puremail

NEW YORK   LONDON   TOKYO

YOU CAN RELAX
WHILE WE ARE WORKING

🚫 No Outages
🚫 No Software
🚫 No Hardware
🚫 No Maintenance
🚫 **No Hassles!**

Getting Started

Welcome to Puremail – a comprehensive managed solution for email security, 24x7 availability, message-tracking, remote backup, archival and disaster recovery.

In just a few short steps, you can setup Puremail service for your domain. The entire process should take less than five minutes. The best part is - this process is entirely transparent to your internal email systems, with no interruption or impact on your hardware or software setup. As before, individual users will continue to collect email from your current mail-server, without making any changes to their computer or email settings.

Login to your Puremail Admin Control Panel
Your Puremail account manager has setup an administrator account for you. Login to your Admin Control Panel (at https://secure.puremail.com/admin/) using the password provided. The starting page shows your company name and domain along with services activated.

Inbound Email Setup
Click on your domain; then go to "Setup" menu and select "Inbound Email" option. Here you would specify the mail-server where filtered email should be delivered for this domain. Generally, this would be the mail-server where this domain's current MX record is pointing to (e.g. mail.yourdomain.com). If there are multiple mail-servers receiving email (for fail-over and load-balance), you can add them by clicking on the "Advanced Settings". If you do not have a mail-server, select "Puremail Hosted Secure Messaging".

Select a Mailbox Provisioning Method
Puremail will process inbound email *ONLY* for the mailboxes which are provisioned on Puremail system. Email messages received for *ANY OTHER* valid mailboxes that are *NOT* provisioned on Puremail, will be relayed directly to your mail-server without any processing by Puremail. However, email messages for any invalid mailboxes (i.e. users that do not exist on your mail-server), will be rejected by Puremail.

There are two methods of provisioning mailboxes: Manual and Automatic. Each method has varying degrees of control for both the administrator and the end user. They also have their own unique benefits, as outlined below:

a) **Manual Provisioning**
This method is for customers who want only certain mailboxes in their domain to be processed by Puremail - either for cost reasons or for evaluation purposes. This also allows you complete control over who gets Puremail services, and who does not.

If you select this method, you can add individual mailboxes by going to "Manage Users" menu, and select "Add User" option. Here you can add individual users - one at a time, or add multiple users by uploading a file that contains user records (an Excel or CSV file). Alternatively, you can provide your Puremail Account Manager, a list of all the mailboxes you want provisioned.

b) **Automatic Provisioning**
Puremail automatically provisions new mailboxes when email is received for valid users. Therefore, you would *NOT* have to manually add any mailboxes on Puremail system.

When a message is received for a new (un-provisioned) user, Puremail does a real-time SMTP call-out to your mail-server to check if it would accept email for that user. As new users are added on your mail-server, they will be automatically provisioned on Puremail system, and will inherit the default preferences specified for your domain.

Setup Filter Reports

Puremail can send email reports to your users, providing a summary of their filtered (quarantined) messages. The report is sent at scheduled intervals of your choice (e.g. hourly, daily, etc.) - giving users a quick overview of messages filtered during that period. The filter report includes a list of messages (with sender info and subject line), along with "one-click-release" button to have a desired message released from the quarantine.

To setup filter reports, go to "Setup" menu, and select "Filter Report" option.

Select a User Authentication Method

Your Puremail service includes 24x7 secure web-mail. This enables users to access their email from anywhere at any time - even if your mail-server is unavailable. Users can read, reply and compose messages using their official email address - from their Puremail web account. This includes advanced features, like rich-text message composer (with WYSIWYG formatting), spell-checker, as well as integrated calendaring. Also, users can access their blocked/quarantined messages, manage their address book (approved and blocked senders), and customize their preferences – all from a simple web interface.

From "Setup" menu select "User Login" option. Here you can specify how users' login to Puremail web account will be authenticated:

a) **Remote Authentication (with your POP3 / IMAP Server)**
Users login with the same password used with their existing POP3/IMAP account. Puremail does a real-time user authentication against your POP3/IMAP server to validate user credentials. If choosing this option, please specify the host name (DNS A record) of the POP3/IMAP server where the user accounts reside on.

While POP authentication is a very convenient option, this can result in slower access to Puremail web-interface, due to exchange of user data with your remote authentication server. This can also lead to denial of Puremail web access, if your authentication server is unavailable.

b) Local Authentication
Users login with a password stored locally on Puremail system (this is independent of their POP3/IMAP account password). Initially, administrator can setup a default password for everyone, which can later be changed by individual users.

This option enables users to access Puremail web-interface, even while your POP3/IMAP server is unavailable.

Setup Messaging Policies
Puremail saves a backup copy of messages delivered to user's INBOX, and keeps blocked messages in a separate quarantine. You can specify the storage space allocated to each user for storing these messages on Puremail servers - by selecting "Storage" option under "Policy" menu. When a user exceeds the allocated space, then the oldest messages are automatically deleted (just enough to bring space usage within the preset limit). Alternatively, you can upgrade to larger storage space for a nominal additional cost.

You can also specify the duration for which messages should be kept online on Puremail servers - by selecting "Retention" option under "Policy" menu. After this retention period, the messages can either be deleted, or moved to permanent archives (compressed and zipped files which can be downloaded). For added convenience and safety, Puremail can also store your archives on WORM media (CD/DVD); as well as provide remote vaulting services at additional cost.

Access policy determines if users should have web-access to their messages stored on Puremail servers. You can specify if users can view their messages online, release blocked messages from quarantine, resend saved messages to their INBOX, and delete messages permanently from Puremail servers - by selecting "Access" option under "Policy" menu.

