the options, provide customer information if required and complete the payment procedure to upgrade from CASG free to a full paid version.

The <https://accounts.comodo.com/spamgateway/management> page also allows you to...

- Change your password
- Change contact information
- Sign up to other Comodo products

...and many more.

For more details on CAM account, visit our online website at

<http://help.comodo.com/topic-211-1-513-5907—Introduction-To-Comodo-Accounts-Manager.html>

For detailed explanations on all the features and functionality, please refer to CASG online help guide at <http://help.comodo.com/topic-157-1-288-3192-Introduction-to-Comodo-Antispam-Gateway.html>

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit [comodo.com](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

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