

Email Services Deployment Administrator Guide

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Technical support

If you need help on an aspect of the security services that is not covered by the online Help or administrator guides, contact your IT administrator or Support team. To find your Support team's contact details in the portal, click **Support > Contact us**.

Contents

Technical support	3	
Chapter 1	About deploying Email Services	5
	Deploying Email Services step-by-step	5
	Configuring the cloud Email Services	9
Chapter 2	Configuring your mail setup	11
	Pre-implementation checks	11
	Technical checks	13
	Redirecting inbound email traffic to the Email Services infrastructure	14
	Important notes on changing MX records	15
	Restricting your email traffic	16
	About configuring outbound email traffic (optional)	17
	Testing outbound mail	18
	Cloud security services IP ranges	20
	Restricting open relay	20
Chapter 3	Configuring MS Exchange	21
	Configuring Microsoft® Exchange 2007 and 2010 for outbound mail	21
Chapter 4	Configuring your public hosted cloud services	23
	Configuring Google Apps Email for inbound mail	23
	Configuring Google Apps Email for outbound mail	24
	Configuring Microsoft® Office 365™ for inbound mail	25
	Configuring Microsoft® Office 365™ for outbound mail	25

About deploying Email Services

This chapter includes the following topics:

- [Deploying Email Services step-by-step](#)
- [Configuring the cloud Email Services](#)

Deploying Email Services step-by-step

You should have received a confirmation email that contains the information that you need to deploy Email Services for your organization:

- The default and backup MX record data
- The default mail route

The following phases are involved in deploying Email Services:

- Pre-provisioning phase - you have probably already completed these steps.
- Self-provisioning phase - you provision your account in the portal.
- Implementation phase - you carry out these steps.

Table 1-1 Pre-provisioning phase

	Step	Further information
1.	Complete a provisioning form and send the form to your account manager.	
2.	Attach your signed contract along with the completed provisioning form.	

Table 1-2 Self-provisioning phase

	Step	Further information
1.	Your account is provisioned on the Email Services infrastructure and the administration portal.	
2.	We send you a confirmation email that provides your portal login details. The email also contains the data and information that you need to change your MX records and to lock down your firewall. Warning: Ensure that this confirmation email is not detected as spam or junk email. The email contains important information.	
3.	You must connect to the portal using your login details to configure your organization's technical information to enable Email Services scanning.	

Table 1-3 Implementation phase

Step	Description	Further Information
1. Check your address lists	Review, modify, and save your address list for each of your domains. In the portal, click Services > Email Services > Platform . Your list of valid email addresses ensures that your organization only receives email for legitimate users on each domain in your organization. Email Services does not deliver any emails that are sent to addresses on your domain that are not registered for your organization. You can manage this list yourself in the portal or use the Synchronization Tool.	
2. Review your inbound and your outbound routes for email traffic	Review your inbound and your outbound email routes for your domains. In the portal, click Services > Email Services > Inbound routes and Outbound routes .	

Table 1-3 Implementation phase (*continued*)

Step	Description	Further Information
3. Check your service configuration settings	<p>When Email Services are fully deployed, the Anti-Malware and Anti-Spam services are automatically active and are configured with default settings. Your inbound email (and outbound email, if provisioned) automatically passes through the Email Services scanners. To customize the settings for Anti-Malware and Anti-Spam, make the necessary configuration changes before you change your MX records.</p> <p>In the portal, click Services > Email Services.</p>	See "Configuring the cloud Email Services" on page 9.
4. Setting up Spam Quarantine	<p>Spam Quarantine enables your organization's users to view the emails that the Email Anti-Spam service has detected as spam. These emails are viewable in a separate portal called Spam Manager.</p> <p>If you have Spam Quarantine enabled, Quarantine the mail is an action in your Email Anti-Spam Detection Settings page of the portal.</p> <p>If Spam Manager is not enabled and you want it to be, contact:</p> <p>Global Client Service Initiatives</p> <p>For Spam Quarantine, you must have Address Registration enabled and active.</p> <p>The URL for Spam Manager is provided in your welcome email. It has the following format:</p> <p>https://spammanager-xxx.messagelabs.com/login.xsp</p> <p>Note: If you are an existing customer adding a new domain, check your current Spam Manager URL. Use the same URL for your new domain.</p>	

