



 **CYBONET**

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PineApp Mail Secure Managed Services Administration Guide



Market Overview

Organizations today choose to save huge costs in electricity, maintenance and other hardware related operating costs, in addition to the actual hardware purchase saving, by outsourcing their IT services to a dedicated or shared service at a service provider's site. These service providers commonly supply IT services to multiple organizations on one shared solution platform, also known as multi-tenant solutions. No more purchasing expensive and overkill hardware platforms; now all services are remotely supplied, providing the same amount of security and double the amount of comfort.

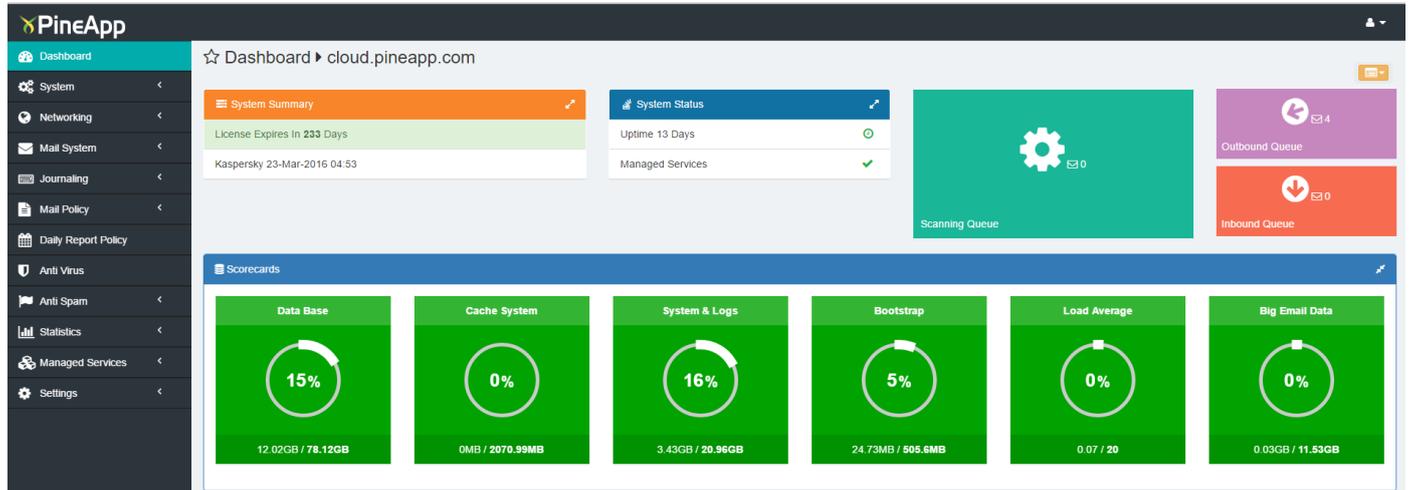
Managed Service Solution Features

- Multi-Tenant Solution
- Proven spam blockage ratio of 99.7%
- Service Allocation Dashboard for Resellers
- Advanced Management with Domain and User-based policy rules
- Strong perimeter security ensuring that up to 90% of threats are stopped prior to content inspections
- User Self Managed Solution via end user personal daily traffic reports
- Legal hold short-term (30-day) clean email backup solution
- Seamless integration interfaces with all server types
- Data Leakage Prevention and Content Compliance Package
- Advanced Inappropriate Content Control (ICC)
- LDAP support and automatic user creation services
- Real-time Technology Implementation
- A System and Network Resources-Friendly Solution
- An Auto-Updated Solution
- Multi layered Anti-Spam Filter
- Multi layered Anti-Virus Filter with Zero-Hour Protection
- Rapid ROI



