SonicWall® Hosted Email Security 10.0
Getting Started Guide
March 2019

This Getting Started Guide provides a complete walk through of the SonicWall® Hosted Email Security 10.0 product purchasing and installation.

Topics:
- About Hosted Email Security
- Pre-Configuration Tasks
- Purchasing SonicWall Hosted Email Security
- Paying for SonicWall Hosted Email Security
- Managing SonicWall Hosted Email Security
- Trying SonicWall Hosted Email Security for Free
- Adding MX Records
- Activating SonicWall Hosted Email Security
- Managing SonicWall Hosted Email Security
- SonicWall Support

About Hosted Email Security

Welcome to the SonicWall Hosted Email Security 10.0 Getting Started Guide. SonicWall Hosted Email Security is a cloud-based email security solution that offers protection against spam, phishing, and viruses. This document provides purchasing, activation, licensing, and basic set-up procedures for your SonicWall Hosted Email Security solution. For more information refer to this SonicWall Hosted Email Security FAQ article: https://www.sonicwall.com/en-us/support/knowledge-base/170504903060180

For configuration information for your Hosted Email Security Junk Box, refer to the Email Security User Guide.

For detailed administration procedures, refer to the SonicWall Hosted Email Security Administration Guide.

Navigate to https://www.sonicwall.com/en-us/products/secure-email for the latest version of this guide as well as other SonicWall products and services documentation.

This guide uses the following conventions:
Pre-Configuration Tasks

The following tasks need to be completed before you can set up your SonicWall Hosted Email Security solution. SonicWall Hosted Email Security 10.0 is integrated with MySonicWall. Ensure that your SonicWall Hosted Email Security 10.0 product can communicate with it.

What You Need to Begin

To configure a Hosted Email Security solution, you must have a computer that meets or exceeds the following requirements:

- An Internet connection
- A Web browser supporting Java Script and HTTP uploads.
- Supported browsers and operating systems include the following:

<table>
<thead>
<tr>
<th>Windows 10 and higher</th>
<th>Mac OS 10.13 and higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome 67 and higher</td>
<td>Chrome 67 and higher</td>
</tr>
<tr>
<td>Firefox 60 and higher</td>
<td>Firefox 60 and higher</td>
</tr>
<tr>
<td>Edge 42 and higher</td>
<td>Edge 42 and higher</td>
</tr>
<tr>
<td>Safari 11 and higher</td>
<td>Safari 11 and higher</td>
</tr>
</tbody>
</table>

Creating a MySonicWall Account

1. Navigate to https://mysonicwall.com/login and click Sign Up to create a MySonicWall account.
2. Complete the following fields to set up your account:
   - Email address
   - Password
   - Confirm Password
   - Toggle Enable two-factor authentication
     - Choose your Two-Factor Method authentication by selecting Email (one-time passcode) or Microsoft /Google Authenticator App.
   - Check the box next to I’m not a robot.
3 Click Continue and complete information required for COMPANY.

4 Click Continue and complete the information required for YOUR INFO. This includes information about how you want to receive renewal notices, whether you are interested in beta testing products, and what your preferred.

5 Click Continue to provide the additional information listed in EXTRAS:
   - Renewal contract information
   - Tax information
   - Distributor information

6 Click Finish.

7 Find the registration email message sent to you by MySonicWall.
8 Click **ACTIVATE YOUR ACCOUNT**.
9 Enter the **Verification Code** and click **Done**.

![Verification Code](image)

**NOTE:** If you selected **Email (one-time passcode)** as your method for two-factor authentication, an email with a one-time passcode is sent to your email each time you log in to your MySonicWall account.

10 Login with your MySonicWall credentials to get to MySonicWall.com.

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**Purchasing SonicWall Hosted Email Security**

There are several methods for purchasing the Hosted Email Security solution:

- Purchase from the SonicWall Managed Service Provider website:
  https://www.sonicwall.com/en-us/resources/white-papers/managed-service-providers
- Purchase from the MySonicWall.com site:
  https://mysonicwall.com/login
- Purchase from the Hosted MySonicWall.com site:
  https://hosted.mysonicwall.com

**NOTE:** You can purchase from https://hosted.mysonicwall.com, but users can now purchase the service directly from MySonicWall.com. The hosted Email Security page is redirected to the MySonicWall product catalog page.

