

ePrism Email Security Suite



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Introduction

This document describes how to initially configure the ePrism appliance. The process involves:

- Connecting to the ePrism appliance
- Configuring the appliance and activating service

What You Get

The following materials are shipped with each ePrism 4005 appliance. Check to be sure that these items are in the installation kit before you begin the installation.

- ePrism appliance
- ePrism appliance documentation kit
 - ePrism 4005 Appliance Installation Overview
 - [ePrism Getting Started](#)
 - ePrism Appliance Warranty

Before You Begin

You will need a laptop computer with a network cable to complete the procedures in this document.

The following tables show the firewall access required and optional TCP and UDP ports for the ePrism appliance inside the firewall.

Mandatory

Port	Protocol	Direction	Description
N/A	ICMP echo request/reply		
22	TCP/SSH	Inbound	Remote diagnostics and technical support
25	TCP/SMTP	Both	SMTP server
53	TCP/UDP/DNS	Both	Domain Name Server (DNS)

Port	Protocol	Direction	Description
80	TCP/HTTP	Both	Dashboard and other services
123	UDP/NTP	Outbound	Network Time Protocol (NTP)
443	TCP/UDP/HTTPS	Both	Secure Web access
1194	UDP/Application	Both	Internal EdgeWave Use, allows EdgeWave to remotely manage the appliance

Optional

Port	Protocol	Direction	Description
366	TCP/ODMR	Inbound	On Demand Mail Relay
389	TCP/LDAP	Inbound	Lightweight Directory Access Protocol (LDAP)
587	TCP/SMTP	Inbound	Alternate SMTP server
636	TCP/LDAPS	Inbound	Secure LDAP



Note: All outbound TCP and UDP ports must be allowed.

Complete the following form to ensure you have the information needed to configure the ePrism appliance.

IP address	
Bit mask	
Default gateway	
Brand (to configure your custom dashboard web address)	

The ePrism appliance license number from your EdgeWave purchase confirmation email	
Optional: The Vx license number from your EdgeWave purchase confirmation email	
Appliance administrator contact information	
Appliance administrator password (minimum 5 alphanumeric characters)	
Appliance name (identifies the appliance in reporting, logging and monitoring)	
Host name (used in the SMTP HELO command)	
Outside IP address (if appliance IP address is private)	
ePrism appliance serial number	

If you are configuring your first ePrism appliance, you will also need to enter the branding information. See [Adding a New Brand](#) for more information.



Note: If you are assigning the ePrism appliance a private IP address, have its associated public IP address.



Warning: Be sure that the IP address you assign to the ePrism appliance is not assigned to any other device on the network.

Technical Support

If you have any questions or need additional information, send email to wavesupport@edgewave.com or call 877-355-0553.

Connecting the ePrism Appliance

The ePrism appliance has four Ethernet ports on the rear of the unit. Connect your PC to Ethernet port **Gb2** for access to the browser-based provisioning interface. Connect the Ethernet port **Gb1** to the public network.

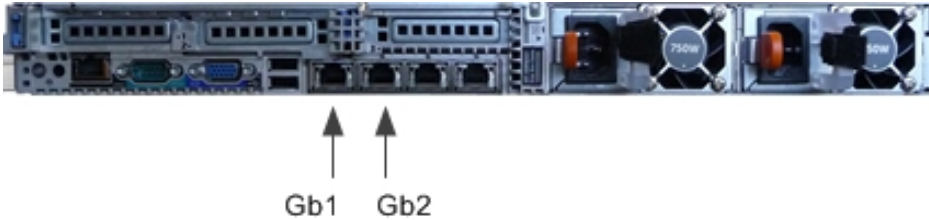


Figure 1. Ethernet Ports

To connect your computer to the Ethernet port

- Use an Ethernet cable with male RJ-45 connectors on each end. This is a cross-over connection, though most computers can auto-detect the cable type and adjust to use a straight-through cable.
- Connect one cable end to the Ethernet port on your PC.
- Connect the other cable end to the ePrism appliance Ethernet port labeled **Gb2**.

