



Cookbook & FAQ

Version 2.2+



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Introduction

This cookbook is designed as a quick reference of Europa's how tos for today's technical administrator.

Basic Menu

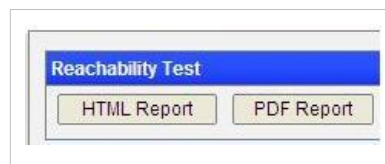
Checking to see if Europa is up and running

The following steps will show you the easiest way to check if you have the correct configurations.

1. **Go to Reachability Page:** Click the **Tools** drop-down menu and select **Reachability Test**.



2. **Run the Reachability Test:** Click the **HTML Report** button.

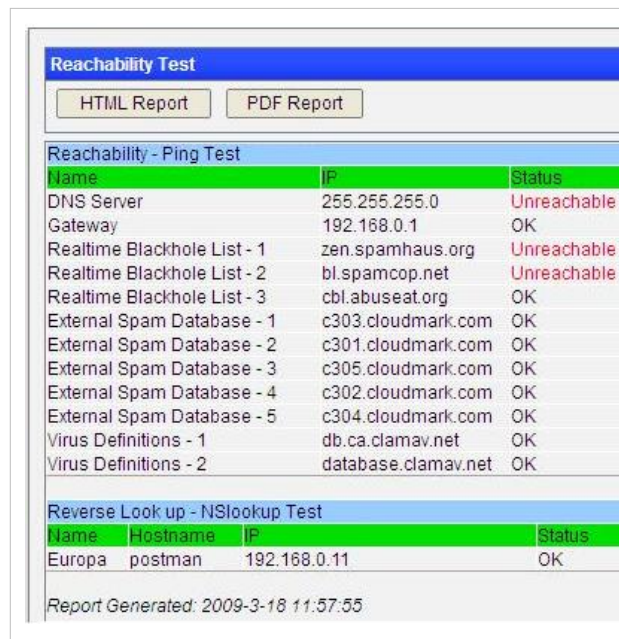


3. **Analyze the Reachability Test result**

Ping Test is being performed for each IP in the *Reachability - Ping Test* table to check if it is up and running.

For each IP configuration that is **OK**, you should see **OK** in the *Status* column.

For each IP that is either incorrectly configured or unavailable/blocked at the moment, you will see **Unreachable** in the *Status* column.



The screenshot shows a 'Reachability Test' interface with two buttons: 'HTML Report' and 'PDF Report'. Below the buttons is a table titled 'Reachability - Ping Test' with columns for Name, IP, and Status. The table lists various services and their reachability status. Below this is another table titled 'Reverse Look up - NSlookup Test' with columns for Name, Hostname, IP, and Status. The report was generated on 2009-3-18 at 11:57:55.

Name	IP	Status
DNS Server	255.255.255.0	Unreachable
Gateway	192.168.0.1	OK
Realtime Blackhole List - 1	zen.spamhaus.org	Unreachable
Realtime Blackhole List - 2	bl.spamcop.net	Unreachable
Realtime Blackhole List - 3	cbl.abuseat.org	OK
External Spam Database - 1	c303.cloudmark.com	OK
External Spam Database - 2	c301.cloudmark.com	OK
External Spam Database - 3	c305.cloudmark.com	OK
External Spam Database - 4	c302.cloudmark.com	OK
External Spam Database - 5	c304.cloudmark.com	OK
Virus Definitions - 1	db.ca.clamav.net	OK
Virus Definitions - 2	database.clamav.net	OK

Name	Hostname	IP	Status
Europa	postman	192.168.0.11	OK

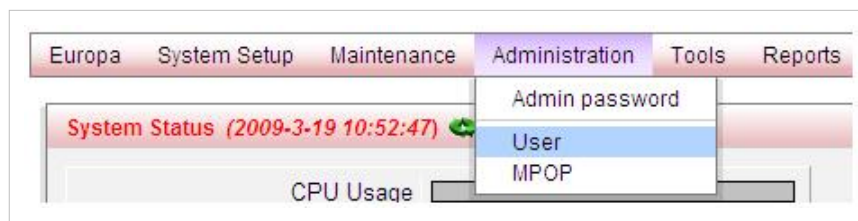
Report Generated: 2009-3-18 11:57:55

For example, the sample reachability report above shows that:

- **DNS Server** configuration is incorrect.
- **Gateway** configuration is correct.