- Find an authorized SonicWall reseller through the **Contact SonicWall Sales** website:
  https://www.sonicwall.com/en-us/customers/contact-sales

**To purchase the Hosted Email Security solution:**

1 Navigate to [https://mysonicwall.com](https://mysonicwall.com) and login with your MySonicWall credentials.
2 On the left navigation panel, select **Product Management > My Groups**.
3 Click on the **New Tenant** icon at the top right of the table to create a tenant for your new Hosted Email Security product.

4 In the popup window, enter a descriptive **Tenant Name**.

5 Select the **User Group Name** to manage the tenant and click **Confirm**.

6 Hover over the tenant name in the table and click on the icons to the right to edit, delete and perform other management actions for that tenant.
7 Navigate to **Product Management > Catalog** to purchase and activate your Hosted Email Security.

8 If you have one, **Enter a part number** in the search text box on the left. For example, **01-SSC-5029** to buy the **Hosted Email Security protection subscription** for the amount of time and units you would like.
9 You can bypass entering a part number in the search text field, and choose the Hosted Email Security product from the drop-down list in the Product family text field.

10 Choose Hosted Email Security from the Product name drop-down list.

11 Expand the Hosted Email Security product offerings by clicking on the side drop-down arrow icon next to each item.
To calculate the cost of your Hosted Email Security solution, specify the amount of Users you want to purchase the service for and the length of time (for example: 30 days or 1 year). Enter a number next to Quantity and click +Add.

Choose a tenant from the Tenant Name drop-down list to associate your product with and click Confirm.

**NOTE:** After you click +Add, you can also create a new Tenant to park your product by clicking the +Add New Tenant button in the popup box.

**NOTE:** If you need help remembering your tenant name navigate to Product Management > My Groups > Tenants and browse the TENANT NAME column.

### Paying for SonicWall Hosted Email Security

Once you confirm that your Hosted Email Security product is in your Shopping Cart, follow these steps:

1. Click Save Quote to edit your purchase and review your billing information and checkout instructions.
2 Click **Continue Shopping** to return to the Catalog to continue browsing the SonicWall product family.

3 Click **Update Quote** to update the cart with the changes made to the **User Count** for the order.

4 Click **Checkout** to continue to the **BILLING** portion of your transaction.

5 Click **Continue** to enter your **PAYMENT** information.
6 Enter your credit card information and click Continue.

7 Click Place Order after you review your billing and payment details.

**IMPORTANT:** Check the box at the bottom of your order confirmation indicating you have read and agree to all of the conditions for use.
Managing SonicWall Hosted Email Security

You can manage your Hosted Email Security product from the MySonicWall Dashboard using the tile called BY PRODUCT LINE.

To Manage your Hosted Email Security:

1. Click on the product name in the By Product Line tile.
2. On the My Products page, click on the information icon to access the PRODUCT DETAILS page.
3. Click on the blue Hosted Email Security Management link to be redirected to the Email Security License Management page.
4. Update your Hosted Email Security password by clicking on the blue link that also appears on that page.
5. Go to MySonicWall | Product Management > My Products.
6. Click on the Hosted Email Security SERIAL NUMBER in blue and click on the shopping cart icon on the LICENSES page to go to the Catalog.
   - Click on the key icon to enter the activation key for your serial number and click Confirm.
7. Click on the Try link to get to ACTIVATE SERVICES.

Trying SonicWall Hosted Email Security for Free

To try SonicWall Hosted Email Security solution for 30 days:

2. Complete the form on the page by entering your:
   - First Name
   - Last Name
Adding MX Records

After activating your service, you may receive a message to replace your current MX records settings. Mail eXchange (MX) records specify the delivery route for email messages sent to your newly specified domain name. The SonicWall Data Center can then create an internal MX record so mail is correctly routed to the specified domain.

Multiple MX records are assigned to your domain name. Each MX record designates a priority to organize the way your domain's mail servers receive incoming mail messages; the lower the number, the higher the priority. You should always set back-up priority numbers in case the primary mail server fails or is down.

For example, a customer wishes to activate the domain name jumbo.com. Since the SonicWall Data Center hosts snwlhosted.com, the domain then becomes jumbo.com.snwlhosted.com. After an MX record is created, where the customer publishes jumbo.com MX jumbo.com.snwlhosted.com, SonicWall then publishes an A record: jumbo.com.snwlhosted.com A 173.240.21.100, where 172.240.21.100 is the IP address that SonicWall's Hosted analyzers use to route emails sent to the jumbo.com domain.

