Email Protection

Quick Configuration Guide

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1.1. Introduction

This guide contains information to set up and configure basic aspects of the product **Panda Email Protection**.

1.2. Who is the guide aimed at?

Technical staff in charge of configuring the corporate email protection service at:

- The IT Department of an organization looking to implement an enterprise-wide secure email service for network users.
- The managed service provider (MSP) that offers an email security service to its customers.

1.3. Icons

The following icons appear in the guide:

Additional information. For example, a different way of carrying out a specific task.

Suggestions and recommendations.

Important information to use a specific Panda Email Protection feature.

2. Introduction to Email Protection

Key features

2.1. Introduction to Email Protection

Panda Email Protection is a cloud-based email security service. Cloud services let companies focus on their core business, freeing them from the management tasks and operating costs associated with traditional security solutions. **Email Protection** comprises a multilayered system that combines filters and protection mechanisms using proprietary technologies (Panda Email Protection PROACTIVE, trusted lists...) as well as standard technologies (IP reputation, Bayesian networks, whitelists and blacklists, greylists, traffic shaping. etc.) to ensure maximum security. By removing spam, viruses and phishing - with more than ten different filters -, the solution not only reduces the load on the mail server but also mitigates productivity problems caused by employees deleting spam.

Email Protection comes with an intuitive, easy-to-use interface that allows administrators to rapidly set up the protection.

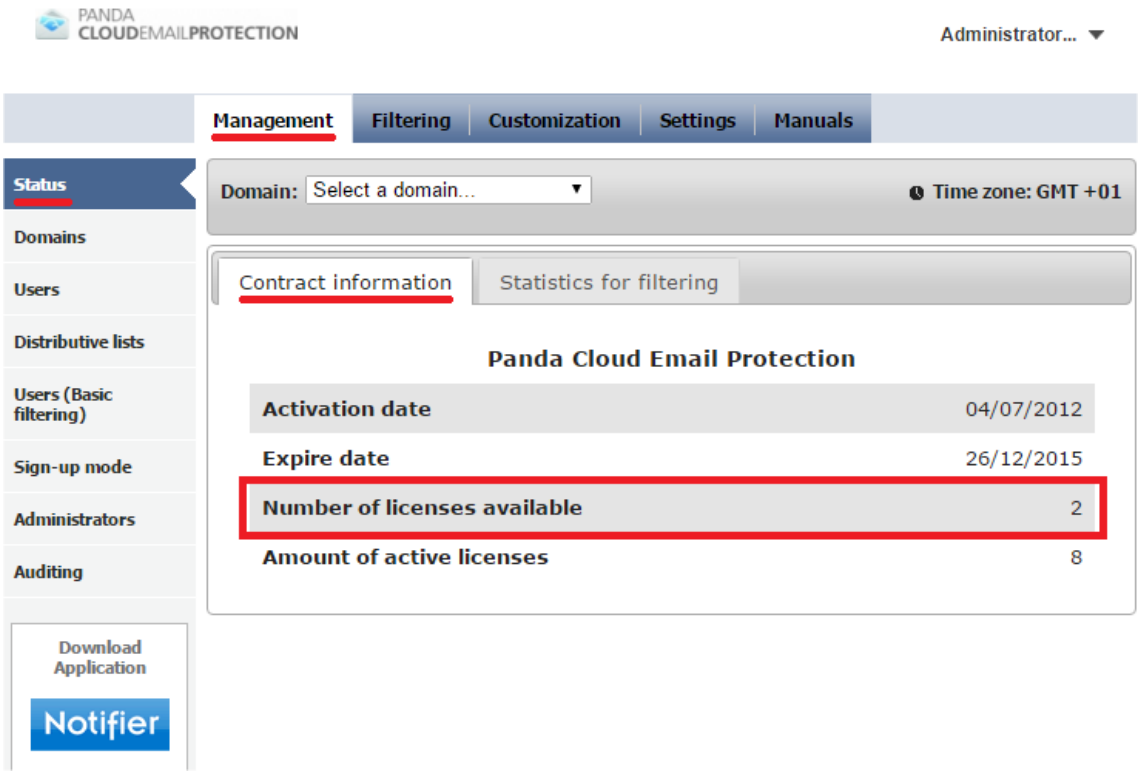
Some of the key features provided by **Email Protection** include:

- Centralized configuration
- Simple administration
- Multilayer anti-spam
- Incoming email backup
- User registration
    - Manually
    - Imported from files
    - LDAP callout with alias discovery
    - SMTP callout
- Administration delegation by domain
- Email logs with the ability to open emails, whitelist and blacklist senders and IP addresses, and classify emails as Valid/Spam
- Trust lists per user
- Custom filters
- Quarantined email notifications

3. Licensing model

3.1. Licensing model

Panda Email Protection is delivered as a service so that every mailbox protected by the solution consumes a license from the license pool available for the service. The administrator can view the number of licenses available and in use under **Management -> Status -> Contract information**.



Take the following points into consideration when calculating the total number of licenses required by your organization:

Alias domains

If the platform is protecting an existing domain (e.g. 'pandatest.com') with users already created under that domain and consuming licenses, and you have another domain that is an alias of the existing domain (e.g. 'pandatest.es'), the alias domain can be configured as an alias of the primary domain. All users present in the primary domain will be implicitly configured in the alias domain. These users will not consume an extra license.

Alias accounts

Each license allows you to protect up to 5 alias email addresses associated with the primary mailbox consuming the license.

For the system to recognize the alias accounts covered by the license associated with the primary mailbox, the alias email addresses must be properly configured as such in the system. Alias accounts can be configured manually (refer to **section 4.2**) or by using automatic sign-up via LDAP (refer to section 4.2), provided the **Alias search** option has been enabled. Bear in mind that alias discovery is not available when using automatic sign-up via SMTP. Therefore, it is recommended that you use LDAP provisioning if there is a large number of alias email addresses in your organization.

If your organization has alias mailboxes protected by the solution and they are not properly configured as aliases in **Email Protection**, the platform will consume a license for those alias mailboxes. In that case, it will be necessary to check the mailbox configuration in **Email Protection**.

