

# Gateway

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# SMTP TLS Settings

It's important to set SMTP TLS in order to transmit e-mail messages between your Hermes SEG machine and other e-mail servers with TLS encryption.

By default, SMTP TLS support in Hermes SEG is disabled. In this section you can enable Hermes SEG TLS support as well as associate the SSL certificate you previously imported or requested.

Hermes SEG supports two SMTP TLS methods:

## Opportunistic TLS

In this mode, any time a remote SMTP server makes a connection, Hermes SEG announces that it supports STARTTLS, however it does not require TLS encryption. This mode, is the recommended mode if you need TLS encryption.

## Mandatory TLS

In this mode, any time a remote SMTP server makes a connection, Hermes SEG announces STARTTLS and it will NOT accept email without TLS encryption. **This mode should NEVER be used on a public Internet facing Hermes SEG.**

Before you can set **SMTP TLS**, you must first have either imported or requested a SSL Certificate in the **System --> System Certificates** section for the **Hostname** and **Primary Domain Name** you set in the **System --> Network Settings**.

- Set the **SMTP TLS Mode** drop-down to **Opportunistic TLS** or **Mandatory TLS** as required.
- The **SMTP TLS Certificate** field is pre-populated with the **system-self-signed** certificate. If you wish to use a SSL certificate you set in the **System Certificates** section above, simply delete the **system-self-signed** entry and start typing the friendly name of the certificate you setup previously that matches the **Hostname** and **Primary domain Name** you set in the **Network Settings**. The system will locate the certificate and display it in a drop-down list. Click on the certificate and the system will automatically populate all the rest of the Certificate fields such as the Subject, Issuer, Serial and Type ( **Figure 1**):

**Figure 1**

**SMTP TLS Certificate**

  
**mycertificate**  
=== DO NOT DELETE ===

- Click the **Submit** button (**Figure 2**):

**Figure 2**

**SMTP TLS Settings**

[+ Add Domain](#)

**SMTP TLS Mode**

Opportunistic TLS (Recommended) ▼

**⚠ Do NOT select the system-self-signed Certificate**

**SMTP TLS Certificate**

mycertificate

**Certificate Subject**

CN = mycel.mydomain.com

**Certificate Issuer**

C = US, O = Let's Encrypt, CN = R3

**Certificate Serial**

14B4F1503E3A27A5300A1007C8E1000F

**Certificate Type**

Acme

[Submit](#)

# Verify TLS Encryption and Certificate

The easiest way to verify whether or not your Hermes SEG TLS encryption is working correctly as well as verify the certificates you installed, is to go to <https://www.checktls.com/TestReceiver> and run the TestReceiver test.

## TLS Encryption Policies

Hermes SEG allows you to create a policy to force TLS encryption when sending/receiving email from specific remote domains. TLS encryption along with S/MIME, PDF or PGP encryption will allow for the absolute best security.

- Before attempting to force TLS encryption for a specific remote domain, you must first ensure that the remote domain's SMTP hosts are able to support TLS encryption.
- Send a test email to a recipient on the remote domain.
- Navigate to **System --> System Logs**.
- In the **Simple Search** section, under the **Search Text** field, enter the email address of the recipient and press the **Go** button.
- In the search results, look for a line similar to the one below where **smtp.remotedomain.tld** is the remote smtp server hostname:

```
1872E41D60: to=<someone@domain.tld>, relay=server.remotedomain.tld[75.xxx.xxx.xxx]:25,
delay=0.52, delays=0.05/0/0.17/0.29, dsn=2.0.0, status=sent (250 2.0.0 Ok: queued as
46C274158E)</someone@domain.tld>
```

- Next, again in the **Simple Search** section, under the **Search Text** field, enter the following string and press the **Go** button where **server.remotedomain.tld** is the smtp server hostname from above:

```
Host offered STARTTLS: [server.remotedomain.tld]
```

- If you find **Host offered STARTTLS** for the hostname you searched in the logs then it's pretty safe to assume that the remote smtp server support TLS encryption and you can proceed with adding the remote domain.
- Click the **Add Domain** button and in the resultant window, enter the remote domain in the **Domain** field (if you add a "." in front of the domain, it will encompass the primary domain and any subdomains. **Example: .remote.domain.tld**), enter a note for your own use in the **Note** field and click the **Submit** button (**Figure 3**):

**Figure 3**

## Add SMTP TLS Policy Domain

### Domain

**⚠** Adding a "." in front of the domain will encompass the domain and all subdomains Ex: .domain.tld

### Note

# Relay Host

Normally, Hermes SEG delivers email directly to remote SMTP hosts over the Internet. Sometimes, this configuration may not work for certain scenarios. For example, your ISP may not allow outbound SMTP over port TCP/25.

In those scenarios it is necessary to configure a Relay Host e.g., an external SMTP host that will receive emails from your Hermes SEG and relay them to their final destination.

