Getting Started

Access Hermes SEG Administrator Console

Using a browser, access the Hermes SEG Administrator Console at https://<IP_ADDRESS>/admin/ where **<IP_ADDRESS>** is the IP address of your server.

> If you have recently rebooted your system, you may get a **500 Internal Server Error** when attempting to access the **Hermes SEG Administrator Console**. This usually means that the Authentication Server has not initialized yet. This error usually goes away on its own. Wait a couple of minutes and try refreshing your browser again.

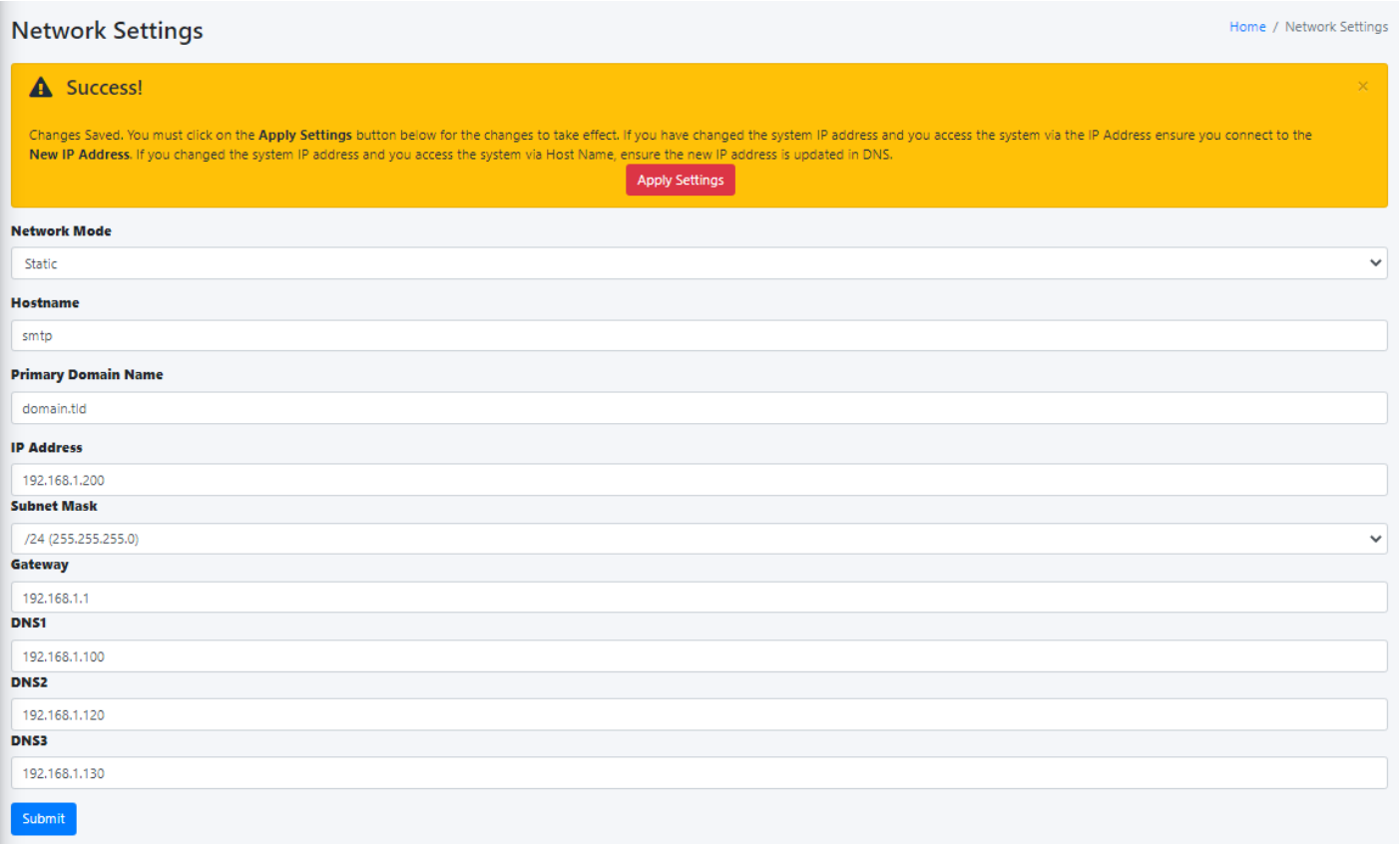
Login with the following default credentials

- **Username:** admin
- **Password:** ChangeMe2!

Set Network Settings

- Navigate to **System --> Network Settings.**
- Set the **Network Mode** drop-down to **Static**.
- Fill in the **Host Name** field. Ensure you enter only the name without the domain part. For example, if the FQDN of your Hermes SEG appliance is going to be **smtp.domain.tld**, then in the **Host Name** field you will simply enter **smtp** without the domain part.
- Fill in the **Primary Domain Name** field. For example, if the FQDN of your Hermes SEG appliance is going to be **smtp.domain.tld**, then in the **Primary Domain Name** field you will simply enter **domain.tld**.
- Fill in the Hermes SEG appliance **IP Address**, select the appropriate **Subnet Mask** for your network, fill in the **Gateway** and **DNS1**. If applicable, fill in **DNS2** and **DNS3** fields.
- Click on the **Submit** button. Once the settings are saved, they will not take effect until you click on the **Apply Settings** button.
- Click on the **Apply Settings** button (**Figure 2**).

Figure 2



- If you changed Hermes SEG IP Address, your browser will most likely time out. Remember, to access the Hermes SEG Administrator Console Web GUI at

  https://<NEW_IP_ADDRESS/admin/ where is the **<NEW_IP_ADDRESS>** is the IP you set above.

Set System Certificates

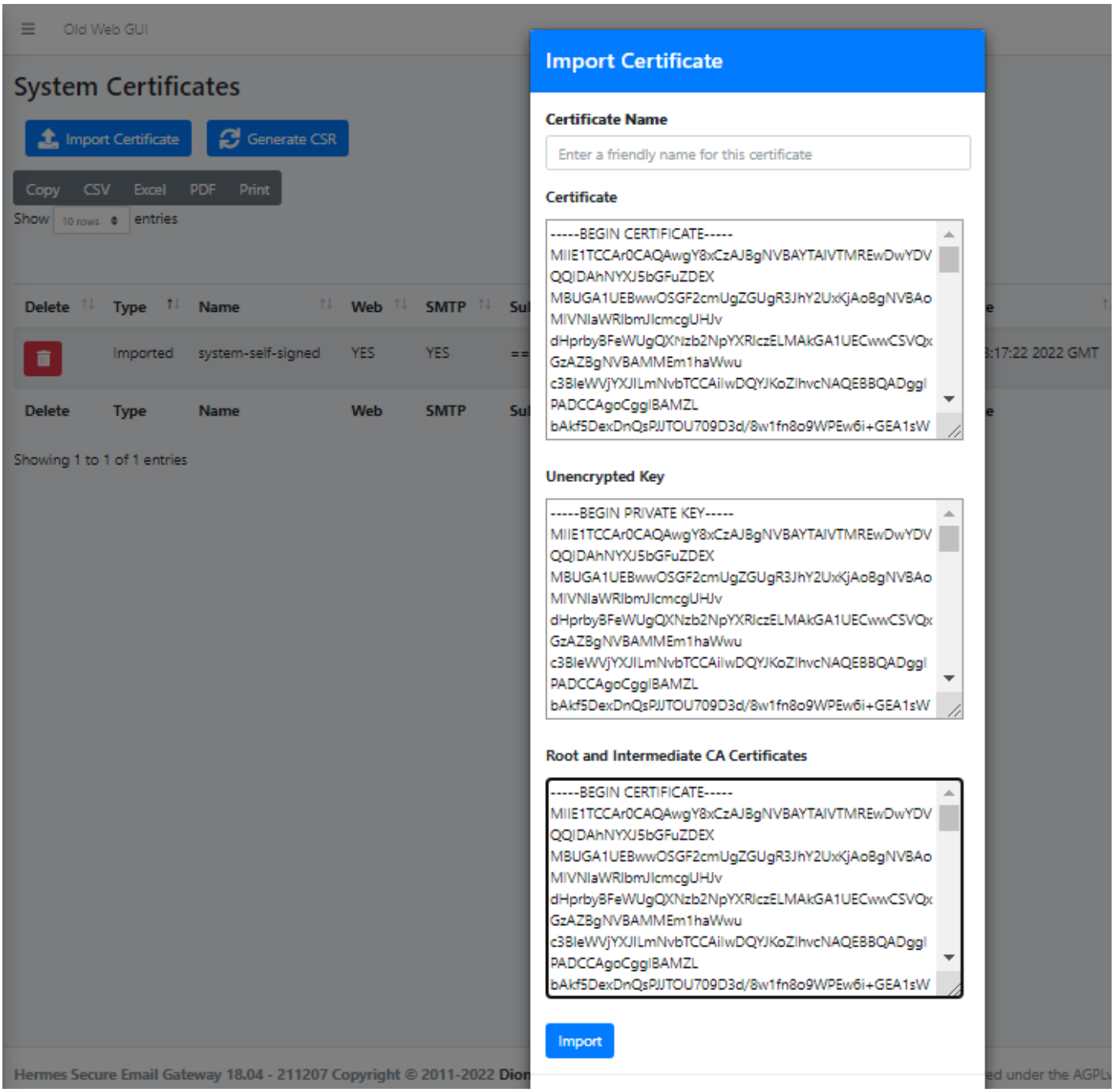
- Navigate to **System --> System Certificates**.

