



Cisco Domain Protection: First Steps

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Identify Key Project Team Members

- **Executive Sponsor:** Point of escalation for critical issues/project roadblocks
- **Project Owner:** Responsible for the success of this project
- **Project Manager:** This person is the primary point of contact and serves as the interface to your organization. They are also responsible for ensuring the project moves forward on the agreed upon schedule and working with other internal groups and departments.
- **Deployment Engineer:** This person will become the expert in your deployment and also be the primary technical contact for the project.
- **Subject Matter Experts:** Technical leaders that provide input into the design and integration; they ensure decisions are in line with the organization's business strategy,
 - DNS Engineer
 - Messaging Architect
 - Security Architect

Required Steps Prior to First Customer Success Call

- **Review Quick Start Guide.**
- **Identify and Add Domains** owned by your organization. We'll need at least one domain used for sending email with a DMARC *sendin* record, added in Cisco for at least 1 week prior to our first meeting to be successful. If you choose just one, we recommend choosing your organization's primary email domain.
 - **Create DMARC DNS Records** at *Create* to begin sending DMARC reports to Cisco.



If you aren't sure what DMARC entry to create, use Tools > DMARC. Look up a domain with no DMARC entry, and click to create a record. Use default settings or create your own, but once you click continue, Cisco will provide you with a DMARC entry you can copy and paste right into DNS.

- **Add Domains into Cisco** using the “Add Domains” button on the main screen or Configure / Add Domains
- **Prioritize Domains** so we know what to work on first. Along with your most important domains, consider a less sensitive and lower complexity domain to work on early in this process, with fewer consequences if there are any issues.
- **Make note** of your questions and send to your Customer Success Engineer 1-2 days before your scheduled call. We can also address questions on the fly, but our sessions will be more effective if we can ensure we are prepared.

Optional Before First Meeting

Completing these steps before meeting with Customer Success will speed your implementation, but they can also be completed during or after your initial meeting.

- **Watch Training Videos** and/or read our User Guide.
- **Create User Accounts** for team members who need to use the platform or receive email reports.
- **Identify and Add All Domains** owned by your organization (you may wish to contact your legal team or domain registrar, or use reverse whois tools like viewdns.info to find older inactive domains still registered to your organization)
 - **Create DMARC DNS Records at `p=none`** for all domains to begin sending DMARC reports to Cisco.
 - **Add Domains** using the “Add Domains” button on the main screen or Configure / Add Domains.
- **Create custom senders** in Agari for your internal messaging infrastructure. Create distinct individual custom senders for distinct email platforms. For example, if you have an Exchange server and also an app server that sends some email notifications, create different custom senders for each, because you will work on and report on these separately. Do this in Configure / Manage Custom Senders.
- **Approve known senders** on the Senders page for your primary domains.
- **Verify defensive domains** – with at least 2 weeks of reporting data, review domains with no email traffic. You may be unsure about some domains, particularly those recently registered, but domains you are certain are not supposed to send email should be designated defensive and set to `p=reject`. We also recommend setting an empty SPF entry of `“v=spf1 -all”`.
- **Meet with internal stakeholders** on other teams that send email for your organization, such as HR and marketing, to let them know you are working on an email security project that will impact them. First meetings may be informal, but begin your outreach process to learn what tools these teams use that send email, and start networking to ease the process of finding administrative owners for those tools.