



Comodo Secure Email Gateway Enterprise

Software Version 6.7

Quick Start Guide

Guide Version 6.7.010620

Comodo Security Solutions 1255 Broad Street Clifton, NJ 07013



Comodo Secure Email Gateway – Quick Start Guide

This tutorial briefly explains how administrators can setup and configure Comodo Secure Email Gateway (SEG) 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 Purchase License and Login to Secure Email Gateway
- Step 2 Get Started
- Step 3 Add Domains
- Step 4 Add Users
- Step 5 Configure SMTP Settings
- Step 6 Configure Secure Email Gateway Security Components
- Step 7 Configure Quarantine & Archive Mail Settings
- Step 8 System Configuration

Step 1 – Purchase License and Login to Secure Email Gateway

Purchase a License

You can set up your Comodo Secure Email Gateway (SEG) instance on the cloud or on your premises.

- Cloud customers
 - Create a Comodo One, Comodo Dragon or an ITarian account
 - Click 'Store' in the top-menu then purchase a Comodo Secure Email Gateway (SEG) license.
 - Comodo will set up your cloud SEG instance
- On-premise customers Purchase a license at https://accounts.comodo.com/account/login, download the SEG VMware image and deploy it.

Cloud Customers

- Purchase a Secure Email Gateway license from the Comodo One / Comodo Dragon / ITarian portal interface.
 - If you do not already have one, you can sign up for a free Comodo One, Comodo Dragon or an ITarian portal account
- Login to your Comodo One, Comodo Dragon or ITarian portal account
- Click 'Store' on the menu bar
- Click 'Buy' on the 'Secure Email Gateway Enterprise' tile and complete the license subscription process.
 Click here for help with the purchase process and configuring SEG Service URL settings.

On-premise Customers

- Visit https://accounts.comodo.com/account/login and complete the license purchase process. The license key and other details will be sent to your registered email address.
- Next, download the SEG VMware image:



HyperV Template - https://download.comodo.com/domeasg/DomeASG_hyperv.rar

Or

- ESX Template https://download.comodo.com/domeasg/DomeASG_esx.rar
- Click here for help to deploy SEG on your network.
- After installation, login to SEG and activate your license. Click here if you need help with this.

Login to Secure Email Gateway

- Cloud Customers
- On-premise Customers

Cloud Customers

- Login to your Comodo One, Comodo Dragon or ITarian portal account
- Click 'Applications' in the top-menu then 'Secure Email Gateway Enterprise'

On-premise Customers

- The IP address of your instance was configured during SEG deployment. For example: https://ip-address: 8443
- · Login using any web-browser. Default credentials:

Username: adminPassword: admin

Secure Email Gateway will open at the dashboard:



Step 2 - Get Started

Cloud Customers

After creating your account, the first step is to configure your mail server to work with the SEG service.

- Incoming Filter Configuration
 - Comodo will set up your SEG instance. After this is done, you will receive a mail that contains your
 account and service URL details. If you think there is a delay in this process, contact Comodo support



at domesupport@comodo.com

- Change your incoming mail server domain MX records to point to SEG. Mail will be directed to your domain after passing through SEG filtering.
- Enter routing details in 'SMTP' > 'Domains' > 'Routes'. See **Step 3** to find out how to add domain names and their corresponding routing types. If no routing is configured then the default domain routing applies.
- Outgoing Filter Configuration
 - The outgoing filter checks mail that is sent from your network. You can enable the feature by routing your outgoing traffic to your SEG service URL.
 - This service URL is same as used for incoming filtering. This URL is sent to you after Comodo finish
 provisioning your instance. If you have any questions or need assistance, do not hesitate to contact
 domesupport@comodo.com

On-premise Customers

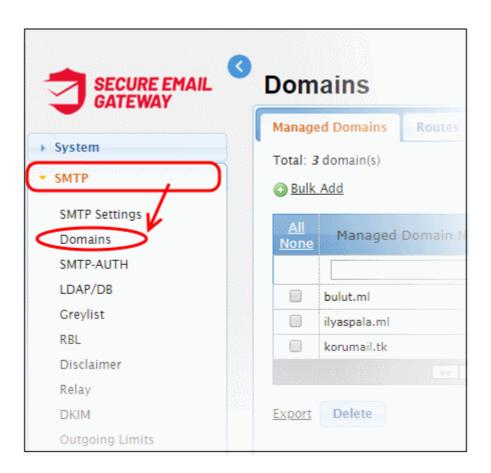
 All required configurations are done during deployment. Click here for help to deploy SEG on your premises.

