Getting Started with Cisco Secure Email Gateway

This chapter contains the following sections:

What's New in AsyncOS 14.3

Table 1: Whats New in AsyncOS 14.3

Feature	Description
Consolidated Event Logs Enhancement	In the Consolidated Event Logs, two new fields are added, which can be used to include additional data when integrating your email gateway with the Security Information and Event Management (SIEM) application: • Custom Log Entries • Custom Log Headers You can use the two fields to add a custom header, custom log entry, or both in Consolidated Event Logs. **Note** You can add only 25 custom log headers in Consolidated Event Logs. You can configure the two fields in your email gateway in the following ways: • Custom Log Entry field – Use the **Add CEF Log Entry** Content Filter Action (for incoming or outgoing content filters, whichever is applicable) in the web interface or enter the `Add CEF Log Entry` content filter action under `policyconfig` > `incoming mail policies` or `outgoing mail policies` > `filters` > `new` > `add` > `Action` sub command in the CLI. **Note** The corresponding Message Filter action is `cef-log-entry`. • Custom Log Header field – Use the **CEF Headers** option in the Log Subscriptions > Global Settings page in the web interface or the `logconfig` > `ceflogheaders` sub command in the CLI. The CEF log entry appears in Consolidated Event Logs when you configure the 'Consolidated Event Logs' log subscription with "Custom Log Entries" or ""Custom Log Headers" (whichever is applicable) present in "Selected Log Fields." For more information, see Content Filters, Using Message Filters to Enforce Email Policies, and Logging.

Feature	Description
No Support for Cisco Secure Email Phishing Défense	From this release onwards, as of December 14, 2022, the Cisco Secure Email Phishing Defense (formerly known as Cisco Advanced Phishing Protection) feature will no longer be supported from Secure Email Cloud Gateway 14.3 onwards. For more details, click here. Contact Cisco Technical Assistance for further assistance. **Note** The above statement does not apply to existing users who have a valid license and are actively using the Cisco Secure Email Phishing Défense feature.
Custom User Role for AMP Configurations	The administrator can define a custom user role that provides access to AMP Configuration, AMP Reports, File Analysis Quarantine, and Message Tracking. The administrator can then assign this custom user role to the delegated administrator. The administrator can define the custom user role for AMP configurations in the following ways: • Navigate to **System Administrator** > **User Role** > **Add User Role** and select **No access** or **Full access** for the AMP Configurations field in the web interface. • Use the `userconfig` > `ROLE` sub command in the CLI and provide appropriate input for the AMP Configurations statement. For more information, see Distributing Administrative Tasks.
Using only User-defined Passphrases to open Password-protected Attachments	From this release onwards, you can choose to use only the user-defined passphrases created in your email gateway to open password-protected attachments in incoming and outgoing messages. You can configure this feature in any one of the following ways: • Use the **Apply User-defined Passwords Only** checkbox in the Security Services > Scan Behavior > Edit Global Settings page of the web interface. • Use the "`Do you want to apply user-defined passwords only? y/n`" statement under `scanconfig` > `protectedattachmentconfig` sub command in the CLI. For more information, see Configuring Scan Behavior .

Feature	Description
Integrating Secure Email Cloud Gateway with Threat Defense	The Threat Defense Connector client connects the Secure Email Cloud Gateway with the Secure Email Threat Defense to scan messages for Advanced Phishing and Spoofing. When you configure the Threat Defense Connector, the Secure Email Cloud Gateway sends a copy of the actual message as an attachment to the Threat Defense portal's message intake address. The message gets delivered to the user inbox, and advanced scanning completes in the Threat Defense portal. You can enable the Threat Defense Connector in any of the following ways: • From the **Security Services** > **Threat Defense Connector** page of the web interface. • Using the `threatdefenseconfig` command in the CLI. For more information, see Integrating Secure Email Cloud Gateway with Threat Defense.