For outbound email messages, you need to configure the mail server hosting your user mailbox(es) for outbound messages to route all outbound emails to jumbo.com.outbound.snwlhosted.com.
For more information regarding MX records, contact your ISP or refer to the Knowledge Base Article “How to set up your MX record after you activated Email Security Hosted Solution (SW9670)” located at: https://support.sonicwall.com/sonicwall-hosted-email-security/kb/sw9670.

Activating SonicWall Hosted Email Security

1. If you already have an activation key or have purchased a service, click Activate Services.

2. Specify the following fields:
   - **Select your Data Center Location** — North America or Europe.
     - **NOTE:** You cannot change this option once it has been specified.
   - **Domain Name** — The primary domain name that is associated with your SonicWall Hosted Email Security solution.
   - **Confirm Domain Name** — Example: SonicWall.com
   - **Inbound Mail Server Host / IP Address** — The IP address of the mail server hosting your user mailbox(es) for inbound messages.
   - **Apply ISP Filter**
   - **Outbound Source IP Address** — The outbound IP address of your Hosted Email Security solution. For example, if you registered the domain name soniclab.us.snwlhosted.com, then the Outbound Mail Server Host is soniclab.outbound.snwlhosted.com.
   - **Email Address / Login** — The email address or login name associated with your Hosted Email Security account.
   - **Password** — The password associated with your Hosted Email Security account.
   - **Confirm Password** — The password you entered in the previous field.
   - **Click Activate Services.** A message displays confirming successful activation and product registration.

3. Click Confirm on the CONFIRM DETAILS popup window.
4 Navigate to MySonicWall.com | Services > Available Services > Hosted Email Security (Launch).

5 Enter the Username or Email address and the Password you configured during the activation process, then click LOGIN.

6 Click Go to Service Management or Go to HES Console to continue.

If you don’t have an activation key, follow these steps:

1 Login to your MySonicWall account, specifying the Username/Email address and the Password in the appropriate fields.

2 Click the Add Product icon at the top right corner of the Dashboard to complete your registration.
3 Enter the serial number or activation key for the product you wish to register.
4 Click Confirm.
The following table is available for your records:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hosted.mysonicwall.com Username:</strong></td>
<td>Your hosted.mysonicwall.com login username.</td>
</tr>
<tr>
<td><strong>Hosted.mysonicwall.com Password:</strong></td>
<td>The password for hosted.mysonicwall.com access.</td>
</tr>
<tr>
<td><strong>Hosted Email Security Login / Username:</strong></td>
<td>The email address or login name for the hosted solution primary domain. (default is admin@&lt;domain name&gt;).</td>
</tr>
<tr>
<td><strong>Hosted Email Security Password:</strong></td>
<td>The password for the hosted solution primary domain (default is password).</td>
</tr>
<tr>
<td><strong>Primary Domain Name:</strong></td>
<td>The <a href="https://hosted.mysonicwall.com/EmailSecurity">https://hosted.mysonicwall.com/EmailSecurity</a> primary domain. Note that all other domain names registered are tracked under the primary domain name.</td>
</tr>
<tr>
<td><strong>Inbound Mail Server Host / IP Address:</strong></td>
<td>The IP address of your inbound message mail server host.</td>
</tr>
<tr>
<td><strong>Outbound Source IP Address:</strong></td>
<td>The IP address of the outbound mail server host.</td>
</tr>
<tr>
<td><strong>MX Record Name:</strong></td>
<td>The name specified for the MX record.</td>
</tr>
<tr>
<td><strong>MX IP Address:</strong></td>
<td>The IP address associated with the MX record. This is typically taken from available IP addresses from SonicWall.</td>
</tr>
<tr>
<td><strong>Serial Number:</strong></td>
<td>The Hosted Email Security product serial number.</td>
</tr>
<tr>
<td><strong>Activation Key:</strong></td>
<td>The activation key found on the Order Details for your SonicWall Hosted Email Security service purchase.</td>
</tr>
</tbody>
</table>

Managing Hosted Email Security

Topics:
- Logging in to Hosted Email Security
- Configuring System Monitoring
• Configuring Your Junk Box
• Verifying Your Hosted Email Security Solution

Logging in to Hosted Email Security

1 Navigate to: https://Hosted.mysonicwall.com.
2 Enter the Username or Email address and the Password you configured during the Activation process
3 Click LOGIN.