Step 3 - Add Domains

The next step is to add domains which you want to protect with Secure Email Gateway

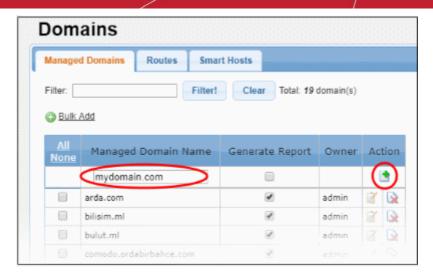
To add domains:

Click 'SMTP' > 'Domains'



Enter the domain name in the field under 'Managed Domain Name' column





- Click the button in the 'Action' column.
 - Alternatively, you can add multiple domains using the 'Bulk Add' link.

The next step is to define the route from Secure Email Gateway to your SMTP server. SEG will filter incoming mail then use this route to forward the mail to your server. If left undefined then the 'default route' will apply.

- Click 'SMTP' > 'Domains'
- Click the 'Routes' tab
- Use the drop-down menus in the top row to specify a route for the domain:



- Managed Domain Name Select the domain for which you want to configure the incoming route.
- Routing Type Choose the method you want to use to send mail to the SMTP server. The options
 available are IP4, IP6 or Hostname, MX Record and LDAP.
- **SMTP Server** Host name or IP address of the incoming mail server. Secure Email Gateway will forward mail to this server after filtering.
- Port Number The port number of the SMTP server through which Secure Email Gateway should forward mail.
- User Verification and LDAP / DB Profile Depending on the 'User Verification' type chosen, the
 'LDAP/DB Profile' column will be populated. If 'LDAP' is chosen as 'User Verification' then the LDAP profiles
 added in LDAP/DB section will be shown in the drop-down. Select the LDAP profile from the options.
- Click to check the connection between Secure Email Gateway and the remote server. The result is shown at the top.
- Click the button to save the route.



The domain route will be added to the list.

Alternatively, you can define a the default route in the 'Smart Hosts' interface:

- Click SMTP > Domains > Smart Hosts tab.
- Select 'Enable Default Domain Routing' check box and provide the SMTP server details.

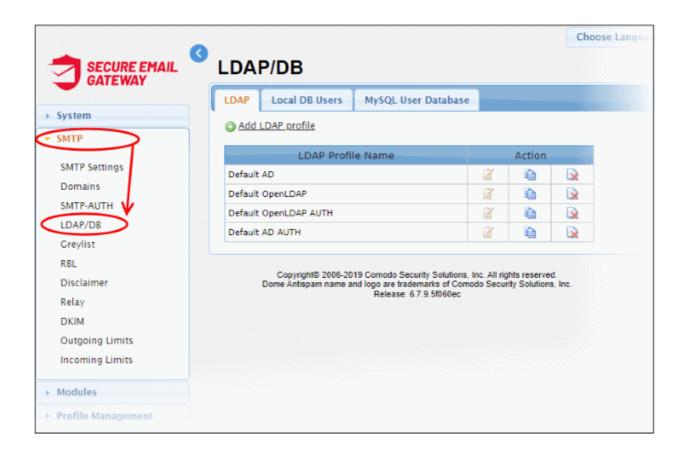
The default route will apply if you do not set a custom route for a domain. See **Default Domain Routing** for more information.

See Manage Domains for more details about managing domains, domain routes and smart hosts.

Step 4 - Add Users

Secure Email Gateway will only filter mail for valid recipients. You can add users manually and/or import users from an LDAP server / My SQL User Database.

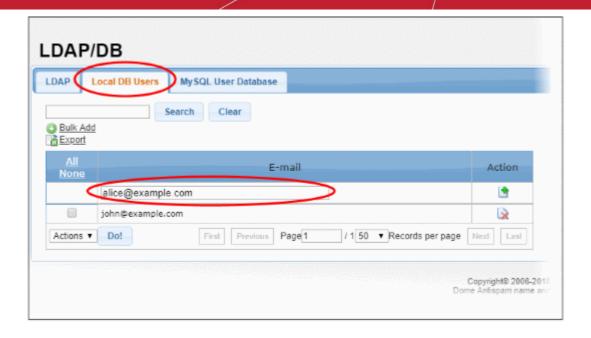
Click SMTP > LDAP/DB:



To add users manually

- Click the 'Local DB Users' tab
- Enter the user's email address as shown:



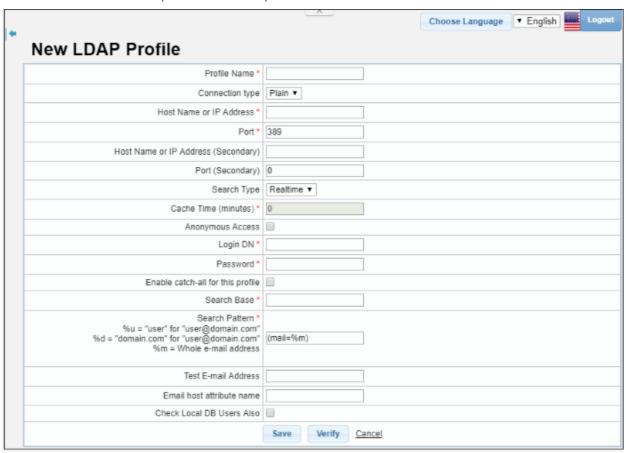


- Click the button in the 'Action' column.
- · You can add multiple users using the 'Bulk add' link.

Note – You can only add users for managed domains.

To integrate an LDAP server

- · Click the LDAP tab
- Click the 'Add LDAP profile' link at the top





- Complete the profile form with the details of your LDAP server.
- Click the 'Verify' button to test the connection with the parameters you entered.
- Click the 'Save' button to apply your changes.

To add My SQL User Database

- Click the 'My SQL User Database' tab
- Click 'Add LDAP profile' link at the top



- Complete the profile form with the details of your MySQL database.
- Click the 'Verify' button to check the connection with the parameters you have specified.
- · Click 'Save' to apply your changes.

See 'LDAP/Local DB/My SQL User Database' if you need more help with this.

Step 5 – Configure SMTP Settings

Next, configure the SMTP settings for incoming and outgoing mails.

Click 'SMTP' > 'SMTP Settings'





General Settings

SMTP Settings - General Settings Table of Parameters		
Parameter	Description	
SMTP server banner text	The welcome message shown on the server after successfully connecting to Secure Email Gateway port 25	
Maximum acceptable mail size (MB)	The maximum permitted size of a single email + attachments. The default value is 20 MB.	
Activate DoS protection	A DoS (Denial of Service) attack occurs when a malicious actor tries to overload your mail server by bombarding it with unsolicited mail. DoS protection implements limits to help ensure your servers are not brought to a standstill by such attacks.	
Enable SMTP submission port	If enabled, Secure Email Gateway will not accept outgoing messages from unauthenticated sources, thus helping to protect your network and users from spam emails.	
Enable SPF	SPF (Sender Policy Framework) is a standard designed to block the forgery of sender addresses.	
	SPF values	
	Just add received-SPF header	
	Return temporary failure in DNS query error	
	If SPF result fails (ban) then reject it (recommended)	
	If SPF result is softfail then reject it	
	5. If SPF result is neutral then reject it	
	6. If SPF result is not passed then reject it	
	You can disable SPF by selecting '0' from the list. If the check box 'Only for hosted domains' is selected, then the SPF check will be performed for outgoing mails for	



	domains that are hosted in the network.
1	Sender IP based location detection. This should be enabled here in order to activate the geo location restriction settings in the incoming profiles. Mails from restricted countries list will be rejected.

• Click the 'Save' button to apply your changes.

Advanced Settings

Click the 'Advanced Settings' tab

SMTP Settings - Advanced Settings Table of Parameters		
Parameter	Description	
Minimum number of filter processors	The least filter processes that the filtering engine should use. Filter processors are threads used to scan and handle mail.	
	Fewer processors = Lower resource overhead / slower performance	
Maximum number of filter processors	The most filter processes that the filtering engine should use. Filter processors are threads used to scan and handle mail.	
	More processors = Higher resource overhead / better performance	
Maximum number of recipients per SMTP transaction	The highest number of mailboxes to which Secure Email Gateway will forward mail per transaction.	
Incoming SMTP session timeout (seconds)	Timeout duration of each SMTP session.	
RBL Timeout (seconds)	If this time is exceeded, the RBL query is canceled and next filter is applied to the e-mail.	
Early talker drop time (seconds)	After a client makes a TCP connection, SMTP servers will wait a for short time before sending a greeting message. The client replies with a HELO or a EHLO response.	
	If the server receives the response before sending the greeting, then the client could be serving spam. The waiting time before sending the greeting is called 'Early talker drop time'.	
	We recommend you leave the setting at the default.	
Reject invalid addresses	If enabled, incoming mails with invalid address will be rejected	
Queue life time (hour)	Enter the number of hours that a mail can be queued for delivery before it is bounced.	
Enable tarpitting	Tarpitting helps thwart spammers by slowing the transmission of bulk emails. Tarpits slow communication times with spam servers when they send mail to several of your recipients during one session.	
	Spammers may stop sending emails to your server if the response to their requests is very slow.	
Tarpit count	Tarpitting will become active if the number of recipients exceeds the Tarpit count.	
Tarpit delay (second)	The number of seconds that Tarpitting will delay the transmission response	