Hermes SEG Community Version

Hermes SEG Community Version will allow you to create Certificate Signing Requests to submit to 3rd party CAs and import certificates from 3rd party CAs.

- Click the **Import Certificate** button, enter a friendly name for the certificate in the **Certificate Name** field, paste the contents of the certificate including the **-----BEGIN CERTIFICATE----- & -----END CERTIFICATE-----** lines in the **Certificate** field, paste the contents of the unencrypted key including the **-----BEGIN PRIVATE KEY----- & -----END PRIVATE KEY-----** lines in the **Unencrypted Key** field, paste the contents of the root and Intermediate CA certificates including the **-----BEGIN CERTIFICATE----- & -----END CERTIFICATE-----** lines in the **Root and Intermediate CA Certificates** field and click the **Import** button (**Figure 3**):

Figure 3



Hermes SEG Pro Version

Hermes SEG Pro Version will allow you to create Certificate Signing Requests to submit to 3rd party CAs, import certificates from 3rd party CAs as well as Request Lets Encrypt (Acme) Certificates.

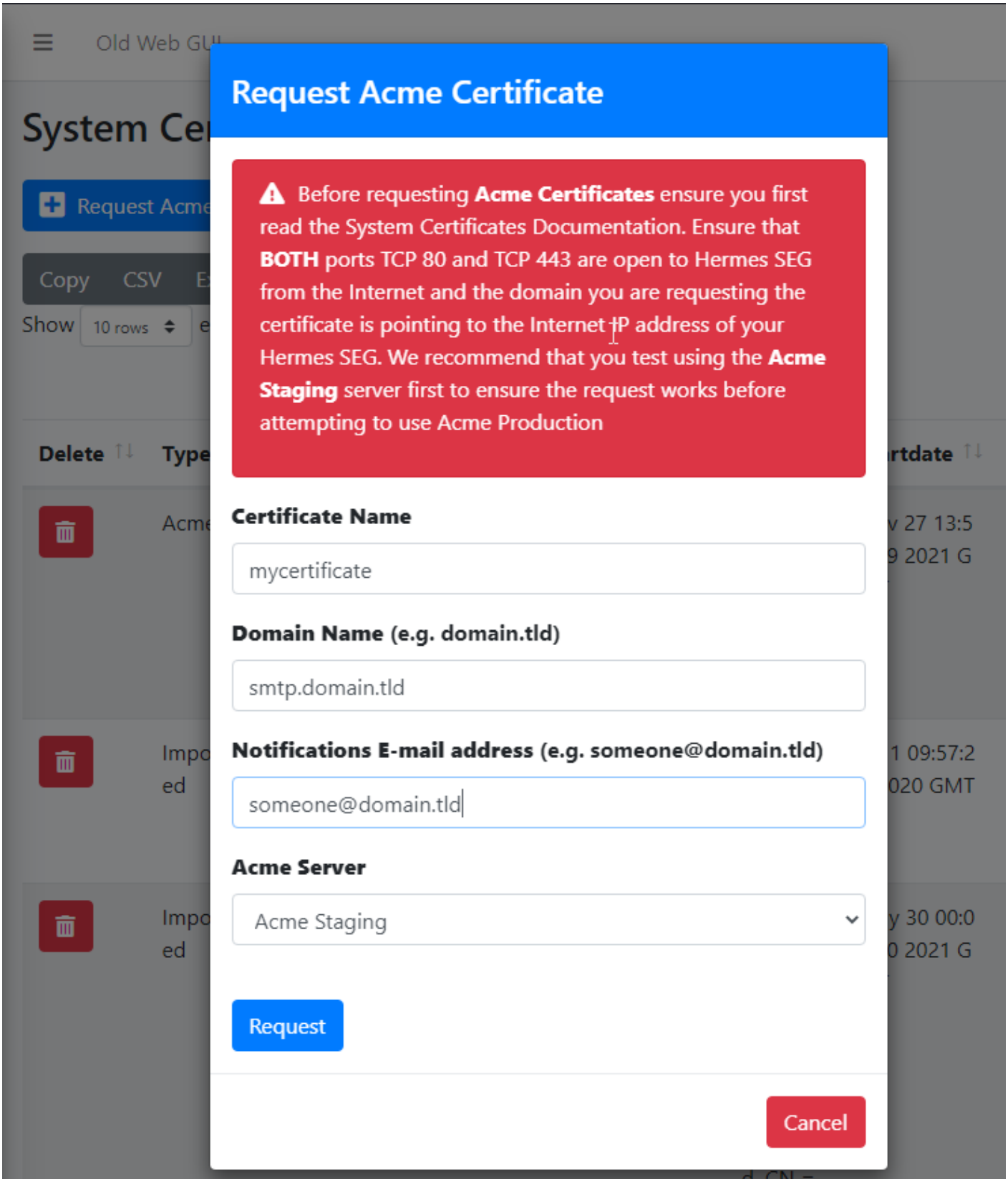
If you wish to import a 3rd party CA certificate, please follow the Hermes SEG Community instructions above to import a certificate. If you wish to request a Lets Encrypt (Acme) certificate, follow the instructions below:

> Before requesting **Acme Certificates** ensure that **BOTH** ports **TCP 80** and **TCP 443** are open to Hermes SEG from the Internet and the domain you are requesting the certificate is pointing to the Internet accessible IP address of your Hermes SEG machine. We recommend

> that you test using the **Acme Staging** server first to ensure the request works before attempting to use **Acme Production**. The reason we initially **Request Acme Certificate** utilizing the **Acme Staging** server is because Lets Encrypt is much more lenient with rate limits with failed requests in their staging environment than their production environment, click here for details.

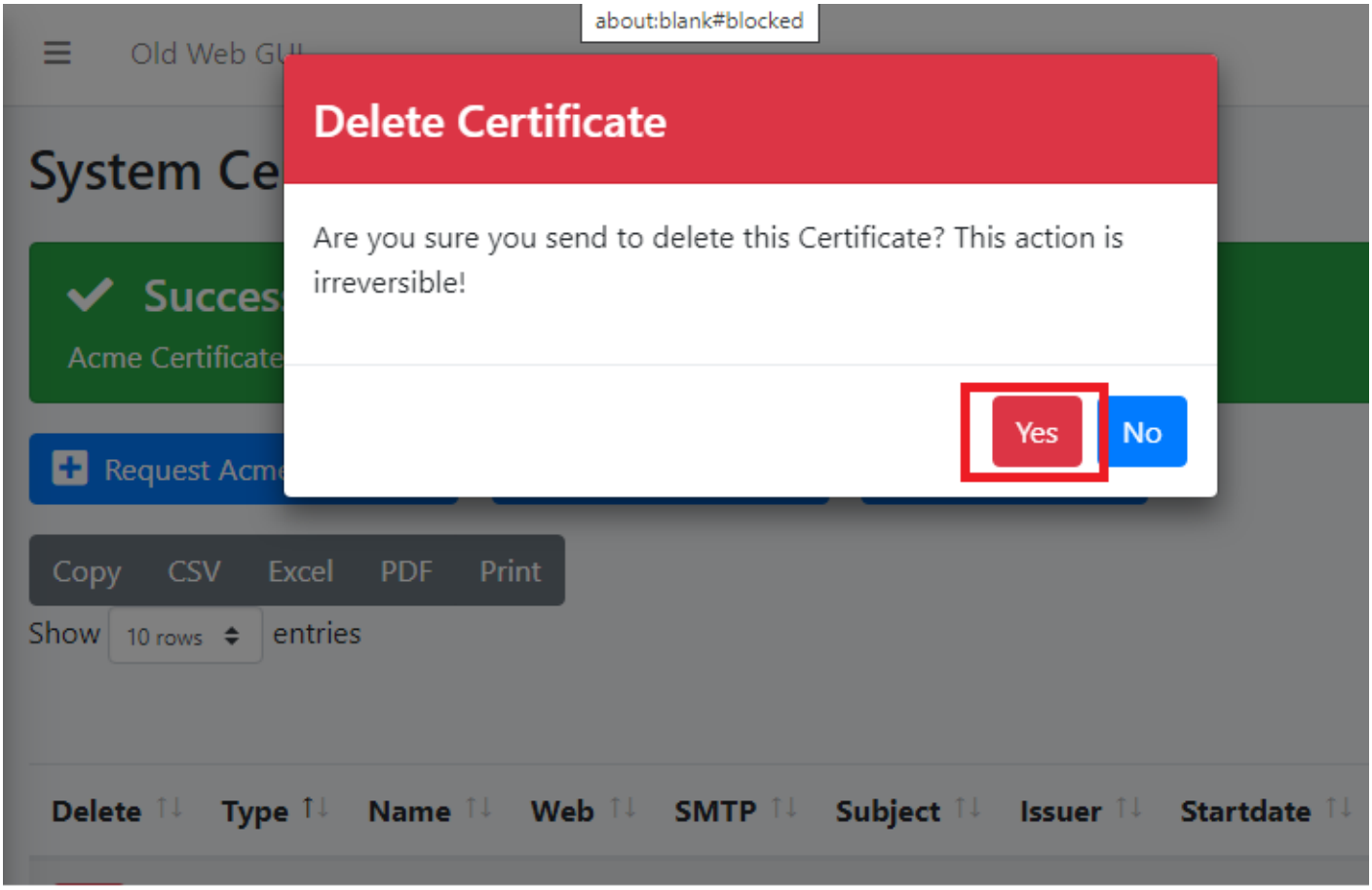
- Click the **Request Acme Certificate** button, enter a friendly name in the **Certificate Name** field, enter the FQDN (domain name) you wish to request a certificate, enter a valid e-mail address in the **Notifications E-mail address** field, leave the **Acme Server** drop-down field set to **Acme Staging** and click the **Request** button (**Figure 4**):

