Integrating with Cisco XDR

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Integrating your Email Gateway with Cisco XDR

Cisco XDR is a security platform embedded with every Cisco security product. It is cloud-native with no new technology to deploy. Cisco XDR simplifies the demands of threat protection by providing a platform that unifies visibility, enables automation, and strengthens your security across network, endpoints, cloud, and applications. By connecting technology in an integrated platform, Cisco XDR delivers measurable insights, desirable outcomes, and unparalleled cross-team collaboration. Cisco XDR enables you to expand your capabilities by connecting your security infrastructure.

Integrating the Email Gateway with Cisco XDR contains the following sections:

- How to Integrate your Email Gateway with Cisco XDR, on page 2
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You can integrate your email gateway with Cisco XDR, and perform the following actions in Cisco XDR:

- View and send the email data from multiple email gateways in your organization.
- Identify, investigate and remediate threats observed in the email reports, sender and target relationships, search for multiple email addresses and subject lines and message tracking.
- Block compromised users or users violating outgoing email policies.
- Resolve the identified threats rapidly and provide recommended actions to take against the identified threats.
- Document the threats to save the investigation and enable collaboration of information among other devices.

- Block malicious domains, track suspicious observances, initiate an approval workflow or to create an IT ticket to update email policy.

You can access Cisco XDR using the following URL:

https://xdr.us.security.cisco.com/login

Cisco Secure Email Gateway provides advanced threat protection capabilities to detect, block, and remediate threats faster, prevent data loss, and secure important information in transit with end-to-end encryption. For more information on observables that can be enriched by the ESA module, go to https://xdr.us.security.cisco.com/administration/integrations, navigate to the module to integrate with Cisco XDR and click **Get Started**.

How to Integrate your Email Gateway with Cisco XDR

Table 1: How to Integrate your Email Gateway with Cisco XDR

	Do This	More Info
Step 1	Review the prerequisites.	Prerequisites, on page 2
Step 2	As you are using the Smart Licensing mode, your email gateway is automatically enabled and registered with Cisco Cloud Services Portal.	-
Step 3	Confirm whether the registration was successful.	Confirm Whether the Registration was Successful, on page 3
Step 4	Enable Cisco XDR on your email gateway	Enabling Cisco XDR on Email Gateway, on page 4
Step 5	On Cisco XDR, add Cisco Secure Email Gateway Module.	For more information, go to https://xdr.us.security.cisco.com/administration/integrations, navigate to the required Cisco Secure Email Gateway module to integrate with Cisco XDR, click **Get Started**, and see the instructions on the page.

Prerequisites

Note If you already have a Cisco Threat Response user account, you do not need to create a Cisco XDR user account. You can log in to Cisco XDR using your Cisco Threat Response user account credentials.

- Make sure that you create a user account in Cisco XDR with admin access rights. To create a new user account, go to **Cisco XDR login** page using the URL https://xdr.us.security.cisco.com/login and click

Create a XDR Sign-on Account in the login page. If you are unable to create a new user account, contact Cisco TAC for assistance.

- Ensure that the configured DNS server can resolve the hostname you specified for accessing the email gateway.
- [Only if you are not using a proxy server .] Make sure that you open HTTPS (In and Out) 443 port on the firewall for the following FQDNs to register your email gateway with Cisco XDR:
  - api-sse.cisco.com (applicable for NAM users only)
  - api.eu.sse.itd.cisco.com (applicable for European Union (EU) users only)
  - api.apj.sse.itd.cisco.com (applicable for APJC users only)
  - est.sco.cisco.com (applicable for APJC, EU, and NAM users)

  For more information, see Firewall Information.
- [For users with smart licensing registered on the email gateway] Make sure you have already linked your smart account (created in Cisco Smart Software Manager portal) to security services exchange. For more information, see the following documentation at:
  - [Applicable for NAM users] https://admin.sse.itd.cisco.com/assets/static/online-help/index.html#!t_link_accounts.html
  - [Applicable for European Union (EU) users] https://admin.eu.sse.itd.cisco.com/assets/static/online-help/index.html#!t_link_accounts.html
  - [Applicable for APJC users] https://admin.apj.sse.itd.cisco.com/assets/static/online-help/index.html#!t_link_accounts.html

Confirm Whether the Registration was Successful

- On security services exchange, confirm successful registration by reviewing the status in security services exchange
- On Cisco XDR, navigate to the **Administration** > **On-Prem Appliances** page and view the ESA that has been registered with security services exchange.

