

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



SAFENTRIX Outbound Email Security User Guide

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Introduction

SAFENTRIX is a complete Email Security Solution protecting your Inbound as well as Outbound Emails from Virus/SPAM and other misuse. SAFENTRIX Outbound Email Security can be implemented for Email servers (by specifying RelayHost or SmartHost) as also by End users (by specifying Outgoing SMTP Server as SAFENTRIX).

This guide documents the operations related to SAFENTRIX Outbound Email Security for end users.

If you are looking at Installation instructions, you may want to refer SAFENTRIX Outbound Email Security Quick Start Guide, or SAFENTRIX Outbound Email Security Installation Guide.

Outbound Email Security - Why?

Outbound Email Security vulnerabilities affect the organization in difficult to detect ways.

Suppose somebody mis-uses your organization Email server and sends out Bulk emails, the direct effect you will see is higher utilization of Bandwidth. If you are on a Fixed Bandwidth line, it won't even affect the costs. This means that this situation will usually not be noticed till a proper Audit takes place.

Similarly if Viruses go out of your Email Server, it will be discarded at recipient end and the only noticeable effect is higher utilization of Bandwidth.

In a few cases, the Email server IP could get blacklisted if SPAM/Virus go out of your Email Server. In this case, you could face problems with Email delivery.

If your Email Server is on a Dynamic IP and/or you do not have a reverse DNS for your Email Server, you could face issues with Email delivery to outside world.

In all the above cases, implementing SAFENTRIX Outbound Email Security will provide an additional layer of security and prevent the above situations.

Outbound Email Security - Why Safentrix?

Some of the benefits of implementing SAFENTRIX Outbound Email Security are given below:

Sl. No.	Advantage
1.	Simple Implementation. Just setup SAFENTRIX Outbound Email Security and relay emails through smtp.safentrix.com
2.	Every email that goes out of your organization is scanned for Virus/SPAM and sent out only if there are none. World class SPAM Control ensures that your genuine emails are delivered quickly and SPAM emails blocked with the same efficiency.
3.	Enterprise Security Mode provides additional security checks to ensure that your Email server cannot be misused.
4.	Allow your users to send out Emails from anywhere in the World through SAFENTRIX Servers
5.	Send out Emails using TLS/SSL High grade encryption
6.	Archive outgoing Emails of users for corporate policy compliance.
7.	Receive Email Alerts (and optional SMS Alerts) in case SPAM/Viruses/Unsolicited Bulk Emails originate from your Server.
8.	Save Bandwidth by relaying emails.
9.	No limits on the number of emails that can be sent or amount of Bandwidth that can be utilized.
10.	No exposure of your Email Server to generic Internet

Outbound Email Security - How Does it Work?

Once you activate SAFENTRIX Outbound Email Security for your domain(s) , your users as well as Email servers can relay outgoing emails through SAFENTRIX Servers. When emails are sent through SAFENTRIX Servers,

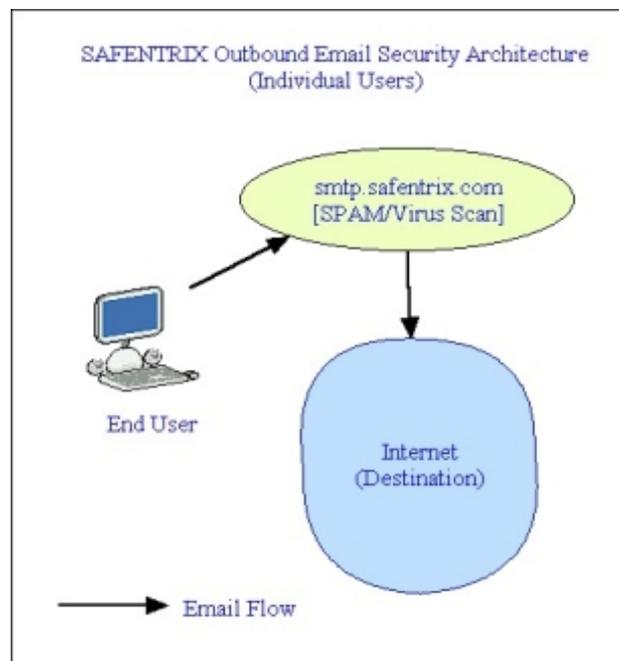
1. SAFENTRIX scans the emails for Virus/SPAM. If any is found, the message is bounced back to sender.
2. If no Virus/SPAM is found, the email is delivered to the destination.