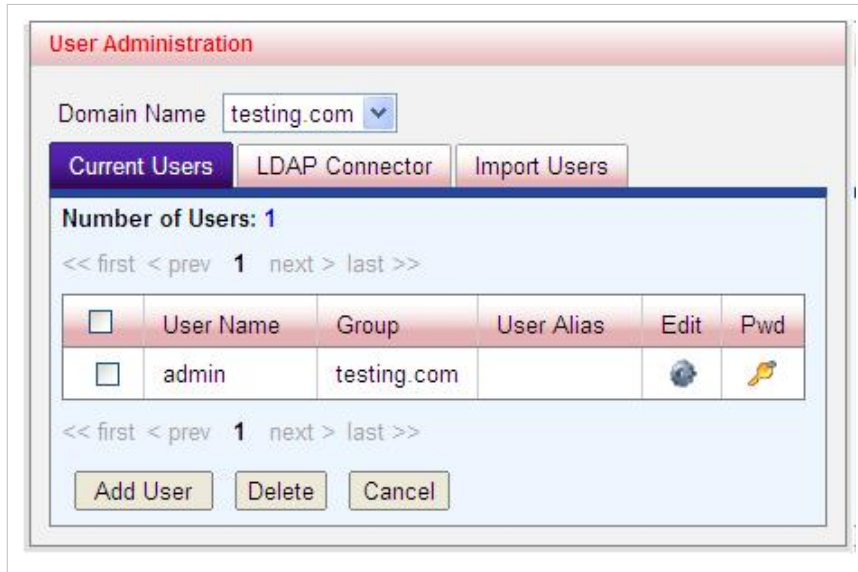
Setting up User Account

Go to the **User Setup Page**

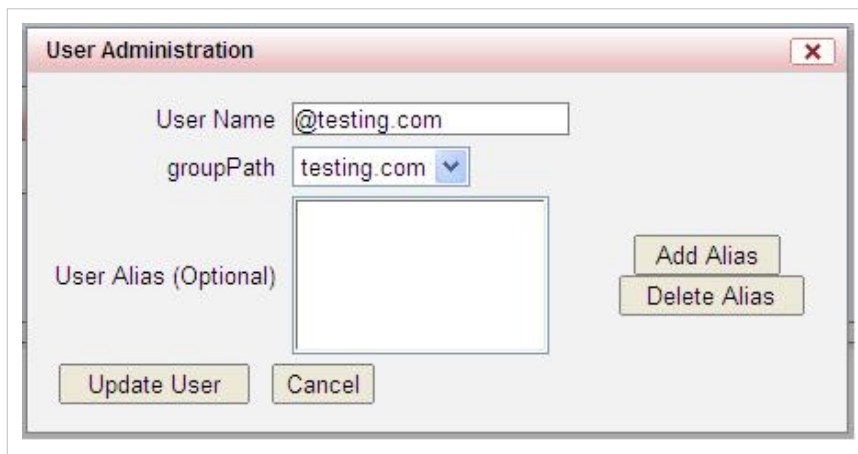


1. Click the **Administration** drop-down menu.
2. Select **User**.

To Add a new user



1. Select *Current Users* Tab.
2. Select domain from the *Domain Name* list.
3. Click the *Add User* button.
4. In the **User Administration** pop up panel:



5. In the *User Name* field, enter the *full email address*. (* required)
6. In the *Group Path* field, select the group for user. (By default, domain is selected)
7. Click the *Update User* button.

To import new users with LDAP Connector

1. Select *LDAP Connector* Tab.

2. Enable LDAP

Fill in all the fields in **LDAP Connector** Tab:

- **Enable LDAP:**

Select *Enable*: This allows you to import users from the LDAP server.

- **Auto Add LDAP users:** select *Enable* to have Europa always check recipient's email ID against the LDAP server and add user if not already exists.
- **Server IP:** IP address of the LDAP server.
- **Port:** LDAP port (Default: 389, alt. port: 3268)
- **Login ID:** User login name must be of Active Directory Domain. If your Active Directory login is '\\adDomain.local\loginID' your Login ID would be *loginID@adDomain.local*
- **Login Password:** Login ID's domain password.

