



## Quick Setup Guide



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Europa Quick Setup Guide  
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## Introduction

This guide is designed as a quick setup guide for today's technical administrator, providing a minimal set of introductions to have Europa up and running.

**Europa** can be configured as a

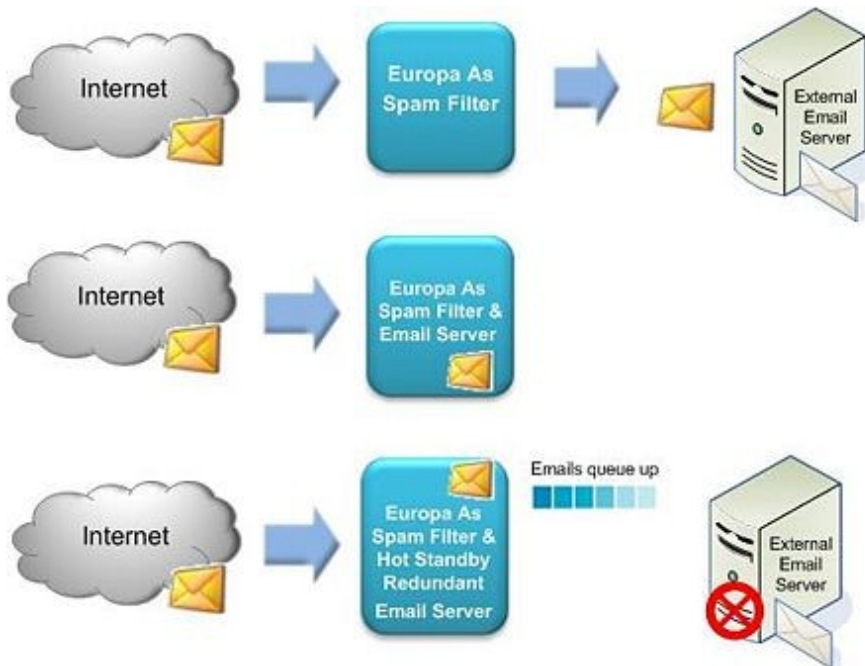
- **spam/virus filter.**
- **spam/virus filter** and a **email server.**
- **spam/virus filter** and a **hot standby redundant email server.**

As a **spam/virus filter**, Europa filters out spam and viruses from your inbox. Legitimate email messages are delivered

to your inbox, while junk and virus-infected email messages are either routed to your quarantine folder or dropped.

As an **email server**, Europa houses users' mailboxes.

As a **hot standby redundant email server**, users can read and write their emails on Europa while your external email server is down.



Europa is physically installed on your network and assigned an IP address as a node on your internal network.

It is typical for Europa to be installed behind a firewall.

## Quick Setup Checklist

1. Install Europa.
2. Configure your network settings.
3. Connect to Europa.
4. Login and set up Europa.
5. Check to see if Europa is up and running.
6. Route Emails To Europa.
7. Internal Route To Europa.
8. Add Users to Europa.
9. Update the firmware.
10. Product Activation.

## Installing the Europa

### Requirements

To begin setting up Europa, you will need the following:

- Europa
- Client machine - Desktop/laptop with web browser - Internet Explorer(IE) 6.0 or greater / Firefox 1.0 or greater
- Crossover/straight-through ethernet cable
- Standard VGA Monitor
- PS2 Keyboard
- AC power cord

### Physical Installation

**To install Europa:** Fasten Europa to a 19-inch rack ( for Europa 250 or above ) or place it in a stable location ( for Europa 100 ).

### Open the Firewall Ports

If your Europa is located behind a firewall, open the following ports on your firewall:

Port	Direction	TCP	UDP	Function
25	In	Yes	No	Accepting incoming emails
443	In	Yes	No	Default HTTPs port to access Europa
80	out	Yes	No	Default HTTP port to update the anti-virus/anti-spam signatures
53	out	Yes	No	Default NTP server port

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2703	out	Yes	No	Default port to update anti-spam signatures.
------	-----	-----	----	--

Additionally, if your Europa is a mail server, open the following ports on your firewall:

Port	Direction	TCP	UDP	Function
465	In	Yes	No	Default SMTPs port ( SMTP via SSL encrypted connection )
993	In	Yes	No	Default IMAPs port (IMAP via SSL encrypted connection )

And open other ports as appropriate.