Managed Services Features

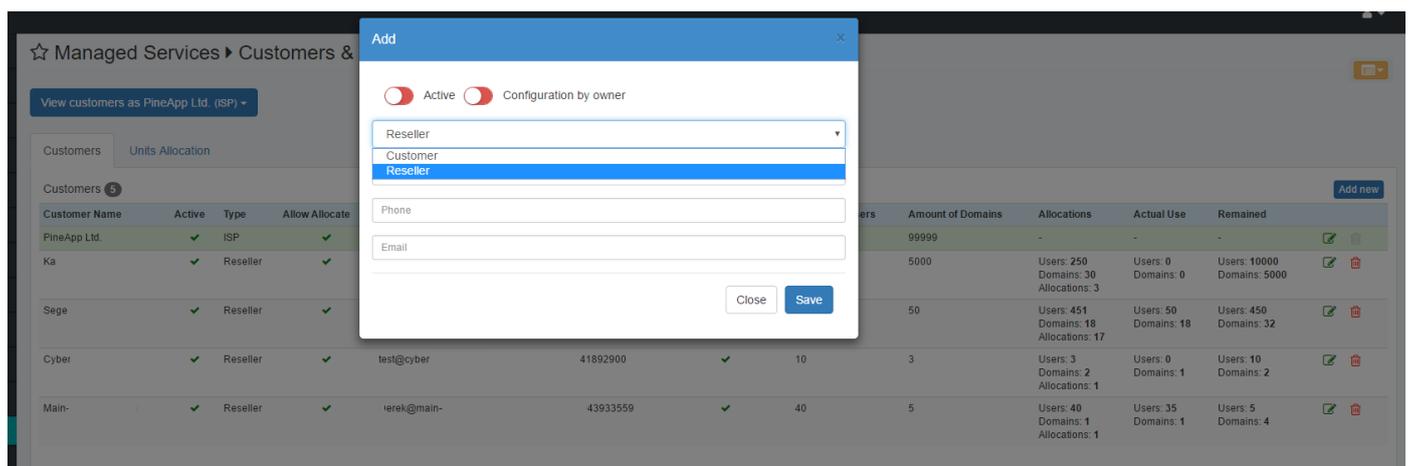
PineApp Mail Secure includes a Managed Services tab. The Mail Secure Administrator can manage this tab via the distributed permission role flow.



Once the Administrator has logged-on to the web management interface (using their email address), the tab will appear under the Statistics / Archiving menu.

New options have been added that allow the solution Administrator to create new administration users. These users will be able to login to the solution, administer their own domains and users, and create suitable policies for them. The Administrator has an overview of every reseller/company and can view the data that is available to the managing user.

The new administration users are able to add/view/delete/allocate users and domain to the solution without administrator intervention.





When a new customer is created, the below screen will automatically appear, allowing the number of users, domains and relevant module licenses to be specified, up to the contractual maximum as shown:

Add ✕

Active

Allocate to

Start Date

End Date

Description

Amount of Users [Maximum 42398]

Amount of Domains [Maximum 731]

Amount of Encryption Licenses [Maximum 4454]

Amount of Big Email Data Licenses [Maximum 4466]

Amount of Email Branding Licenses [Maximum 4467]

Amount of APT protection Licenses [Maximum 0]

If this information is not input at the outset or needs to be revised at a later stage, it can be edited by clicking on the Managed Services menu on the left and selecting 'Customers & Units Allocation'. Click on the 'Units Allocation' tab as highlighted in the below screenshot.



Search

☆ Managed Services ▶ Customers & Units Allocation

View customers as View customers as

Customers Units Allocation Customers Tree

Search

Customers 17 Add new

Type	Customer Name	Active	Allow Allocate	Configure by Owner	Amount of Licenses
ISP	[Redacted]	✓	✓	-	Users: 50000
Reseller	[Redacted]	✓	✓	✓	Users: 200
Customer	[Redacted]	✓	✓	✓	Users: 100
Customer	[Redacted]	✓	✓	✓	Users: 20
Reseller	[Redacted]	✓	✓	✓	Users: 2500
Reseller	[Redacted]	✓	✓	✓	Users: 300
Reseller	[Redacted]	✓	✓	✓	Users: 350
Reseller	[Redacted]	✓	✓	✓	Users: 100
Reseller	[Redacted]	✓	✓	✓	Users: 150
Customer	[Redacted]	✓	✓	✓	Users: 600
Customer	[Redacted]	✓	✓	✓	Users: 75

Then click on the green edit icon to the right of the relevant customer to reach the screen where the number of users, domains and relevant module licenses can be specified or amended.

The CYBONET licensing system provides the solution owner (Administrator) a bulk license consisting of a defined number of users and domains that the solution owner can then allocate to his sub-resellers and partners. The reseller can then re-allocate domains and users to his customers via a tree based permission system, which allows users higher up the hierarchy to view the actions of those below them.