Table 1-3 Implementation phase (*continued*)

Step	Description	Further Information
<p>5. Redirect your inbound email traffic to the Email Services infrastructure.</p>	<p>Complete the following MX record changes within five working days of receiving your confirmation email.</p> <p>It may take up to 24 hours for MX record changes to result in full propagation.</p> <p>Make sure that any previous MX records in place are NOT removed until the change to Symantec.cloud has fully propagated. When the records are propagated, ensure that there are no back-up MX records left in place.</p> <p>If an external organization (e.g., your ISP) manages your MX records, ensure that this information is passed on to them.</p> <p>Define the MX records for your domains. These are provided in you Welcome email. They use the following format:</p> <ul style="list-style-type: none"> ■ Lowest MX preference (default mail route): MX 10 clusterX.XX.message-labs.com ■ Second MX preference (back-up mail route): MX 20 clusterX.XX.message-labs.com <p>Note: When Email Services are provisioned and before your MX records are changed, Symantec.cloud may process some of your email. Emails that are sent to your domain(s) by other Email Services customers who are provisioned on the same infrastructure as you are processed. The portal Dashboard and reports may show that email has been received before the MX change.</p>	<p>See “Redirecting inbound email traffic to the Email Services infrastructure” on page 14.</p>
<p>6. Configure your SMTP server or public hosted cloud service for inbound traffic.</p>	<p>Allow email to come into your organization only through the Email Services infrastructure by defining an allow list in your firewall or your mail server. For public hosted cloud services, you configure inbound traffic in the portal.</p>	<p>See “Configuring Google Apps Email for inbound mail” on page 23.</p> <p>See “Configuring Microsoft® Office 365™ for inbound mail” on page 25.</p>

Table 1-3 Implementation phase (*continued*)

Step	Description	Further Information
<p>6. Redirect your outbound mail traffic (optional)</p> <p>Note: We recommend that you make this redirection the first of the technical changes of the implementation process. You can perform this step immediately, and it provides a good test of your client-side technical changes.</p>	<p>Configure your organization’s SMTP server to have your outbound email scanned. Use your assigned cluster host name rather than a single IP to ensure security and resiliency. The cluster host name is provided in your Welcome email. It uses the following format:</p> <ul style="list-style-type: none"> ■ Relay outbound mail traffic to: clusterXout.XX.message-labs.com ■ Relay outbound mail traffic to: clusterXout.XX.message-labs.com <p>Reduce TTL (time to live) and DNS cache to its lowest possible setting (recommended 5-15 minutes).</p> <p>Configure your public hosted cloud service for outbound traffic in the portal.</p>	<p>See “About configuring outbound email traffic (optional)” on page 17.</p> <p>See “Configuring Google Apps Email for outbound mail” on page 24.</p> <p>See “Configuring Microsoft® Office 365™ for outbound mail” on page 25.</p>
<p>7. Restrict SMTP traffic</p>	<p>We recommend that you lock down port 25 SMTP traffic to and from your Internet gateway to the following IP ranges:</p> <p>Symantec.cloud IP Ranges</p> <p>Locking down port 25 prevents spam and viruses being sent directly to or from your mail server. It also enables us to balance traffic across the infrastructure if Internet conditions require it. For example, during mass mailer outbreaks, dictionary attacks, and denial-of-service attacks.</p> <p>Warning: If you do not accept email from these IP ranges, there is a risk of partial email failure.</p>	<p>See “Restricting your email traffic” on page 16.</p>

See [“Configuring the cloud Email Services”](#) on page 9.