## Enable Relay Host

1. Select the **Relay Host Enabled** option (**Figure 1**).

**Figure 1**

- Relay Host Enabled**
- Relay Host Disabled (Default)**

2. Selecting the **Relay Host Enabled** option from Step 1, will enable the options **Relay Host Authentication Required** and **Relay Host Authentication NOT Required** options below (**Figure 2**)

**Figure 2**

- Relay Host Authentication Required**
- Relay Host Authentication NOT Required (Default)**

## Relay Host Requires Authentication

1. Select the **Relay Host Authentication Required** option (**Figure 3**).

**Figure 3**

- Relay Host Authentication Required**
- Relay Host Authentication NOT Required (Default)**

2. Selecting Relay Host Authentication Required from Step 1, will enable the **Relay Host Username** and the **Relay Host Password** fields below (**Figure 4**).

**Figure 4**

Relay Host Host FQDN

Relay Host Host Port Number (Default is 25. Change only if Relay Host requires different port number)

Relay Host Username (Required only if Relay Host Requires Authentication)

Relay Host Password (Required only if Relay Host Requires Authentication)

Save Settings

3. Enter the relay host FQDN hostname or IP address in the **Relay Host Host FQDN** field.
4. If the relay host requires a port other than 25, enter it in the **Relay Host Port Number**. Otherwise, leave it at default 25.
5. Enter the relay host **username** in the **Relay Host Username** field and enter the **password** for that username in the **Relay Host Password** field and click on the **Save Settings** button (**Figure 5**).

**Figure 5**

Relay Host Host FQDN

Relay Host Host Port Number (Default is 25. Change only if Relay Host requires different port number)

Relay Host Username (Required only if Relay Host Requires Authentication)

Relay Host Password (Required only if Relay Host Requires Authentication)

Save Settings

6. Click on the **Apply Settings** button on the bottom of the page for your changes to take effect (**Figure 6**)

**Figure 6**

Apply Settings

# Relay Host does NOT Require Authentication

1. Select the **Relay Host Authentication NOT Required** option (**Figure 7**).

**Figure 7**

- Relay Host Authentication Required
- Relay Host Authentication NOT Required (Default)

2. Selecting Relay Host Authentication NOT Required from Step 1, will disable the **Relay Host Username** and the **Relay Host Password** fields below (**Figure 8**).

**Figure 8**

Relay Host Host FQDN

Relay Host Host Port Number (Default is 25. Change only if Relay Host requires different port number)

Relay Host Username (Required only if Relay Host Requires Authentication)

Relay Host Password (Required only if Relay Host Requires Authentication)

Save Settings

3. Enter the relay host FQDN hostname or IP address in the **Relay Host Host FQDN** field.
4. If the relay host requires a port other than 25, enter it in the **Relay Host Port Number**. Otherwise, leave it at default 25.
5. Click on the **Save Settings** button (**Figure 9**).

**Figure 9**

Relay Host Host FQDN

host.remotedomain.tld

Relay Host Host Port Number (Default is 25. Change only if Relay Host requires different port number)

2525

Relay Host Username (Required only if Relay Host Requires Authentication)

Relay Host Password (Required only if Relay Host Requires Authentication)



Save Settings

6. Click on the **Apply Settings** button on the bottom of the page for your changes to take effect (**Figure 10**).

## Figure 10

✔ Settings Saved!! You **MUST** click the Apply Settings button in order for your changes to take effect

---

Apply Settings

# Relay Domains

In order for Hermes SEG to deliver email, you must first set the domain(s) that Hermes SEG will process email for along with their corresponding email server(s). You can add as many domains and email servers as required. An email server can be configured as an IP address or a Host Name as long as the Hermes SEG can reach it over Port TCP/25. Multiple domains can be pointed to the same email server if necessary.

## Add Relay Domain with IP Address Destination

1. Under the **Relay Domain Destination Type**, select the **IP Address Destination** option.
2. In the **Relay Domain** field enter the domain name and in the **Dest IP** fields, enter the email server's IP address and click the **Add** button (**Figure 1**).

**Figure 1**

### Administration Console Firewall Settings

Your IP Address is: 192.168.1.1

#### Firewall Status

- Enabled (Only Specified IP Addresses Allowed. **DO NOT Enable unless your IP Address is allowed**)
- Disabled (All IP Addresses Allowed)

Save Settings

3. After adding a Relay Domain and IP Address Destination, the entry will show up below the **Edit/Delete domains & Destinations** section (**Figure 2**).

**Figure 2**

#### Edit/Delete Domains & Destinations

Domain	Destination	Edit	Delete
datacenter.com	edge.messaging.com		Cannot delete. Must remove existing internal recipients assigned to domain
brainpilot.com	192.168.0.1		Cannot delete. Must remove existing internal recipients assigned to domain
ring-systems.com	edgeexchange.messaging.com		Cannot delete. Must remove existing internal recipients assigned to domain
communications.com	192.168.0.123		Cannot delete. Must remove existing internal recipients assigned to domain
domain-registry.com	192.168.0.124		Cannot delete. Must remove existing internal recipients assigned to domain
corp.com	edge.messaging.com		Cannot delete. Must remove existing internal recipients assigned to domain
domain.com	edge.messaging.com		✗
domain.tld	192.168.0.100		✗

## Add Relay Domain with Host Name Destination

1. Under the **Relay Domain Destination Type**, select the **Host Name Destination** option.
2. In the **Relay Domain** field enter the domain name, in the **Dest Host Name** field, enter the email server's Host Name part of the FQDN address (without the domain part), in the **Dest Host Domain** field, enter the email server's domain part of the FQDN address and then click the **Add** button (**Figure 3**).