PineApp

☆ Managed Services ▶ Customers & Units Allocation

View customers as PineApp Ltd. (ISP)

Customers Units Allocation

Customers 5 Add new

Customer Name	Active	Type	Allow Allocate	Email	Phone	Configure by Owner	Amount of Users	Amount of Domains	Allocations	Actual Use	Remained
PineApp Ltd.	✓	ISP	✓	solution@owner.dom	11-1111111	-	999999	99999	-	-	-
Ka	✓	Reseller	✓		434210	✓	10000	5000	Users: 250 Domains: 30 Allocations: 3	Users: 0 Domains: 0	Users: 10000 Domains: 5000
Se	✓	Reseller	✓	none@none.com	446030	✓	500	50	Users: 451 Domains: 18 Allocations: 17	Users: 50 Domains: 18	Users: 450 Domains: 32
Cyber	✓	Reseller	✓	test@cybert	1892900	✓	10	3	Users: 3 Domains: 2 Allocations: 1	Users: 0 Domains: 1	Users: 10 Domains: 2
Main	✓	Reseller	✓	ek@main.com	43933559	✓	40	5	Users: 40 Domains: 1 Allocations: 1	Users: 35 Domains: 1	Users: 5 Domains: 4



Example

The solution owner was given a bulk license of 10,000 users and 2,000 domains. He then created two resellers.

View customers as PineApp Ltd. (ISP) -

Customers Units Allocation

Product Name	Amount of Users	Users for Distribution	Amount of Domains	Domains for Distribution	Start Date	End Date
Mail-SeCure	999999	989447	99999	94941		

Allocations 4

Customer Name [Type]	Active	Start Date	End Date	Description	Amount of Users	Amount of Domains
Kappa-Data [Reseller]	✓	2015-11-16	2019-01-01	PineApp Distributor	10000	5000
Segev Reseller [Reseller]	✓	2015-12-28	2020-04-30		500	50
Cyberspace [Reseller]	✓	2016-01-13	2017-01-13	Cyberspace	10	3
Main-Computer.Com [Reseller]	✓	2016-02-09	2017-01-01		40	5

- Reseller (1) 100 users and 3 domains
- Reseller (2) 40,321 users and 150 domains
- Once created, Reseller (1) can login and start adding domains and users, or create a company-based user with domains and allocate a portion of the reseller allocation to the company users

Step A: A new Administrative User is created by the System Solution Owner

Add ✕

Active demo [Reseller] ▾

Start Date: 2016-03-23 End Date: 2016-03-23

Amount of Users [maximum 989447]

Amount of Domains [maximum 94941]

Description

Add new	New section appears at the top
Enter customer name	Customer name A-Z, 0-9
Choose type (default is Reseller)	When switching to Customer Allocate below should be gray
Add contact phone number	All numeric & dashes available
Add contact email address	Should be correct syntax of email
Press save	Window should refresh, green pop up says 'saved Successfully'



Step B: Domain/User Allocation created by the System Solution Owner

Press add new	A new section will appear at the top of the window By default, Active is checked
Customer name	Choose from available customers or resellers that have just been created who don't yet have an allocation
Choose start / end date	Enter service start and end date for future reference
Amount of users/ domains give Res1 and Res2 10 domains And 10 users for each one	Enter a suitable number of domains/users for the customer to work with
Description	Optional
Press save	Window should refresh showing the latest allocation information that has been created The unit's information is updated

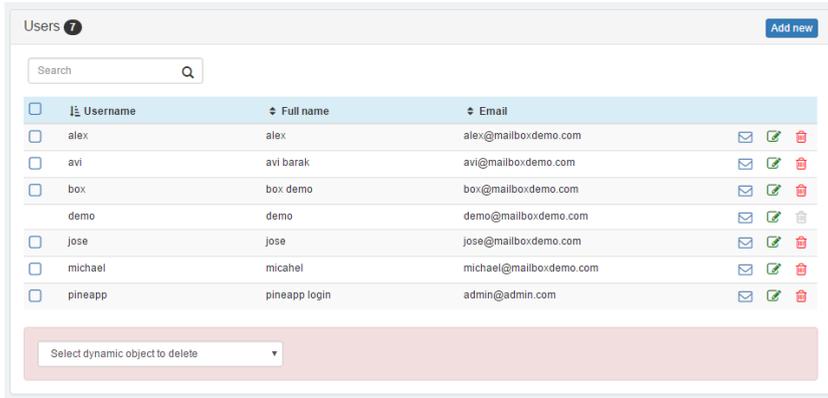


Step C: The newly created Reseller and Company Users can Add Domains

Enter domain name (Cust1.com)	A-Z 0-9 . - _
Enter description	Optional for future reference
Choose method	Method should only be SMTP for Managed Services After choosing it a new section will appear below
Enter destination IP or host	1.1.1.1 or mail.domain.com
Add description	Optional for future reference
Add priority	The opposite of MX record (high number signifies high priority: 1 is lowest, 100 is highest)
Press save	Information is saved and window refreshed