Figure 4



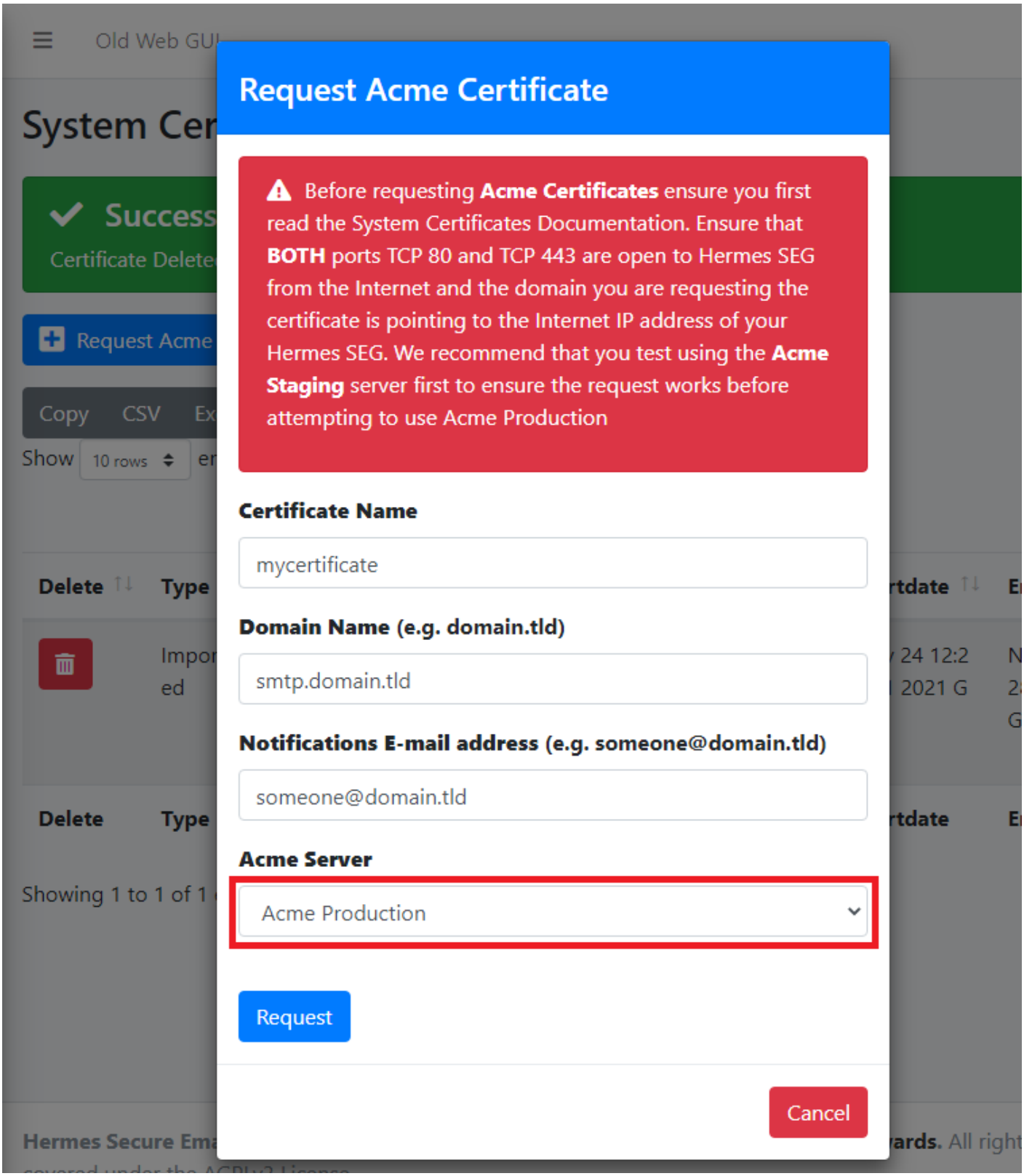
- If the Acme Certificate Request fails, double-check that the FQDN (domain name) points to the Internet accessible IP of your Hermes SEG machine and that BOTH ports TCP/80 (HTTP) and TCP/443 (HTTPS) are allowed through your firewall and try again.
- If the Acme Certificate Request succeeds, locate the newly created certificate in your certificate list, click the icon and on the resultant **Delete Certificate** confirmation click on **Yes** (**Figure 5**):

Figure 5



- Click the **Request Acme Certificate** button again, enter a friendly name in the **Certificate Name** field, enter the FQDN (domain name) you wish to request a certificate, enter a valid e-mail address in the **Notifications E-mail address** field, this time set the **Acme Server** drop-down field set to **Acme Production** and click the **Request** button (**Figure 6**):

Figure 6



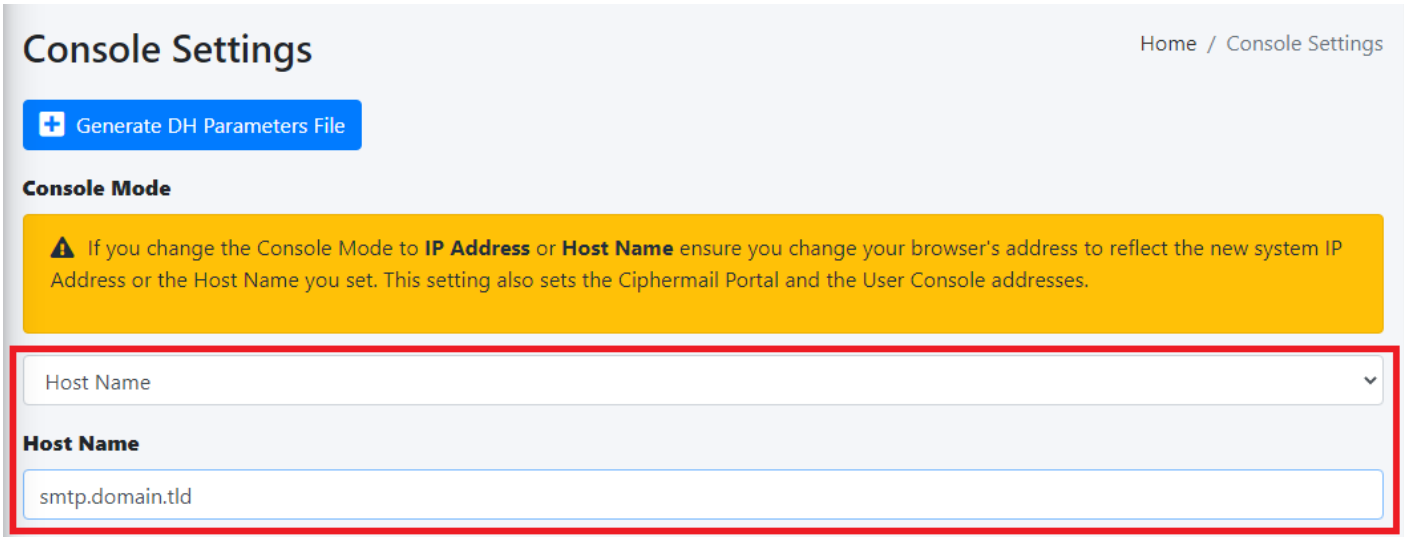
Set Console Settings

The Hermes SEG **Console Settings** sets the method you wish to access Hermes SEG machine which includes the Admin Console, User Console and the Ciphermail Console. By default, the **Console Mode** is set to **IP Address**, however, an IP address is not contusive to using SSL certificates. Therefore, if you plan to use a SSL certificate to access the Hermes SEG machine without getting certificate errors, you must set the Console Mode to **Host Name**. The Host Name

you set does **NOT** necessarily have to the the same **Host Name** you set in **Network Settings** above. The **Host Name** and **Primary Domain Name** you set in the Network settings is used for SMTP transactions such as **SMTP TLS** and it's not related to Hermes SEG console access.