Configuring the cloud Email Services

Once you have deployed your Email Services, your inbound email (and outbound email, if provisioned) passes through the Email Services infrastructure. The Anti-Malware and Anti-Spam services are automatically active and are enabled

with default settings. The default settings include email disclaimers and email alert notifications. If you do not want to use the default disclaimer or alert notifications, change the necessary settings in the portal before you change your MX records. The Image Control and Data Protection services are not active until you enable them in the **Services** pages in the portal.

Note: To customize the settings for Anti-Malware and Anti-Spam, make the necessary configuration changes before you change your MX records.

For further information on Email Services, see [Help on cloud security services](#).

Note: We support public hosted cloud email services from Google Apps and Microsoft® Office 365™. To scan inbound mail on a public hosted cloud service, you must configure an inbound email route in the portal. If your organization needs to scan your outbound mail from a supported public hosted cloud service you must also configure an outbound route.

See [“Deploying Email Services step-by-step”](#) on page 5.

See [“Redirecting inbound email traffic to the Email Services infrastructure”](#) on page 14.

Configuring your mail setup

This chapter includes the following topics:

- [Pre-implementation checks](#)
- [Technical checks](#)
- [Redirecting inbound email traffic to the Email Services infrastructure](#)
- [Important notes on changing MX records](#)
- [Restricting your email traffic](#)
- [About configuring outbound email traffic \(optional\)](#)
- [Testing outbound mail](#)
- [Cloud security services IP ranges](#)
- [Restricting open relay](#)

Pre-implementation checks

Before we complete the setup of Email Services, we perform certain tests. To ensure that your account is set up as soon as possible, we recommend steps that you can take before you enter your technical details in the Domains wizard in the portal.

Table 2-1 Pre-implementation checks

Check	Test	Preparation
Connectivity	<p>The connectivity check is an important part of the Email Services setup. This checks that we can successfully deliver mail to your specified IP address. When performing this test, we try to deliver a test email through port 25 to the postmaster address at the IP address you have provided.</p>	<p>To minimize the chance of this test failing, ensure that you allow the cloud security services IP ranges through your security device, such as your firewall. These IP ranges vary according to region. They can be found at: Cloud security services IP Ranges.</p> <p>Also, ensure that your mail server is configured to relay for all domains you want to use.</p>
Domain check	<p>The domain check tests that the domains you want to use with the Email Services are registered. The Domains wizard performs a DNS check to ensure that your domain is registered.</p>	<p>Ensure that any domains you want to use are valid and registered. Ideally, they should have valid MX records present.</p>
Open relay	<p>The open relay test concerns the IP addresses you want to send outbound mail from. An open relay server is an SMTP server configured for people outside of your organization to send mail through. Open relay is commonly exploited by spammers and therefore presents a security threat.</p>	<p>Ensure that you have configured your mail server so that it only accepts email from local addresses.</p>

Table 2-1 Pre-implementation checks (*continued*)

Check	Test	Preparation
Blacklists	When you add a new IP address to the Email Services infrastructure, we test to ensure that the IP address is not blacklisted on the Spamhaus Block List, Exploits Block List, or Policy Block List.	<p>You can check whether your IP address has been blacklisted or not with the following sites:</p> <ul style="list-style-type: none"> ■ SBL (http://www.spamhaus.org/sbl/) ■ XBL (http://www.spamhaus.org/xbl/) ■ PBL (http://www.spamhaus.org/pbl/) <p>Note: If your IP address is blacklisted, you are advised to find out the reasons why to prevent it happening again.</p>

See “[Technical checks](#)” on page 13.

Technical checks

The IP addresses, mail hosts, and domain names that you enter in the Domains wizard in the portal must pass a series of technical checks before your account is activated with Email Services. If the technical checks all complete successfully, your domains are added to the Email Services infrastructure.

If a technical check fails, you are asked to make the changes necessary to remedy the issue so that the services can be activated. The technical checks that are performed depend on the information provided, but are summarized in the following table.

