safentrix

The World's ~~First~~ Best Free Email Security Service

Installation Guide

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Introduction

SAFENTRIX is a hosted Email security solution that helps keep Virus, SPAM and Phishers off your network, while ensuring that genuine emails can always reach the users. System administrators can easily setup SAFENTRIX for use with their domains. This process is achieved in three easy steps.

This document gives concepts and detailed steps on how to Setup SAFENTRIX for your domain(s). If you are familiar with how SAFENTRIX works and Internet concepts like DNS and MX, you may want to refer to "SAFENTRIX Quick Start Guide" for installation.

Concept

SAFENTRIX provides Email security at domain level. This means that if your email address is info@example.com and you want to use SAFENTRIX, then all email addresses of the form user@example.com have to be processed by SAFENTRIX.

To see how it works, it is important to understand the concept of how Internet email works. Let us take an example where in a sender is sending you an email at info@example.com.

The following steps are followed:

1. The sender's email server consults their DNS and finds out the "MX" record for the recipient domain (in this case, example.com).

2. The "MX" record is set by your domain's DNS provider and gives the Internet address (also known as IP address) of your Email Server.

3. Once the sender email server finds Internet address of your email server (using "MX" record), sender email server directly sends email to your email server.

The architecture is diagrammatically represented in the Figure below:
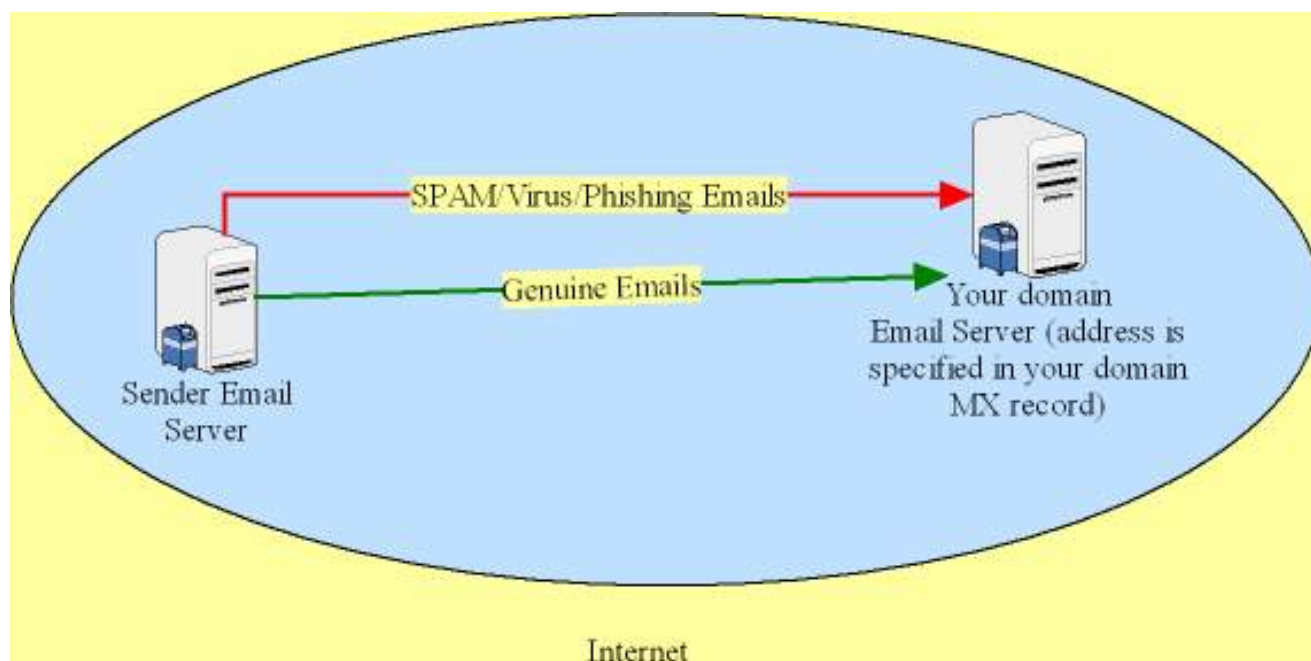
Whether sender is sending SPAM/Virus or genuine emails, they reach your Email server. In this process, not only is recipient Email server security compromised, recipient also incurs Bandwidth charges, which could be up to 40% of the total Email bandwidth.

