COMODO
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Comodo
Antispam Gateway

Software Version 2 .11

Quick Start Guide

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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

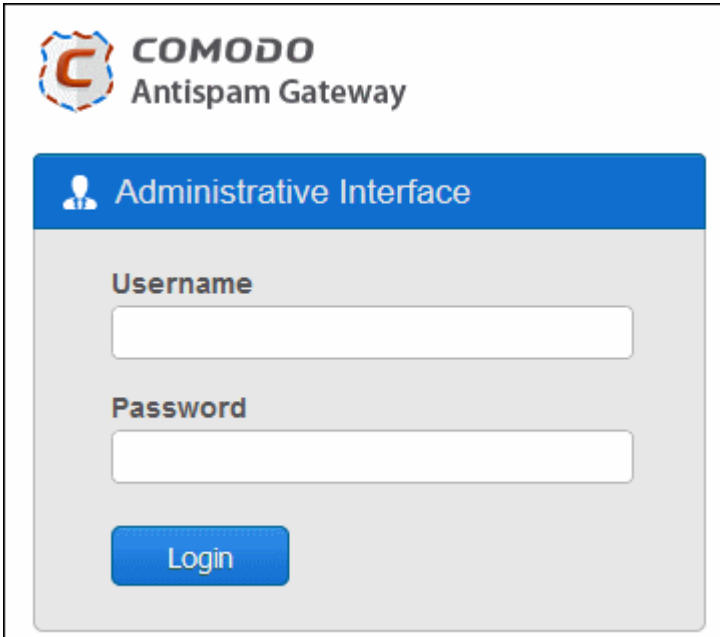**Step 8 - Manage configuration and settings**

Step 9 - View reports

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

Step 1 - Login to the Admin interface

As CASG is a web application, you can login into your account using any internet browser. The login URL depends on the **CASG service domain** that you configured in the MX records. See **Step 2** for configuring MX records.

- EU CASG Service domain - **https://antispamgateway.comodo.com/admin/**
- US CASG Service domain - **https://us.antispamgateway.comodo.com/admin/login.zul**

- 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.