**Figure 3**

Advanced Search

Search Mode	Search Text 1	Search Text 2
DATE/TIME ONLY		
Start Date	Start Time	End Date
3/1/2017	10:15 AM	6/15/2017
		End Time
		11:59 PM
		Go

Displaying 1 through 100 out of 627086 total Entries.

[Next 100 Entries >>](#)

Date/Time	Message	Facility
06/15/2017 23:59:51	7FA6140C08: to=, relay=hdgexchange.deeztek.com[192.168.40.201]:25, delay=3.3, delays=0.01/0.02 /0/3.3, dsn=2.6.0, status=sent (250 2.6.0 <20170616040005.12EEB402C3@smtp.glaucomaexpert.com> [InternalId=34084] Queued mail for delivery)	SMTP CLIENT
06/15/2017 23:59:48	Host offered STARTTLS: [hdgexchange.deeztek.com]	SMTP CLIENT
06/15/2017 23:59:48	disconnect from localhost[127.0.0.1]	SMTP SERVICE
06/15/2017 23:59:48	7FA6140C08: from=, size=1598, nrcpt=1 (queue active)	QUEUE SERVICE
06/15/2017 23:59:48	7FA6140C08: client=localhost[127.0.0.1], orig_client=smtp.glaucomaexpert.com[74.92.146.137]	SMTP SERVICE
06/15/2017 23:59:48	7FA6140C08: message-id=<20170616040005.12EEB402C3@smtp.glaucomaexpert.com>	SMTP CLEANUP SERVICE
06/15/2017 23:59:48	4790840BCC: removed	QUEUE SERVICE
06/15/2017 23:59:48	connect from localhost[127.0.0.1]	SMTP SERVICE
06/15/2017 23:59:48	4790840BCC: to=, relay=127.0.0.1[127.0.0.1]:10021, delay=1.2, delays=0.04/0.02/0/1.1, dsn=2.6.0, status=sent (250 2.6.0 from MTA(smtp:[127.0.0.1]:10025): 250 2.6.0 Message received)	SMTP CLIENT

3. After adding a Relay Domain and Host Name Destination, the entry will show up below the **Edit/Delete domains & Destinations** section (**Figure 4**).

Figure 4

Edit/Delete Domains & Destinations

Domain	Destination	Edit	Delete
hdgexchange.deeztek.com	hdgexchange.deeztek.com		Cannot delete. Must remove existing internal recipients assigned to domain
192.168.0.100	192.168.0.100		Cannot delete. Must remove existing internal recipients assigned to domain
smtp.glaucomaexpert.com	smtp.glaucomaexpert.com		Cannot delete. Must remove existing internal recipients assigned to domain
smtp.glaucomaexpert.com	smtp.glaucomaexpert.com		Cannot delete. Must remove existing internal recipients assigned to domain
smtp.glaucomaexpert.com	smtp.glaucomaexpert.com		Cannot delete. Must remove existing internal recipients assigned to domain
smtp.glaucomaexpert.com	smtp.glaucomaexpert.com		Cannot delete. Must remove existing internal recipients assigned to domain
smtp.glaucomaexpert.com	smtp.glaucomaexpert.com		Cannot delete. Must remove existing internal recipients assigned to domain
domain.tld	192.168.0.100		
domain2.tld	server.domain.tld		

# Edit Existing Relay Domain Mapping

1. Click on the edit icon under the **Edit** column of the **Domain** you wish to edit.

2. On the **Edit Existing Relay Domain Mapping** page, select either the **IP Address Destination** or the **Host Name Destination** option (**Figure 5**).

**Figure 5**

### Edit Existing Relay Domain Mapping

Select the type of Destination you are adding and then fill out the corresponding information in the fields below.

- IP Address Destination
- Host Name Destination

### IP Address Destination

Selecting **IP Address Destination** will enable the IP Address Destination entry. Enter the IP Address of the destination email server under the **Dest IP** field and click the **Edit** button to save your changes (**Figure 6**). Note that the **Relay Domain** field is already pre-filled and cannot be changed.

**Figure 6**

### Edit Existing Relay Domain Mapping

Select the type of Destination you are adding and then fill out the corresponding information in the fields below.

- IP Address Destination
- Host Name Destination

#### IP Address Destination

Relay Domain

domain.tld

Dest IP

.  .  .

### Host Name Destination

Selecting Host name Destination will enable the Host Name Destination entry. Enter the host name (without the domain) of the destination email server under the **Dest Host Name** field, enter the domain of the destination email server under the **Dest Host Domain** field and click the **Edit** button to save your changes (**Figure 7**). Note that the **Relay Domain** field is already pre-filled and cannot be changed.