3. Click the *Test Login* button to validate your LDAP login information.

(If Europa can make connection to the LDAP server successfully, the fields in the **LDAP Query** section will be enabled. You may now set up your LDAP Query for user import.)

- **Domain Name** Internal domain name. (ie. If your Active Directory login is '\\adDomain.local\loginID', your Domain Name would be *adDomain.local*)

- **Server Type:** Version of the Active Directory server.
- **Base String:** This search base defines the starting point for the search in the directory tree.

eg 1: default **Base String** would be **cn=users**

eg 2: For **Small Business Server (SBS)** should leave this Base String field 'empty'.

- **Filter for user ID:** You may only change this filter if your server Type is **Active Directory Customization**, this field is disabled with preset value otherwise. This field is mostly used for importing users from **distribution list**.

eg 1:
`(&(objectCategory=person)(objectClass=user)(mail=%u))` -
 default

eg 2: `(mail=%u)` - to view all objects with email address including **distribution list**;

- **Attribute for Europa ID:** Used ONLY for **Active Directory Customization & OpenLDAP**. The attribute containing '%u' in the filter.

Attribute example:

mail - (Using the above example 1 & 2, mail=%u)

- **Attribute for Europa Aliases:** Used ONLY for **Active Directory Customization & OpenLDAP**.

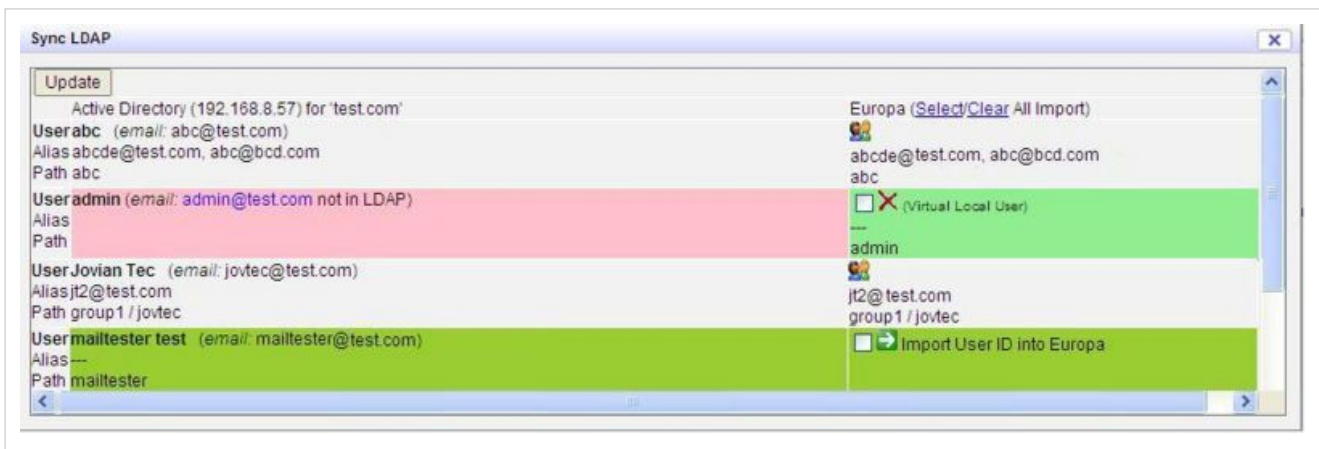
Attribute examples:

maildrop - typical attribute for aliases

memberAddress - typical attribute for aliases

- **Record No.:** Enter the record number to show all attributes in this record. If it is empty when you click **Show record**, the first record will be displayed.

4. Click **Save** to save your LDAP configurations. And you are all set to import the users from LDAP server.
5. Import users from LDAP
6. Click the *Import* button.



7. **To import user from LDAP server to Europa:**

Check the checkbox beside *Import User ID into Europa*.

8. **To remove user from Europa that does not exist on LDAP server:**

Check the checkbox beside (*Virtual Local User*).

- Click the *Update* button. (At the top/bottom of page).