Individual Users

SAFENTRIX Outbound Email Security is implemented for Individual users by making users relay Outgoing Emails, from their Email client, to 'smtp.safentrix.com'. SAFENTRIX. Outbound Email Security works with all Email clients including Microsoft Outlook, Microsoft Outlook Express, Mozilla Thunderbird, Evolution, Pegasus, Eudora and many more.

Users have to specify Outgoing Email Server as smtp.safentrix.com. Outgoing Email Server port can be specified as '2525' (or alternately '587', '25').

The Emails then flow as follows:



If any Virus/SPAM is found in their emails, the email is returned to them with a notification. Otherwise, email is delivered to the recipient.

To ensure that only authorized person is using SAFENTRIX Outbound Email Security, SMTP Authentication is used.

Word of Caution

SAFENTRIX provides Outbound Email Security using SMTP Relay service mechanism. There are no restrictions on the usage either in terms of number of emails that can be sent or in terms of Bandwidth utilization.

However, SAFENTRIX bars sending of Unsolicited Bulk Emails through its Servers. SAFENTRIX has robust mechanisms for identifying SPAM/Virus and Unsolicited Bulk Emails. If you use SAFENTRIX for sending Unsolicited Bulk Emails your domain will be blacklisted and barred from using SAFENTRIX Services in future.

Please find below some of the activities that are not allowed:

1. Sending SPAM emails.
2. Obtaining a mailing list from a third party and sending emails.
3. Sending emails to in-house non-opt in mailing lists.

Some bulk email activities that are allowed:

1. Sending transactional emails to your clients/prospects.
2. Sending a Newsletter to your opt-in clients/prospects

Please also note that as per policy, you can only send emails through SAFENTRIX using valid "From:" email addresses. If you send out emails using invalid/non-existent "From:" email addresses, you will not be able to use SAFENTRIX for Outbound Email Security.

Outbound SMTP Relay Service for Individual Users

Concept

If you are an end user and you have been given SMTP Relay Service privilege by your administrator, you can use the following details to send out emails from your Email client:

Description	Value
Outgoing SMTP Server Address	smtp.safentrix.com
Outgoing SMTP Server port	2525 (Alternately 25, 587 can be used)
Outgoing SMTP Server requires Authentication	Yes
Outgoing SMTP Server Authentication Account name	Email address of user (e.g., info@safentrix.com)
Outgoing SMTP Server Authentication Password	Administrator can decide either: Can be same as Login password of user (or) User can set a password for SMTP Relay at http://www.safentrix.com/setsmtppassword .
SSL/TLS	Available but Optional. If SSL is chosen, user should choose Outgoing SMTP Server port as 465

SAFENTRIX SMTP Relay Service is compatible with all modern Email clients including (but not limited to):

1. Microsoft Outlook Express
2. Microsoft Outlook
3. Lotus Email client
4. Mozilla Thunderbird
5. Eudora
6. Evolution

Each email client has its own way of setting up Email relay parameters. As an example, we give detailed instructions for setting up Mozilla Thunderbird. For all other email clients, the concept will be similar.

SAFENTRIX uses SMTP Auth for relaying user emails. SAFENTRIX SMTP Auth requires user to send their Email address as account name and a password. In the next section we will look at how the password can be obtained.

Outbound SMTP Relay Service for Individual Users

Get SMTP Auth Password

SAFENTRIX allows administrator to either use their existing Email server password or use the password set in <http://www.safentrix.com/setsmtppassword>.

If your Email administrator has chosen the SAFENTRIX password option, you can follow the steps below to get SMTP Auth password for your account (In the example, we use 'info@safentrix.com' as our Email address).