**Figure 7**

## Edit Existing Relay Domain Mapping

Select the type of Destination you are adding and then fill out the corresponding information in the fields below.

- IP Address Destination  
 Host Name Destination

### IP Address Destination

Relay Domain:

Dest IP:  .  .  .

### Host Name Destination

Relay Domain:

Dest Host Name:  . Dest Host Domain:

3. When finished making your changes, click on the **Back to Relay Domains** button on the bottom of the page to return to the **Relay Domains** page (**Figure 8**).




**Figure 8**

## Delete Existing Relay Domain Mapping

**Note:** Deleting existing Relay Domain mappings can only be accomplished if there are no existing Internal Recipients assigned to that domain. If there are existing Internal Recipients assigned to the domain, you will receive the following message under the Delete column of the Edit/Delete Domains & Destination section (**Figure 9**). In order to delete the domain, you must first navigate to Gateway --> Internal Recipients, delete all the Internal Recipients for that domain and then return to this section to delete the domain.

**Figure 9**

Edit/Delete Domains & Destinations

Domain	Destination	Edit	Delete
helen@helen.com	helen@helen.com		Cannot delete. Must remove existing internal recipients assigned to domain
bram@bram.com	bram@bram.com		Cannot delete. Must remove existing internal recipients assigned to domain
john@john.com	john@john.com		Cannot delete. Must remove existing internal recipients assigned to domain
john@john.com	192.168.1.100		Cannot delete. Must remove existing internal recipients assigned to domain
john@john.com	192.168.1.100		Cannot delete. Must remove existing internal recipients assigned to domain
john@john.com	john@john.com		Cannot delete. Must remove existing internal recipients assigned to domain
john@john.com	john@john.com		


1. Click on the  icon under the Delete column of the Domain you wish to delete.
2. On the confirmation page, click on the **Yes** button to proceed with deleting the domain. Clicking on the **No** button will take you back to the **Relay Domains** page (**Figure 10**).

Figure 10

Are you sure you want to delete this Relay Domain?

# Relay IPs & Networks

In this section, you can add which individual IPs or networks will be allowed to send (relay) email through Hermes SEG.

**Best security practice is to never allow entire networks to send email through Hermes SEG and instead only allow specific IPs.**

## Add Relay IP

1. Under the **Select the type of entry...** section, Select **IP Address** option.
2. Under the **IP** field, enter the IP Address that you want to allow.
3. Under the **Note** field, enter a note identifying the IP address and click the **Add** button ( **Figure 1**).

**Figure 1**

**Relay IPs/Networks**  
**Add Relay IPs/Networks**  
Select the type of entry (IP Address or Network) you wish to add below and proceed adding your entry into the Permitted Relay IPs/Networks.

IP Address  
 Network

IP: 192 . 168 . 000 . 100      Note: Exchange\_Server      Add

4. Each IP address you add shows up in the **Permitted Relay IPs/Network to be added** section (**Figure 2**)

**Figure 2**

**Permitted Relay IPs/Networks to be added**

192.168.0.100 ---> Exchange\_Server ---> TO BE ADDED

Cancel All Add

✔ IP Address ready to be added. Please click the **Apply Settings** to add the IP Address to the system and apply your changes

5. Continue adding IP addresses as needed. When finished, click on the **Apply Settings** button on the bottom of the page (**Figure 3**).

**Figure 3**

Apply Settings

# Add Relay Network

1. Under the **Select the type of entry...** section, Select **Network** option.
2. Under the **Network** field, enter the Network Address that you want to allow.
3. Under the **Network Mask** drop-down field, select the mask (subnet mask) of the network
4. Under the **Note** field, enter a note identifying the network address and click the **Add** button (**Figure 4**).

**Figure 4**

## Relay IPs/Networks

### Add Relay IPs/Networks

Select the type of entry (IP Address or **Network**) you wish to add below and proceed adding your entry into the Permitted Relay IPs/Networks.

- IP Address
- Network

IP     Note

Network     Network Mask  Note

5. Each network address you add shows up in the **Permitted Relay IPs/Network to be added** section (**Figure 5**)

**Figure 5**

### Permitted Relay IPs/Networks to be added

192.168.0.0/24 ---> Lan\_Net --> TO BE ADDED

Cancel All Add

✔ Network Address ready to be added. Please click the Apply Settings to add the Network Address to the system and apply your changes

6. Continue adding Network addresses as needed. When finished, click on the **Apply Settings** button on the bottom of the page (**Figure 6**).