SAFENTRIX solves the problem by inserting one layer into this setup. This layer is setup by

1. Specifying your actual Email server address(es) in SAFENTRIX Control panel as "Delivery MX".

2. Altering the MX records for your domain to point to SAFENTRIX email servers.

Once the above is done, sender's email server, as in the usual course, sends email to the SAFENTRIX servers (as specified in the "MX" records of your domain). SAFENTRIX blocks the SPAM/Virus/Phishing emails and forwards the genuine emails to your email servers.

Due to this, not only is the security of your Email servers enhanced, you also save on Bandwidth charges that would have otherwise been incurred due to SPAM / Virus / Phishing mails.

The new setup is diagrammatically represented by the following figure.
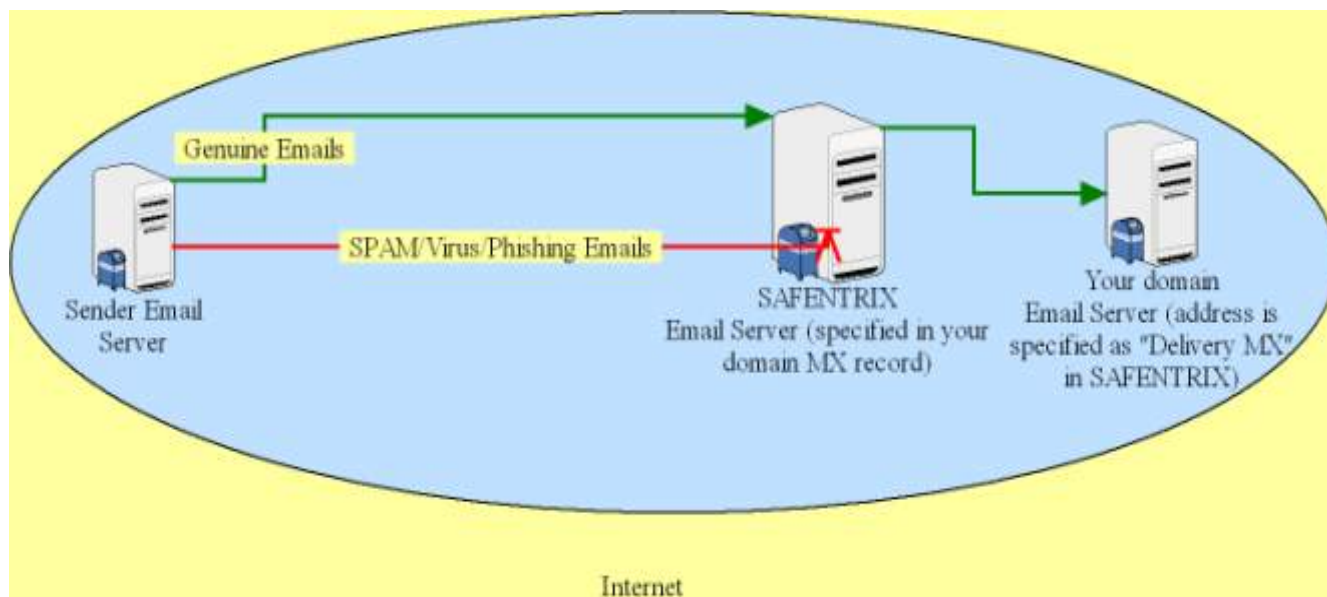
Now that the concept is clear, the rest of the document gives detailed steps on how to setup SAFENTRIX for your domain(s).

Registration

The first step to enabling services is to get an account in the SAFENTRIX portal. For the same, go to http://www.safentrix.com and click on "Register". That will lead to the following page:

Enter all the details required in the above page, including the correct response to the CAPTCHA shown in the bottom of page. You may confirm that the account name selected is available by clicking on the "Check Availability" link.

Once all the details are entered in the proper format, your registration request will be entered in the database. The system will then try to confirm your Email address by sending a confirmation email to the address mentioned in "Primary contact Email ID" field.