To connect the ePrism appliance to the public network

- Use an Ethernet cable with male RJ-45 connectors on each end.
- Connect one cable end to the ePrism appliance Ethernet port labeled **Gb1**.
- Connect the other cable end to the public network.

Configuring the ePrism Appliance



Note: Do not continue until you have confirmed firewall rules and network access are in place for the ePrism appliance. Confirm network access by pinging the internal IP you assigned to the ePrism appliance. Confirm the rules for ePrism in your firewall one last time before proceeding.

To configure the ePrism appliance

1. If needed, power up the ePrism appliance. The power button is on the of the appliance face.



Figure 2. Power Button

2. Start your web browser.
3. In the Address box, enter the default ePrism IP address of **169.254.0.1** and press **Enter**. The End User Terms & Conditions screen opens.
4. Accept the terms of the license and click **Continue**. The Settings screen opens.

LICENSING

License Key: ✓

• VX License Key: ✓

• Serial Number: ✓

APPLIANCE ADMINISTRATOR CONTACT INFORMATION

Full Name: ✓

Address Line 1: ✓

Address Line 2: ✓

City: ✓ State/Province/Region: ✓

Zip/Postal Code: ✓ Phone: ✓

Email: ✓

APPLIANCE ADMINISTRATOR PASSWORD

Password: ✓


Confirm: ✓

Figure 3. Configuration

5. Set the time zone and complete the form with the information compiled in [Before You Begin](#). The time zone is used for reports and for the Spam Digest.
 - In the Time Zone Configuration section, click on the section of the map that contains your location.
 - Select the ePrism appliance time zone from the list.

TIMEZONE CONFIGURATION

Click on the section of the map that contains your location. Then select your timezone from the list and click Update to save your setting.



Appliance Time: 18:24:29
Time Zone:

Figure 4. Time Zone Configuration

APPLIANCE SERVER CONFIGURATION

IP Address:
Netmask:
Gateway:

Host Name:

Appliance Name:

Outside IP Address:

Figure 5. Appliance Server Configuration

6. Click **Save**.

At this point, connection and configuration validation tests begin. The Configuration Status screen displays the validation progress.



Note: If the ePrism appliance is not connected to the network, an error message appears. Click **Force Save**. After the ePrism appliance has been connected to the network, the configuration can be completed. See [Completing the Configuration](#) for details.

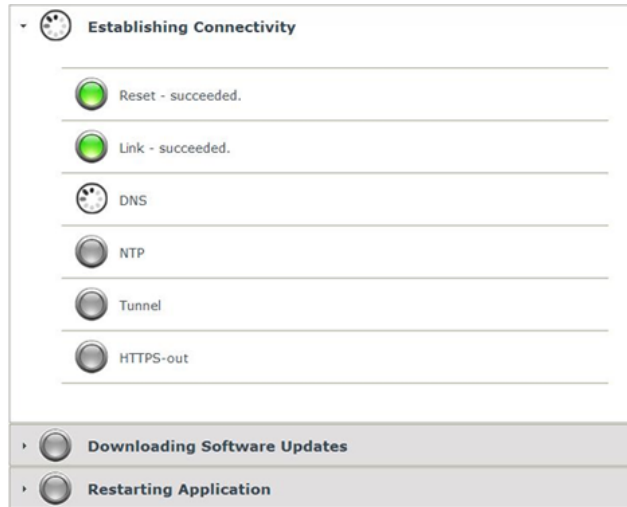


Figure 6. Configuration Status

After validation, the appliance downloads software updates and restarts the application.