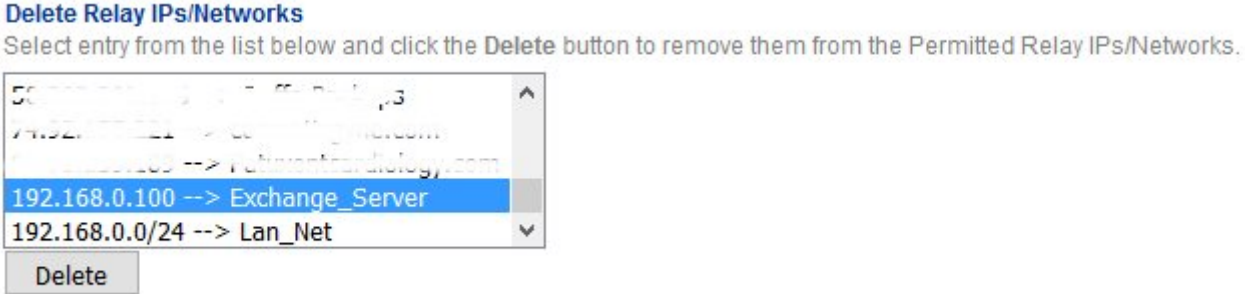
**Figure 6**

Apply Settings

# Delete Relay IPs/Networks

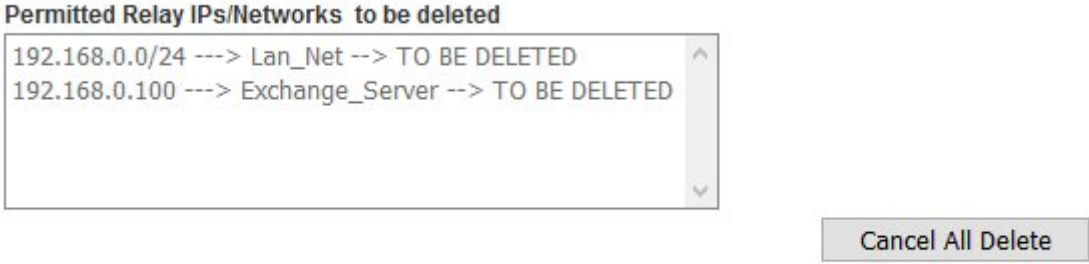
1. Under the **Delete Relay IPs/Networks** section, select the entry you wish to delete and click the **Delete** button below (**Figure 6**). **Note that only one entry can be selected to be deleted at a time.**

Figure 6



2. Each entry you select to be deleted shows up in the **Permitted Relay IPs/Network to be deleted** section (**Figure 7**).

Figure 7



✓ *IP/Network Address ready to be deleted. Please click the Apply Settings to apply your changes*

3. Continue selecting entries to be deleted as needed. When finished, click on the **Apply Settings** button on the bottom of the page (**Figure 8**).

Figure 8

Apply Settings



# Internal Recipients

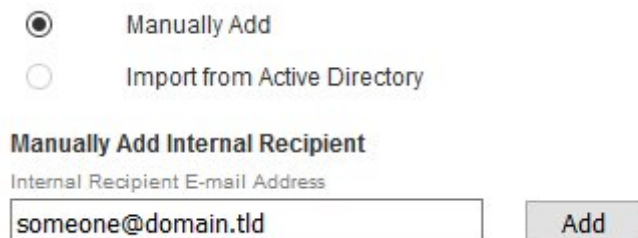
Hermes SEG requires a listing of Internal Recipients in order to process incoming email and deliver that email to the correct recipient mailboxes which are located on an email server(s) which must be previously specified in the **Gateway --> Relay Domains**. The system will ONLY allow you to add recipients with domains that are specified in the in the **Gateway --> Relay Domains**.

## Manually Add Internal Recipients

This method will allow you to add Internal Recipients manually one by one. Hermes SEG also supports automatic import of recipients via AD (Active Directory) but that feature is only available with Hermes SEG Pro License. If you have a SEG Pro License and you wish to utilize AD Recipient import, please see **Import Internal Recipients from Active Directory** section below.

1. Ensure the **Manually Add** option is selected.
2. Under the **Manually Add Internal Recipient** section, enter a valid email address in the **Internal Recipient E-mail Address** field and click the **Add** button (**Figure 1**).

**Figure 1**



Manually Add  
 Import from Active Directory

**Manually Add Internal Recipient**  
Internal Recipient E-mail Address

3. Each Internal Recipient you add shows up in the **Internal Recipients to be added** section (**Figure 2**)

**Figure 2**

#### Internal Recipients to be added

Cancel All Add

✔ *Recipient ready to be added. Please click the Apply Settings to add the recipient to the system and apply your changes*

- Continue adding Internal Recipients as needed. When finished, click on the **Apply Settings** button on the bottom of the page (**Figure 3**).

**Figure 3**

Apply Settings

- If you make a mistake, click on the **Cancel All Add** button to cancel (**Figure 4**).

**Figure 4**

Cancel All Add

## Import Internal Recipients from Active Directory

This method will allow you to add Internal Recipients automatically via an AD (Active Directory) connection. **Please note, this feature is ONLY available if you have a Hermes SEG Pro License.**

In order to import Internal Recipients via AD (Active Directory), you must have previously created an AD connection under **System --> AD Integration**.

**Note: Only once an AD connection is created, the Import from Active Directory option will become enabled.**

- Select the **Import from Active Directory** option under the **Add Internal Recipients** section.
- Selecting the **Import from Active Directory** option will automatically populate the **Import Internal Recipients from Active Directory** drop-down containing the Active

Directory connection(s) you previously added (**Figure 5**).