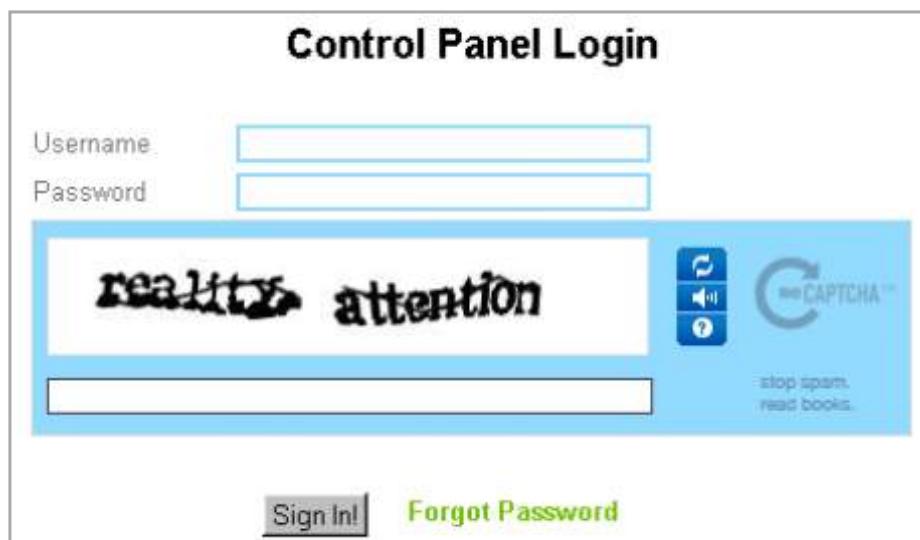You should receive an email like the following in your mail box.

To confirm, click on the link mentioned in the email. Once clicked, the SAFENTRIX registration request is authenticated and account activated immediately. Please note that you have to click on the link from the same place as you made the request.

SAFENTRIX checks that the originating IP address for registering as well as confirming the registration is the same. If these addresses are different, SAFENTRIX will deny your account confirmation.

At this stage, you will be able to login using the User name and password provided during registration.

Domain addition

1. We are now ready to add your domain to the system. Go to http://www.safentrix.com and click on "Client Login". In there, you will be presented with the following page

2. Enter your user name, password and response to the CAPCTHA and click on "Sign in!". If the credentials are correct, you will be logged into SAFENTRIX and will be presented with the following page.

www.safentrix.com

3. At this point of time, you are logged in and there are no domains in your account. The next step in this case is to enter your domain in to the list of domains.

4. Enter your email domain name in the Edit field and click on "Add Domain".

One of the key parameters to be entered with every SAFENTRIX domain is the "Delivery MX". These are the set of Email servers where SAFENTRIX will deliver email after scanning for Virus/SPAM/Malware. SAFENTRIX can "guess" the Delivery MX by looking into current MX records.

Once you enter the domain name and click on "Add Domain", SAFENTRIX will ask you if you want it to "guess" the Delivery MX from the current "MX" records. This is done by displaying a dialog:
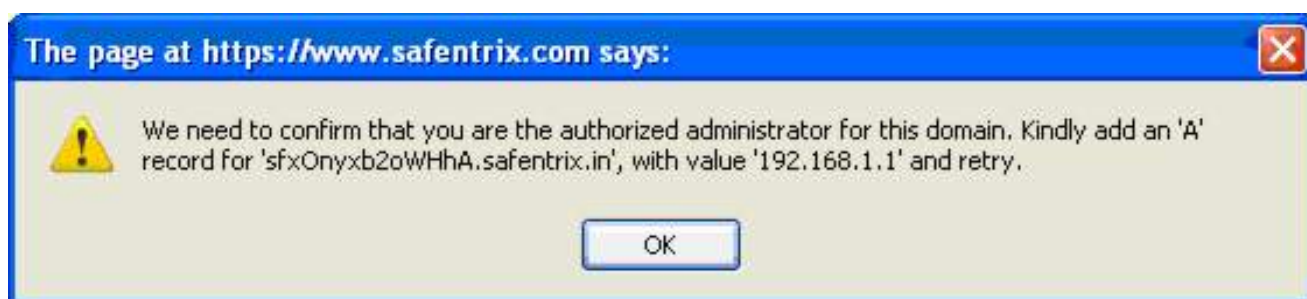

Possible scenarios and answers are given in the following table

Scenario	Answer
This domain has active email services and your current MX records are pointing to your email servers	OK
The domain has active email services and your current MX records are pointing to another Anti SPAM provider. You want to switch from this Anti SPAM provider to SAFENTRIX	Cancel
The domain has active email services and your current MX records are pointing to another Anti SPAM provider. You want to retain this Anti SPAM provider in addition to having SAFENTRIX services	OK
The domain is a new one, and there are no valid MX records	Cancel
The domain is a new one, but MX records are pointing to your email servers	OK

www.safentrix.com

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5. Once the input to the above dialog is obtained, SAFENTRIX tries to confirm that you are the owner of this domain. If SAFENTRIX cannot confirm your ownership of domain, it will ask you to publish additional DNS records for your domain.