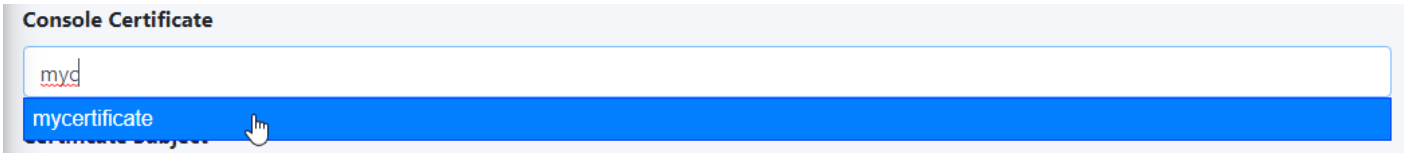
- Navigate to **System --> Console Settings**.
- Set the **Console Mode** drop-down to **Host Name** and in the resultant **Host Name** field that appears, fill in the desired host name you wish to use (**Figure 7**):

Figure 7



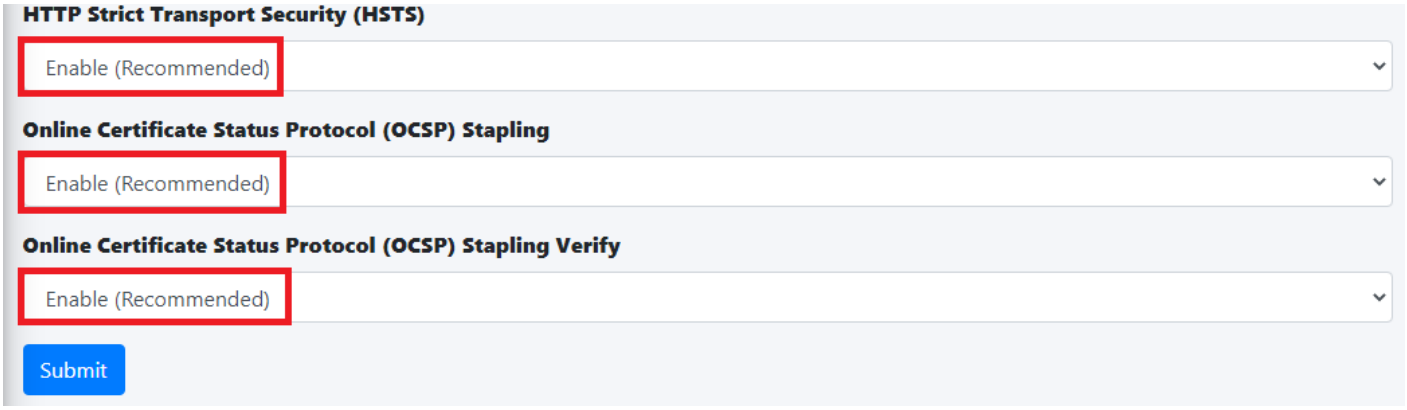
- The **Console Certificate** field is pre-populated with the **system-self-signed** certificate. If you wish to use a SSL certificate you previously set in the **Set System Certificates** section above, simply delete the **system-self-signed** entry and start typing the friendly name of the certificate you setup previously that matches the host name. 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 8**):

Figure 8



- We highly recommend that you enable **HTTP Strict Transport Security (HSTS)**, **Online Certificate Status Protocol (OCSP) Stapling, Online Certificate Status Protocol (OCSP) Stapling Verify** and click the **Submit** button (**Figure 9**):

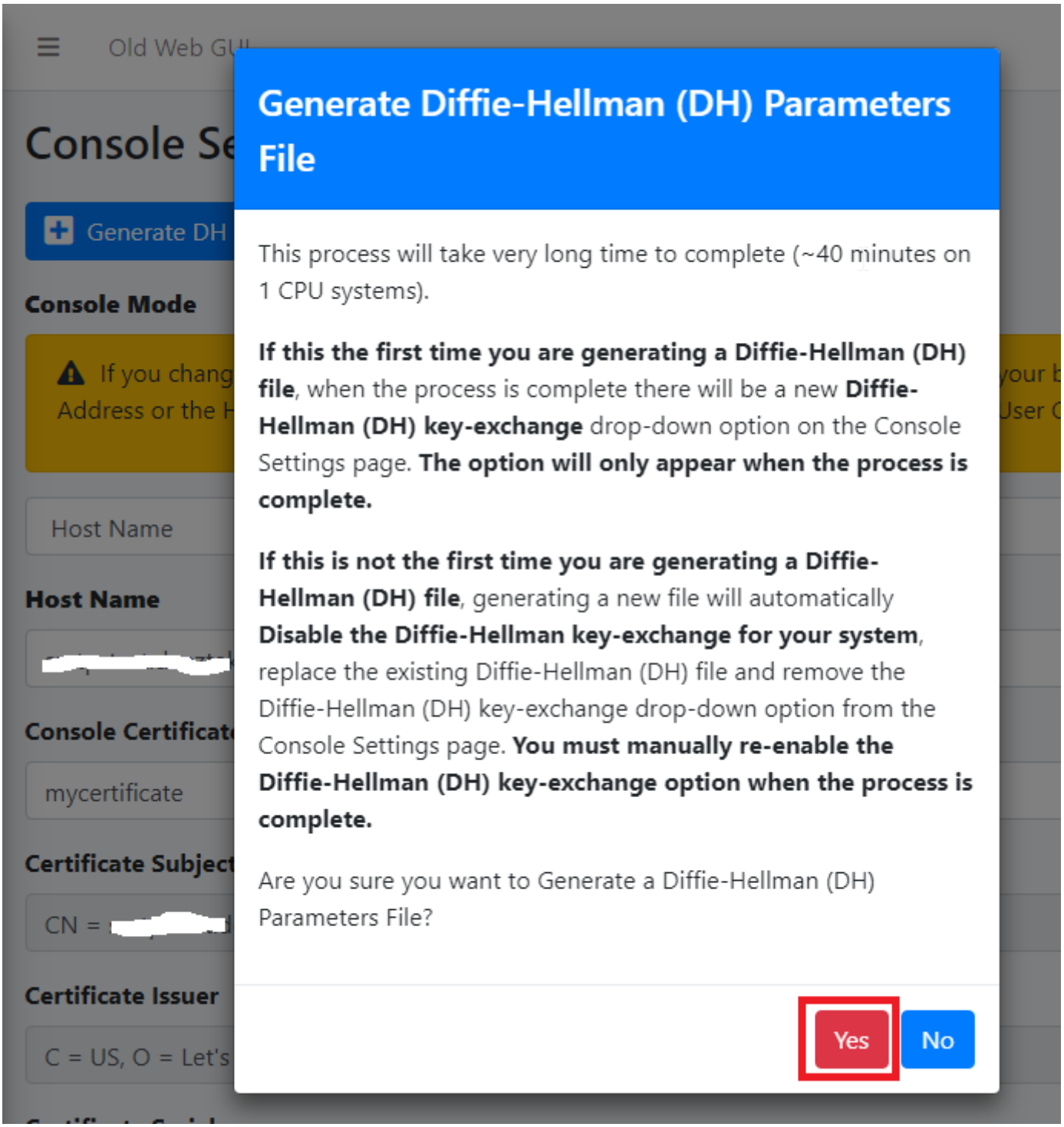
Figure 9



> After clicking the **Submit** button and you changed the Console Mode from IP Address to Host Name, your browser will **NOT** automatically redirect you to the new console address.
>
> Ensure you enter the new address in your browser as **https://<HOST_NAME>/admin/** where **<HOST-NAME>** is the new Host Name you set above.