Note If you want to switch to another Cisco XDR server (for example, 'Europe - api.eu.sse.itd.cisco.com'), follow steps mentioned in Reregistering Email Gateway with Cisco Cloud Services Portal, on page 4.

After you have integrated your email gateway with Cisco XDR, you do not need to integrate your Cisco Secure Manager Email and Web Gateway with Cisco XDR.

After successful registration of your email gateway on Security Services Excange, add the ESA Email module on Cisco XDR. For more information, go tohttps://xdr.us.security.cisco.com/administration/integrations, navigate to the module to integrate with Cisco XDR, click **Get Started**, and see the instructions on the page.

Enabling Cisco XDR on Email Gateway

Procedure

Step 1 Log in to your email gateway.

Step 2 Select **Networks** > **Cloud Service Settings**.

Step 3 Click **Edit Global Settings**.

Step 4 Check the **Enable** check box under Cisco XDR.

Step 5 Submit and commit your changes.

Reregistering Email Gateway with Cisco Cloud Services Portal

You can reregister your email gateway with the Cisco Cloud Services portal based on any one of the following scenarios:

- If you are unable to view or manage the devices (email gateways) added to the Cisco Cloud Services portal when you automatically register your email gateway with the Cisco Cloud Services portal.
- If your Smart Account and Cisco Cloud Services Account are not linked when you automatically register your email gateway with the Cisco Cloud Services portal.

You can also use the `cloudserviceconfig` > `reregister` sub command in the CLI to reregister your email gateway with the Cisco Cloud Services portal.

Before you begin

Make sure you have met the following prerequisites:

- Enabled Smart Software Licensing on your email gateway.
- Registered your email gateway with Cisco Smart Software Manager.

Procedure

Step 1 Go to **Networks** > **Cloud Service Settings** page on your email gateway.

Step 2 Click **Reregister**.

Note
After you click Reregister, you can choose whether you want to perform the task in either steps 3 or 4 or both depending on your requirement.

Step 3 [Optional] Choose the appropriate Cisco Secure server to connect your email gateway to the Cisco Cloud Services portal if your email gateway was automatically registered with an incorrect Cisco Secure server.

Step 4 [Optional] Enter the registration token obtained from the Cisco Cloud Services portal, if your email gateway was automatically registered with an incorrect Smart Account.

Step 5 Click **Submit**, the 'Confirm reregistration' dialog box appears only if you do not enter a registration token in step 4.

Step 6 Click **Submit** in the 'Confirm reregistration' dialog box to allow Cisco Cloud Services to use the token auto-generated from the Cisco Cloud Services portal with the Smart Account information to reregister your email gateway with the Cisco Cloud Services portal

Performing Threat Analysis using Cisco XDR Ribbon Plugin

Cisco XDR supports a distributed set of capabilities that unify visibility, enable automation, accelerate incident response workflows, and improve threat hunting. These distributed capabilities are available in the Cisco XDR Ribbon Plugin.

For information on Installing Cisco XDR Ribbon Plugin, see https://docs.xdr.security.cisco.com/Content/Ribbon/install-ribbon-extension.htm.

For information on investigating using Cisco XDR Ribbon plugin, see https://docs.xdr.security.cisco.com/Content/Ribbon/investigate-using-ribbon-extension.htm.

Example - Using Cisco XDR Ribbon Plugin through Secure Email Gateway NGUI

Perform the following steps to access the Cisco XDR Ribbon Plugin through new web interface of Secure Email Gateway:

Procedure

Step 1 Log in to the new web interface of your Secure Email Gateway.