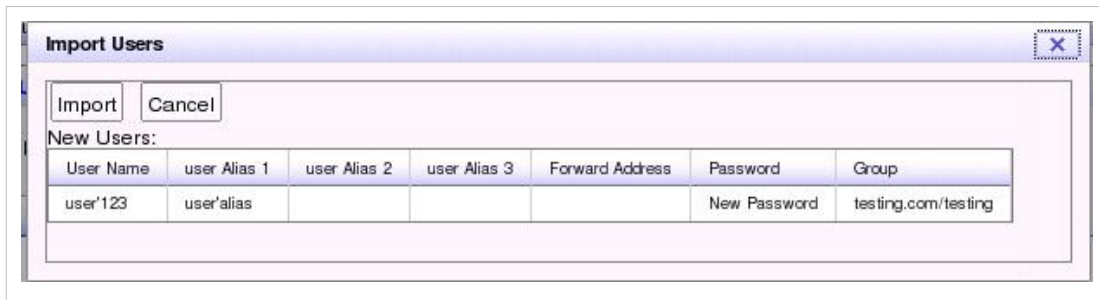
(Note: for details for the background color of row, please refer to the legend at the bottom of page.)

To import new users from CSV file

- Select *Import Users* Tab.
- Create the CSV file.

Look at the CSV example, click the *See CSV Examples* button.

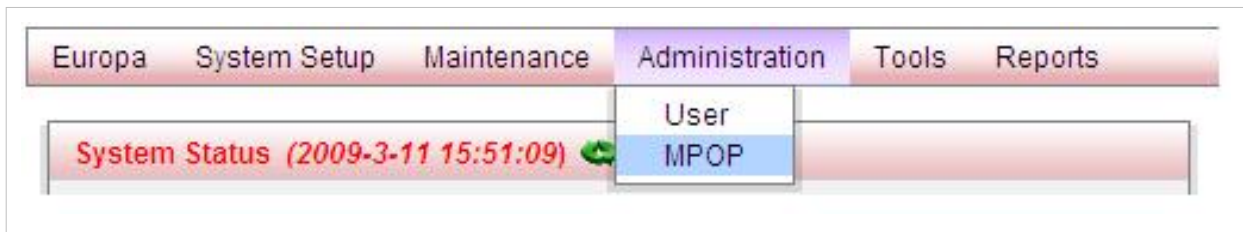
- Click the *Browse* button and select your CSV file.
- Click the *Upload* button.



- Click the *Import* button.