4. Initial configuration of the Email Protection account

Configuring inbound email filtering

Configuring outbound email filtering

Configuring SPF logging in DNS

4.1. Initial configuration of the Email Protection account

This quick configuration guide explains the initial steps to take in order to protect the company's email domains and users. All configuration steps are carried out from the management console. Access to the management console is provided to the administrator along with this quick configuration guide. The management console is accessible from https://mep.pandasecurity.com/admin/. Use your unique set of credentials to access it.

> ⚠ ***The management console access URL may be different from the one specified in this document. Please check the welcome email that was sent to the email address that you provided when subscribing to the service.***

All steps described in this section are mandatory in order to set up **Email Protection** with the domains and mailboxes to be protected by the solution.

Please note that the initial configuration explained in **section 4.1** is mandatory. Should the steps detailed in this guide not be fully completed before pointing the MX records in your DNS to our filtering solution, both inbound and outbound emails will bounce back with a permanent error code. This will result in those emails never being delivered to the destination users.

The configuration steps detailed in the Configuring outbound email filtering (**section 4.2**) are optional if you want **Email Protection** to filter outbound messages. The configuration procedure detailed in the Security settings (**section 4.3**) is also optional.

4.2. Configuring inbound email filtering in Email Protection

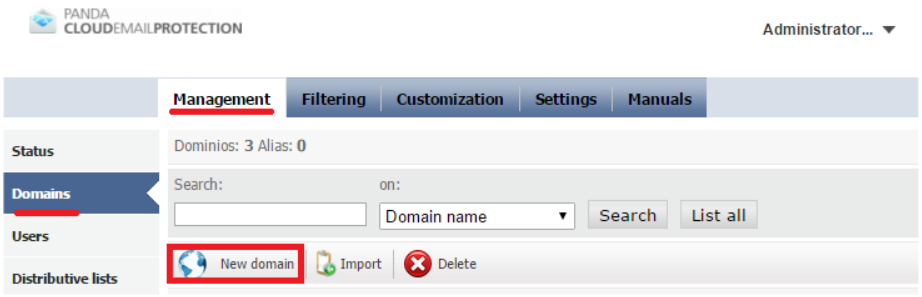
Follow the steps below to complete the initial configuration of **Panda Security's Email Protection** solution.

Configure the domain(s) to be protected by the platform.
Configure the mailboxes to be protected by the platform.
Customize the platform if you want to change the look and feel of the user interface and the communications sent to the mailboxes protected by the solution.
Change your MX records to redirect your mail to **Panda Security's** solution.

Next we describe each of these steps in detail.

4.2.1. Domain configuration

The first step is to configure the domain or domains to be protected by **Email Protection**. To do that, go to **Management -> Domains**. For each email domain to be protected by the solution, configure a new domain by clicking **New Domain**.



The information required for each new domain is as follows:

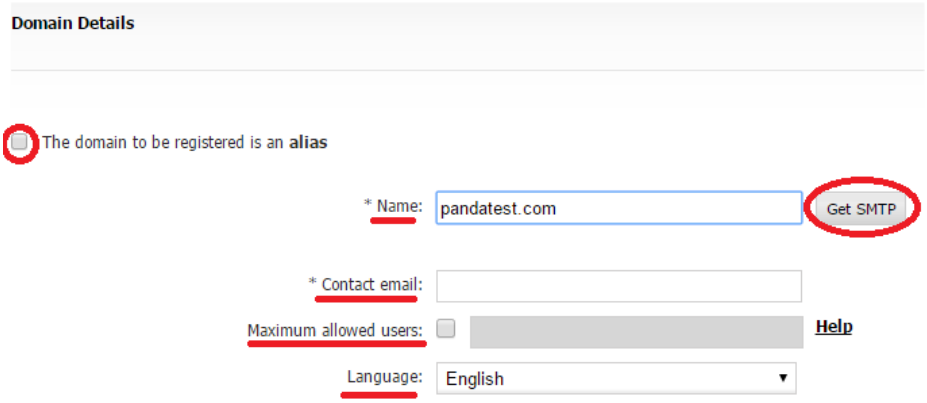
Select the checkbox **The domain to be registered is an alias** if the domain you are configuring is an alias domain of an existing domain already configured in the platform.

In **Name**, enter the name of the domain to be protected (e.g.: 'pandatest.com').

Enter a contact email address to receive notifications about this domain (such as notifications regarding the user synchronization process, or if the domain has reached the maximum allowed number of licenses).

You can limit the maximum number of licenses that will be consumed by the users provisioned in the domain.

Additionally, you can select the default language that will be used for the domain. All end user notifications as well as the management console for the users created under this domain will be available in the specified language.



Next, you must configure the host name or IP address where **Panda Email Protection** will deliver inbound emails after filtering them. This will be the current address where your email server is located. If you still have not redirected your DNS MX records to Email Protection, use the **Get SMTP** button to fill in the **MX Host** fields automatically. Make sure that this field is pointing to the current location of the email server where the mailboxes to be protected are hosted.

The platform allows you to configure several servers to which filtered messages will be delivered. Each of them can be configured with a different priority. Make sure that the **Priority** field is set to a value different than '0' and please note that the MX host with the highest priority will be the one with the lowest value.

Once all target MX hosts have been properly configured, run the **test SMTP** check to ensure that the platform can contact the specified MX hosts.

If there are connectivity problems, make sure that the **Panda Email Protection** datacenters can establish an SMTP connection to your mail servers. The IP address ranges of our datacenters are:

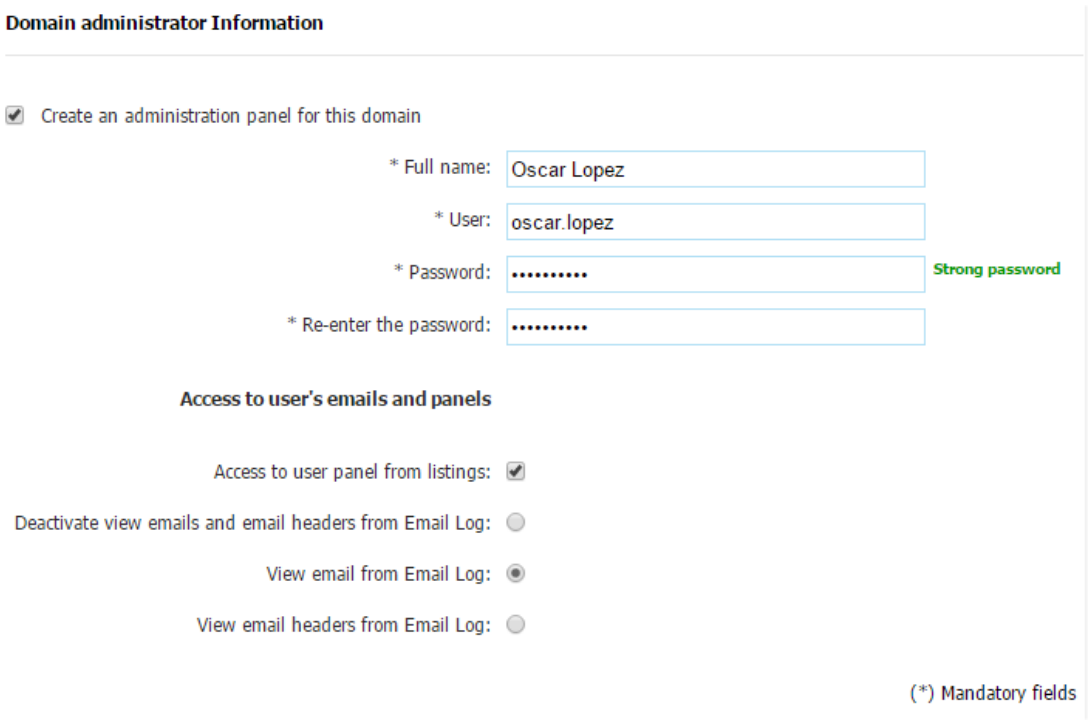
188.94.13.128/25

92.54.22.0/24

92.54.27.0/24

⚠ ***The IP address ranges may vary from those specified in this document. For the latest IP address ranges, please refer to the 'Manuals' -> 'Configuration information' section in the management console.***

At this point, you can either complete the configuration of the domain to protect or define a **Domain Administrator**. The access credentials granted to the domain administrator will allow them to access the management console (https://mep.pandasecurity.com/admin/), and change the configuration settings of the domain configured in this section:



Once all fields have been configured, save the domain settings and proceed to the next step: mailbox configuration.

4.2.2. Mailbox configuration

Panda Email Protection requires that you configure every mailbox to be protected by the platform. If you do not configure the mailboxes to be protected by the solution (either manually or setting up an automatic sign-up mode), **Panda Email Protection will reject all inbound and outbound emails if the solution is processing email to/from your organization**.

There are two ways to configure the mailboxes to protect:

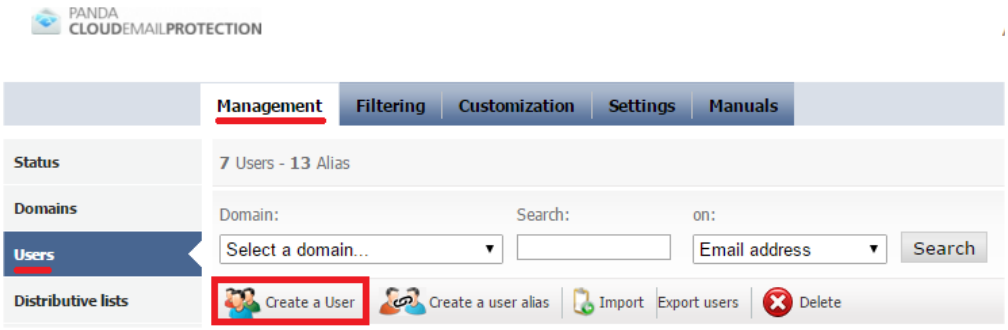
Manually: The administrator manually registers each mailbox (or alias email address) individually. The administrator can also import a list of users (in .TXT or .CSV format).
Automatically: The administrator must configure the domains to protect using one of the available automatic registration procedures: SMTP or LDAP.

These methods are not self-excluding: the administrator can configure some mailboxes manually and register certain users automatically. Both procedures can coexist.

4.2.3. Manual user configuration

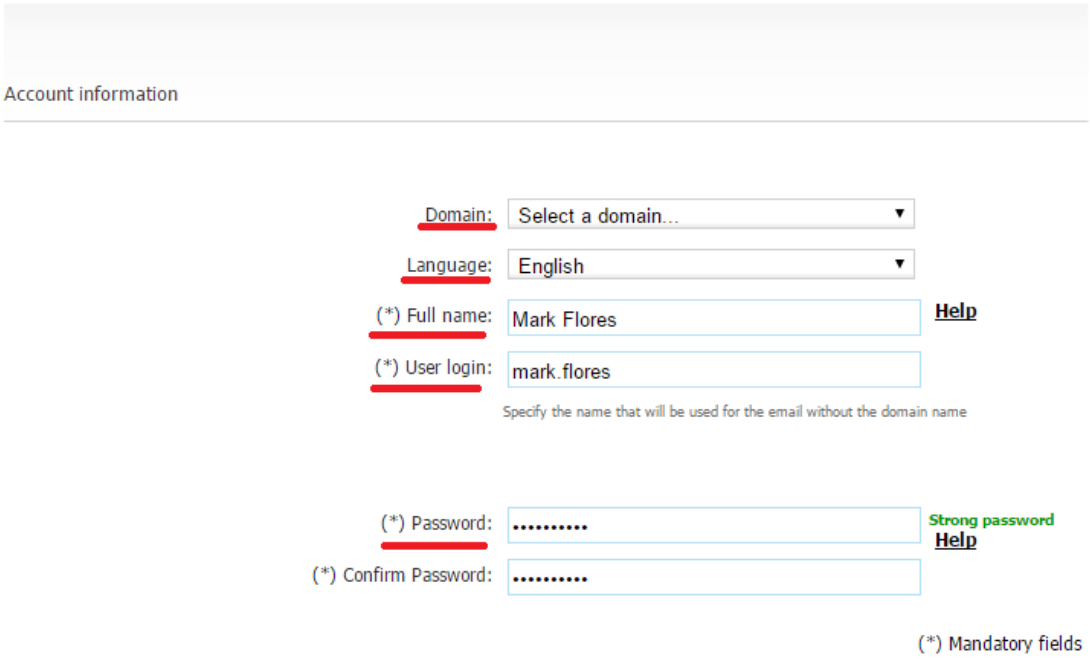
The mailboxes to be protected by the solution can be added manually through the management console. Go to **Management -> Users**. This screen allows the administrator to create users with a primary email address or an alias email address associated with a primary mailbox already existing in the system.