Table 2-2 Technical checks

Domain checks:	<ul style="list-style-type: none"> ■ Checks that the domain is registered with the Domain Name Server (DNS) ■ Checks that the Email Services are not already scanning the domain
IP checks:	<ul style="list-style-type: none"> ■ Checks that open relay is not allowed ■ Checks that your IP addresses are from valid ranges ■ Checks that your IP addresses are not blacklisted ■ Checks connectivity with the cloud Email Services infrastructure

Warning: You must ensure that your SMTP server does not allow open relay. If it does, your server can be used as a spam gateway. Most current SMTP servers and firewalls allow the restriction of SMTP relay by IP address (so you only accept mail from our IP addresses) or by domain (so you reject email that is destined for domains other than your own).

See [“Pre-implementation checks”](#) on page 11.

See [“Restricting open relay”](#) on page 20.

Redirecting inbound email traffic to the Email Services infrastructure

To redirect your inbound email traffic to the Email Services infrastructure, you must change your MX records. You must change the MX records for your SMTP servers or public hosted cloud services such as Google Apps Email, or Microsoft® Office 365™.

An MX record is a type of resource record in the Domain Name System (DNS) that defines how email is routed. MX records point to the servers that should receive email and define their priority relative to each other. Your MX records need to route your inbound email through the cloud security services infrastructure, where Email Services scan the emails. The clean emails continue on to your email recipients.

To route your email through the cloud security services infrastructure, your MX records must change to the values that we give you to ensure that all of your email is scanned. They are used as pointers to where your emails are delivered.

To route your email through Email Services, change the primary and the secondary MX records for your domains to the MX records that we provide you with. These are in your confirmation email from us. Your New Customer confirmation email contains the exact MX information that you should use.

Caution: Check that the confirmation email is not delivered to your spam folder. This email contains very important information.

First, identify who hosts your domains; that is, the person or organization that is responsible for maintaining your organization’s MX records or DNS settings. Your Internet service provider (ISP) may be responsible for your MX records. Typically, each provider supplies an online form to make changes. Or you may have to notify them that you require a change to your MX records.

A typical set of MX records before you modify them to use Email Services may look like the examples in the following table.

Table 2-3 MX records example

Mail route	MX record
Primary (lowest) MX preference (default)	MX 10 mailhost.domain.com
Second MX preference (back-up)	MX 20 relay.isp.com

The new MX record entries that you should use are in the format that is shown in the following table.

Table 2-4 MX records example

Mail route	New MX record
Primary (lowest) MX preference (default mail route)	MX 10 clusterx.xx.messagelabs.com
Second MX preference (back-up mail route)	MX 20 clusterxa.xx.messagelabs.com

Note: As soon as the MX record changes have been made and have propagated, the Email Services infrastructure starts scanning the emails that your domain receives from external senders. Ensure that these changes are completed within five working days of receiving the confirmation email that we send to you. Also ensure that no back-up MX records remain.

See [“Restricting open relay”](#) on page 20.

Important notes on changing MX records

You must use the MX records specified in your New Customer confirmation email to ensure Email Services can scan all of the email destined for your domains. The presence of non-Email Services entries in your MX records, e.g. *mailhost.your-domain.com* or *isp-relay.your-domain.com* is a security risk. Spammers and malicious code distributors often target back-up MX record entries in an attempt to bypass the Email Services infrastructure. In this way, spam or other malicious content can be directly delivered to your organization. Your MX records should never include an entry for your mail server or any type of mail relay.

It can take at least 24 hours for MX record changes to result in full propagation. You are advised to allow 72 hours for changes to fully propagate. Full propagation means that the cloud Email Services can scan all email that your domain receives from external sources.

It is possible that the Email Services infrastructure could process some of your email before you have changed your MX records. This can happen if another cloud Email Services customer is provisioned on the same cluster as your organization. An email that is sent to one of your domains by another customer passes through the scanners on its way out from the sending customer. Email Services can identify that your domains are provisioned on our system and route those emails through your inbound policies and onto your mail gateways. So, an email that is sent from another of our clients to you on your cluster means that your service configurations are applied.