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

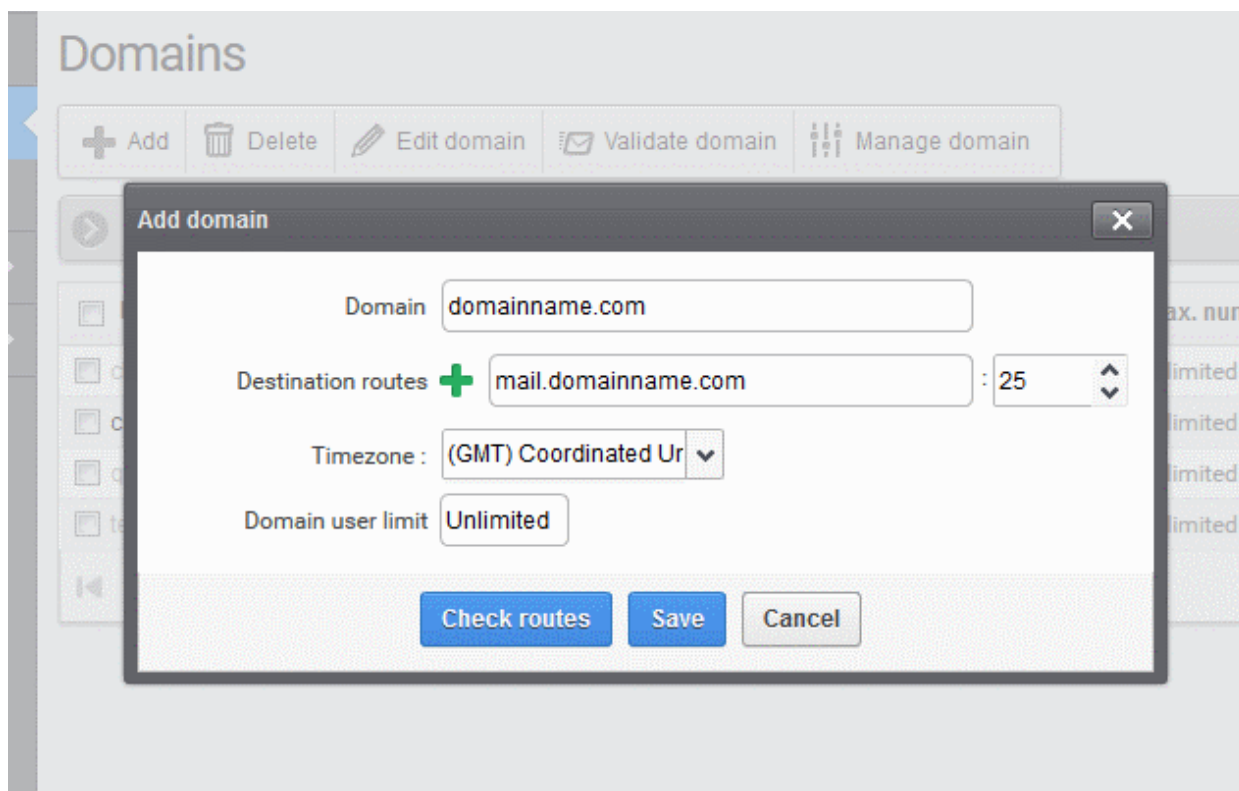### Incoming Filtering Configuration

1. **Configuring your mail server** - Disable Sender Policy Framework (SPF) check or add **CASG service domains** to SPF check whitelist.

   If the above step is not carried out, the following error message may appear while adding a domain in CASG.
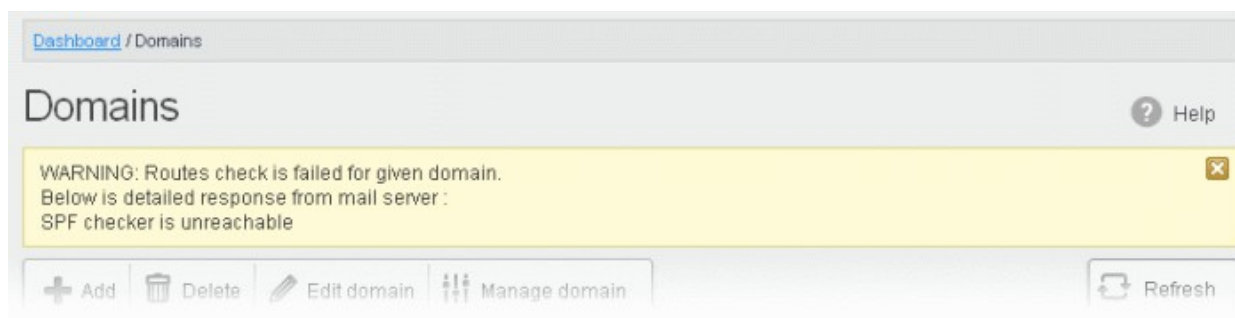
2. **Add your domain to the CASG service** - **Login** to CASG, go to domain management and add domain.

See **Adding Domains** topic if you need more help with this.

3. **Configuring MX record** - The next important 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 old domain MX records with your chosen **CASG service domain**.

Background Note: The MX record is responsible for specifying the mail server to relay the incoming and outgoing email messages of a domain. A domain can have several MX records, each pointing to a mail server, with defined priority order. When an email is passed to/from your domain, the mail is handled by the first available mail server as per the priority. You can define new MX records or change the priority of them depending on how you want the mails to/from your domain has to be processed.

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! SmallBusiness**
- **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.

4. **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.

5. **Outgoing Smarhost 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 would be sent to CASG mailserver and the actual recipient would be contacted by CASG mailserver 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.

   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:

   - **Configuring QMail to use as Smarthost**
   - **Configuring PostFix to use as Smarthost**
   - **Configuring Sendmail to use as Smarthost**
   - **Configuring Exchange 2000/2003 to use as Smarthost**
   - **Configuring Exchange 2007/2010 to use as Smarthost**
   - **Configuring Exim to use as Smarthost**
     - **Configuring Exim / cPanel to use as Smarthost**
     - **Configuring 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 final mail server destination route in the 'Destination routes' field. This is where the mails will be delivered from CASG after appropriate filtering of mails. The default port is 25.

4. If you want additional routes to be included for the filtered mails to be delivered in case of failure of the first route, click ➕ beside the 'Destination routes' field to add more alternative destination routes.

5. Select the timezone for the domain from the 'Timezone' drop-down.

6. Click the 'Check routes' button to let CASG automatically get the destination routes information from DNS. If

the result contains the MX URL of **CASG service domain** then it means that DNS MX record was already updated to work with Antispam Gateway server and you must fill 'Destination routes' field with your real MX record, for example mail.exampledomain.com.