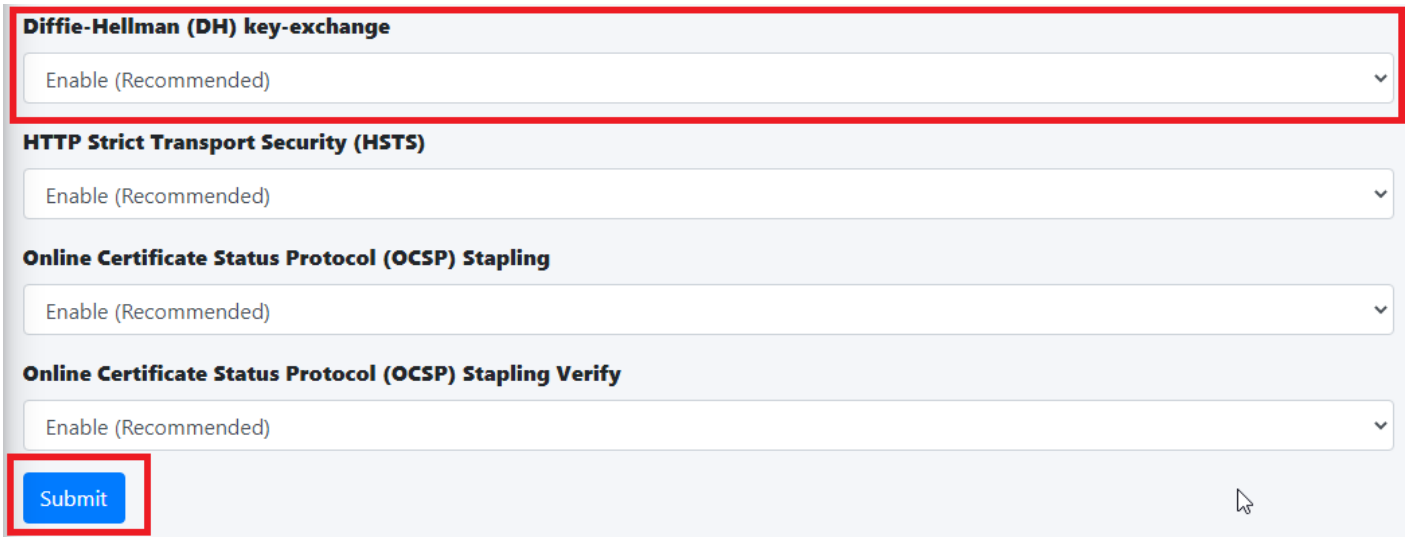
- Additionally, we recommend that you generate a **DH (Diffie-Hellman) Parameters** file by clicking the **Generate DH Parameters File** button and on the resultant **Generate Diffie-Hellman (DH) Parameters File** confirmation window, click on **Yes** (**Figure 10**):

Figure 10



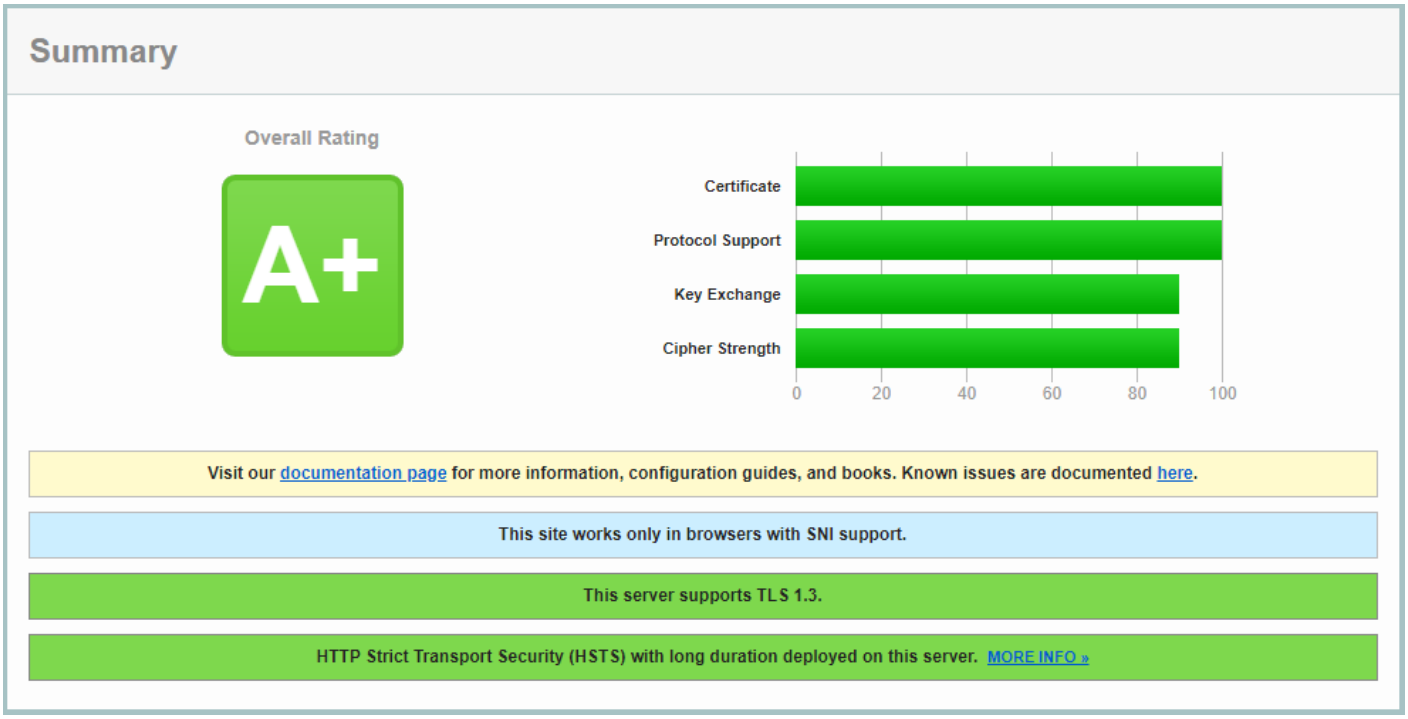
- Generating a DH Parameters file can take a very long time to complete (~40 minutes on 1-CPU systems). You can proceed to configure the rest of your system (**DO NOT reboot the system while it's generate a DH Parameters file**) and check back under **System --> Console Settings** to see if a new **Diffie-Hellman (DH) key-exchange** drop-down appears set it to **Enable** and click the **Submit** button below (**Figure 11**).

Figure 11



If you follow the above recommendations, you should be able to achieve an **A+ rating** on the Qualys SSL Labs SSL Server Test (**Figure 12**):