Your organization may experience the following scenarios:

- Email disclaimers are applied:
See **Services > Email Services > Email disclaimers**.
- Your Anti-Spam detection settings filter spam
- The inbound Data Protection policies that you have defined are applied
- Your inbound Image Control settings are applied
- Address Registration is operational:
Your up-to-date address list must be applied. Otherwise, an email that is sent from another client on your cluster is blocked because it is not found in your address list.
- Inbound email size restrictions are applied.
See **Services > Email Services > Platform**.
- Your dashboard and reports may show that email has been received
- An email that is sent to you from another Email Services client who is on the same cluster as you is delivered to your mailhost.

Caution: If you have asked us to send email to a mailhost that is not yet ready to accept mail, contact us immediately.

See [“Redirecting inbound email traffic to the Email Services infrastructure”](#) on page 14.

See [“Restricting open relay”](#) on page 20.

Restricting your email traffic

To ensure that your inbound email does not bypass the Email Services infrastructure, you must restrict the IP addresses you allow email traffic from to the [Cloud security services IP ranges](#). Configure your mail gateway to only accept inbound mail from

our IP ranges, which will help to prevent spammers from bypassing the scanning service and sending mail directly to your server's IP address. Only port 25 traffic needs to be "locked down" to accept the cloud security services IP addresses.

Caution: The mail server (or firewall) configuration changes given here should be completed only after full MX record propagation is complete. Allow 72 hours after changing your MX records having been changed for full propagation across the Internet.

Depending on your organization's network configuration, you must define the IP ranges to use in your mail server, firewall, or public cloud hosted email service, or any combination of these. The IP ranges that you need to configure in the *allow* list of your firewall, mail server, or public cloud hosted email service are listed in the [Cloud security services IP ranges PDF](#).

Note: Due to the diverse range of mail servers and firewalls in use, we cannot provide instructions or support for the configuration of IP address *allow* lists in firewalls or mail servers. Contact your IT department or IT consultant for assistance.

See ["Redirecting inbound email traffic to the Email Services infrastructure"](#) on page 14.

See ["Configuring Microsoft® Exchange 2007 and 2010 for outbound mail"](#) on page 21.

See ["Configuring Google Apps Email for inbound mail"](#) on page 23.

About configuring outbound email traffic (optional)

All Email Services customers are set up with inbound mail scanning, and most also use Email Services for outbound scanning. Outbound scanning is included with your service at no additional charge, but using this feature is optional.

We advise that you send your outbound email through the Email Services infrastructure to ensure that no malware is sent out from your network. You can then be assured that we scan any email that is sent or received by your organization. One email threat is the exploitation of domains to spoof email to appear as if it is sent from your organization. Outbound scanning also helps enforce email policies if you use the Image Control and Data Protection services.

To have your outbound email scanned, you configure your organization's SMTP server or your public hosted cloud email service to send email through the cloud security services infrastructure. To do so, you define the IP ranges for outbound

email traffic in your mail server, depending on your mail server configuration. This involves creating a mail route, for example in the following format:

```
clusterxout.xx.message-labs.com
```

Refer to your New Customer confirmation email for the exact outbound mailhost information to use.

Note: Due to the diverse range of mail servers in use, we cannot provide instructions or support for the configuration of IP addresses in mail servers. Contact your IT department or IT consultant for assistance. However, basic instructions are provided for Microsoft Exchange 2007 and 2010, and for the public hosted cloud services we support.

See [“Configuring Microsoft® Exchange 2007 and 2010 for outbound mail”](#) on page 21.

See [“Configuring Google Apps Email for outbound mail”](#) on page 24.

Testing outbound mail

You can “spoof” the sending of an email using *telnet* to test that it is correctly routed through the Email Services infrastructure.