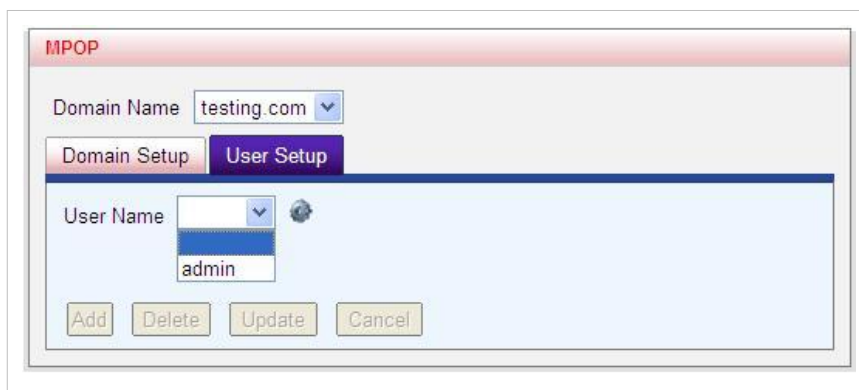
Setting up MPOP Account

Go to the MPOP Setup Page

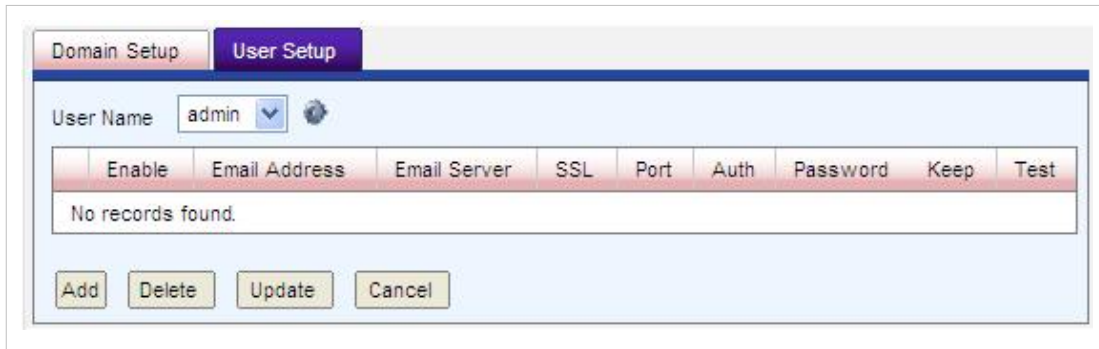


- Click the **Administration** drop-down menu.
- Select **MPOP**.

To view an MPOP Account



1. Select *User Setup* Tab.
2. Select user from the *User Name* list.



To add an MPOP account

1. Click the *Add* button.



2. In the **Email Address** cell, click and enter your mpop account address.
3. In the **Email Server** cell, click and enter the IP/name of the MPOP server.
4. In the **SSL** cell, click and
 - select *Yes* if your MPOP server requires a **secure connection (SSL)**. The port will change to 995.
 - select *No* if your MPOP server does not require a **secure connection**. The port will automatically change to 110.
5. In the **Port** cell, click and enter the port that your MPOP server uses to pop emails from.
6. In the **Auth** cell, click and select the authentication method supported by your MPOP server.

(**Note:** For the **SSL, port, and Auth** fields, please refer to your MPOP service documentation for details.)
7. In the **Password** cell, click and enter your mpop account password in the **Password** and **Confirm Password** fields. Then click the *Save* button.
8. In the **Keep** cell, click and
 - select *Yes* if you want to keep the emails on the MPOP server after being popped down to *Europa*.
 - select *No* if you want to remove the emails from the MPOP server after being popped down to *Europa*.

(**Note:** You are suggested to test the connectivity before saving your MPOP account.)
9. Click the *Update* button.

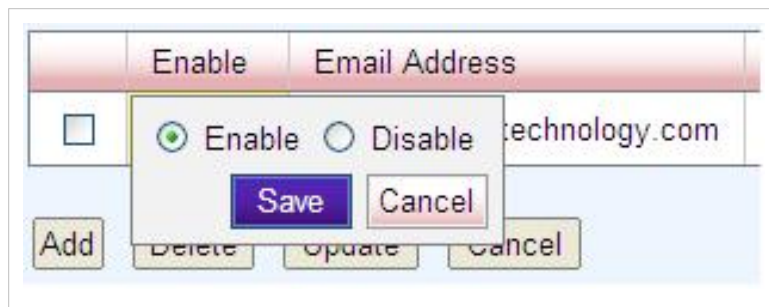
Test the connectivity to an MPOP account

Click the **Test** button to test: Europa uses the provided user ID and password to try to login the POP server.



To enable an MPOP account to pop mail

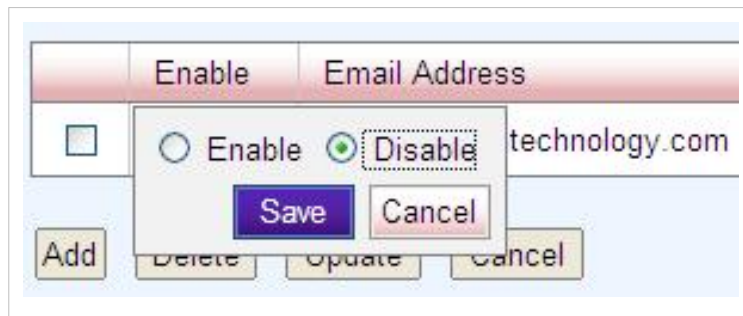
If the *domain* level MPOP service is enabled, when MPOP is **enabled**, emails will be popped in the *Pop Time Interval*.



1. In the **Enable** cell, click and select *Enable*
2. Click the *Save* button in the Edit Cell.
3. Click the *Update* button at the bottom of the *User Setup* page.

To disable an MPOP account from pop mail

When MPOP account is **disabled**, even if the *domain* level MPOP service is enabled, emails will be **not** be popped.