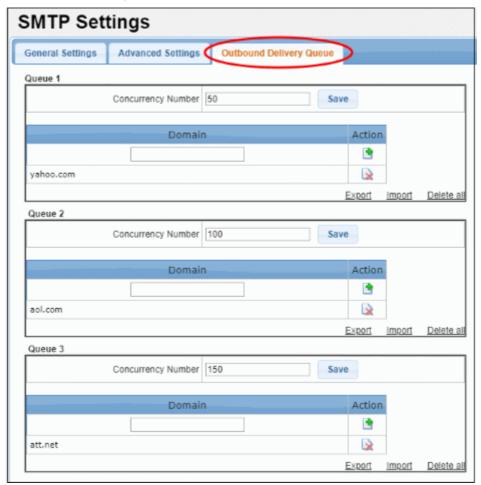
Maximum number of SMTP sessions	Maximum number of simultaneous SMTP sessions.
Maximum number of concurrent mail delivery	Maximum number of simultaneous outgoing messages that can be sent.
Main Filter engine log level	Select the level of main filtering engine event that should be logged. Selecting 'Debug' will log all the levels.

Click the 'Save' button to apply your changes.

Outbound Delivery Queue

You can queue outbound mails per domain so only a certain number of mails will be delivered at once.

Click the 'Outbound Delivery Queue' tab



The interface has three preset delivery queues that can be configured according to your needs. You can assign as many domains as required to a particular concurrency number. You can also change the concurrency number itself if required.

Concurrency Number – The maximum number of emails that can be sent at once from the domain.



- To remove a domain from the list, click the \(\textstyle \) button beside it.
- To remove all domains from the list, click the 'Delete all' link and confirm the removal in the 'Confirmation Dialog'.

The 'SMTP' section also allows you to configure other settings such as outgoing limits, incoming limits and more. See 'SMTP Configuration' for more details.

Step 6 – Configure Secure Email Gateway Security Components

The 'Modules' section lets you configure Secure Email Gateway security components.

- Click 'Modules' on the left
- · Help for each module is listed under the following screenshot:



Click the links below:

- Anti-spam
- Anti-virus
- KRN
- Anti-spoofing
- SMTP IPS / FW
- Auto Whitelist
- Containment System
- DLP
- Attachment Verdict System

Anti-spam

Anti-spam General Settings - Enable/disable anti-spam and image filters. Ham mail = legitimate mail.
 Upload ham training materials help teach the antispam system to identify legitimate mail – useful if you are



getting too many false-positives. The anti-spam module must be enabled in order to activate the anti-spam parameters specified in profile settings.

- Authorized Trainers Define the sources from which spam training emails can be sent. Submitting sample spam emails allows the system to learn, adapt and protect against new spam types.
- Advanced Settings The languages you select here will be analyzed for spam using the Bayesian spam classifier.
- Bayesian Training The Bayesian engine analyzes emails for patterns which may indicate that the mail is spam. You can upload sample spam and HAM (legitimate) emails in order to 'train' the engine to provide more accurate verdicts.
- Content Filter Add words that when detected in message body will be marked as spam
- **Signature Whitelist** A list of digital signatures that came attached to white-listed emails. You can manually whitelist mails from the 'Mail Logs' interface.
- Attachment Filter Define how many archive levels should be checked by Secure Email Gateway. For
 example, a zip file may contain another zip file inside it. A depth of '2' means Secure Email Gateway will
 check inside both files.

See 'Anti-Spam' in the main user guide for more information.

Antivirus

Configure antivirus settings and select the program that should be used for AV scans.

- General Settings Enable / disable anti-virus and select the virus scanner.
- Advanced Settings Define scanner settings such as size of mails that should be scanned, file types that should be scanned and so on.