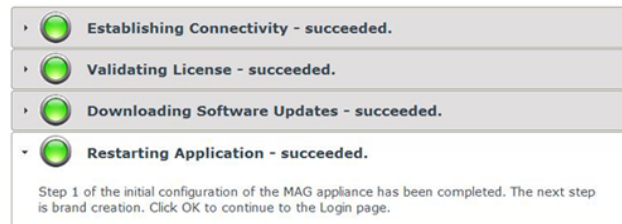


Figure 7. Initial Configuration Complete

7. Click OK to continue to the login screen of the ePrism appliance dashboard.

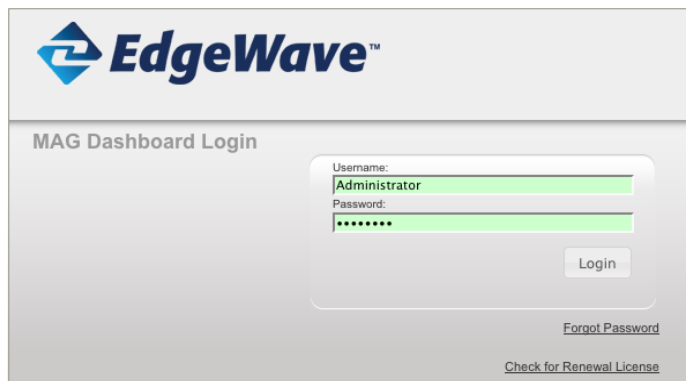


Figure 8. ePrism Appliance Dashboard Login


8. Log in to the ePrism appliance dashboard.
9. Configure your brand on the appliance:
 - If this the your first appliance, click **Add New Brand** and continue to [Adding a New Brand](#).
 - If you already have one or more ePrism appliances, click **Join Existing Brand**, and continue to [Joining an Existing Brand](#).

Adding a New Brand

Branding allows you to set up the ePrism appliance to show your company's dashboard and logo. You can set up multiple brands, with each brand containing a group of accounts. Make sure the correct appliance time zone has been configured before adding a brand.

Brand settings apply to all dashboards, accounts, domains, and mailboxes within the brand. The brand name is used as the base name of the website for the dashboard. Once a brand name is defined, it cannot be changed.

You will need the following information to add your branding to the ePrism appliance.

- Brand Identification settings
 - **Name:** Name of your brand.
-  **Note:** The Name must be a single word. It can contain alphanumeric characters or '-' and it is not case sensitive.
- **URL:** Internet address of your brand's Personal and Administrator Dashboards.
- System Administrator settings
 - **Email:** Email address of the System Administrator.
 - **Password:** System Administrator password.
 - Spam Digest settings
 - **Digest Sender address:** Replies to the Spam Digest are sent to this address.
 - **Technical Support address:** The contact address for technical assistance listed in the Spam Digest and other notifications.

To add a new brand

1. From the ePrism appliance dashboard go to **Brands >> Add New Brand**.
2. Complete the Add Brand form.

3. Click **Save**.

EdgeWave™ logout

STATUS SETTINGS **BRANDS** ENCRYPTION TROUBLESHOOTING Help

ADD A BRAND

A brand contains one or more accounts.

BRAND IDENTIFICATION

Name:

URL:

SYSTEM ADMINISTRATOR SETTINGS

Email:

Password:

Confirm:

SPAM DIGEST SETTINGS

Customize the end user email notification that contains the list of quarantined messages. [Help](#)

Digest Sender address:

Technical Support address:

Important Note:
If you are using Edgewave's Vx service, new Brands are not automatically added to Vx. Please contact Customer Service at wavesupport@edgewave.com or 1-877-355-0553.