To test outbound mail

- 1 Type the following command using the outbound mail route provided:

```
telnet clusterxout.xx.message-labs.com 25
```

If the connection is accepted, the remote server responds:

```
Trying 195.245.230.67... (remote server IP)
Connected to clusterx.xx.message-labs.com.
Escape character is '^'.
220 server-4.tower-50.message-labs.com ESMTP
```

- 2 Type a valid **helo** command (**helo** and a word of more than five characters):

```
helo mail.customer.com
```

The remote server responds that the SMTP conversation has started:

```
250 server-4.tower-50.message-labs.com
```

3 Type in a valid email address at your domain:

```
mail from: example@domain.com
```

The remote server responds:

```
250 OK
```

4 Type an external email address here:

```
rcpt to: example@domain.com
```

```
250 OK
```

5 Then type:

```
data
```

This instruction tells the remote server that data is due to be received. The remote server responds:

```
354 go ahead
```

6 Type the subject and body of the email. Email Services must have an email with a body or it gives a 550 error:

```
subject: testing testing testing
```

To finish, enter:

```
. ↵ . ↵ (period, return, period, return)
```

The remote server responds:

```
250 ok 1176493466 qp 7506 server-4.tower-50.message-labs.com!1176493400!6015990!1
```

This **250 OK** message means that an email has been successfully transferred from the sending mail server to the recipient mail server.

7 Type the **quit** command to close the connection:

```
quit
```

The remote server responds:

```
221 server-4.tower-50.message-labs.com  
Connection closed by foreign host.
```

See [“About configuring outbound email traffic \(optional\)”](#) on page 17.

Cloud security services IP ranges

We recommend that you lock down the traffic to and from your Internet gateway to the IP ranges for your region. The IP address ranges are available from the following link:

[Cloud security services IP ranges](#)

If you are unsure of the region to select, refer to the Welcome email you received with your portal account details. Whenever you make temporary or permanent network configuration changes involving IP restrictions, refer to the latest version of this document. The IP address information is updated regularly.

See [“Restricting your email traffic”](#) on page 16.

See [“Configuring Microsoft® Exchange 2007 and 2010 for outbound mail”](#) on page 21.

Restricting open relay

For historical reasons, many SMTP mail servers accept email for domains other than their own and forward it on to the intended recipient. Third-party relay, also known as *open relay* or *insecure relay*, is when a mail server routes email for anybody in the world. An *open relay* is any computer that accepts email for any domain and forwards it regardless of who the sender is or what IP address the email is sent from.

Spammers hunt for and abuse these servers to try and cover their tracks. When spammers locate such a computer they can use it as a free distribution service for their junk email. This process often leads to the customer's IP address or domain being blacklisted. There is even a risk that the Email Services infrastructure can be blacklisted, considering the sheer volume of mail that is processed.

You must ensure that your SMTP server does not allow open relay. If it does allow open relay, your server can be used as a spam gateway. Most current SMTP servers and firewalls allow the restriction of SMTP relay in the following ways:

- By IP address - so that you only accept mail from the Email Services IP address ranges
- By domain - so that you reject mail that is destined for domains other than your own

Configuring MS Exchange

This chapter includes the following topics:

- [Configuring Microsoft® Exchange 2007 and 2010 for outbound mail](#)

Configuring Microsoft® Exchange 2007 and 2010 for outbound mail

Send Connectors allow Exchange Server to route all outbound email through another SMTP server.

To configure a send connector

- 1 Open the Exchange **Management Console** and click **Organization Configuration > Hub Transport > Send Connectors**.
- 2 Right-click in the list in the center pane and select **New Send Connector**.
- 3 In the wizard, type a name for the connector and from the **Select the intended use for this Send Connector** drop-down list, select **Custom**. Click **Next**.
- 4 In the **Address Space** page, click **Add**. Enter * as the domain, and check **Include all subdomains**.
- 5 Click **OK**, then click **Next**.
- 6 In the **Network settings** page, select the **Route mail through the following smart hosts** button, and click **Add**.
- 7 In the **Add smart host** page, select **Fully qualified domain name (FQDN)**, and enter your assigned cluster host name for outbound email traffic. Your cluster host name is provided in your Welcome email. The cluster host name is in the following format: **clusterxout.xx.messagelabs.com**
- 8 Click **OK**, then click **Next**.
- 9 Under **Configure smart host authentication settings**, select **None**.