Comparison of Web Interfaces, New Web Interface with Legacy Web Interface

The following table shows the comparison of the new web interface with the legacy interface:

Table 2: Comparison of New Web Interface with legacy interface

Web Interface Page or Element	New Web Interface	Legacy Web Interface
Landing Page	After you log in to the email gateway, the Mail Flow Summary page is displayed.	After you log in to the email gateway, the My Dashboard page is displayed.
Reports Drop-down	You can view reports for your email gateways from the Reports drop-down.	You can view reports for your email gateway from the **Monitor** menu.
My Reports Page	Choose **My Reports** from the Reports drop-down.	You can view the My Reports page from **Monitor** > **My Dashboard**.
Mail Flow Summary Page	The **Mail Flow Summary** page includes trend graphs and summary tables for incoming and outgoing messages.	The **Incoming Mail** includes graphs and summary tables for the incoming and outgoing messages.

Web Interface Page or Element	New Web Interface	Legacy Web Interface
Advanced Malware Protection Report Pages	The following sections are available on the **Advanced Malware Protection** report page of the Reports menu: • Summary • AMP File Reputation • File Analysis • File Retrospection • Mailbox Auto Remediation	The email gateway has the following **Advanced Malware Protection** report pages under **Montior** menu: • Advanced Malware Protection • AMP File Analysis • AMP Verdict Updates • Mailbox Auto Remediation
Outbreak Filters Page	The Past Year Virus Outbreaks and Past Year Virus Outbreak Summary are not available in the **Outbreak Filtering** report page of the new web interface.	The **Monitor** > **Outbreak Filters** page displays the Past Year Virus Outbreaks and Past Year Virus Outbreak Summary.
Spam Quarantines (Administrative and End Users)	Click **Quarantine** > **Spam Quarantine** > **Search** in the new web interface. The end users can access the spam quarantine using the URL: `https://example.com:<https-api-port>/euq-login` where `example.com` is the appliance hostname and `<https-api-port>` is the AsyncOS API HTTPS port opened on the firewall.	You can view spam quarantine from the **Monitor** > **Spam Quarantine** menu.
Policy, Virus and Outbreak Quarantines	Click **Quarantine** > **Other Quarantine** in the new web interface. You can only view Policy, Virus and Outbreak Quarantines in the new web interface.	You can view, configure and modify the Policy, Virus and Outbreak Quarantines on the email gateway using the **Monitor** > **Policy, Virus and Outbreak Quarantines**.
Select All Action for Messages in Quarantine	You can select multiple (or all) messages and perform a message action such as delete, delay, release, move, etc.	You cannot select multiple messages to perform a message action.
Maximum Download Limit for Attachments	The maximum limit for downloading attachments of a quarantined message is restricted to 25 MB.	-

Web Interface Page or Element	New Web Interface	Legacy Web Interface
Rejected Connections	To search for rejected connections, click **Tracking** > **Search** > **Rejected Connection** tab on the .	-
Query Settings	The Query Settings field of the Message Tracking feature is not available on the .	You can set the query timeout in the Query Settings field of the Message Tracking feature.
Message Tracking Data Availability	Click the gear icon on the upper right side of the page the web interface to access Message Tracking Data Availability page.	You can view the missing-data intervals for your email gateway.
Show Additional Details of Messages	You can view additional details of a message such as Verdict Charts, Last State, Sender Groups, Sender IP, IP Reputation Score and Policy Match details.	-
Verdict Charts and Last State Verdicts	Verdict Chart displays information of the various possible verdicts triggered by each engine in your email gateway. Last State of the message determines the final verdict triggered after all the possible verdicts of the engine.	Verdict Charts and Last State Verdicts of the messages are not available.
Message Attachments and Host Names in Message Details	Message attachments and host names are not displayed in the Message Details section of the message on the email gateway.	Message attachments and host names are displayed in the Message Details section of the message.
Sender Groups, Sender IP, IP Reputation Score and Policy Match in Message Details	Sender Groups, Sender IP, IP Reputation Score, and Policy Match details of the message is displayed in the Message Details section, on the email gateway.	Sender Groups, Sender IP, IP Reputation Score, and Policy Match of the message is not available in the Message Details section of the message.
Direction of the Message (Incoming or Outgoing)	Direction of the message (incoming or outgoing) is displayed in the message tracking results page, on the email gateway.	Direction of the message (incoming or outgoing) is not displayed in the message tracking results page.

