

Configure Secure Email Gateway Outbound Relay Mode

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Introduction

This document describes the new Secure Email Gateway (SEG) feature Relay Mode overview and setup.

Prerequisites

Requirements

General knowledge of the Cisco Secure Email Gateway (SEG) general settings and configuration.

Components Used

The information in this document is based on these software and hardware versions:

- SEG AsyncOS 16.0 or newer
- Smart Licensing
 - License required: Secure Email Relay
- On-premise Virtual SEG is the only supported platform

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Overview


The new SEG feature, Outbound Relay, permits the conversion from a traditional SEG to a dedicated outbound mass delivery Mail Transfer Agent (MTA).

The SEG license permits the transfer of one million messages per 24 hours.

License PID = SECURE-EMAIL-RELAY

Once Outbound Relay has been enabled, all other license options are removed from Smart Licensing

disabling all features except Bounced Tagging.

 **Note:** The conversion to the Outbound Relay Mode is irreversible for the virtual SEG. If converted, the virtual SEG would require replacement with a new virtual SEG.

Configure

Reference [SEG & SEWM Smart Licensing Deployment Guide](#) to find answers to general Smart Licensing questions.

Start with a Smart License registered on-premise Virtual SEG:

- 1. **WebUI > System Administration > Licenses**
- 2. The top-right corner of the Licenses Table is the blue clickable link **Switch to relay mode**.
- 3. A pop-up warning message and **Cancel/Submit** options are presented.
- 4. Select **Submit** to convert to Outbound Relay.

Licenses

License Name	License Authorization Status ?
Email Security Appliance Anti-Spam License	Eval
Email Security Appliance Outbreak Filters	Eval
Email Security Appliance Graymail Safe-unsubscribe	Not requested
Email Security Appliance Advanced Malware Protection Reputation	
Email Security Appliance Image Analyzer	
Mail Handling	
Email Security Appliance Sophos Anti-Malware	
Email Security Appliance PXE Encryption	
Email Security Appliance Advanced Malware Protection	
Email Security Appliance McAfee Anti-Malware	Not requested
Email Security Appliance Intelligent Multi-Scan	Not requested
Email Security Appliance External Threat Feeds	Eval
Email Security Appliance Bounce Verification	Eval
Email Security Appliance Data Loss Prevention	Eval

Important!

If you switch to Relay mode, you will not be able to revert to normal mode, and all the licenses associated with the normal mode will be released.

CancelSubmit

Switch to relay mode

Request/Release License(s)

Smart License Page

- The final state of Licenses presents the single line item **Secure Email Relay** and **In Compliance**:

Licenses

License Name	License Authorization Status ?
Secure Email Relay	In Compliance

Request/Release License(s)

Verify

Once the SEG has enabled the Outbound Relay feature, all of the menus and lists in the SEG appear as usual, although the details within the individual menus change:

- All Licensed features within Webui > Security Services displays a message: "The feature cannot be enabled because the license is unavailable or has expired."
- Viewing the Incoming and Outgoing Mail Policies shows each feature as Not Available."
- Incoming Mail Policies do exist, but the mail handling license is absent, generating a rejection and log in the mail_logs.

Sample Logs for inbound rejection:

```
Tue Oct 8 11:51:21 2024 Info: New SMTP ICID 163 interface Management (x.x.x.x) address x.x.x.x reverse
Tue Oct 8 11:51:21 2024 Info: ICID 163 ACCEPT SG UNKNOWNLIST match sbrs[none] SBRS not enabled country
Tue Oct 8 11:51:21 2024 Info: ICID 163 from address x.x.x.x rejected due to unavailability of mail hand
Tue Oct 8 11:51:21 2024 Info: ICID 163 close
```

Sample Logs for Relay (Outbound) successful message:

```
Tue Oct 8 13:21:35 2024 Info: New SMTP ICID 167 interface Management (x.x.x.x) address x.x.x.x reverse
Tue Oct 8 13:21:35 2024 Info: ICID 167 RELAY SG Outbound_Relay match x.x.x.x SBRS not enabled country
Tue Oct 8 13:22:12 2024 Info: Start MID 319 ICID 167
Tue Oct 8 13:22:12 2024 Info: MID 319 ICID 167 From: <buyu_c@domain.com>
Tue Oct 8 13:22:16 2024 Info: MID 319 ICID 167 RID 0 To: <charlieb@domain.com>
Tue Oct 8 13:22:29 2024 Info: MID 319 matched all recipients for per-recipient policy DEFAULT in the ou
Tue Oct 8 13:22:29 2024 Info: MID 319 queued for delivery
Tue Oct 8 13:22:29 2024 Info: New SMTP DCID 17 interface x.x.x.x address x.x.x.x port 25
Tue Oct 8 13:22:29 2024 Info: TLS processing time client side: 0.157974481583
Tue Oct 8 13:22:29 2024 Info: Delivery start DCID 17 MID 319 to RID [0]
Tue Oct 8 13:22:29 2024 Info: Message done DCID 17 MID 319 to RID [0]
Tue Oct 8 13:22:29 2024 Info: MID 319 RID [0] Response '2.0.0 Ok: queued as A2ADD18000212'
Tue Oct 8 13:22:29 2024 Info: Message finished MID 319 done
```

Related Information

- [Cisco Secure Email Gateway Launch Page to Support Guides](#)