To create users with a primary email address, click **Create a user**:



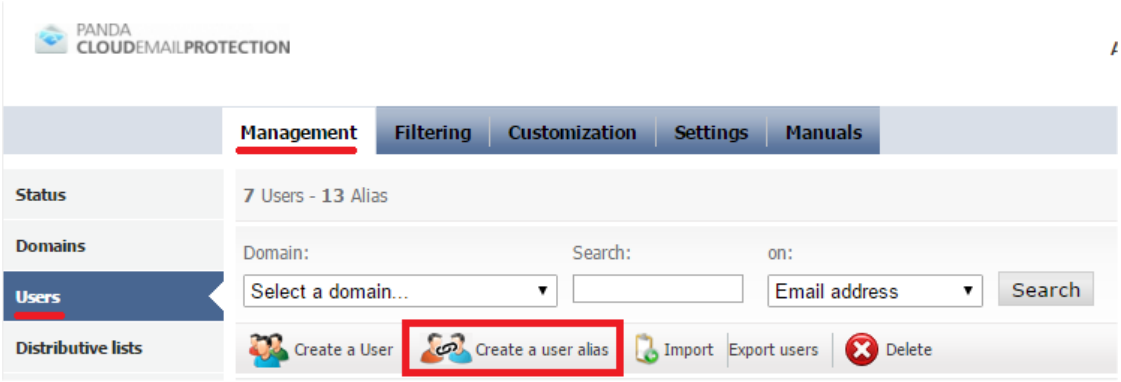
The following minimum information is required to create a new user in the system:

Domain: Select the domain that will host the primary mailbox of the user to protect.
Language: Default language. This will be the language of the management console as well as of all notifications to the user. By default, the system will select the language chosen at the time of creating the domain to protect.
Full name: This information is used for administrative purposes in order to list users by their first name and last name.
User login: The email address associated with the user in the domain to protect. You only need to enter the mailbox name, without the domain that it belongs to.
Password: The system requires each user to have a password for accessing the end user management console.



In the example above, we have registered the following mailbox to be protected by the platform: 'mark.flores@pandatest.com'. Once you have entered the details of the user to protect, save the settings.

To configure an alias email address associated with a primary mailbox, go to **Management -> Users,** and click **Create a user alias**.



The following minimum information is required to create a user alias:

Domain in which the alias will be created: This will be the domain hosting the alias email address. It doesn't have to match the domain hosting the primary email address.

Primary domain: Domain hosting the primary email address to which you want to link the alias email address that you are creating.

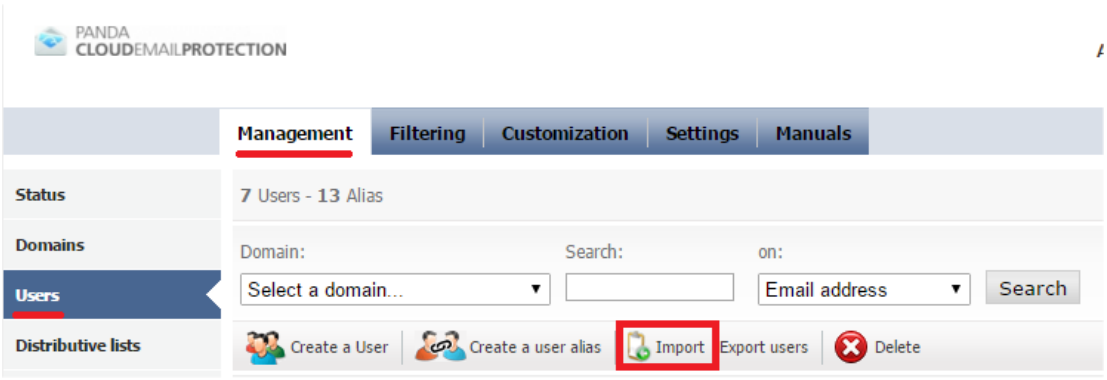
Alias: Name of the alias account to be protected by the solution, without the '@' and the domain part.

Primary account: Select an existing primary email account.

Once the alias details have been entered, **save** the settings.

4.2.4. Importing mailboxes from lists

Email Protection allows the administrator to manually import a list of users from a file. To do that, go to **Management -> Users -> Import**.



Before importing it, prepare the file that contains the names of the mailboxes (and aliases) to be protected by Email Protection. The file to import must be a .CSV or a .TXT file with the following format:

- Full name, email address, password.
- Full name, email address.
- Full name, email address, password, list of comma-separated alias addresses.

The password and the comma-separated list of aliases are optional. If no password is provided, Email Protection will generate a random password at the time of importing the user. Please consider the following tips to create strong passwords for users:

Use lowercase and uppercase letters from "a" to "z".
Use numbers from 0 to 9.
Symbols allowed: _ . –
Length: Between 8 and 64 characters.

The email address included in the file to be imported must be specified in any of the following two formats:

Including the domain the mailbox belongs to. Valid examples would be:

Michael Perk, mperk@example.com, aras249gt

Anthony Perkins, aperkins@example.com, 32kios5d

Anthony Perkins, aperkins@example.com, aperkins.alias1@example.com, aperkins.alias2@example.com

Not including the domain the mailbox belongs to. Valid examples would be:

Michael Perk, mperk, aras249gt

Anthony Perkins, aperkins, 32kios5d

Anthony Perkins, aperkins, aperkins.alias1, aperkins.alias2

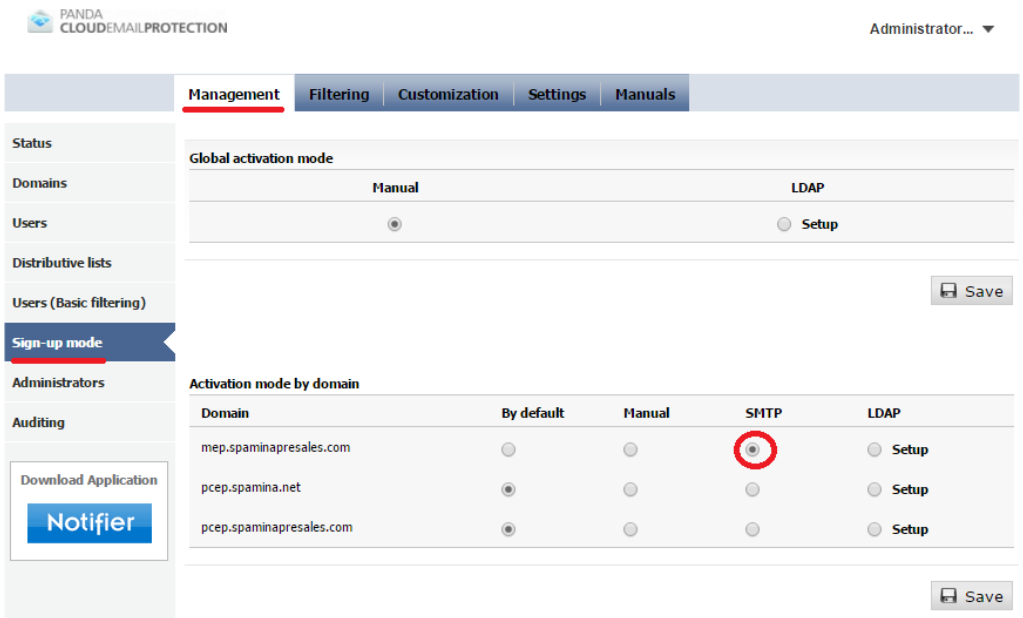
⚠ ***It is very important to import the file correctly, depending on whether the mailbox list to import contains the domain or not. If the domain is present in the file to be imported, you must leave the 'Domain:' field empty in the import menu. Otherwise, the process will fail.***

Take the previous points into consideration, select the file to import and click **Import**. The import process is not immediate. It may take several minutes to complete depending on the number of users to be imported. **Email Protection** will inform the account administrator of the result of the import process via email.

4.2.5. Automatic user sign-up via SMTP

Email Protection can be configured to automatically sign up users using the SMTP protocol. This automatic provisioning mechanism allows users that are not currently present in the system to be automatically provisioned at the time the first message addressed at the protected mailbox is processed.

Automatic user sign-up via SMTP is configured by domain. Go to **Management -> Sign-up mode** and select SMTP as shown in the image:



Next, save the settings. Upon saving the settings, the system will ask the administrator to enter the email address of an existing user in the domain to protect.

This check aims to verify whether the email server is valid for automatic user sign-up via SMTP. If the check fails, your email server may not be suitable for automatic user sign-up.

The usual reason for this is that your email server is not capable of rejecting email addresses for non-existing users in the organization. In Microsoft Exchange, this feature is known as 'Recipient Validation' and must be enabled for automatic user sign-up to work.

If this check fails, Email Protection won't let you configure automatic user sign-up via SMTP.

Once automatic sign-up via SMTP has been configured, the system will provision a new user automatically at the time the first message addressed to them is received by **Email Protection**.

One essential point that must be taken into consideration when enabling automatic sign-up via SMTP **is that all mail addresses in your organization, regardless of whether they are primary mailboxes or alias email addresses, will be provisioned as a primary mailbox in Email Protection**. This is an important aspect to consider when computing the number of licenses consumed by the organization. If your organization makes an extensive use of alias mailboxes, we recommend that you enable automatic sign-up via LDAP as well as alias discovery.

4.2.6. Automatic user sign-up via LDAP (Active Directory)

Another auto provisioning mechanism provided by the platform is the use of LDAP queries against the directory service in your organization. This is the recommended sign-up mechanism for medium-sized to large corporations.

The main difference between automatic sign-up via SMTP and via LDAP is that LDAP provisioning is capable of detecting alias email addresses and linking them automatically to a primary mailbox.

Automatic sign-up via LDAP can be enabled globally or on a per domain basis. We recommend that you configure LDAP provisioning globally if all domains to be protected by the solution are governed by the same domain controller or LDAP directory service. Configure automatic sign-up via LDAP on a per domain basis if your organization has multiple independent directory servers per domain.

The minimum requirements needed to configure automatic sign-up via LDAP are as follows:

Panda Security's cloud servers must be able to access your directory service (Active Directory/Lotus/LDAP) at a public IP address or using a fully qualified domain name that is visible on the Internet.
Panda Security's cloud servers will query your directory service using the LDAP or LDAPS protocols.

Panda Security's cloud servers can make anonymous queries, although we recommend that a dedicated user is created to make LADP queries.

The IP address ranges from which we will be querying your directory service are as follows:

188.94.13.128/25

92.54.22.0/24

92.54.27.0/24

The IP address ranges may vary from those specified in this document. For the latest IP address ranges, please refer to the 'Manuals' -> 'Configuration information' section in the management console.

When integrating automatic sign-up via LDAP with Active Directory, you have to create a user that belongs to the 'Domain Users' group and get the user's credentials. Follow the steps below in your organization's primary domain controller to create this user:

1. Create a user belonging to the 'Domain Users' group.
2. The password assigned to the user can only contain alphanumeric characters and the '_' and '-' symbols. Please do not use any other characters.
3. Specify that the password does not need to be changed by the user and that it never expires.

Once you have created the user, you must get the user's Distinguished Name path. To do that, open a command prompt window on your domain controller and run the following command:

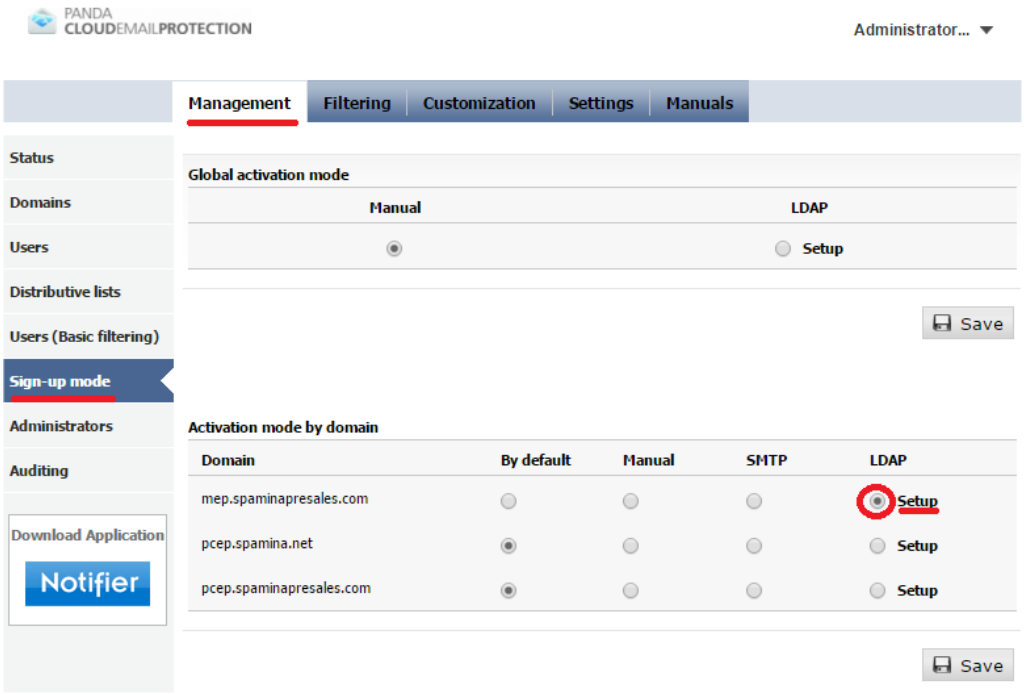
```
dsquery.exe user -name [USER]
```

Example: If the user you created for LDAP queries was named 'panda', the command to be run and the output will be as follows:

```
dsquery.exe user -name pandaCN=panda,CN=Computers,DC=dctest,DC=local
```

The query user to be configured in the management console will be as returned by the previous command: *'CN=panda,CN=Computers,DC=dctest,DC=local'*

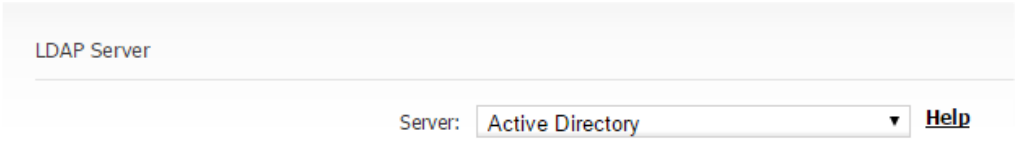
Once you have obtained the user's Distinguished Name, configure automatic sign-up via LDAP by going to **Management -> Sign-up mode -> LDAP [Setup].**



The following section describes the most common settings used when configuring automatic sign-up via LDAP with Microsoft Active Directory:

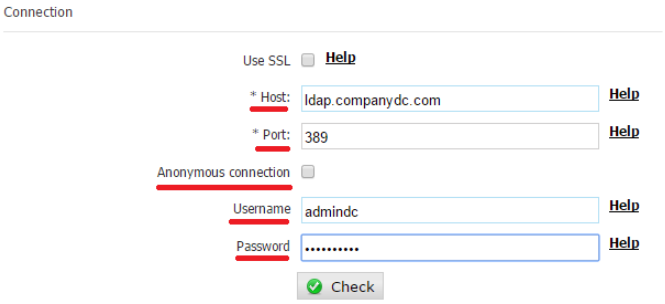
LDAP Server

- Active Directory. If you have another directory service, enter it here.



Connection

- **Host**: The service's IP address or FQDN to be able to access your domain controller. Please note that this IP/FQDN must be reachable from Panda's cloud servers.
- **Port**: 389 (default).
- **Anonymous connection**: [Unchecked] Microsoft Active Directory does not allow anonymous connections. This option must be left unchecked.
- **User name**: A valid CN path must be entered in this box. Enter the CN path returned by the 'dsquery.exe' command run on the domain controller: *CN=panda,CN=Computers,DC=dctest,DC=local*
- **Password**: Enter the password assigned to the user created for LDAP queries.



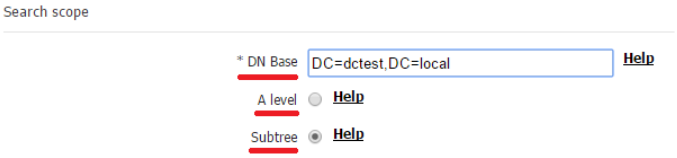
Once all data has been properly entered, click the **Check** button. The system will check whether the host and port specified can be reached by Panda Security's cloud servers and whether the credentials provided are valid. If an error occurs, please double check that connectivity is allowed from Panda Security's cloud servers to your infrastructure, and the user credentials are correct.

Search scope

- **Base DN**: The starting point in the LDAP tree from which Email Protection will look for users in your organization.

It is recommended to configure a starting point as close as possible to the root of the organization tree, so that the solution can find all users regardless of the organizational unit they are configured on. The Base DN can be obtained from the CN of the user created for LDAP queries. When configuring Active Directory, the Base DN usually matches the part of the user's CN that starts with DC. In our example, it will be: *DC=dctest,DC=local*

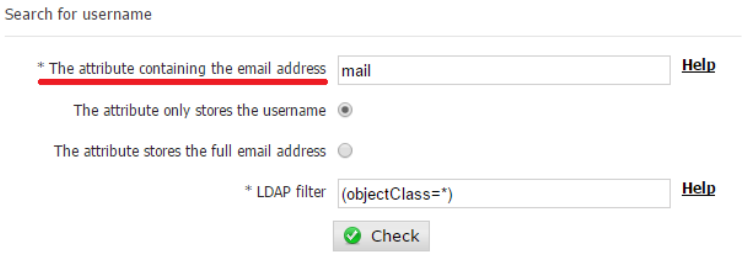
- **A Level**: Select this option if all users in your organization are located at the point where the search is specified.
- **Subtree**: Select this option to search for users at this level and all other levels listed above it in the LDAP structure. This is the recommended option when a Base DN close to the root tree has been configured.



In our example, set the search to take place in Subtree to be able to find users in levels above the selected path.

Search for username

These values will be automatically filled in when selecting the type of directory service used in your organization (Active Directory/Open LDAP/Lotus Domino). If you are configuring an Active Directory service, it is usually necessary to select the option **The attribute stores the full email address**.



Then, click the **Check** button to check that the configuration is OK for the directory service. The administrator will be asked to enter a valid primary email address from your organization (not an alias email address), and the system will check whether it can find it by making a query, thus validating the current settings.

If the email address provided during the check is not found, double check the configuration entered in this section with your domain administrator. The schema used at your organization may differ from the examples used here.