Puremail offers unique "Proof-of-Delivery" feature to ensure that your sent and received email ALWAYS reaches the intended recipient. Puremail tracks each message and provides extensive logs of message transport with time-stamp and other important data (sender, recipient, subject, etc.). In addition, Puremail can also provide "Read-Receipt" when your sent message is opened by the recipient in a web-enabled email browser (please note - "Read-Receipt" feature is available only for messages sent from Puremail web-mail). You can activate these features by selecting "Tracking" option under "Policy" menu.

Change Domain's MX Records

Finally, in order to route your email via Puremail servers, you would need to make some simple changes to the MX (Mail-Exchange) records of your domain name (DNS) setup as explained below:

a) **Sign in to your domain hosting company's website** using the username / password associated with your domain.
b) **Navigate to an MX record maintenance page.** MX records are often located under sections titled "DNS / Name Server Management", or "Mail Server Configuration". You may need to go to advanced settings to allow editing of MX records.
c) **Delete any existing MX records** before entering new MX records.
d) **Enter new MX records pointing to Puremail servers** as outlined below:

Puremail Server	Priority
mx-10a.puremail.com.	10
mx-10b.puremail.com.	10
mx-20a.puremail.com.	20
mx-20b.puremail.com.	20
mx-30a.puremail.com.	30
mx-30b.puremail.com.	30

It is likely that your current DNS setup has only one MX record, whereas Puremail requires you to enter multiple MX records. Puremail uses multiple servers across redundant secure networks. This ensures disaster-recovery and 24x7 email availability. If you are unable to enter all 6 MX records, please enter at least one for each priority (10, 20, 30).

You may not be allowed to enter the priority values exactly as they appear in the table above. In that case, simply ensure that the server addresses are prioritized in the same order as they appear in the table (e.g. the priority ranking [1,1, 2,2, 3,3] or [5,5, 10,10, 15,15] would work just the same as [10,10, 20,20, 30,30] - so long as you keep the addresses in the right order). If you're asked to specify the type of each record you're adding, enter "MX".

Please note that MX records often require the specific format of DNS records, including a trailing dot (".") at the end of any fully-qualified domain names (e.g. "server.domain.com.")

With this change of MX records, all the email for your domain will be routed via Puremail secure networks, which will pass along the filtered email to your mail-server.

Add Puremail Networks to Your Firewall

Puremail acts as your first line of defense. Therefore, you need to configure your firewall so that it accepts email (SMTP) traffic ONLY from trusted Puremail networks (IP addresses provided to you by your Puremail account manager).

If your mail-server is running Microsoft Exchange Server, you would need to make a few additional changes. Please refer to one of these documents for your version of Exchange:

Exch-2003: http://puremail.com/docs/Puremail-Exchange2003-Inbound-Setup.pdf
Exch-2007: http://puremail.com/docs/Puremail-Exchange2007-Inbound-Setup.pdf

Outbound Email Setup

Puremail's "Secure Outbound" service provides delivery assurance and proof-of-delivery. As part of this service, Puremail does the following:

- Puremail authenticates the sender of your outbound email. As an added protection, Puremail would relay your outbound email only if it comes from your designated IP addresses.
- Puremail makes sure that your email is free from any virus/worms. Puremail also scans it for questionable language to ensure that the recipient server does not block it as spam. Puremail would notify the sender/system administrator, if an outbound message contains virus/worm or spam language.
- Puremail adds its credentials to ensure that your email is compliant with new protocols. As a result, the recipient server sees the email coming from Puremail's secure and trusted network.
- Finally, when Puremail delivers email to recipient server, Puremail captures an "electronic signature" as proof-of-delivery. This "electronic signature" includes time-stamp, receiving server's credentials (name, IP address, etc.) and exact size (bytes) of data delivered. Users can view this proof-of-delivery from their Puremail web-account.

To activate "Secure Outbound" service, go to the starting page of your Admin Control Panel ("Admin Home"). Then click on "Activate" button under Outbound filtering. Next, you need to select appropriate security level for "Sender Authentication". If you do not have a fixed IP address (e.g. you are assigned dynamic IP address), you may leave the first box checked (less secure option). However, if you have a fixed IP address, we recommend checking the second option. In this case, you need to enter the IP addresses (or subnets) which will connect to Puremail servers to relay outgoing email. Generally, this would be the IP address of your firewall/gateway. If you have multiple locations or WAN connections, you should enter their IP addresses separately. Please note that the IP addresses must be entered in CIDR format (e.g. a single IP address 123.45.67.89 would be entered as 123.45.67.89/32; and a range of addresses from 123.45.67.0 to 123.45.67.255 would be entered as 123.45.67.0/24).

Configure your mail-server/client to relay via Puremail

Now you would need to configure your mail-server to relay outbound email via Puremail. Also, if you don't have a mail-sever, you would need to configure your email client application (e.g. Outlook) to connect directly to Puremail servers to send email. In most cases, you can simply change your outgoing mail setting (SMTP) to: **smtp.puremail.com**

If your mail-server is running Microsoft Exchange Server, you would need to setup an external "smart host". Please refer to one of these documents for your version of Exchange:

Exch-2003: http://puremail.com/docs/Puremail-Exchange2003-OutboundRelay-Setup.pdf
Exch-2007: http://puremail.com/docs/Puremail-Exchange2007-OutboundRelay-Setup.pdf

Complete!

That's all you have to do to get started. Most other options are already preset with optimum default values to ensure best user experience. We encourage you to explore various options and features in your Admin Control Panel. If you need help with any of these features, please do not hesitate to ask your Puremail Account Manager, or contact our tech-support helpdesk at: support@puremail.com