1. Goto the page <http://www.safentrix.com/setsmtppassword>. That will bring up the following page.

Set Outbound SMTP Relay Password

SAFENTRIX allows individual users to relay emails through its servers. All emails thus sent are scanned for SPAM/Virus and if none is found, delivered to the final destination. Users have to login to SAFENTRIX Servers using their email address and a password before outbound emails can be sent. This page allows authorized users to set their passwords.

Please note that to relay through SAFENTRIX, following conditions must be satisfied.

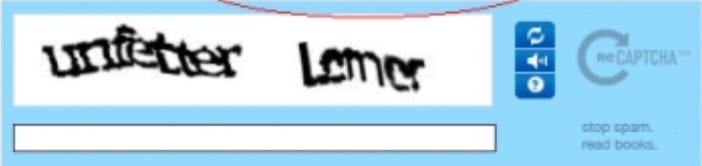
- Your email address must be live in SAFENTRIX Servers, and
- Your email administrator must have granted Outbound SMTP Relay privilege to your Email address

If the above conditions are not satisfied, please ask your Email administrator to enable the above. If the above conditions are satisfied, you can follow the instructions given below to set Outbound SMTP Relay password.

- Enter your full Email address in the field below
- Fill in the CAPTCHA and click on Submit.
- SAFENTRIX will send a password reset confirmation link to your Email address.
- Click on the link you received in the Email.
- You will be presented with a page where you can set a new Outbound SMTP Relay password.

Please fill in your Email address to proceed.

Email address



stop spam.
read books.

Outbound SMTP Relay Service for Individual Users

2. Enter your Email address in the edit box next to “Email Address” field (highlighted by Red Oval).
3. Enter correct response for CAPTCHA.
4. Click on “Submit” button.
5. SAFENTRIX will process the request and send you an email to confirm. The following dialog is displayed:



6. You will receive the following Email in your Inbox:



Outbound SMTP Relay Service for Individual Users

- Click on the link above to confirm the request for setting SMTP Relay password. That will take you to the following page:

Set Outbound SMTP Relay Password

Thanks for confirming the request to set your SAFENTRIX Outbound SMTP Relay password.

To complete the operation,

- Enter the new password twice.
- Fill in the CAPTCHA and click on Submit.

Email address

New Password

Confirm Password

- Select a good password (at least 8 characters with alpha numeric characters) and specify the same in the Edit box next to “New Password” (highlighted by Red Oval) as well as in the Edit box next to “Confirm Password” (highlighted by Blue Oval).
- Enter the correct CAPTCHA response.
- Click on “Submit” button (highlighted by Green oval).
- SAFENTRIX will set the SMTP Relay password for this user (in our example 'info@safentrix.com') and display the following dialog:



- The set password can be used as SMTP Auth password for relaying emails through 'smtp.safentrix.com'.