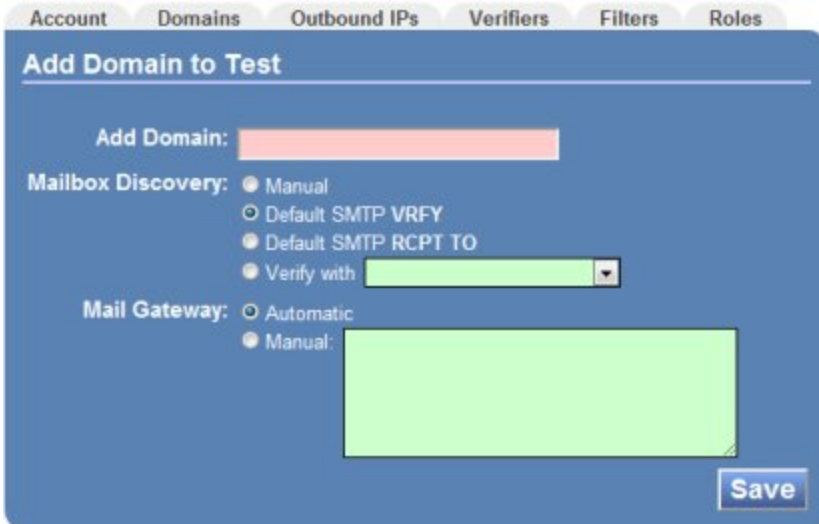
Figure 9. Add a Brand

To add a domain to the new brand



Note: After adding the domain, refer to the [System Administrator's Guide](#) for detailed configuration information.

1. From the Brands screen, click the name of your new brand. The Administrator Dashboard login screen opens.
2. Enter the email address and password from [Adding a New Brand](#). The Administrative Dashboard opens.
3. From the navigation links on the left, click **Account**.
4. From the list of accounts, select the name of your account. Note that the account created during the appliance configuration is given your brand name.
5. From the navigation links on the left, click **Add Domain**.



The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Account', 'Domains', 'Outbound IPs', 'Verifiers', 'Filters', and 'Roles'. The main content area is titled 'Add Domain to Test' and contains the following fields and options:

- Add Domain:** A text input field with a red border.
- Mailbox Discovery:** A group of radio buttons and a dropdown menu:
 - Manual
 - Default SMTP VRFY
 - Default SMTP RCPT TO
 - Verify with [dropdown menu]
- Mail Gateway:** A group of radio buttons and a text area:
 - Automatic
 - Manual: [text area]

A 'Save' button is located in the bottom right corner of the form.

Figure 10. Add Domain

6. Complete the form and click **Save**. The Status tab opens displaying your Mail Exchanger (MX) records.
7. After both Mailbox Discovery and the Mail Gateway have been configured, update your MX records as needed.

Additional account setup

See the [System Administrator's Guide](#) for detailed configuration procedures.

- Add outbound IP addresses:
 1. From the navigation links on the left, click **Account**.
 2. Select your account.
 3. From the navigation links on the left, click **Add Outbound IP**.
- Add verifiers:
 1. From the navigation links on the left, click **Account**.
 2. Select your account.
 3. From the navigation links on the left, click **Add Verifier**.

- Customize your brand:
 - From the navigation links on the left, click **Preferences**.
 - Digest and Admin dashboard customization settings are on the Branding and Admin Dashboard tabs.
 - Customize the Personal Dashboard on the Personal Dashboard tab.

Joining an Existing Brand

When you join an existing brand, your ePrism appliance synchronizes its branding information with that from one of your properly in-service ePrism appliances.

You will need the following information to join the new ePrism appliance to an existing brand.

- Brand to Join
 - **Name:** Name of the brand.
- System Administrator settings
 - **Email:** Email address of the System Administrator.
 - **Password:** System Administrator password.

To join an existing brand

1. From the ePrism appliance dashboard go to **Brands >> Join a Brand**.
2. Complete the Join a Brand form.
3. Click **Save**. The new appliance synchronizes with the existing appliance. The new ePrism appliance is now ready to filter mail for all domains in that brand.

The screenshot shows a web form titled "JOIN A BRAND". At the top, there is a dark header with the text "JOIN A BRAND". Below the header, there is a paragraph of text: "To filter mail on this appliance and access the dashboard of an existing brand enter the name and system administrator credentials of the brand below." The form is divided into two main sections. The first section is titled "BRAND TO JOIN" and contains a single text input field labeled "Name:". The second section is titled "BRAND SYSTEM ADMINISTRATOR" and contains two text input fields, one labeled "Email:" and one labeled "Password:". At the bottom of the form, there are two buttons: "Cancel" and "Save".