Figure 12



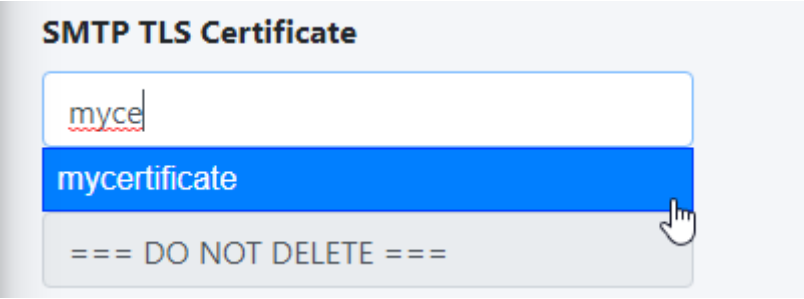
Set SMTP TLS Settings

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

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

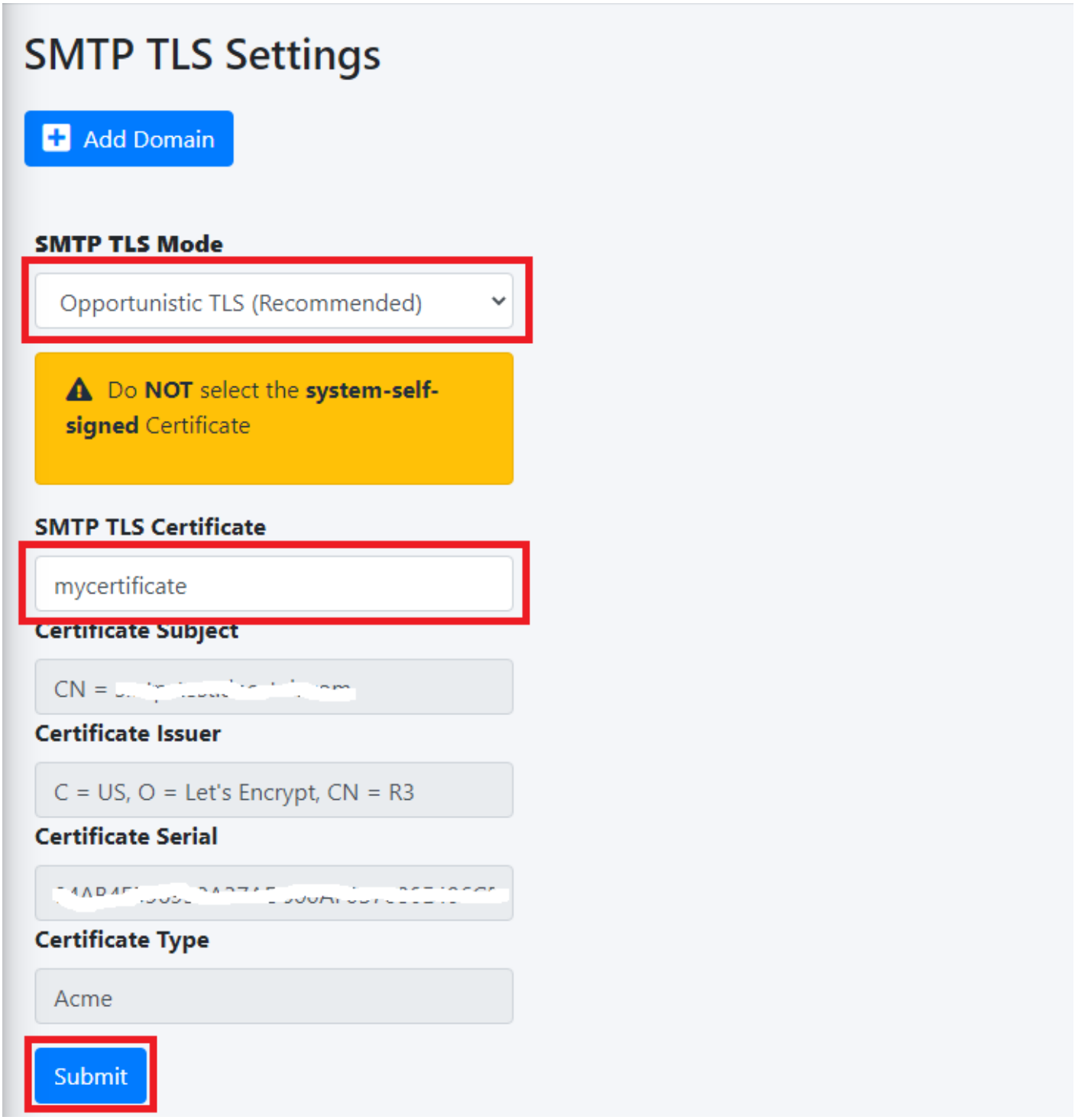
- Navigate to **Gateway --> SMTP TLS Settings**.
- Set the **SMTP TLS Mode** drop-down to **Opportunistic TLS**.
- The **SMTP TLS Certificate** field is pre-populated with the **system-self-signed** certificate. If you wish to use a SSL certificate you set in the **Set System Certificates** section above, 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 **Set Network Settings** above. 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 13**):

Figure 13



- Click the **Submit** button (**Figure 14**):

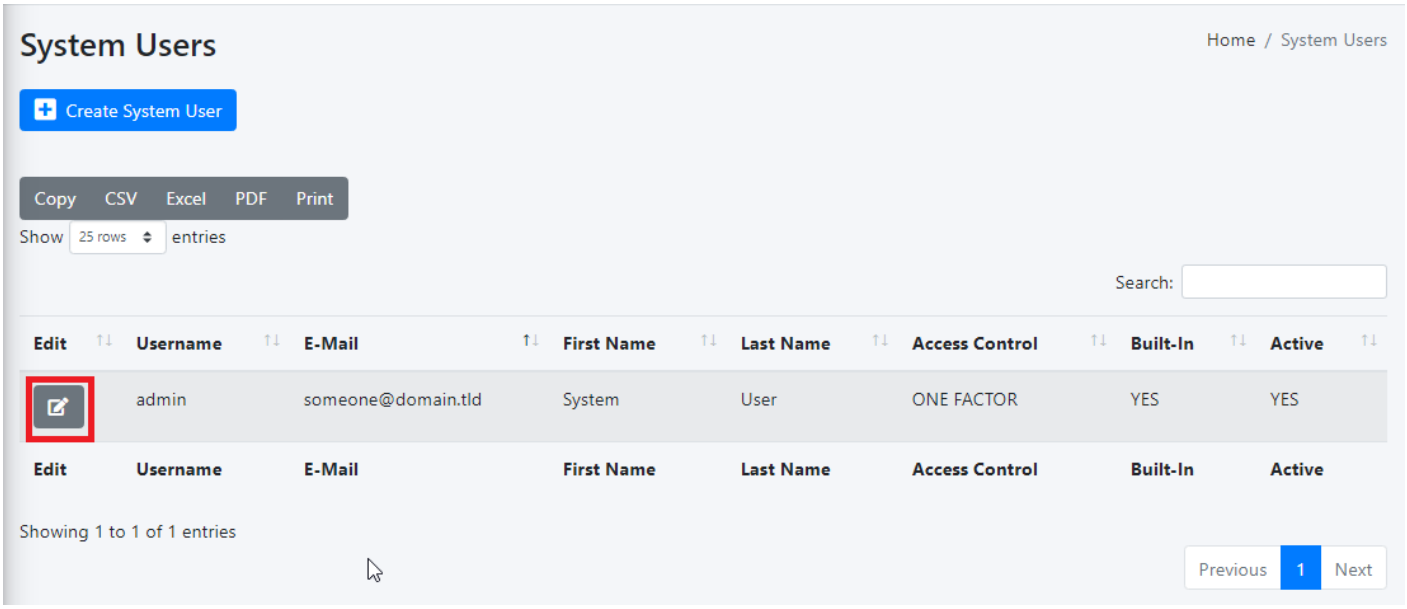
Figure 14



Change admin System Account Password

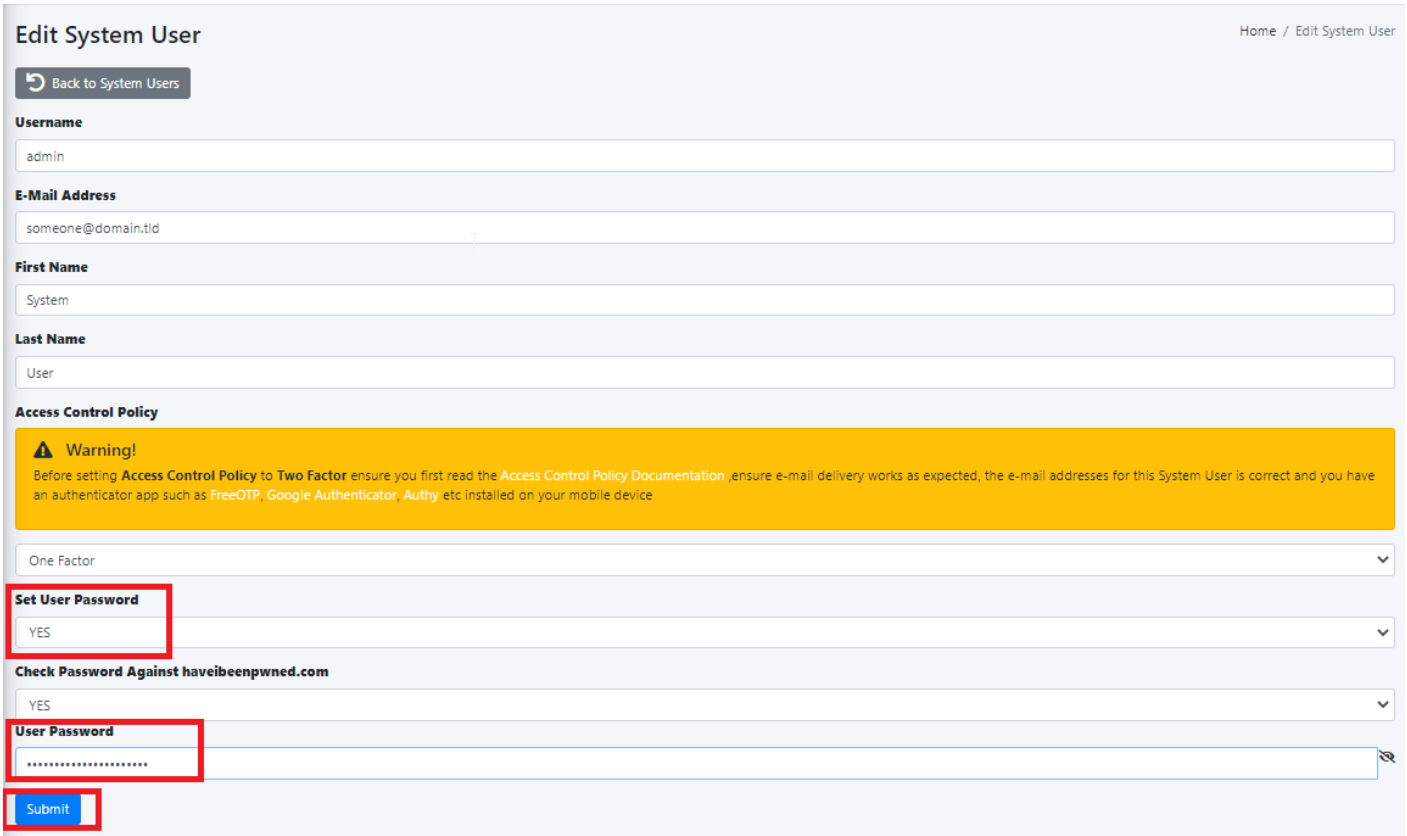
- Navigate to **System --> System Users.**
- In the **System Users** screen, click the icon next to the **admin** Username (**Figure 15**).