Configuring System Monitoring

The first time you log in to the SonicWall Hosted Email Security solution, you are directed to the MANAGE | SYSTEM SETUP | Server > Monitoring page. Configure your settings as follows:

| Email address of the administrator who receives emergency alerts | The email address of the mail server administrator. Enter the complete email address. For example, user@example.com. Separate multiple email addresses with a comma. |
| Select preferred language to send alerts | You can choose between English, Japanese, and Korean. |
| Use MX Record to deliver mails | Check the box if wanted. |
| Name or IP address of backup SMTP servers | Enter fully qualified domain names or IP addresses. For example mail2.example.com or 10.100.0.1. Separate multiple entries with a comma. |
| Customized Signature | Enter a signature to append at the end of your email messages. |
| Subscribe to alerts | Check the box if wanted. |

Apply Changes Click on the button to make your selections effective.

Configuring Your Junk Box

To configure your Junk Box settings for Message Management:

Specify the way your Junk Box Summary messages appear, including the frequency and language.

1 Navigate to MANAGE | SYSTEM SETUP | Junk Box > Message Management.
2 Under General Settings, specify what to do when a user unjunks a message:
   • Automatically add the sender to the recipient’s Allowed List
   • Ask the user before adding the sender to the recipient’s Allowed List
   • Do not add the sender to the recipient’s Allowed List
3 Under Action Settings, indicate the types of messages you want unjunked.
   • Tag unjunked messages with this text added to the subject line:
   • Tag messages considered junk, but delivered because sender/domain/list is in Allowed list with this text added to the subject line:
   • Tag messages considered junk, but delivered because of a Policy action with this text added to the subject line:
• Tag all messages processed by Email Security for initial deployment testing with this text added to the subject line:

4 Under **Miscellaneous**, click on the four choices to set your configurations to manage **spam**, **phishing**, and **virus** email messages, or set email message **policies** for your organizations.

**To configure your Junk Box settings for Summary Notifications:**

Users get Junk Box Summary notification emails listing their recently quarantined messages when they configure these settings.

1 Navigate to **MANAGE | SYSTEM SETUP | Junk Box > Summary Notifications**.

2 Under **Frequency Settings**, specify the following:
   • Frequency of summaries
   • Time of day to send summary
   • Day of the week to send summary
   • Time Zone

3 Under **Message Settings**, specify from the following summaries:
   • All junk messages
   • Only likely junk (hide definite junk)
   • Language of summary email
   • Plain text of graphics of summary
   • Display junk statistics in summary email

4 Under **Miscellaneous Settings**, specify the following:
   • Send Junk Box Summary to delegates
   • Enable **single click** viewing of messages. You have three choices:
     • Off
     • View messages only (users can preview messages without having to type their username/password)
     • Full access (clicking any link in a Junk Box Summary grants full access to this particular user’s settings)
   • Enable Authentication to Unjunk
   • Only send Junk Box Summary emails to users in LDAP
   • To enable authentication of non ldap users

5 Under **Other Settings**, specify the following:
   • Email address from which summary is sent. You have two choices:
     • Send summary from recipient’s own email address
     • Send summary from this email address: (enter the email address you want)
   • Name from which summary is sent.
     • Admin Junk Summary
   • Email subject.
     • Summary of junk emails blocked
6 Click **Apply Changes**.

| NOTE: Click the **Test Connectivity** button to verify that users can log in using the specified URL in the Other Settings section. |

### Verifying Your Hosted Email Security Solution

To verify your **SonicWall Hosted Email Security Solution is successfully configured**:

1. Go to an external email account, such as Google mail or Yahoo mail.
2. Create a new email message:
   - **To**: An email address where you receive email that is on the mail server for which you have configured the SonicWall Hosted Email Security Verification Message.
   - **Subject**: SonicWall Hosted Email Security Verification Message
   - **Body**: SonicWall Hosted Email Security Verification Message
3. Send the message.
4. In the Hosted Email Security interface, navigate to **INVESTIGATE | Logs > Message Logs**.
5. Check the **Inbound** reports to make sure the email appears as **Delivered**.
6. Check the mail account you sent the message to. If you received the message, you have correctly configured your SonicWall Hosted Email Security solution.
SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to https://www.sonicwall.com/support.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- View video tutorials
- Access MySonicWall
- Learn about SonicWall professional services
- Review SonicWall Support services and warranty information
- Register for training and certification
- Request technical support or customer service

To contact SonicWall Support, visit https://www.sonicwall.com/support/contact-support.