Step 2 Choose **Monitoring** > **Mail Flow Details** > **Incoming Mails**.

Step 3 Select the **IP Addresses** tab.

Step 4 Select the IP address you want to investigate, right-click, and select **Cisco XDR**.

The Cisco XDR ribbon plugin is displayed.

Performing Remedial Actions on Messages in Cisco XDR

In Cisco XDR, you can now investigate and apply the following remedial actions on messages processed by your email gateway:

- Delete
- Forward
- Forward and Delete

Before you begin

Make sure you have met the following prerequisites before you perform remedial actions on messages in Cisco XDR:

- Enabled and registered your email gateway with the Cisco XDR server. For more information, see How to Integrate your Email Gateway with Cisco XDR, on page 2.
- Added your email gateway module to Cisco XDR and specified the Remediation Forwarding Address in Cisco XDR. For more information, go to https://xdr.us.security.cisco.com/administration/integrations, navigate to the required Cisco Secure Email Gateway module to integrate with Cisco XDR, click Add New Module, and see the instructions on the page.
- Enabled and configured the remediation profiles in the System Administration > Account Settings page in your email gateway. For more information, see Remediating Messages in Mailboxes.

Procedure

Step 1 Log in to Cisco XDR with your user credentials.

Step 2 Perform an investigation for threat analysis by entering required IOCs (for example, URLs, Email MessageID, and so on) in the Investigate panel and click **Investigate**. For more information, see the Investigate topic in the Help section at https://docs.xdr.security.cisco.com/Content/Investigate/investigate.htm.

Step 3 Select the required message based on the investigation results using the corresponding **Cisco Message ID** or **Email MessageID** . For more information, see the Investigate topic in the Help section at https://docs.xdr.security.cisco.com/Content/Investigate/investigate.htm.

Step 4 Click the pivot menu button next to the Cisco Message ID or Email MessageID and select the required remedial action (for example, 'Forward'). For more information, see the Investigate topic in the Help section at https://docs.xdr.security.cisco.com/Content/pivot-menu.htm.

Improving User Experience of Email Gateway using Cisco Success Network

Overview

You can use the Cisco Success Network (CSN) feature to send your email gateway and feature usage details to Cisco. These details are used by Cisco to identify the email gateway version and the features activated but not enabled on your email gateway.

The ability to send your email gateway and feature usage details to Cisco helps an organization to:

- Improve the effectiveness of the product in user networks by performing analytics on collected telemetry data and suggesting users with recommendations using a digital campaign.
- Improve user experience with email gateway.

The following table shows a sample data of email gateway and feature usage details sent to Cisco:

Statistics	Sample Data
Email Gateway Details	
UID	4215XXXXXXXXXXXXXXX-XXXXXXXXXXX
Model	C100V
sIVAN	Email Gateway (for a smart license)
Deployment	Cluster/Standalone.
userAccountID	Enter SLPIID (in smart license)
Version	1X.X.X-XXX
Install Date	1582535814000 (milli-seconds since epoch)
Feature Information	
Name	Email Gateway Feature
Enabled	Yes
Status	In Compliance
Expiry Date	1831591683 (seconds since epoch)
Feature ID	a4deXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXX

Related Topics

- Enabling CSN on Email Gateway, on page 7
- Disabling CSN on Email Gateway, on page 8

Enabling CSN on Email Gateway

Before you begin

Make sure that you enable and register your email gateway with the Cisco Cloud Service Portal. For more information, see How to Integrate your Email Gateway with Cisco XDR, on page 2.

Procedure

Step 1 Go to **Security Services** > **Cloud Service Settings**.

Step 2 Click **Edit Global Settings**.

Step 3 Check the **Enable** checkbox under Cisco Success Network.

Step 4 Submit and commit your changes.

Disabling CSN on Email Gateway

Procedure

Step 1 Go to **Security Services** > **Cloud Service Settings**.

Step 2 Click **Edit Global Settings**.

Step 3 Uncheck the the **Enable** checkbox under Cisco Success Network.

Step 4 Submit and commit your changes.