See 'AntiVirus' for more information.

KRN

Korumail Reputation Network is a system which assigns a trust rating to IP addresses. It not only includes traditional features such as real-time IP blacklists but also has 'whitelist' and 'greylisting ignore' features.

- Servers A newly added KRN server will be in enabled status by default. Click the 'Yes' or 'No' link under the 'Enabled' column to switch between enabled and disabled statuses.
- Settings Enable / disable Reputation Network blacklist, whitelist and whitelist triplet scan.

See 'Reputation Network (KRN)' if you need more help with this.

Anti-spoofing

Email spoofing is a technique used to forge email headers so that the message appears to originate from a source other than the true sender. You can configure the settings to check whether an email is being sent from an authorized server.

- Select 'Enable Anti-spoofing' check box
- Select the managed domain from the 'Choose Domain' drop-down and enter the IP addresses.

See 'Anti-Spoofing' if you need more help with this.

SMTP IPS / FW

Configure the intrusion prevention system (IPS) and firewall (FW) to protect against denial of service (DoS) and SYN attacks.



- General Enable / disable SMTP IPS/FW module and configure the security profile.
- Whitelist Add trusted networks so they will not be filtered by the SMTP IPS module.
- Blocked Add IP addresses so that mails from these sources never reach the SMTP level for processing.
- Rate Control The 'Rate Control' feature protects your company from spammers that send huge amount of
 emails to the server in a small amount of time. Configure the rate control settings in order to automatically
 add IP addresses to blacklist if the set threshold is exceeded.

See 'Rate Control' if you need more help with this.

Auto Whitelist

Configure this setting to automatically trust emails sent between specific senders and recipients.

• The threshold means how many emails must be exchanged before the remote sender is added to the whitelist. The threshold must be achieved within the 'Maximum Day Count' underneath this setting.

See 'Auto Whitelist' if you need more help with this.

Containment System

- Protects users from zero-day malware by opening any untrusted attachments in a secure, virtual environment known as the container.
- Items in the container are not allowed to access other processes or user data and will write to a virtual harddrive and registry.
- Secure Email Gateway checks the trust rating of all attachments. PDF and .exe attachments with a trust rating of 'Unknown' are removed and replaced with a link.
- The link allows recipients to download a special version of the file wrapped in Comodo's containment technology. The file will be open in a virtual container on the endpoint

DLP (Data Leak Prevention)

- Data loss prevention helps stops sensitive information from leaving your organization via email. You
 configure it by specifying keywords that should be monitored.
- If triggered, you can configure actions such as quarantine or block the mail.
- You specify the keywords themselves in the SEG profile.
- **DLP** Enable / disable DLP, Incoming Profiles and Outgoing Profiles.

See 'Data Leak Prevention' if you need more help with this.

Attachment Verdict System

Configure to submit email attachments (executable and pdf files) that are rated as 'Unknown' to Valkyrie, a file analysis and verdicting system.

• **General Settings** – Enable / disable attachment verdict system. Provide your SEG license key. The host name is by default set to Valkyrie.

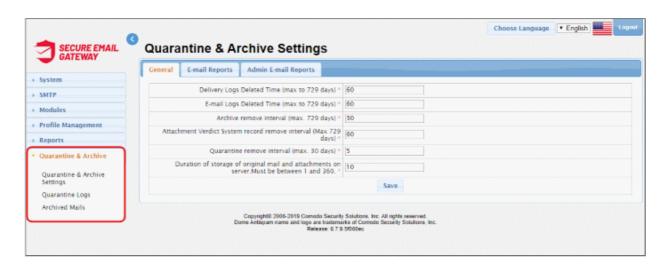
See 'Attachment Verdict System' if you need more help with this.

Step 7 – Configure Quarantine & Archive Mail Settings

Configure the number of days that logs and archived files should be retained in Secure Email Gateway.