7. Enter the maximum numbers 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.

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

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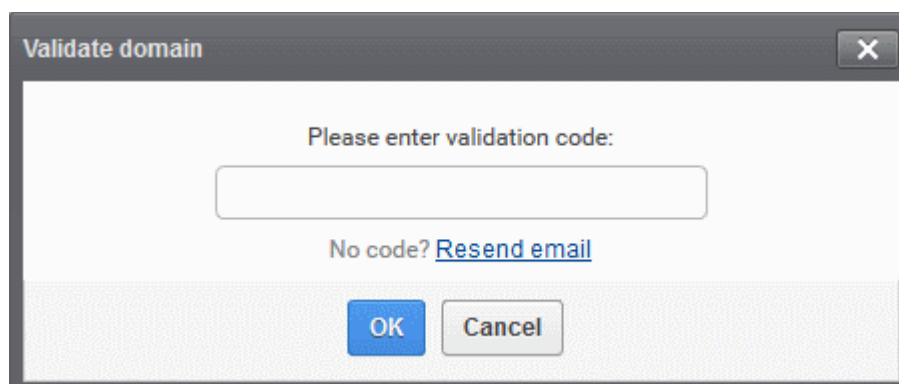
A mail containing the validation code will have been sent to postmaster@your-domain.com immediately after adding a domain. Click 'Resend email' to send this mail again.

• 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 will be activated.

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

To 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 should be 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

Administrators 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 will become the first part of their email address. For example, if you add a user called 'alice', their email address will be '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 should be 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 will be 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.

To add users to ignore list

Users in the ignore list will not be 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 email messages should be checked for spam or malicious content because of the risk such content poses to the organization's reputation. Often the outbound email path bypasses the system that scans incoming emails from the internet, and instead sends the emails directly out to the destination. Filtering the outgoing user's mail also prevent spam from reaching end user mailboxes.

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:

   - Smtp 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.

3. Click the 'Users' tab from the 'Outgoing' drop-down menu on the left navigation

4. To add users manually, click the 'Add' button.

5. In the 'Add outgoing user' dialog, enter the username of the new user.

6. Enter the password in the Password filed. If the 'Password' field is left blank, then the 'Username' must be an IP address, and any connection from that IP will be considered authenticated without needing to use SMTP AUTH (Note: authorizing IP addresses may be disabled on the system).

7. The 'Edit outgoing settings' allows you to configure various outgoing settings.

   - **Automatic lock** – Select this setting if you wish to enable spam filtering on outgoing email /

enables to automatically lock outgoing mails.

- **User lock timeout** – Allows you to to change the user lock timeout.

- **Maximum unlocks by timeout** - Change the maximum number of unlocks per user timeout.

- **Enable outgoing limits –** Allows you to activate /deactivate limits on outgoing mail.

- **Limit per month -** The amount of outgoing mail that can be sent per month.

- **Limit per week -** The amount of outgoing mail that can be sent per week.

- **Limit per day -** The amount of outgoing mail that can be sent per day.

- **Limit per hour -** The amount of outgoing mail that can be sent per hour.

- **Limit per minute** - The amount of outgoing mail that can be sent per minute.

- **Valid sender address required** – Allows you to verify that it requires a valid sender address**.**

- **Maximum number of recipients per day** - Allows you to configure the maximum number of recipients a sender can make per day.

- **Invalid recipient limit**: - Allows you to configure the amount of invalid recipients a sender can make per day.

- **Maximum days to retry** - The amount of days to retry with the Automatic retry schedule.

- **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 mail will be quarantined (and not delivered to the recipient) regardless of your choice here. These options merely determine what message CASG will send back to the SMTP mail server.

Options:

- **Rejected -** Will inform the SMTP server that the email has been rejected by CASG and placed in quarantine. (By default is 'Rejected'.)

- **Accepted -** The email has passed the CASG spam filters and detected as a spam will be placed in quarantine in silent mode.

8. Click the 'Save' button.

9. 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

10. Click the 'Import from CSV file' button to import outgoing users from a CSV file.

11. Click 'Upload' and navigate to the location where is the file is saved and click the 'Open' button to add new outgoing users.

12. Click 'Import from incoming users' to add all incoming users to the outgoing users list.

Step 8 - Manage configuration and settings *(see 'Managing Domain' topic if you need more help with this)*

An administrator 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**

- **Outgoing**
  - **Clear outgoing cache**
  - **Log search**
  - **Users**

- **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 anther specific for a domain. The reports for these types will be similar except the former will contain reports for all domains while the latter will contain reports for the selected domain. The reports will be sent routinely at the times selected in

the language set for the account.

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 subscribes at a time with each email addresses separated by a comma.
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 subscribes at time with each email addresses separated by a comma.
    - 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 fee 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 '**Viewing 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

The Comodo organization is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Building on its unique position as the world's largest certificate authority, Comodo authenticates, validates and secures networks and infrastructures from individuals to mid-sized companies to the world's largest enterprises. Comodo provides complete end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats, both known and unknown. With global headquarters in Clifton, New Jersey, and branch offices in Silicon Valley, Comodo has international offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom. For more information, visit comodo.com.

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