## Configure Network Settings

There are two ways that you can configure the Network settings:

1. Connect from Console
2. Connect client to Europa

### Connect From Console

The following steps will show you the most convenient way to set up the network related configurations on Europa, without logging into Europa.

1. Connect a straight-through ethernet cable from your network switch to the ethernet port on the back of Europa.
2. Connect a standard VGA monitor, PS2 keyboard, and AC power cord to Europa.
3. Press the POWER button on the front panel of Europa to turn it on and wait for it to boot up.
4. Once boot is completed, you will see the following console menu:

```
Europa Anti-SPAM & Anti-Virus (fail-over) Email Server System Console
Jovian Technology Inc. Copyright 2009 (http://www.jovian.ca)

System Information
Model:          Europa 1000
Firmware:      3.0.09196.0.2 (Jul 15, 2009 12:34:39)
Serial #:      013313-013313-013313
MAC Address:   CE:18:61:18:61:CE
Expiry Date:   2009-10-18
Reg UID:      0 out of 100
Disk Space:    0 out of 0
Hostname:     europa.localhost
Uptime:       System has been running for 1 min

Default Parameters
Ethernet Mode: Static          [-----]
IP Address:    192.168.0.74    [-----]
Netmask:      255.255.255.0    [-----]
Gateway:      192.168.0.1     [-----]
DNS 1:        192.168.0.31    [-----]
DNS 2:        [-----]

Admin User ID Password
New:          [ ] No space and single quote character
Again:        [ ]

< Submit > < Cancel > < Reboot > < Poweroff > < Manufacture Reset >
Press: [TAB] - Navigate [ENTER/SPACE] - Select [CTRL-C] - Refresh screen
```

5. Select **Static** from Ethernet Mode field.
6. Configure the IP Address, Netmask, Gateway, primary DNS server (DNS 1), secondary DNS server (DNS 2) as appropriate for your network. ( Use TAB to move between fields )
7. Default password for admin is **admin**. If you want to change it, enter the new password. If not, leave password fields as blank.
8. Select **Submit** to save changes.
9. When prompted, **reboot** Europa.

Open the Firewall Ports

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10. Wait for a few minutes to complete reboot.
11. You may access Europa from your client machine through the network. From your client machine, open a web browser and enter the URL address as follows:

**http://<EUROPA\_IP\_address>**

For example, from the sample console above, the **EUROPA\_IP\_address** is **http://192.168.0.74**.

### Connect client to Europa

#### i) With **crossover** ethernet cable

The following steps will show you how to connect to Europa with a **static IP** client machine.

1. Connect your client machine with the crossover ethernet cable directly to the Europa box/appliance. Since you are using the crossover ethernet cable to connect your client machine to Europa, your client machine should use static IP. The default IP of Europa is **192.168.0.1**. Configure your client machine's IP address to any IP address ranging from 192.168.0.2 to 192.168.0.254. (ie. **192.168.0.2**)

(Note: For network configurations, with Windows Vista, the menu can be found under Start->Network->Network and Sharing Center.)

2. Press the POWER button on the front panel of Europa to turn it on and wait for a few minutes for it to boot up.
3. Once boot is completed and you have configured your client machine's network connection settings as appropriate for your network, open a web browser and enter the URL address as follows:

**http://192.168.0.2**

#### ii) With **straight-through** ethernet cable

The following steps will show you how to connect to Europa with a **dynamic IP** client machine.

1. Connect your firewall/router/switch with the straight-through ethernet cable to the Europa box/appliance. Since your client machine is accessing Europa through a network, Europa is using dynamic IP ( DHCP ).
2. Press the POWER button on the front panel of Europa to turn it on and wait for a few minutes for it to boot up.
3. When boot is completed, use the provided Europa's MAC address to locate Europa's IP from your firewall/router. (Please refer to your firewall/router manual for details on locating DHCP IPs)
4. Once you have found out the IP address of your Europa box/appliance, open a web browser and enter the URL address as follows:

**http://<EUROPA\_IP>**

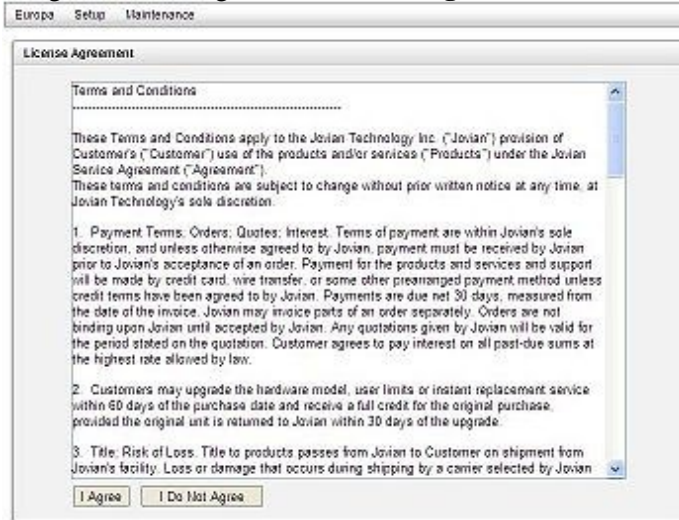
For example: if your EUROPA\_IP obtained from your firewall is 192.168.0.123, enter :**http://192.168.0.123**

## Login and set up Europa

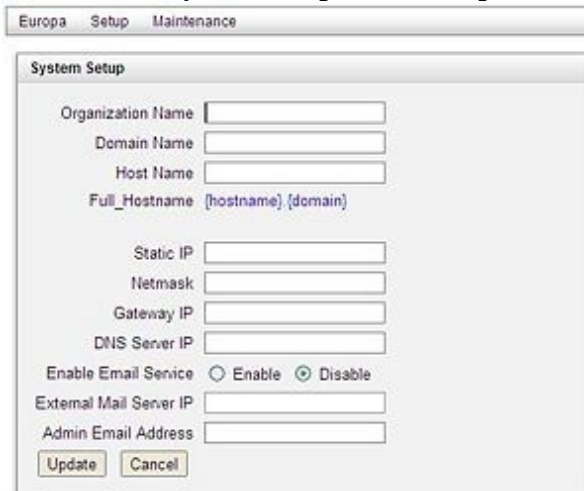
1. From the login page, login as *admin* with default password *admin*.  
User Name: **admin**  
Password: **admin**



2. After reading the license agreement, click **I Agree**.



3. Fill in all the fields in **System Setup** and click **Update**.



**Organization Name:** Used for generating the default SSL Certificate for Europa.

**Domain Name:** Email Hosting Domain Name.

**Host Name:** Host Name of Europa.

(Note: If you have already set up your network configurations in the console, you will see the network information prefilled in some of the following fields. )

**Static IP:** IP address of Europa in IPv4 format.

**Netmask:** Netmask of Europa. ( Standard: 255.255.255.0 )

**Gateway IP:** Gateway IP to use.

**DNS Server IP:** Domain Name Server to use.

**Enable Email Service:**

Select *Enable* if this Europa is a mail server.

**External Mail Server IP:** N/A

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Select *Disable* if this Europa is a mail filter.

**External Mail Server IP:** Destination IP of the Mail Server.

**Admin Email Address:** Administrator's email address account to use for all notifications.



4. Click **Reboot** when prompted. ( It is necessary to reboot for Europa to work properly. )
5. If you are connected with a crossover ethernet cable, you may remove it and connect Europa to the main network.
6. After reboot, go to the following URL:
  - `http://<Static_IP>`  
where *Static\_IP*: the static IP defined in step 3

## Check 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.

Reachability Test			
HTML Report PDF Report			
Reachability - Ping Test			
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	
Reverse Look up - NSlookup Test			
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.

## Route Emails To Europa

There are two common ways to route emails to Europa:

- **DNS Records**
- **Email Forwarding**

### DNS Records

The DNS (Domain Name System) records control the functionality of domain names. Each registered domain name has a DNS record that includes MX, A, and CNAME records and name servers.

To route incoming emails to Europa, you need to setup your A record and MX record.

#### Set up A record on *Domain Name Registrar*

1. Login to your *domain name registrar*.
2. Add the A record for your domain. ( Since the layout of different *domain name registrar* provider varies, please consult your *domain name registrar* help for details.)

Below is a sample A records for Europa:

## Domains

**Add/Edit IP Address (A Records)**

Currently Managing Domain: **europa.com**

Add new hosts and corresponding IP addresses using this form.