- 10 On the **Source Server** page, click **Add** and select your Exchange Server that runs the hub transport role.
- 11 Click **OK**, then click **Next..**
A configuration summary page is displayed.
- 12 Review your configuration summary. Then , to confirm, click **New**.
The SMTP Send Connector is created.

Configuring your public hosted cloud services

This chapter includes the following topics:

- [Configuring Google Apps Email for inbound mail](#)
- [Configuring Google Apps Email for outbound mail](#)
- [Configuring Microsoft® Office 365™ for inbound mail](#)
- [Configuring Microsoft® Office 365™ for outbound mail](#)

Configuring Google Apps Email for inbound mail

Note: The information given here is for guidance only. For the current advice from Google, refer to the user documentation for [Google Apps Email](#).

By defining a list of IP addresses in the Google Apps Email inbound gateway, you allow email to come into your organization only through the Email Security service.

The allowable IP ranges are available from the following link: [Cloud security services IP ranges](#).

Note: You must also configure the Email Security service to forward inbound email to Google Apps Email.

See [“Redirecting inbound email traffic to the Email Services infrastructure”](#) on page 14.

The following procedure provides the steps for defining IP address lists in Google Apps Email.

To configure Google Apps Email for inbound mail

- 1 Log in to your Google Apps Email administrator console.
 - 2 Select **Settings > Email > General Settings**.
 - 3 In **Inbound Gateway** type the [Cloud security services IP ranges](#) as a comma-separated list.
 - 4 Select **Only let users receive email from the email gateways listed above**.
- See [“Redirecting inbound email traffic to the Email Services infrastructure”](#) on page 14.
- See [“Restricting your email traffic”](#) on page 16.

Configuring Google Apps Email for outbound mail

Note: The information given here is for guidance only. For the current advice from Google, refer to the user documentation for [Google Apps Email](#).

When you configure Google Apps Email to send email to the Internet, you can configure an outbound gateway to send mail directly to the Internet addresses you specify. In this case email is sent to the Email Security service.

Note: You must also configure the Email Security service to forward outbound email to Google Apps Email.

See [“About configuring outbound email traffic \(optional\)”](#) on page 17.

To configure Google Apps Email for outbound mail

- 1 Log in to your Google Apps Email administrator console.
- 2 Select **Settings > Email > General Settings**.
- 3 In **Outbound Gateway** type the host name provided by the cloud security services, typically in the format `clusterxout.eu.messagelabs.com`.

Configuring Microsoft® Office 365™ for inbound mail

Note: The information given here is for guidance only. For the current advice from Microsoft, refer to the user documentation for [Microsoft® Office 365™](#).

There are currently no special recommendations, in addition to the standard recommendations provided by Microsoft, for setting up Microsoft Office 365™ to accept inbound mail from the cloud security services.

See [“Restricting your email traffic”](#) on page 16.

Configuring Microsoft® Office 365™ for outbound mail

Note: The information given here is for guidance only. For the current advice from Microsoft, refer to the user documentation for [Microsoft® Office 365™](#).

When you configure Microsoft® Office 365™ to send email to the Internet, you can configure an outbound gateway to send mail directly to the Internet addresses you specify. In this case email is sent to the Email Security service.

Note: You must also configure the Email Security service to forward outbound email to Microsoft® Office 365™.

See [“About configuring outbound email traffic \(optional\)”](#) on page 17.

To configure Microsoft® Office 365™ for outbound mail

- 1 Log in to your Microsoft® Office 365™ Admin Console.
- 2 Select **Administration > Company > Outbound Connector**.
- 3 In **Outbound Connectors** add a new connector with an appropriate name and description to forward your outbound emails from designated domains, typically `*.*`, to the Email Security.Service.
- 4 Select **Deliver all messages to the following destinations**.
- 5 Type the fully-qualified domain name as provided by the cloud security services, typically in the format `clusterxout.eu.messagelabs.com`.
- 6 Select **Opportunistic TLS**.
- 7 Click **Save**.
- 8 Set the connector to **Enforce**.