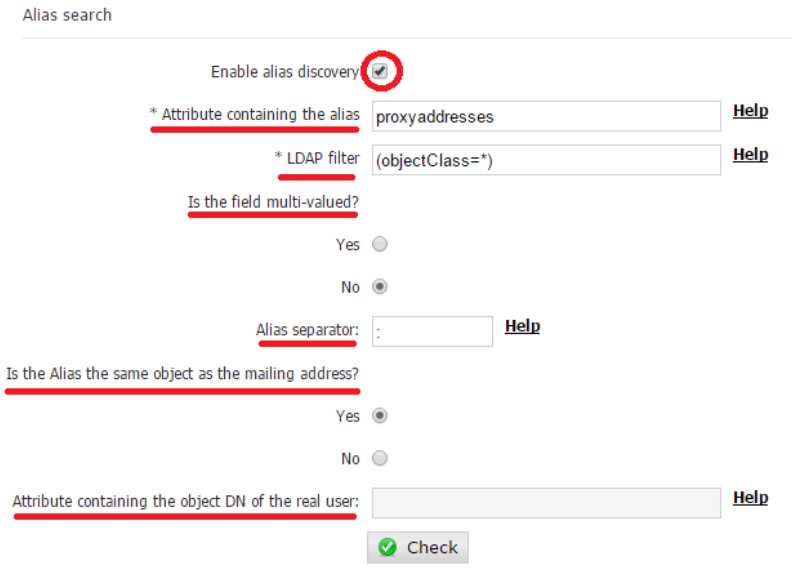
Alias Search

This is the feature that makes automatic user provisioning via LDAP more appealing than via SMTP. We strongly recommend that you enable this option whenever LDAP sign-up is being configured.

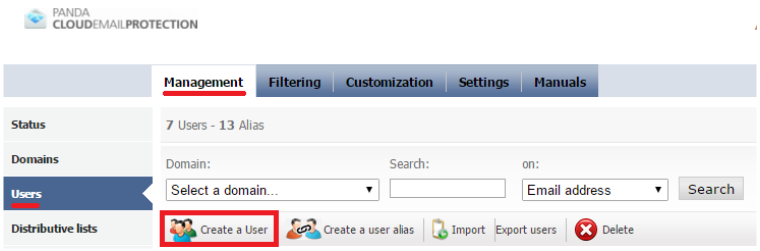
- **Attribute containing the Alias**: proxyAddresses. Most Active Directory + Exchange installations will use this attribute (proxyAddresses) to specify the alias email addresses of a given user.
- **LDAP Filter**: (objectclass=*). You can specify different filter options here in order to retrieve only the desired information.
- **Is the field multi-valued?** No
- **Alias separator**: Enter ':'
- **Is the Alias the same object as the mailing address?** Yes

These values are the usual ones for a standard active directory schema. Once this section has been configured, you must validate the settings by using the 'Check' button. Enter a valid alias email address present in your organization. The system must return the relevant primary email

address for the alias. The following figure shows the way this section should be configured as well as the check result:



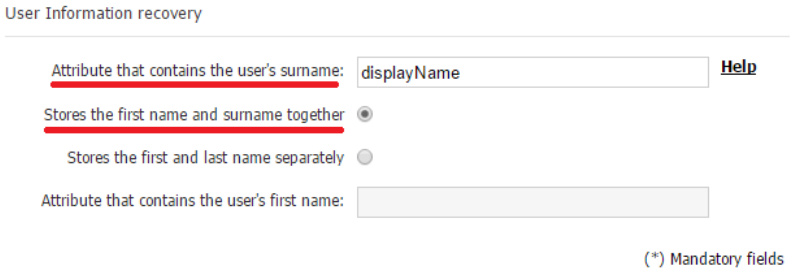
If the check does not return the primary email address associated with the specified alias email address, please double check the values entered in this section with your domain administrator, as your corporate schema may differ from the standard one shipped with Microsoft products.



User information recovery

This section lets you specify what attributes inside your directory schema contain the full name of the user in order to identify it more easily when it is automatically registered in the system. The typical configuration for Microsoft Active Directory is as follows:

- **Attribute that contains the user's surname**: displayName
- **Stores the first name and last name together**: Selected.



After filling in all the required information, save the settings.

Take the following into consideration when entering the necessary information for configuring the LDAP sign-up mode.

You must perform the following checks

- Check that connectivity to your domain controller is correct.
- Check that Email Protection is able to locate users in your directory server (section **Search for username**).
- If Alias discovery is enabled, check that Email Protection is able to retrieve primary email addresses from alias email addresses.

If an error is encountered during any of the previous checks, make sure to save the configuration and come back later to the relevant failing section to reconfigure the options after double checking the values with your domain administrator.

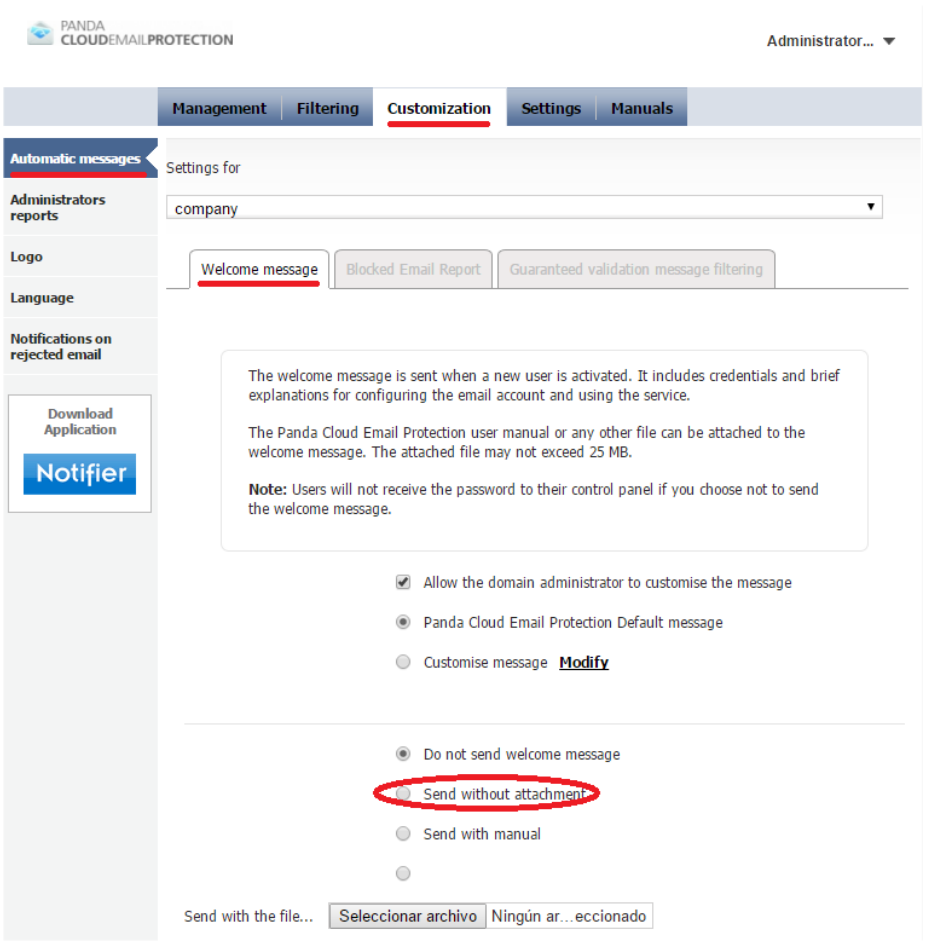
The example provided in this section corresponds to an Active Directory directory service. The specific configuration may vary depending on the schema used in your organization, or if the default Microsoft Active Directory schema has been modified.