1. In the **Enable** cell, click and select *Disable*
2. Click the *Save* button in the Edit Cell.
3. Click the *Update* button at the bottom of the *User Setup* page.

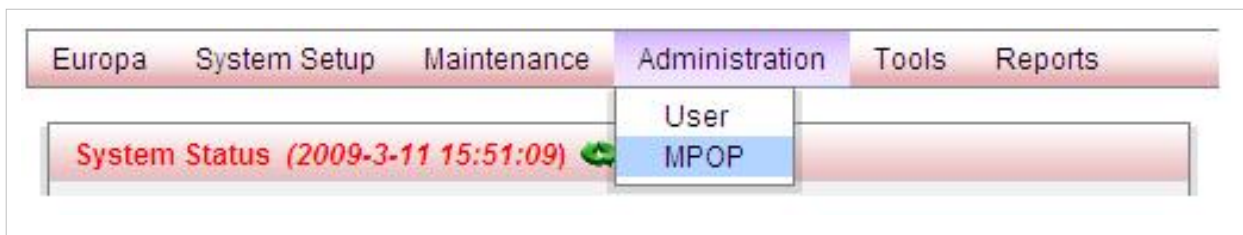
To remove an MPOP account from user



1. Click the checkbox of the MPOP account that you want to remove.
2. Click the *Delete* button.

Enabling/Disabling MPOP Service

Go to the MPOP Setup Page



1. Click the **Administration** drop-down menu.
 2. Select **MPOP**.
- By default, you are in the *Domain Setup* tab.



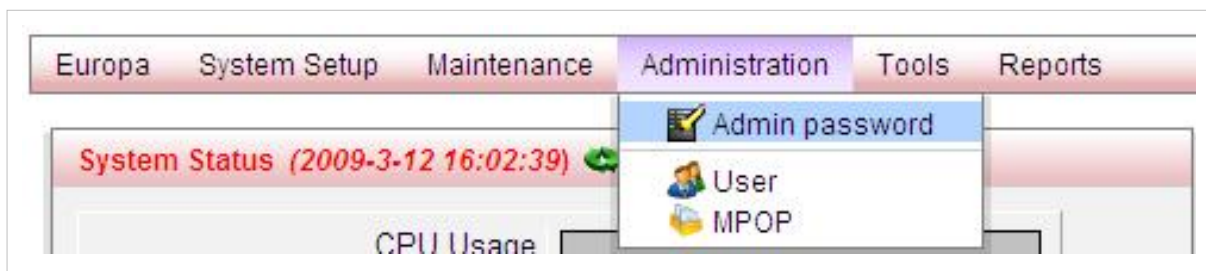
To Enable MPOP Service

1. Select *Enable* next to MPOP.
2. Click the *Update* button.

To Disable MPOP Service

1. Select *Disable* next to MPOP.
2. Click the *Update* button.

Changing System Admin's password

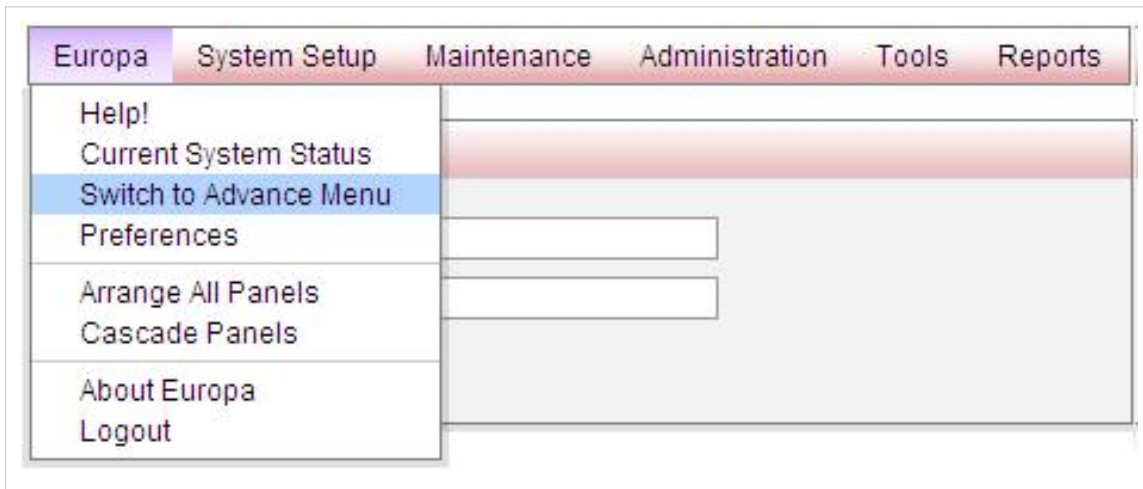
From the Basic menu**Go to Admin password Page**