Where to Find More Information

Cisco offers the following resources to learn more about your email gateway:

• Documentation , on page 7

Documentation

You can access the online help version of this user guide directly from the appliance GUI by clicking Help and Support in the upper-right corner.

The documentation set for the Cisco Secure Email Gateway includes the following documents and books:

- Release Notes
- Quick Start Guide for your Cisco Email Security Appliance model
- Hardware Installation or Hardware installation and maintenance guide for your model or series
- *Cisco Content Security Virtual Appliance Installation Guide*
- *User Guide for AsyncOS for Cisco Secure Email Gateway* (this book)
- *CLI Reference Guide for AsyncOS for Cisco Secure Email Gateway*
- AsyncOS API for Cisco Secure Email Gateway - Getting Started Guide

Documentation for all Cisco Content Security products is available from:

Documentation For Cisco Content Security Products	Location
Hardware and virtual appliances	See the applicable product in this table.
Cisco Email Security	http://www.cisco.com/c/en/us/support/security/email-security-appliance/tsd- products-support-series-home.html
Cisco Web Security	http://www.cisco.com/c/en/us/support/security/web-security-appliance/tsd-products- support-series-home.html
Cisco Content Security Management	http://www.cisco.com/c/en/us/support/security/content-security-management- appliance/tsd-products-support-series-home.html
CLI reference guide for Cisco Content Security appliances	http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-command-reference-list.html
Cisco IronPort Encryption	http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-command-reference-list.html

Training

More information about training is available from:

- http://www.cisco.com/c/en/us/training-events/training-certifications/supplemental-training/email-and-web-security.html
- http://www.cisco.com/c/en/us/training-events/training-certifications/overview.html

Cisco Notification Service

Sign up to receive notifications relevant to your Cisco Content Security Appliances, such as Security Advisories, Field Notices, End of Sale and End of Support statements, and information about software updates and known issues.

You can specify options such as notification frequency and types of information to receive. You should sign up separately for notifications for each product that you use.

To sign up, visit http://www.cisco.com/cisco/support/notifications.html

A Cisco.com account is required. If you do not have one, see Registering for a Cisco Account , on page 9.

Knowledge Base

Procedure

Step 1 Go to the main product page (http://www.cisco.com/c/en/us/support/security/email-security-appliance/tsd-products-support-series-home.html)

Step 2 Look for links with **TechNotes** in the name.

Cisco Support Community

The Cisco Support Community is an online forum for Cisco customers, partners, and employees. It provides a place to discuss general email and web security issues, as well as technical information about specific Cisco products. You can post topics to the forum to ask questions and share information with other Cisco users.

Access the Cisco Support Community on the Customer Support Portal at the following URLs:

- For email security and associated management:

  https://supportforums.cisco.com/community/5756/email-security

- For web security and associated management:

  https://supportforums.cisco.com/community/5786/web-security

Cisco Customer Support

Do not contact Cisco Customer Support for help with Cisco Secure Email Cloud Gateway. See the Cisco IronPort Hosted Email Security / Hybrid Hosted Email Security Overview Guide for information on getting support for Cloud/Hybrid Email Security appliances.

Cisco TAC: http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

Support site for legacy IronPort: http://www.cisco.com/c/en/us/services/acquisitions/ironport.html

For non-critical issues, you can also access customer support from the email gateway. For instructions, see the User Guide or online help.

Third Party Contributors

See Open Source licensing information for your release on this page: http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-release-notes-list.html .

Some software included within Cisco AsyncOS is distributed under the terms, notices, and conditions of software license agreements of FreeBSD, Inc., Stichting Mathematisch Centrum, Corporation for National Research Initiatives, Inc., and other third party contributors, and all such terms and conditions are incorporated in Cisco license agreements.

The full text of these agreements can be found here:

https://support.ironport.com/3rdparty/AsyncOS_User_Guide-1-1.html.

Portions of the software within Cisco AsyncOS is based upon the RRDtool with the express written consent of Tobi Oetiker.