Host (Example: www)	TTL	Numeric IP (Example: 216.168.224.69)	Delete
www .europa.com	7200	65.43.21.01	<input type="checkbox"/>
@ (None) .europa.com	7200	65.43.21.01	<input type="checkbox"/>
* (All Others) .europa.com	7200	54.32.12.34	<input type="checkbox"/>
hosting .europa.com	7200	201.12.34.56	<input type="checkbox"/>

### Set up MX record on *Domain Name Registrar*

1. Login to your *domain name registrar*.
2. Add the MX record for your domain. ( Since the layout of different *domain name registrar* provider varies, please consult your *domain name registrar* help for details.)

Below is a sample MX record for Europa:

## Domains

**Add/Edit Mail Servers (MX Records)**

Currently Managing Domain: **europa.com**

Add new e-mail server information or update the order in which e-mail will be attempted to be delivered.

Domain: **aecomp.com**

Priority	TTL	Mail Server (Example: mail.your-domain.com)	Delete
10	7200	mail.europa.com	<input type="checkbox"/>
20	7200	eur1.europa.ca	<input type="checkbox"/>
	7200		<input type="checkbox"/>

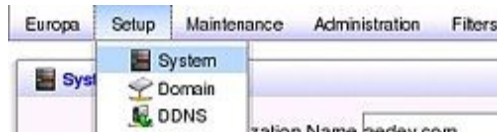
## Email Forwarding

**Set up the email forwarding rule on your email gateway to route incoming emails to Europa.** ( For setup details, please refer to your email gateway documentation. )

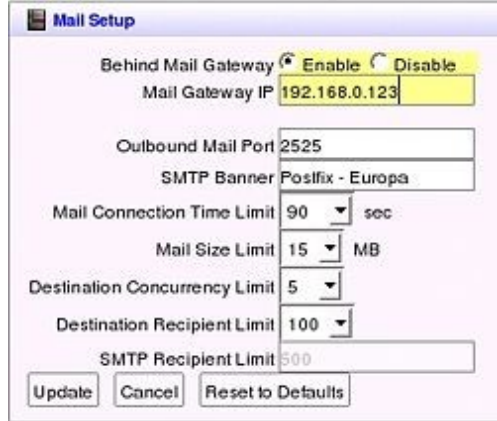
### Configure the email gateway option on Europa

1. Switch to the **Advanced** menu: Click the **Europa** drop-down menu and select **Switch to Advanced Menu**.
2. Go to System Setup: Click the **Setup** drop-down menu and select **System**.

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3. In the **Mail Setup** panel, select **Enable** for **Behind Mail Gateway** and enter **Mail Gateway IP** of where the emails are routed from. Click **Update** to save.



### Configure multiple email gateways

If you have **more than one** email gateway (ie. your emails are routed from **2 or more email gateways**), you may set up the additional email gateways by adding entries to the IP Access list.

From the **Advanced** menu, click the **Filters** drop-down menu and select **Connection Level Protection**.



1. In the **Connection Level Services** panel, click on **IP Access List** icon.



2. In the **IP Access List** dialog, click **Add**.



3. Enter IP in the **Allowed IP** field and server information in the **Remark** field. Click **Add**.



4. Click **Update** in the **IP Access List** dialog.



## Internal Route To Europa

Europa has a unique feature called the **Personalized Spam Management (PSM)**. When an email is filtered by Europa, the email is enveloped by inserting the following PSM icons.



These PSM icons provide links to access the Europa Quarantine Manager; in order for them to work properly within the internal network, you need to setup the internal DNS entry.

For internal DNS entry on Windows, you may setup the Domain Name System for Active Directory. (Please refer to your *Microsoft Windows Server* manual for instructions)

## Add Users to Europa

There are several ways that you can add users to Europa:

- Import users from Active Directory
- Manually add the user one by one
- Import users from the CSV file

The most common way for the administrator to set up users is to import users from Active Directory.

## Import Users From the LDAP server

Since Active Directory is commonly used in most organizations' work environment, Europa supports Active directory users import to accommodate their needs.

**Go to the User Setup Page:** Select **Administration** drop-down menu and then click **Users** menu item.



Select the **LDAP Connector** tab.

In the **LDAP Connector** panel, select Enable for **LDAP** and fill in all the appropriate fields accordingly. Click **Test Login** to validate your login information.