Figure 15



- In the **Edit System User** screen, set the **Set User Password** drop-down to **YES**, enter a new password in the **User Password** field that appears and click the **Submit** button (**Figure 16**).

Figure 16



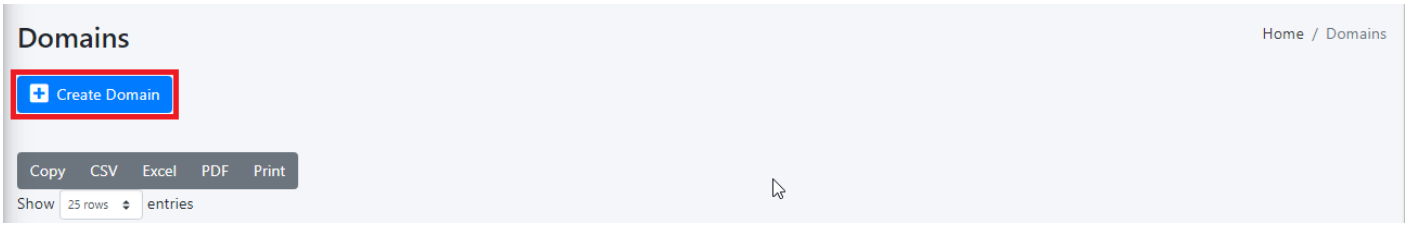
- We highly recommend that you also set **Two Factor** authentication (2FA) for the **System User** account by following the instructions on the **System Users** documentation.

Setup 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 destination email server(s). You can add as many domains and destination 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 the TCP port you set. Multiple domains can be pointed to the same email server if necessary.

- Navigate to **Gateway --> Domains**.
- Click the **Create Domain** button (**Figure 17**):

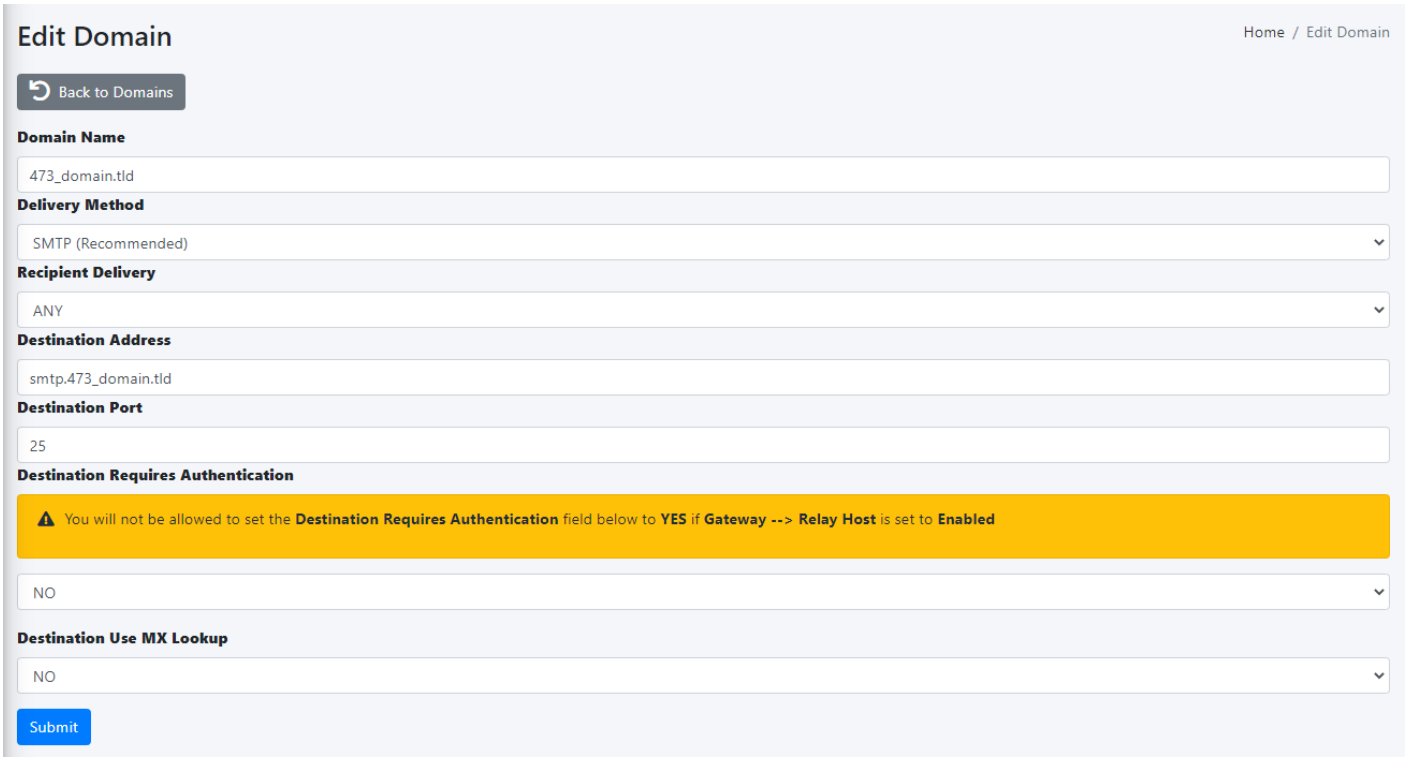
Figure 17



- The system will generate a temporary Domain Name, Destination Address and redirect you to the **Edit Domain** page.
- Adjust the pre-populated Domain Name field to the actual domain name you are using.
- Set the **Delivery Method** field to **SMTP** if you wish to have Hermes SEG relay e-mail for that domain or set it to **NONE** if you wish Hermes SEG to discard and silently drop any received e-mail for that domain. Note that setting the **Delivery Method** to **NONE** will disable all other fields.
- Set the **Recipient Delivery** field to **ANY** if you wish to have Hermes SEG relay e-mail for any recipients regardless if those recipients are added in **Gateway --> Internal Recipients** or **Gateway --> Virtual Recipients**. This method relies on the destination e-mail server to reject e-mail for non-existent recipients. Note that this method has the potential of adding extra load on the destination e-mail server but offers more flexibility because it doesn't require you to add Internal or Virtual recipients before hand. Alternatively, set the **Recipient Delivery** to **SPECIFIED** if you wish to have Hermes SEG relay e-mail only for recipients that have been added in **Gateway --> Internal Recipients** or **Gateway --> Virtual Recipients**. This method will reject any e-mail for non-existent Internal or Virtual recipients by Hermes SEG thus reducing the load on the destination server.
- Set the **Destination Address** field to the IP Address or the FQDN of the destination e-mail server you wish to have Hermes SEG relay e-mail.
- Set the **Destination Port** field to the TCP port of the destination e-mail server you wish to have Hermes SEG relay e-mail.
- Set the **Destination Requires Authentication** field to **NO** if the destination e-mail server does not require authentication or set to **YES** if the destination e-mail server requires authentication. Setting to YES will add a Destination Username field and a Destination Password field which will have to be filled with a destination e-mail server username and password. Note that if **Gateway --> Relay Host** is Enabled, Hermes SEG will not allow you to save a domain with **Destination Requires Authentication** field set to **YES**. You must first set **Gateway --> Relay Host** to **Disabled**.

- Set the **Destination Use MX Lookup** to **NO** if you do not wish to have Hermes SEG perform MX lookups to relay e-mail for the domain you are adding. This will prevent e-mail loops if Hermes SEG is the primary MX host for the domain and it's usually the most common configuration. Set the **Destination MX Lookup** to **YES** if you wish to have Hermes SEG perform MX lookups to relay e-mail for the domain are adding. Please note that the **Destination Use MX Lookup** field is not available if the **Destination Requires Authentication** field is set to **YES** (**Figure 18**).
- Click the **Submit** button to save your changes.

Figure 18

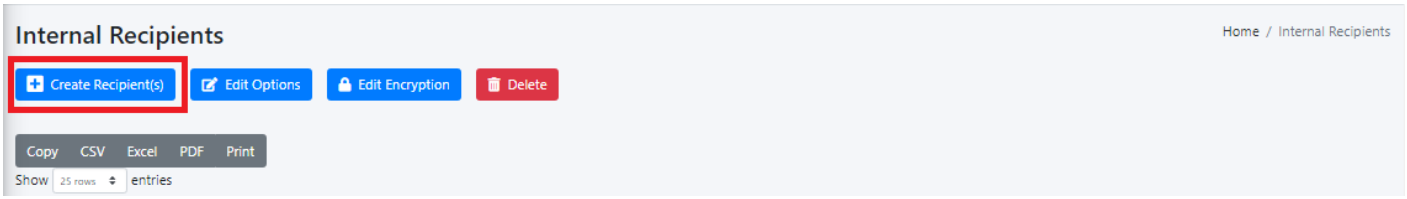


Add Internal Recipients

If you have setup any domains in the **Setup Domains** section above with the **Recipient Delivery** field set to **SPECIFIED**, then you **MUST** add either **Internal Recipients** or **Virtual Recipients** in order to process incoming e-mail and relay that email to the correct recipient mailboxes which are located on the destination email server(s) for the domain(s) you setup in the **Setup Domains** section above. This section will guide you with adding **Internal Recipients**.