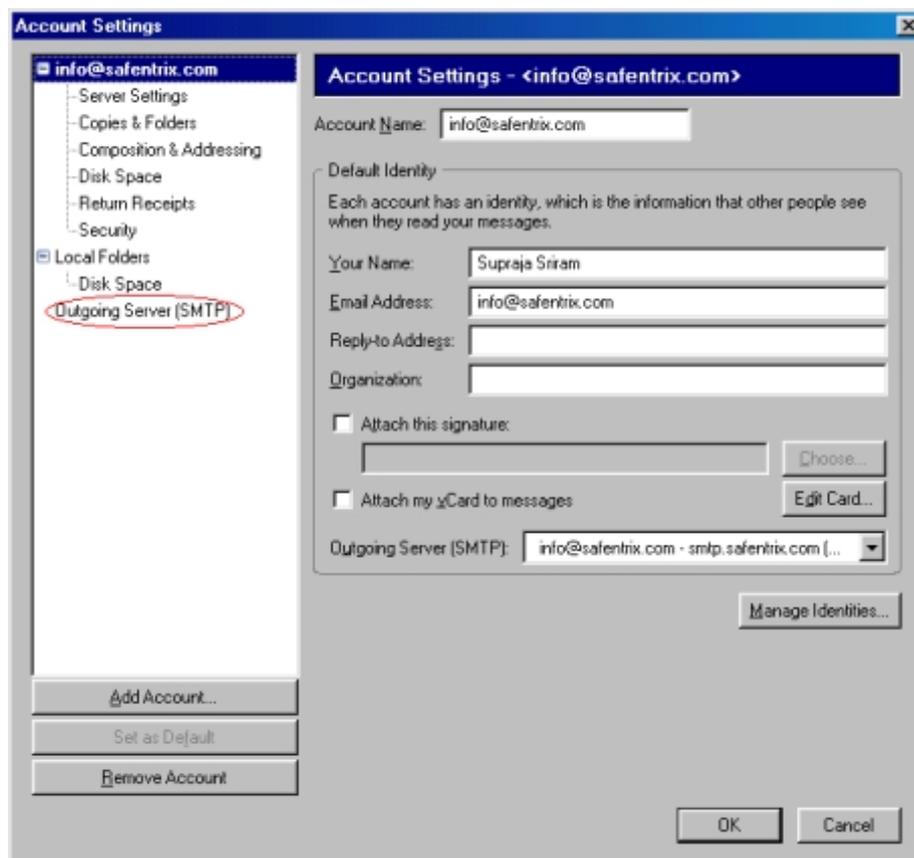
Outbound SMTP Relay Service for Individual Users

**Configure Safentrix Outbound SMTP Relay Service for Email Client
(Mozilla Thunderbird)**

Each email client has its own way of setting up Email relay parameters. As an example, we give detailed instructions for setting up Mozilla Thunderbird. For all other email clients, the concept will be similar.

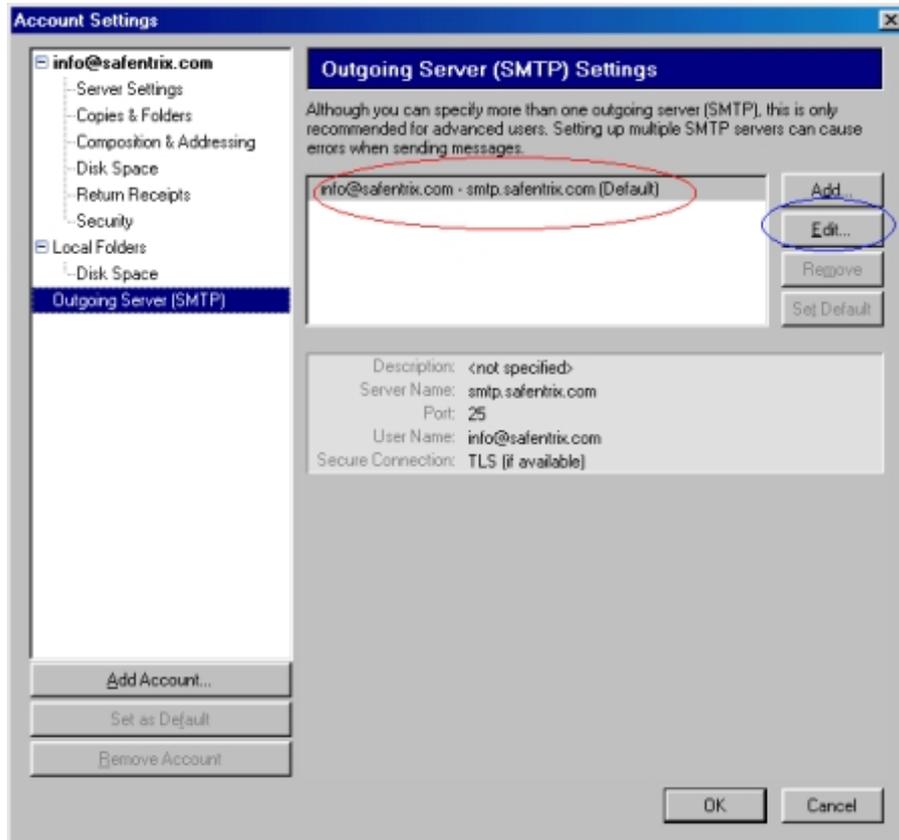
We will configure SAFENTRIX Outbound SMTP Relay Service for an existing account in Mozilla Thunderbird. The Thunderbird version we are using is 1.5. Please note that an Email account must already have been configured in the Email client. We will only be configuring Outbound SMTP Relay Service and thus will only be altering the properties of Outgoing Email Server details. Instructions are given below:

1. Open Mozilla Thunderbird.
2. Open on “Tools” Menu. In the Menu that comes up select “Account Settings”. That will bring up the following window:

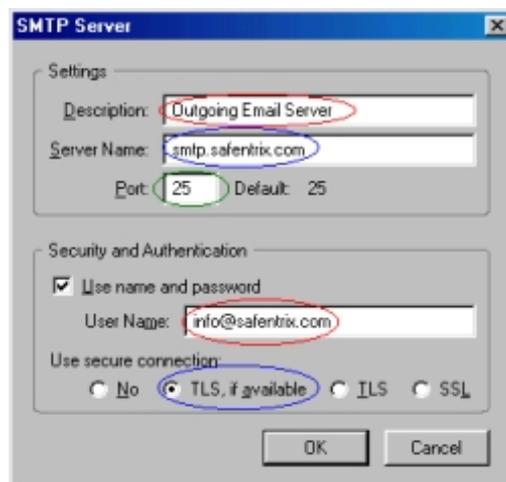


Outbound SMTP Relay Service for Individual Users

- Click on “Outgoing Server (SMTP)” (highlighted by Red Oval). That will bring up the following window.



- Select the current Outgoing SMTP Server (highlighted by Red Oval). Normally there will be only one. If there are multiple servers, select the one specified as “Default”.
- Click on “Edit...” button (highlighted by Blue Oval). That will bring up the following window:



Outbound SMTP Relay Service for Individual Users

6. Enter a name in “Description” field (highlighted by Red Oval). The description can be anything easy to remember and identify.
7. For “Server Name” (highlighted by Blue Oval), enter smtp.safentrix.com.
8. For “Port” field (highlighted by Green Oval), enter 25
9. Check the “User name and password” check box.
10. For “User Name” field (highlighted by Red Oval), enter your full Email address.
11. Select “TLS, if available” Radio button in the Security option. This ensures that your Outgoing emails are sent encrypted, for additional security.
12. Click on “OK” button.
13. This will save the configuration. Once set, all outgoing emails will go through SAFENTRIX.
14. When you try to send out emails, SAFENTRIX will prompt for a password. If your Email administrator had asked you to use the existing password, go ahead and specify the same.
15. If your Email administrator had asked you to specify a new password please specify the password using <http://www.safentrix.com/setsmtppassword> and input that in here.

Managing Multiple Users from Using Single SMTP Auth Account

By default, SAFENTRIX does not allow users to send Email from a different Email address. However, at times a user may have multiple email accounts. For example, the same person may answer info@safentrix.in and info@safentrix.com emails.

This means at times, the Email may need to be sent with different From addresses. To allow the same SMTP Auth Account to send emails for different email addresses, you can do the following:

1. Make sure that the domains of both Email addresses are in SAFENTRIX. If not, please ask your Email administrator to add and activate the domains in SAFENTRIX.
2. Please ask your Email administrator to allow SMTP Relay Service privilege for the above email addresses.
3. Set the same SMTP Auth passwords for the above Email addresses.
4. If you are using the same SMTP Auth password from your Incoming email server, set the passwords to be the same in your Incoming email servers.
5. If you are using SAFENTRIX SMTP Auth passwords, use the <http://www.safentrix.com/setsmtppassword> page and set the same password for the Email addresses.
6. Once the same password is set for the Email addresses, you can send emails with From address as either of the Email accounts using SAFENTRIX Servers.