## Figure 5

### Internal Recipients

#### Add Internal Recipients

Select whether to import Internal Recipients from Active Directory or manually add. Import from Active Directory is only enabled if there are existing Active Directory connections. Connections can be added in the [Active Directory Connections](#) section.

- Manually Add  
 Import from Active Directory

#### Manually Add Internal Recipient

Internal Recipient E-mail Address

Add

#### Import Internal Recipients from Active Directory

Import from Active Directory Connection

Import

3. Ensure the correct connection is selected from the drop-down and click the **Import** button.
4. The **Internal Recipients to be added** section, will automatically be populated with SMTP address(es) from Active Directory (**Figure 6**)

## Figure 6

#### Internal Recipients to be added

cdwvards@dustatel.com ---> TO BE ADDED	▲
cdwvards@dustatel.com ---> TO BE ADDED	
cdwvards@dustatel.com ---> TO BE ADDED	
cdwvards@dustatel.com ---> TO BE ADDED	
cdwvards@dustatel.com ---> TO BE ADDED	
cdwvards@dustatel.com ---> TO BE ADDED	▼

Cancel All Add

5. Click the **Apply Settings** button at to the bottom of the page (**Figure 7**).

## Figure 7

Apply Settings

6. If you make a mistake, click on the **Cancel All Add** button to cancel (**Figure 8**).

## Figure 8

Cancel All Add

# Filter Internal Recipients

Setting a filter will assist you in narrowing down specific recipients by email address or domain in order to manage them easily.









1. In the Filter By field, enter a complete or partial email address or domain and click the **Set Filter** button. If any matches are found, the **Existing Internal Recipients** listing will be populated with **only the entries matching the filter you set (Figure 9)**.

**Figure 9**

Filter By

**Existing Internal Recipients**

Displaying 1 through 4 out of 4 total internal recipients. Internal recipients shown in bold red are marked for deletion.

Recipient	Recipient Settings	Report Settings	Delete
joe@domain.tld			<b>✗</b>
mary@domain.tld			<b>✗</b>
someone@domain.tld			<b>✗</b>
someoneelse@domain.tld			<b>✗</b>

2. You can clear a filter you set by clicking the **Clear Filter** button at any time (**Figure 9**).


## Edit Internal Recipient Settings

When Internal Recipients are added, by default, they are not allowed to **Train the Bayes Filter** and they are not allowed to **Download Messages** from the User Self-Service Portal.

Training the Bayes Filter should ONLY be performed by individuals who have a firm grasp on the concepts of Spam, Ham, marketing email etc. **Incorrectly training the Bayes Filter will have bad consequences on ALL of the users of your system.** Thus, it's highly recommended not to allow individuals to train the Bayes Filter.

**Note: Setting Recipient Can Train Bayes Filter from User Portal will have no effect unless the Bayes Database is set to Enabled under Content Checks --> Antispam Settings.**

**Additionally, allowing users to Download Messages from the the User Self-Service Portal can expose those users to malware from infected messages.** Thus, it's highly recommended not to allow individuals to download messages.

1. Click on the  icon under the **Recipient Settings** column of the Internal Recipient you wish to edit.
2. In the **Recipient Settings** page, select the option(s) you want to enable for this recipient by selecting **Yes** on the corresponding option and click on the **Save Settings** button (**Figure 10**).

## Figure 10

Recipient Can Train Bayes Filter from User Portal (In order to take effect, Bayes Database must be Enabled in [Antispam Settings](#))

- No (Recommended)  
 Yes

Recipient Can Download Messages from User Portal (**WARNING:** Setting to Enabled can expose users to malware from infected messages)

- No (Recommended)  
 Yes

Save Settings


3. Once finished, click on the **Back to Recipients** button on the bottom of the page (**Figure 11**).

## Figure 11

Back to Recipients

# Edit Internal Recipient Report Settings

Every night starting at 12:30 a.m., Hermes SEG sends Daily Quarantine Reports to all the Internal Recipients in the system. The Daily Quarantine Reports functionality is two fold. First, it provides customized links to the **User Self-Service Portal** for the particular recipient and if any messages that were destined for that recipient were quarantined, they are also included in the report. This default functionality can be changed by editing the **Internal Recipient Report Settings**.

1. Click on the  icon under the **Report Settings** column of the Internal Recipient you wish to edit.
2. In the **Quarantine Report Settings** page, select the option(s) you want to enable for this recipient by selecting the corresponding option.

## Enable Quarantine Reports Regardless if quarantined messages exist

This option is the default option the system sets when an Internal Recipient is added to the system. With this option set, Hermes SEG will send a quarantined report of the previous day's quarantined messages to the recipient. If there are no quarantined messages from the previous day, the report will be empty (**Figure 12**).