4.2.7. Platform customization

Once the domain and user setup has been completed, the platform is ready to protect the users belonging to the configured domains. The next step is to customize the platform using the **Customization menu**. It is recommended to customize the following basic aspects:

Welcome message

If any of the available automatic sign-up modes (SMTP or LDAP) has been selected, the platform can be configured to send a welcome message to the automatically provisioned users. This message will contain the credentials that will allow the user to access their end user console. If you prefer to make your users aware that there is a dashboard from which they can manage their email filtering options and access the spam messages stored in the system quarantine, enable the relevant option (**disabled by default**).



Logo

The company administrator can upload a custom logo that will be included in all system notifications to the users protected by the solution, as well as in the end user management console. To do this, go to **Customization -> Logo**.

Note that all customizations can be performed globally or on a per domain basis. The level at which the customization options are applied can be selected using the 'Settings for' menu at the top of the page.

4.2.8. Configuring the MX records of your DNS server

After all the previous steps have been completed, the platform is ready to protect inbound emails destined to your organization. To integrate **Email Protection** into your organization's email delivery flow,change the MX records of the domains to protect so that they point to the following service hosts:

mx01.mep.pandasecurity.com

mx02.mep.pandasecurity.com

The MX records stated here may vary depending on your configuration. Please check your current service MX records. To do that, go to 'Manuals' -> 'Configuration information'. Please check this section before making any changes to the DNS service.

We recommend that you set the same priority (e.g. '10') to both MX records to achieve load balancing inside the Email Protection platform.

Please note that Panda Security does not have access to the MX records of its customers' domains. This is a task that must be performed by the end customer, as the DNS record belongs to the end customer. Please check this point with your DNS service provider or network administrator to obtain more information on how to perform modifications to your DNS settings.

Once the relevant change has been made, **Email Protection** will start processing the inbound emails destined to your organization, blocking spam messages and only delivering valid emails to your mail servers.

4.2.9. Additional security settings (Firewall)

Once the MX records of the domains protected by the solution have been changed, it is possible to restrict inbound email delivery to the email servers protected by Email Protection by allowing only inbound email coming from Panda Security's cloud IP address ranges. The IP address ranges that will deliver inbound messages to your organization will be as follows:

188.94.13.128/25
92.54.22.0/24
92.54.27.0/24

The IP address ranges may vary from those specified in this document. For the latest IP address ranges, please refer to the 'Manuals' -> 'Configuration information' section in the management console. This can be done at perimeter firewall level or by restricting mail delivery on the mail server.

4.3. Configuring outbound email filtering in Email Protection

Once inbound email filtering has been configured, **Email Protection** can be configured to filter outbound email flowing out of your organization to the Internet. This is an optional step. Outbound email filtering is independent from inbound email filtering. However, for outbound email filtering to take place correctly, inbound email filtering must be properly configured (the domains and users must be correctly set up in Email Protection).

To configure outbound email filtering through **Email Protection**, you need to define a 'Smart Host' in your company's mail server so that all outbound messages are delivered to **Panda Security's** cloud. Email Protection will filter your outbound emails, delivering valid messages to the target

email server. Refer to your mail server documentation for more information on how to configure a 'Smart Host'.

When configuring the 'Smart Host', use the following service hostname: *smtp.mep.pandasecurity.com*

The steps to configure the service host to be used to send outbound email may vary depending on your configuration. The Smart Host to be used is specified in the management console ('Manuals' -> 'Configuration information).' Please check this section before making any changes to your email service.

The SMTP session to your Smart Host needs to be configured as an Authenticated SMTP session. Use the same credentials (user and password) that were provided to you to access the management console: https://mep.pandasecurity.com/admin/.

4.4. Configuring SPF records in your DNS

Whether you have configured outbound email or only inbound email to pass through **Email Protection**, **Panda Security** recommends that you change the SPF records of your domains to include the IP address ranges of our datacenters. Make this modification if your outbound traffic is filtered through **Panda Security's Email Protection** solution. This way, you'll prevent target email servers from rejecting email coming from Panda Security's cloud servers. To do that, the following IP address ranges need to be added to your SPF records:

ip4:188.94.13.128/25
ip4:92.54.22.0/24
ip4:92.54.27.0/24

The IP address ranges may vary from those specified in this document. Check the ranges that correspond to your account before making any changes to the DNS service. To do that, go to 'Manuals' -> 'Configuration information' in the management console.

An example of an SPF record associated with a domain would be as follows: *"v=spf1 ip4:188.94.13.128/25 ip4:92.54.22.0/24 ip4:92.54.27.0/24 ip4: [OTHER CUSTOMER IP ADDRESSES] ~all"*

We recommend that you add Panda Security's cloud server IP addresses to the current SPF records in your DNS.

5. Additional information and contact information

For more information about the configuration and filtering options provided by our product, refer to:

- Email Protection Administrator's Guide
  https://mep.pandasecurity.com/download/manual/es/corp.pdf
- Email Protection User's Guide
  https://mep.pandasecurity.com/download/manual/es/user.pdf

If you need technical support, contact our technical presales team at: customer.service@pandasecurity.com

Email Protection

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