If SAFENTRIX requires you to add additional DNS records, a message similar to the one shown below will be displayed.

The page at https://www.safentrix.com says:

We need to confirm that you are the authorized administrator for this domain. Kindly add an 'A' record for 'sfxOnyxb2oWHhA.safentrix.in', with value '192.168.1.1' and retry.

OK

Please note that the exact DNS record (like 'sfxOnyxb2oWHhA.safentrix.in') to be added will vary depending on account as well as domain details.

At this stage, you will need to ask your DNS service provider to add the appropriate 'A' record. Once the 'A' record is added, you may need to wait for some time before adding the domain again. DNS records usually take some time to propagate and trying it after some time will ensure that SAFENTRIX recognizes the newly added records.

After adding the DNS record, repeat from Step 3. SAFENRTIX will then add your domain to your account and the same will be displayed as in the following figure.

Welcome Ms. Supraja Sriram, you are at Home   Logout
                                                Account Information
                          India   ▼ Add Domain
Showing 1 to 1 of 1 domains

No	Domain name	Active	Reason	Select
1	safentrix.in	❌		☐
				Check All ☐

Delete Selected Domains

You will find that the domain has been added in the "Inactive" state (as seen in the Red Cross mark). Now we are ready to add details to the domain to make it active.

Adding Delivery MX Details

SAFENTRIX needs to know where to deliver emails after scanning for Virus/SPAM/Malware. This detail can be specified in the "Delivery MX" screen in SAFENTRIX Control panel.

Click on the domain name to get to the "Delivery MX" page. The following page will be displayed.

You may see initial entries in the above table if you allowed SAFENTRIX to "guess" your Delivery MX servers. If that is the case, check if the entries have been guessed correctly and move on to the next step (Adding Users).

If there are no entries in the table, you will need to add at least one entry. Domains will be made active ONLY if at least one valid delivery MX is present for the domain. You may enter up to 5 Delivery MX for a domain.

To add a delivery MX, enter the IP address or Host name of your domain email server in the edit field next to "IP of Hostname". You may enter either the IP address of your email server (like '122.23.45.67') or a host name (like 'a.as.safentrix.com').

You will also need to add a priority (usually an integer between 0 and 100). The priority decides how the emails are delivered. Delivery MX with a lower priority number is tried first. If there are two Delivery MX servers and one has priority 0 and other priority 10, delivery is first tried to the server with priority 0 and then to the one with priority 10.

Kindly ensure that these are valid email server addresses.

Once you enter the same, the email server addresses appear in the Delivery MX table as follows:

Now we are ready to move to the next step.

Adding Users in a Domain

SAFENTRIX rejects all emails to invalid recipients. This means that administrators need to specify who valid email recipients for a domain are. This can be specified in the "Users" section of SAFENTRIX Control panel.