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**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.

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. Click **Save** to save your LDAP settings.

**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 )

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

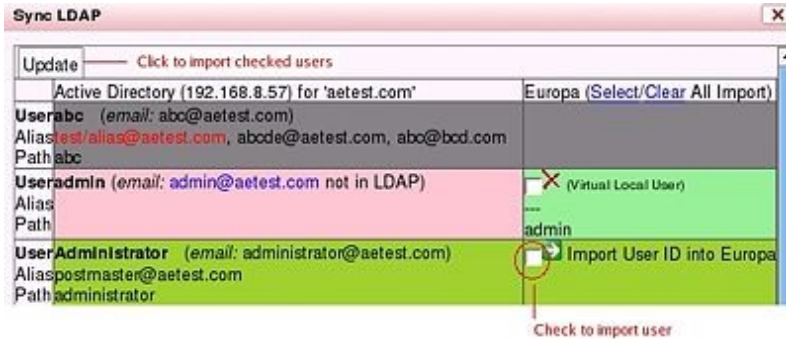
Attribute examples:

**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.

Click **Import**. The following **Sync LDAP** dialog will appear.



Here is the meaning of the entries with the following background color:

- User's email account or its alias contains special characters, cannot be imported.
- User's email account exists on Europa, but not on Active Directory.
- User's email account exists on Europa, but not on Active Directory, can be deleted from Europa.
- User's email account is error-free to be imported.

**Check** the users and click the **Update** button to import the checked users as indicated in the above diagram. Click **OK** when prompted the confirmation message.

**Check to see if user is imported:** Select the **Current Users** tab and check to see if user is added to the user list.

## Manually add the user one by one

( Please refer to the Cookbook for details )

## Import users from the CSV file

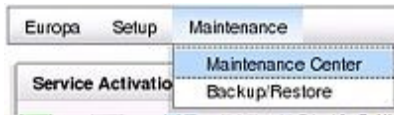
( Please refer to the Cookbook for details )

## Update the firmware

When you first get a brand new Europa appliance, your Europa should have the latest firmware. This section shows how you can be sure that your Europa has the latest firmware version.

**Go To Maintenance Center:** Click the **Maintenance** drop-down menu and select **Maintenance Center**.

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The **Maintenance center** has multiple panels that shows the status and firmware information on Europa, as well as allowing you to apply the latest firmware, reboot, shutdown and reset the Europa.



### Check to see if Europa is outdated

In the **Latest Firmware Information** (top right) panel, you will see the latest available Europa firmware information on the Jovian website at <http://www.jovian.ca>.



**Latest Version Number** - Shows the latest Europa firmware available on the **Jovian** website.

**Latest Firmware Date** - Shows the **date** of the latest firmware available on the **Jovian** website.

**Prerequisite Firmware** - Shows the firmware version required before installing the latest firmware **if any**.

**You may download the firmware from** - You will see this link **only** when you are required to download and apply the latest firmware from the **Jovian** website at <http://www.jovian.ca>.

### Apply the firmware

Download the **latest firmware** files from the Jovian Resource site: <http://www.jovian.ca/resource.html>

Usually the **Europa** firmware comes in 2 files, *firmware\_x\_x\_xxxxx\_x\_1* and *firmware\_x\_x\_xxxxx\_x\_2*. You need to upload and apply *firmware\_x\_x\_xxxxx\_x\_1* first, followed by *firmware\_x\_x\_xxxxx\_x\_2*.

### To upload the file

1. In the **Firmware Upload** panel, click **Browse** and select the file from the file system.
2. Click **Upload** and click **Apply** when prompted.



## Product Activation

When you first get a brand new Europa appliance, your Europa should be activated. However, there are circumstances that you need to re-activate your Europa:

- You need to update your product features.
- Your Europa expires.

### Check the activation status

**Go To Maintenance Center:** Click the **Maintenance** drop-down menu and select **Maintenance Center**.



From the **Service Activation Status** panel, you will see all the activated features, expiry and the appliance information.



### Apply the Activation Code

Copy the *Activation Code*, sent to you by email, into the **Activation Code** field and click **Activate**.

(Sample *activation code*:  
155535f5c5546505c4557535f5a504258544057505e5d504658564653252d2c52475)

**Note:** If you have any activation issue, please contact our Jovian support @ 1.905.366.0100.