## Figure 12

### Enable Quarantine Reports

- YES (Only if quarantined messages exist)
- YES (Regardless if quarantined messages exist)
- No

### Quarantine Report Frequency

Daily (Previous Day's Quarantine Report) ▾

## Enable Quarantine Reports Only if quarantined messages exist

By setting this option Hermes SEG will only send a quarantine report only if there are quarantined messages for that recipient. If there are no quarantined messages, Hermes SEG will not send a report. Setting this option will also enable you to set the **Quarantine Report Frequency**. The **Quarantined Report Frequency** can be set as follows (**Figure 13**):

- **Daily**. Report will contain the previous day's quarantined messages.
- **Every 2 Hours**. Report will contain the current day's quarantined messages.
- **Every 4 Hours**. Report will contain the current day's quarantined messages.
- **Every 8 Hours**. Report will contain the current day's quarantined messages.

**Figure 13**

### Enable Quarantine Reports

- YES (Only if quarantined messages exist)
- YES (Regardless if quarantined messages exist)
- No

### Quarantine Report Frequency

Daily (Previous Day's Quarantine Report) ▾  
Daily (Previous Day's Quarantine Report)  
Every 2 Hours (Current Day's Quarantine Report)  
Every 4 Hours (Current Day's Quarantine Report)  
Every 8 Hours (Current Day's Quarantine Report)

Save Settings

The drawback of this option is users will not have links to the User Self-Service Portal unless there are quarantined messages for that particular recipient. If you set this option for any recipients, they should be advised to save any previous quarantine reports as a gateway to the User Self-Service Portal.

## Disable Quarantine Reports

By setting the **NO** option, Hermes SEG will not send a quarantine report for that recipient regardless if quarantined messages exist or not. This option is not recommended unless you have a special need for a specific recipient (**Figure 14**).

**Figure 14**

#### Enable Quarantine Reports

- YES (Only if quarantined messages exist)
- YES (Regardless if quarantined messages exist)
- No

#### Quarantine Report Frequency

Daily (Previous Day's Quarantine Report) ▾

Save Settings

- When finished setting the options needed, click on the **Save Settings** button (**Figure 15**).

**Figure 15**

Save Settings


- Click on the **Back to Recipients** button to return to the Internal Recipients page (**Figure 16**).

**Figure 16**

Back to Recipients

## Delete Internal Recipients

**Note: Deleting Internal Recipients is irreversible. Additionally, deleting an Internal Recipient will also delete any recipient certificates, any recipient block/allow entries and any virtual recipients assigned to that internal recipient.**

- Click on the  icon on the **Delete** column of the particular recipient you wish to delete.
- The Recipient email address will turn red under the Recipient column (**Figure 17**).

**Figure 17**

## Existing Internal Recipients

Displaying 1 through 4 out of 4 total internal recipients. Internal recipients shown in bold red are marked for deletion.

Recipient	Recipient Settings	Report Settings	Delete
<b>joe@domain.tld</b>			
mary@domain.tld			
<b>someone@domain.tld</b>			
someoneelse@domain.tld			

Cancel All Delete

✔ Recipient marked for deletion. Please click the Apply Settings button below to apply your changes

- Repeat for any additional recipients you wish to delete and then click on the **Apply Settings** button to delete the recipients from the system (**Figure 18**).

### Figure 18

Apply Settings

- If you make a mistake, click on the **Cancel All Delete** button to cancel (**Figure 19**).

### Figure 19

Cancel All Delete

# Virtual Recipients

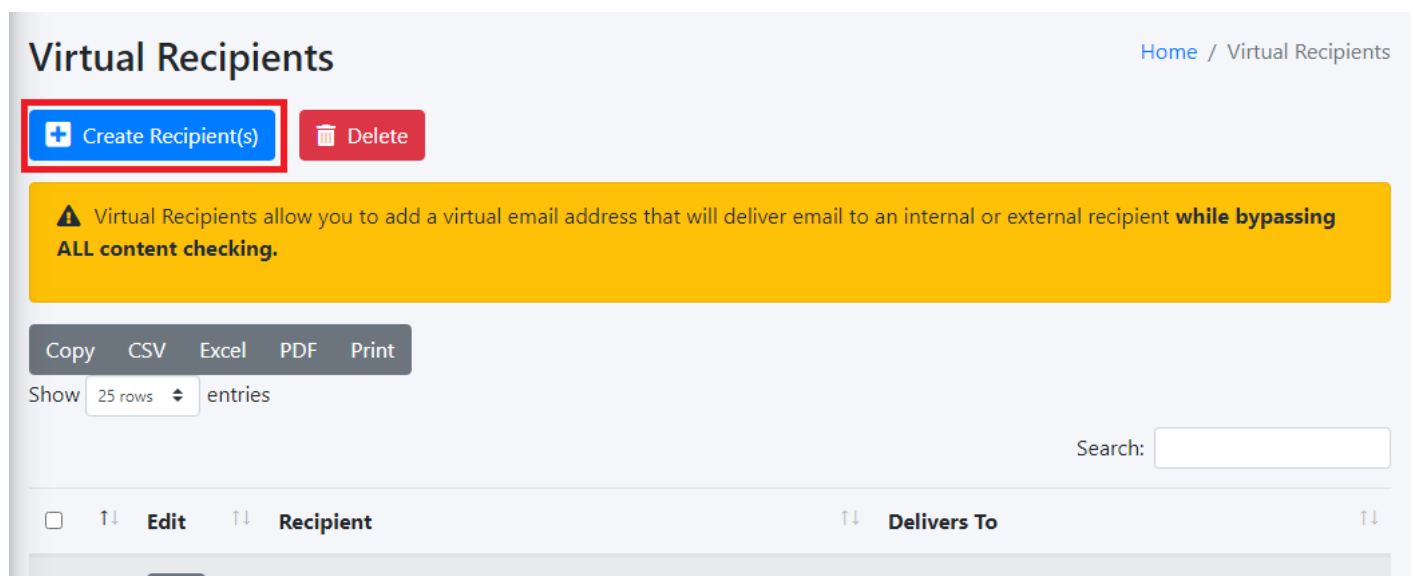
If you have an Internal Recipient **joe@domain.tld** but you also want the email address **joe.smoe@domain.tld** to deliver email to **joe@domain.tld**, you would set up a virtual address of **joe.smoe@domain.tld** to deliver to **joe@domain.tld**. Please note, Virtual Recipients are not only limited to Internal Recipients. You can also create a Virtual Recipient to deliver email to an outside email address not handled by Hermes SEG. In the above example, we can easily setup **joe.smoe@domain.tld** to deliver to **someone@gmail.com**.