Click 'Quarantine & Archive' on the left then 'Quarantine & Archive Settings'



Click the 'General' tab

Quarantine & Archive General Settings - Table of Parameters		
Parameter	Description	
Delivery Logs Deleted Time	Delivery logs are a record of incoming and outgoing mails which were accepted by mails servers.	
	Specify the number of days these logs should be kept.	
E-mail Logs Deleted Time	Mail logs are a record of all incoming and outgoing mails handled by Secure Email Gateway, regardless of whether the mail was accepted.	
	Enter the number of days for which the email logs should be retained.	
Archive remove interval	The number of days that Secure Email Gateway should store a copy of emails.	
Attachment Verdict System record remove Interval	Attachment verdicts tell Secure Email Gateway whether or not an attachment is safe, malicious or unknown. These verdicts are awarded by Valkyrie after it has analyzed the files behavior.	
	Enter the number of days the verdicts should be retained by SEG. This is for the purposes of to view log history and the analysis result. Secure Email Gateway asks Valkyrie verdict for each attachment regardless of prior requests.	
Quarantine remove interval	Enter the number of days after which the 'Quarantined Logs' will be removed. The maximum period that can be set is 30 days.	
Duration of storage of original mail and attachments on server	This setting pertains to Containment. Specify the number of days that emails including attachments should be retained on SEG server. The period should be between 1 and 360 days. Original emails and contained attachments are deleted after this period.	

Click the 'Save' button to apply your changes.

You can also configure the email reports settings for users to access their quarantined emails and admin email reports settings for sending reports to administrators. See 'Quarantine & Archive' for more details.

Step 8 – System Configuration

After completing the initial steps explained above, you can check and configure other system settings such as GUI customization and more.



Click 'System' on the left, then the sub-menu that you want to configure



- Services Start or stop various services such as delivery agent, SMTP, Snmpd, scheduler and more.
- License View current license, create license requests and / or install a new license.
- Settings Configure important Secure Email Gateway settings:
 - General Enable or disable automatic upload of selected spam messages to Comodo for analysis.
 - Cache Configure cache expire time for Greylist IP addresses, SMTP Auth logs and LDAP.
 - Session Configure the session timeout period and the maximum number of concurrent login count to the account.
 - **GUI Customization** Customize the look and feel of the console. You can also change the name and the logo which is displayed in the interface.
 - Backup Store copies of system configuration settings and logs. You can restore your SEG configuration from your backup at any time.
 - Restore Reverts your Secure Email Gateway configuration and logs to a previous system state.
 - Log Upload Automate the process of uploading various types of Secure Email Gateway logs.
 - Postmaster Forward mails directed to postmaster@ to another address.
 - Web UI SSL Certificate Deploy an SSL certificate in order to provide secure, HTTPS access to your SEG admin console.
 - SMTP TLS Configure to encrypt messages transmitted between Mail Transfer Agents (MTAs).
 - Database Update Allows you to update virus and spam database manually.
 - Syslog Forward logs to a remote server.
- Logs Download logs and delete unwanted logs.
- Tools Check the connectivity to the mail servers and clients. Clear the mails in the SMTP delivery queue.
- Statistics View SMTP connection statistics, mail statistics and utilization statistics of hardware and software resources like network, CPU, hard disks and system memory as graphs.

See **System Configurations** for more details.

See the admin guide at https://help.comodo.com/topic-443-1-898-11454-Mail-Logs-Report.html for information about all the features and settings.



Dashboard – View statistics about your mail traffic and overall system details. You can also view important system messages and update the license. See https://help.comodo.com/topic-443-1-898-11364-The-Dashboard.html for more information.

System – Configure SEG services, upgrade license and more. See https://help.comodo.com/topic-443-1-898-11366-System-Configurations.html for details.

SMTP – Configure settings for incoming and outgoing mails, manage domains and more. See https://help.comodo.com/topic-443-1-898-11367-SMTP-Configuration.html for more information.

Modules – In this section, you can configure the core security components of Secure Email Gateway email defense system. See https://help.comodo.com/topic-443-1-898-11368-Modules.html for more details.

Profile Management – Create rules and settings that can be applied to specific domains, e-mail addresses, incoming mails and outgoing mails. See https://help.comodo.com/topic-443-1-898-11369-Profile-Management.html for more information.

Reports – Configure report settings and generate reports for mail logs, SMTP queue and more. See https://help.comodo.com/topic-443-1-898-11370-Reports.html for more details.

Quarantine & Archive – In this section, you can configure the number of days that logs and archived files should be retained. Also view the details of 'Quarantine Logs' and 'Archived Mails'. See https://help.comodo.com/topic-443-1-898-11371-Quarantine-&-Archive.html for more information.



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 or our **blog**. You can also follow us on **Twitter** (@ComodoDesktop) or **LinkedIn**.

1255 Broad Street

Clifton, NJ 07013

United States

Tel: +1.877.712.1309 Tel: +1.888.551.1531

https://www.comodo.com

Email: EnterpriseSolutions@Comodo.com