Figure 11. Join a Brand

Completing the Configuration

If the configuration was started before the ePrism appliance was connected to the network, an error appeared during configuration. Once the ePrism appliance is connected to the network, the configuration can be completed.

To complete the configuration

1. Connect the ePrism appliance to the network.
2. If needed, power up the ePrism appliance.
3. Start your web browser
4. If you did not click **Force Save** when the configuration error appeared, set up the ethernet port and add the gateway.
5. In the Address box, enter the IP address of the ePrism appliance.
6. Log in to the ePrism appliance dashboard.
7. Go to the **Settings > License** tab.
8. Click **Update**.

At this point, connection and configuration validation tests begin. After validation, the appliance downloads software updates and restarts the application.

9. Configure your brand on the appliance:
 - If this the your first appliance, click **Add New Brand** and continue to [Adding a New Brand](#).
 - If you already have one or more ePrism appliances, click **Join Existing Brand**, and continue to [Joining an Existing Brand](#).

What's Next?

You have completed the ePrism appliance configuration and can now filter email through the appliance. You can also configure:

- Content Filters
- Email Continuity (additional license required)
- Encryption (additional license required)

See the [System Administrator's Guide](#) for detailed configuration procedures.

Warning about Powering Down the System

EdgeWave has embedded a script that activates when you press the power button of a running ePrism appliance. The script performs a graceful shutdown of the system, closing down all active processes and writing the appropriate information to the system disks. Depending on the configuration and system state, properly shutting down the system takes between one and 17 minutes. In most cases shutting down the system will take between four and five minutes.

If the system has not properly shut down after 17 minutes, you can press and hold down the power button for five seconds to force a hard shutdown.



Warning: Forcing a hard shutdown by unplugging the appliance or pressing and holding down the power button can cause corruption to the hard disk due to incomplete data transfer from system memory to the disk. This can result in data loss. Force a hard shutdown only as a last resort.

Multiple ePrism Appliances in the Network

The following diagram shows the final configuration of two servers after installation is complete. Both units will have the port labeled **Gb2** connected to a shared private switch, so that the two units have connectivity to each other.



Note: Each appliance must be configured individually before physically connecting the servers. Contact EdgeWave technical support before connecting multiple ePrism appliances to each other.

When properly configured, both ePrism servers have the port labeled **Gb1** connected to the public network. It also requires a private network connected with a private dedicated Gigabit Ethernet switch or a hub. The private network should be physically distinct (a separate collision domain), so that traffic between the ePrism units cannot be analyzed by external users.

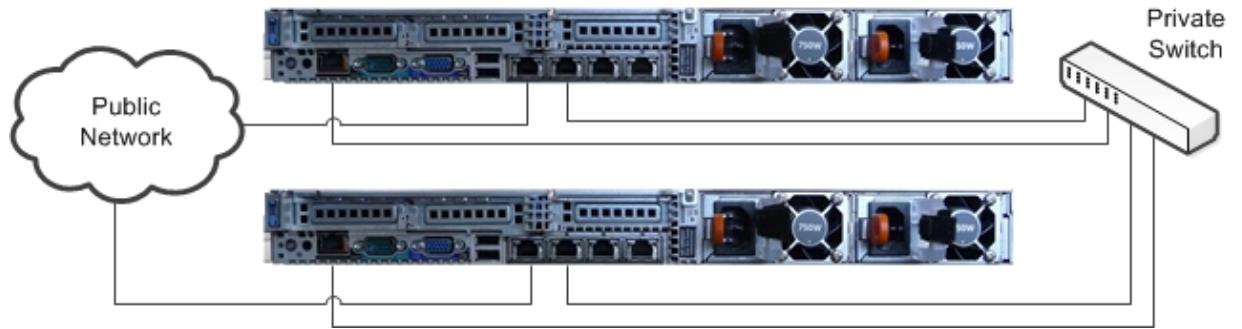


Figure 12. Multiple ePrism Appliances in the Network

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