**Any email destined for a virtual recipient are NOT checked by the spam filter.**

## Create Virtual Recipient(s)

- Click on the **Create Recipient(s)** button (**Figure 1**).

**Figure 1**



- On the **Add Virtual Recipient(s)** page, under the **Local-Part(s)** field, enter as many local-part(s) as required each in its own line (part before the @symbol of an e-mail address). You can also leave the **Local-Part(s)** field empty if you wish to forward an entire domain.
- Under the **@Domain** drop-down field, select the domain you wish to use.
- Under the **Delivers to** field, start typing the e-mail address of an existing **Internal Recipient** and the system will show a drop-down listing of Internal Recipients matching the e-mail address you are typing or enter an external email address.
- Click the **Submit** button (**Figure 2**).

**Figure 2**

**Add Virtual Recipient(s)** [Home](#) / [Add Virtual Recipient\(s\)](#)

[Back to Virtual Recipients](#)

**Local-Part(s)**

joe  
mary  
fred


**@Domain**

deeztek.com

**Delivers To**

support  
support@deeztek.com  
support@deeztek.com

## Edit Virtual Recipient

- On the **Virtual Recipients** page, locate the virtual recipient you wish to edit by typing any part of the e-mail address in the **Search:** field and then click the  button next to the virtual recipient (**Figure 3**).

**Figure 3**

## Virtual Recipients

[Home](#) / [Virtual Recipients](#)


[+ Create Recipient\(s\)](#) [Delete](#)

**⚠ Virtual Recipients allow you to add a virtual email address that will deliver email to an internal or external recipient **while bypassing ALL content checking.****

Copy CSV Excel PDF Print

Show 25 rows entries

Search: mary

<input type="checkbox"/>	↑↓ Edit	↑↓ Recipient	↑↓ Delivers To	↑↓
<input type="checkbox"/>		mary@deeztek.com	support@deeztek.com	

Showing 1 to 1 of 1 entries (filtered from 80 total entries)

Previous 1 Next

On the **Edit Virtual Recipient** page, make the necessary changes and click the **Submit** button ( **Figure 4**).

**Figure 4**

## Edit Virtual Recipient

[Home](#) / [Edit Virtual Recipient](#)

[↶ Back to Virtual Recipients](#)

**Local-Part**

maryjane

**@Domain**

deeztek.com

**Delivers To**

support@deeztek.com

[Submit](#)

## Delete Virtual Recipient(s)

- On the **Virtual Recipients** page, locate the virtual recipient(s) you wish to delete by typing any part of the e-mail address(es) in the **Search:** field, place a checkmark on the checkbox next to the virtual recipient and then click the **Delete** button on top of the page (**Figure 5**).

**Figure 5**

Virtual Recipients Home / Virtual Recipients

[+ Create Recipient\(s\)](#) [Delete](#)

**⚠ Virtual Recipients allow you to add a virtual email address that will deliver email to an internal or external recipient **while bypassing ALL content checking.****

Copy CSV Excel PDF Print

Show 25 rows entries

Search: mary

<input type="checkbox"/>	↑↓ Edit	↑↓ Recipient	↑↓ Delivers To	↑↓
<input checked="" type="checkbox"/>		mary@deeztek.com	support@deeztek.com	

Showing 1 to 1 of 1 entries (filtered from 80 total entries)

Previous **1** Next

On the **Delete Recipient(s)** confirmation page, click the **Yes** button to delete the recipient or **No** to cancel (**Figure 6**)

**Figure 6**

**Delete Recipient(s)**

Are you sure you to delete the recipient(s) you have selected?  
This action is irreversible!

[Yes](#) [No](#)