Step D: Reseller and Company Users can Add Users Manually or via LDAP



Press add new	New section appears at the top
Enter username ResAdmin1	A-Z 0-9 . - _ (the unit will auto-fill in the email section, this can be changed)
Enter full name Reseller 1 Admin	A-Z 0-9 . - _
Password = password	Hidden with ***
Create email according to Reseller's Domain or Random. For this example we create ResAdmin1@res1.com	Drop down menu should say 'none', since no local domains are configured You cannot choose a local domain that will be used later on
Choose Role of the person	Manager / customer / reseller
Press Add	Information is added, window is refreshed and shows the user's information



Step E: Reseller and Company Users can Debug and Verify Routing and Connectivity

☆ Networking ▶ Tools & Information

TCP Tools

Ping times
 Trace route with resolve
 TCP Connect on port
 NS-Lookup type With server

Network interface cards status

Interface	Link status	Link type
eth0	Up	100baseTx-FD.
Broadband connection	DOWN	

ARP Table

Address	HW-Type	MAC Address	Flags	Interface
209.88.177.72	ether	c0:ea:e4:c4:00:54	C	eth0
209.88.177.65	ether	c0:ea:e4:c4:00:54	C	eth0

System Routing Table

Destination	Gateway	Genmask	Flags	MSS	Window	irtt	lface
0.0.0.0	209.88.177.65	0.0.0.0	UG	0	0	0	eth0
209.88.177.64	0.0.0.0	255.255.255.192	U	0	0	0	eth0



Solution Modules and Managed Services

PineApp Mail Secure is accompanied by a number of easy to add solution modules which can be shared with the newly created users. These include Email Encryption, Big Data Transfer, Email Branding and a Sandboxing Module integrating Check Point's SandBlast technology.

Email Encryption	Secure outbound emails with password protected pdfs and apply automated policy rules
Big Data Transfer	Enable customers to share password protected large files with a password shared over SMS
Email Branding	Enable customers to brand their outbound emails Templates provided for easy configuration
Sandboxing Module (APT Blocker)	Provide deeper protection by sending files that are potential threats to a cloud-hosted sandbox for deep content analysis

Adding Company Users to the Solution Modules

Under the System tab, click on 'Module License Per User'. The available solution modules will show on the right hand side.

The screenshot displays the PineApp interface. On the left is a dark sidebar with a search bar and navigation menu. The main area is titled 'System > Module License Per User' and includes a 'View as PineApp Ltd. (ISP)' button. Below this, four modules are listed in a light blue box: 'Email Encryption', 'Big Email Data', 'Email Branding', and 'APT Blocker'. Each module entry has a small icon on the right side.



Click on the relevant module to which you wish to assign users. Your users will appear on the left hand side. Select the user(s) that need access to the module and click on the 'Add' button (circled red).

The screenshot shows two panels. The left panel, titled 'Users 4', contains a search bar with the text 'Use asterisk (*) for wild-card search' and a search icon. Below the search bar is a list of users with checkboxes: an empty checkbox, 'dimatest (dima)', a checked checkbox for 'dlebedev (Dima Lebedev)', 'mike (nezri)', and 'pineapp (pineapp login)'. A green 'Add' button is circled in red next to the first empty checkbox. The right panel, titled 'Authorized Users 0/0', also has a search bar with the same text and icon. Below it is a blue message box that says 'Oooops...No results were found'.

The user(s) that you have selected will appear on the right hand side of the screen under 'Authorized Users'. They can now work with the solution modules.

The screenshot shows the same two panels as before. In the left panel, the 'Add' button is now disabled (greyed out). In the right panel, the 'Authorized Users 1/1' panel now shows the user 'dlebedev (Dima Lebedev)' with a red 'Remove' button next to it.



The reseller can manage their customers via the Managed Services interface and can view the number of users allocated to each solution module under 'Amount of Licenses', and monitor how many of them are in use.

Type	Customer Name	Active	Allow Allocate	Configure by Owner	Amount of Licenses
<input checked="" type="radio"/> Reseller	Cybo-Cloud NL	✓	✓	✓	Users: 777777
<input type="radio"/> Customer	[blurred]	✓	✓	✓	Users: 1000 Domains: 1 Email Encryption: 0 Big Email Data: 3 Email Branding: 0 APT Blocker: 0
<input type="radio"/> Customer	[blurred]	✓	✓	✓	Users: 10 Domains: 10 Email Encryption: 0 Big Email Data: 0 Email Branding: 0 APT Blocker: 0
<input checked="" type="radio"/> Reseller	[blurred]	✓	✓	✓	Users: 100 Domains: 10 Email Encryption: 0 Big Email Data: 0 Email Branding: 0 APT Blocker: 0



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