SAFENTRIX provides a way to add multiple valid recipients in a domain. To use this mechanism, prepare a text file with one user name per line. An example is given below:
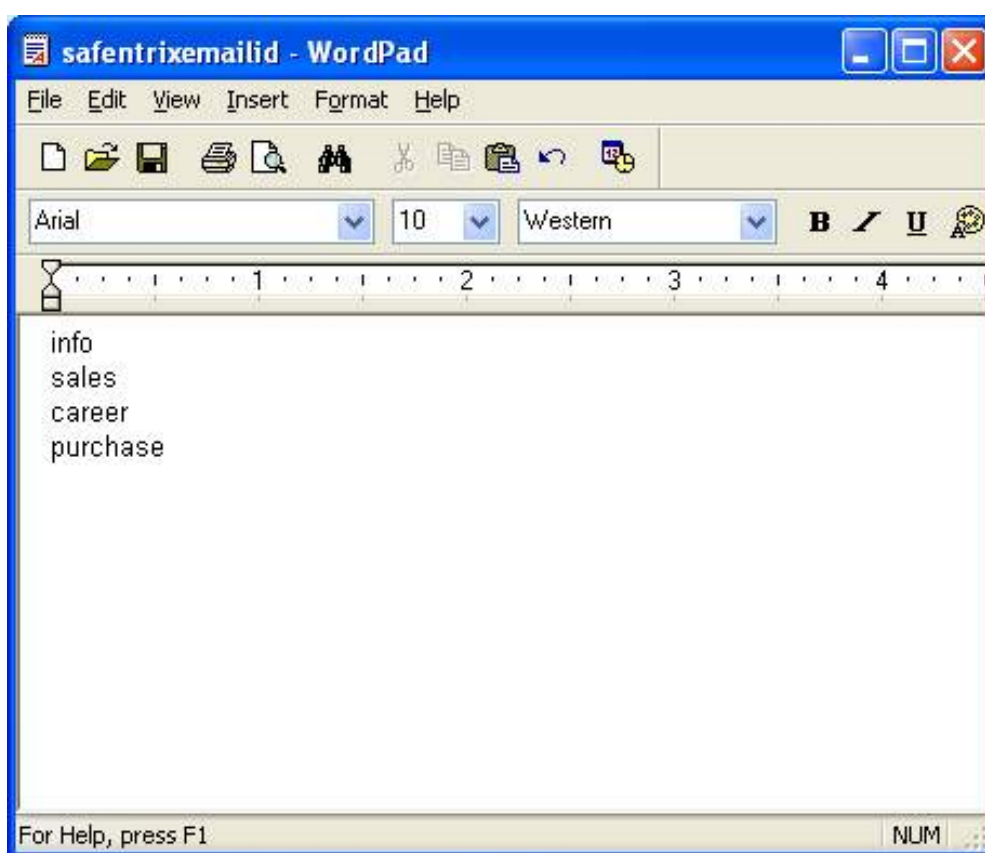
Only the user name needs to be given in every line and NOT the full email address (say info@safentrix.in). Prepare the above file and give it a name.

Once prepared,

- Login to SAFENTRIX
- Click on the domain name
- Click on "Show Users" near top of Control panel.
- That will show the following screen

Click on the "Bulk Operations" link. That will open up a new window as follows:

In here, use "Browse" button to select the file created earlier and click on "Add Users". If the request was successful, you will get a message as follows:

The request will be processed in a queue and when the operation is complete, you will get a notification in your Inbox. Once you get the confirmation, the user page will look as follows:

This will show that the users have been added successfully.

Please note that after the above details have been added, SAFENTRIX will take about 1-2 hours to enable the domain internally.

When the domain is enabled, you will see a Green tick mark against your domain in the login "Home" page. If it is not there, wait for some time and the domain will be enabled automatically.

Once it is enabled by the system, the Home page for login will look as follows:

You can see that the domain added ("safentrix.in") is enabled and has a Green tick mark in "Active" field.

This confirms that the domain has been activated in the SAFENTRIX system and is ready for use.

Changing MX for your Domain

Now that SAFENTRIX is fully setup to receive emails for your domain, you have to change MX records for your domain and point it to SAFNETRIX Servers.

You may ask your DNS Service provider to change MX record for your domain to

a.as.safentrix.com
b.as.safentrix.com
c.as.safentrix.com

The MX records should be added with Priority 0. Please note that your domain should not have any other MX records.

Once the above change is completed you should receive emails through SAFENTRIX servers in 1-2 hours. Please note that due to this change, there will not be any loss of emails. There may be some slight delay in delivery of emails.

Maintenance

With no quarantine, SAFENTRIX is very easy to manage. There is some minimal maintenance that needs to be done periodically. This section gives references to documents for performing basic maintenance.

Description	Step
Adding new Email addresses to domain	In SAFENTRIX Control Panel, go to "Users" section and add user(s).
Deleting email addresses from domain	In SAFENTRIX Control Panel, go to "Users" section and delete user(s)
Reporting SPAM that escaped the system	Refer to "Reporting SPAM" section in "SAFENTRIX User Guide"
Converting a user from "Standard" to "Enterprise" Service.	Refer to "SAFENTRIX Operations Guide".
Converting a user from "Enterprise" to "Standard" service.	Refer to "SAFENTRIX Operations Guide"

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