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Cisco Welcomes Your Comments

The Cisco Technical Publications team is interested in improving the product documentation. Your comments and suggestions are always welcome. You can send comments to the following email address:

contentsecuritydocs@cisco.com

Please include the product name, release number, and document publication date in the subject of your message.

Registering for a Cisco Account

Access to many resources on Cisco.com requires a Cisco account.

If you do not have a Cisco.com User ID, you can register for one here: https://idreg.cloudapps.cisco.com/idreg/register.do

Related Topics

- Cisco Notification Service , on page 8
- Knowledge Base, on page 8

Cisco Secure Email Gateway Overview

The AsyncOS™ operating system includes the following features:

- **Anti-Spam** at the gateway, through the unique, multi-layer approach of SenderBase Reputation Filters and Cisco Anti-Spam integration.
- **Anti-Virus** at the gateway with the Sophos and McAfee Anti-Virus scanning engines.

- **Outbreak Filters**™, Cisco's unique, preventive protection against new virus, scam, and phishing outbreaks that can quarantine dangerous messages until new updates are applied, reducing the window of vulnerability to new message threats.
- **Policy, Virus, and Outbreak Quarantines** provide a safe place to store suspect messages for evaluation by an administrator.
- **Spam Quarantine** either on-box or off, providing end user access to quarantined spam and suspected spam.
- **Email Authentication**. Cisco AsyncOS supports various forms of email authentication, including Sender Policy Framework (SPF), Sender ID Framework (SIDF), and DomainKeys Identified Mail (DKIM) verification of incoming mail, as well as DomainKeys and DKIM signing of outgoing mail.
- Cisco **Email Encryption**. You can encrypt outgoing mail to address HIPAA, GLBA and similar regulatory mandates. To do this, you configure an encryption policy on the email gateway and use a local key server or hosted key service to encrypt the message.
- **Email Security Manager**, a single, comprehensive dashboard to manage all email security services and applications on the email gateway. Email Security Manager can enforce email security based on user groups, allowing you to manage Cisco Reputation Filters, Outbreak Filters, Anti-Spam, Anti-Virus, and email content policies through distinct inbound and outbound policies.
- **On-box message tracking**. AsyncOS for Email includes an on-box message tracking feature that makes it easy to find the status of messages that the E email gateway processes.
- **Mail Flow Monitoring** of all inbound and outbound email that provides complete visibility into all email traffic for your enterprise.
- **Access control** for inbound senders, based upon the sender's IP address, IP address range, or domain.
- Extensive **message and content filtering** technology allows you to enforce corporate policy and act on specific messages as they enter or leave your corporate infrastructure. Filter rules identify messages based on message or attachment content, information about the network, message envelope, message headers, or message body. Filter actions allow messages to be dropped, bounced, archived, blind carbon copied, or altered, or to generate notifications.
- **Message encryption via secure SMTP over Transport Layer Security** ensures messages traveling between your corporate infrastructure and other trusted hosts are encrypted.
- **Virtual Gateway**™ technology allows the email gateway to function as several email gateways within a single server, which allows you to partition email from different sources or campaigns to be sent over separate IP addresses. This ensures that deliverability issues affecting one IP address do not impact others.
- **Protection against malicious attachments and links** in email messages, provided by multiple services.
- Use **Data Loss Prevention** to control and monitor the information that leaves your organization.

AsyncOS supports RFC 2821-compliant Simple Mail Transfer Protocol (SMTP) to accept and deliver messages.

Most reporting, monitoring, and configuration commands are available through both the web-based GUI via HTTP or HTTPS. In addition, an interactive Command Line Interface (CLI) which you access from a Secure Shell (SSH) or direct serial connection is provided for the system.

You can also set up a Cisco Secure Email and Web Manager to consolidate reporting, tracking, and quarantine management for multiple E email gateways.

Related Topics

- Supported Languages, on page 10

Supported Languages

AsyncOS can display its GUI and CLI in any of the following languages:

- English
- French
- Spanish
- German
- Italian
- Korean
- Japanese
- Portuguese (Brazil)
- Chinese (traditional and simplified)
- Russian