1. Click the **Administration** drop-down menu.
2. Select **Admin password**.

In the Admin Password panelA screenshot of a dialog box titled 'Admin Password'. It contains two text input fields: 'Password' and 'Confirm Password'. Below the fields are two buttons: 'Update' and 'Cancel'.

1. Enter the password in the **Password** and the **Confirm Password** fields.
2. Click the **Update** button.

Switching from Basic to Advance Menu



1. Click the **Europa** drop-down menu.
2. Select **Switch to Advance Menu**.

Checking the current Europa Email traffic

Go to the operation status page



1. Click the **Reports** drop-down menu.
2. Select **Operation Status**.



3. Select the *Current* tab.
4. Select the desired options:

Refresh: This is the time interval of when this current operation status page will be refreshed.

Last: This Current operation status page will display all the logs within the *last* number of seconds/Minutes/Hours.

Detail Level:

Show All: Shows all logs.

Skip Connection: Shows all logs without any smtp connections information.

Unknown recipients: Shows all logs of all known users.

Skip HCP and CLP: Shows all logs of without any IPs being dropped from the HCP or CLP list.

5. Check beside *Reverse* if you want to list the status from the most recent time to the earlier time.
6. Click *Set Refresh* button.

Getting support

Go to the Remote support page



1. Click the **Tools** drop-down menu.
2. Select **Remote Support**.



3. Beside **Connect Port**:
Select *Auto* for auto port selecting,
or Select *Px* as directed by the Jovian support. (where x=0,1,2,3,4)
4. Click the *Connect* button.
5. (If your Europa box is successfully connected to **support.jovianttechnology.com**, you will see **Active** beside *Connection Status*.)

FAQ

Configure Outbound auto-whitelist

There is a new feature in Europa can help the user build their whitelist seamlessly, its called 'Outbound auto-whitelist'. Europa can capture all outbound recipients and automatically add to users' whitelist. Following are the steps to setup.

Outbound auto-whitelist:

1. Allow outbound traffic from firewall
 - Make sure outbound port 25 is not blocked by firewall
2. Enable outbound filtering
 - >> Administration > Service > Domain Service Administration > Outbound Mail Scan Service: **Enable**
3. Add Exchange to anti-relay
 - >> Filters > Connection Level Protection (CLP) > IP Access List > Add: (Exchange's IP) > **Update**
4. Redirect outbound mail to go through Europa. Setup Exchange smarthost, reference:
 - <http://www.dnsexit.com/support/mailrelay/exchange/setup.htm>
 - >> following are some reference steps for general Exchange setup, it may varies with your local Exchange settings.

Exchange 2003

Steps:

- logon to exchange
- Programs > Microsoft Exchange > System Manager
- left panel: Servers > (serverName) > Protocols > SMTP > Default SMTP Virtual server
 - right click and select properties
- Tab-Delivery
- Button-Outbound connections
 - Field-TCP Port: 2525
- Button-Advanced
 - Field-Smart host: <Europa hostname>

Exchange 2007

Add smarthost:

- Open **Exchange Management Console**
- Click on the + next to **Organization Configuration**
- Select **Hub Transport**
- Select the **Send Connectors** tab
- **Right-click** on the existing Send Connector, select **Properties** and go to the **Network** tab
- Select **Route mail through the following smart hosts:** and click **Add**
- Field **IP Address:** <Europa IP>
- The changes you've made to the Send Connector will **take effect straight away** without you having to reboot the server or restart any services.

Setting smarthost port:

- change port in **powershell**

```
Set-SendConnector -Identity "SEND_CONNECTOR_NAME" -Port 2525
```