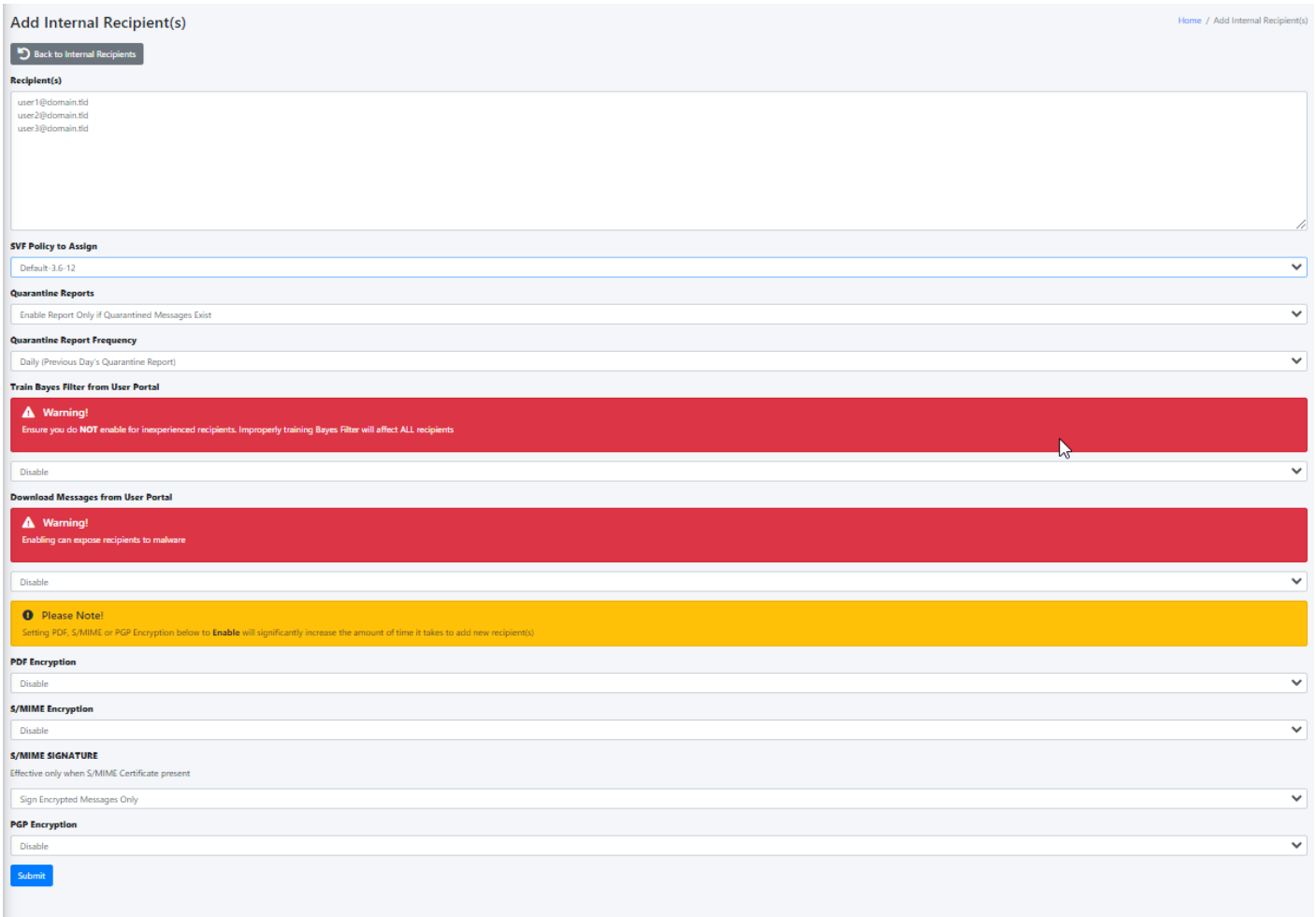
- Navigate to **Gateway --> Internal Recipients**.
- Click the **Create Recipient(s)** button (**Figure 19**):

Figure 19



In the **Add Internal Recipient(s)** page, in the **Recipient(s)** field, enter an e-mail address each in each own line, select the appropriate options in the **SVF Policy to Assign**, **Quarantine Reports**, **Quarantine Report Frequency**, **Train Bayes Filter from User Portal**, **Download Messages from User Portal**, **PDF encryption**, **S/MIME Encryption**, **S/MIME SIGNATURE**, **PGP Encryption** drop-downs and click the **Submit** button (**Figure 20**):

Figure 20

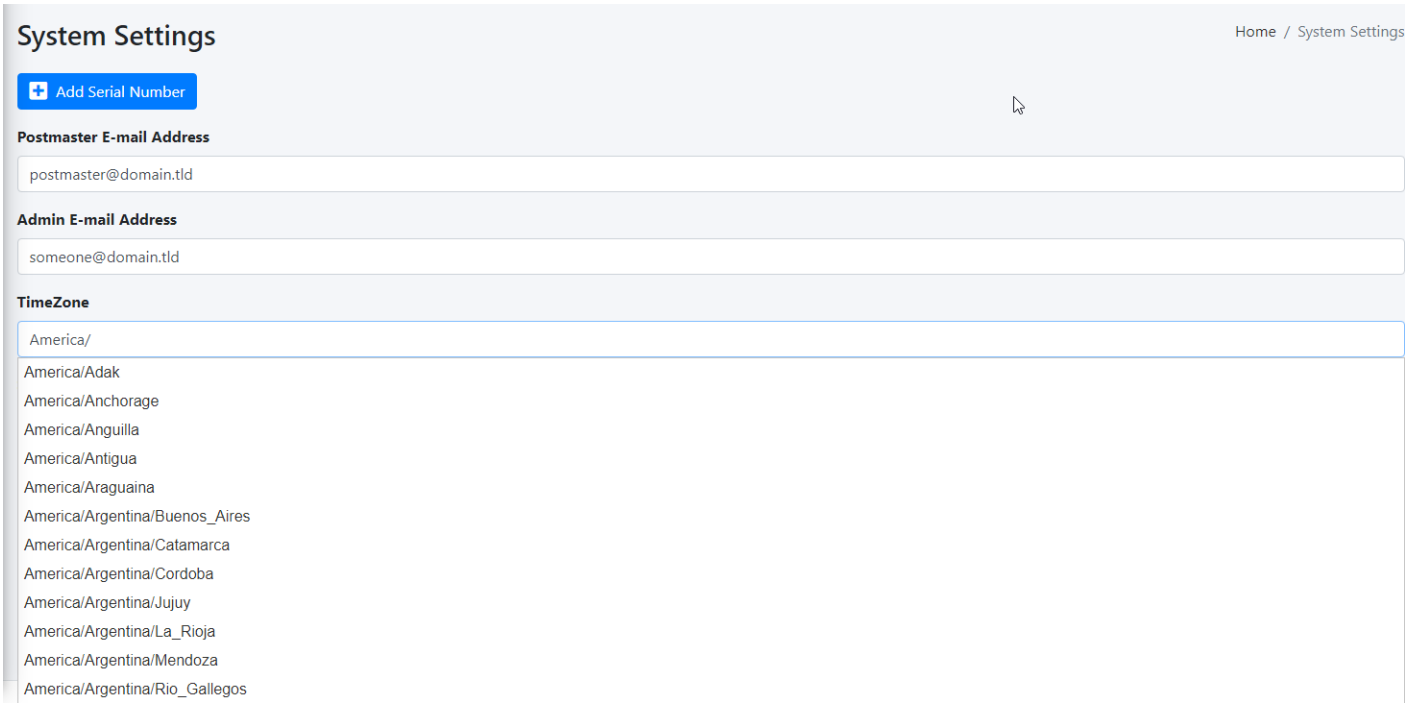


Set Postmaster, Admin E-mail Address and TimeZone

- Navigate to **System --> System Settings.**
- Fill in **Postmaster E-mail Address** field with an email belonging to a **Relay Domain** you setup above.

- Fill in the **Admin E-mail Address** field with an email of domain outside of the system (i.e. a domain that the system does not relay email Ex: someone@hotmail.com).
- Delete the **America/New_York** default **TimeZone** entry and start typing your continent and a drop-down with the available **TimeZones** for that continent will appear where you can select the appropriate one for your location (**Figure 21**).

Figure 21



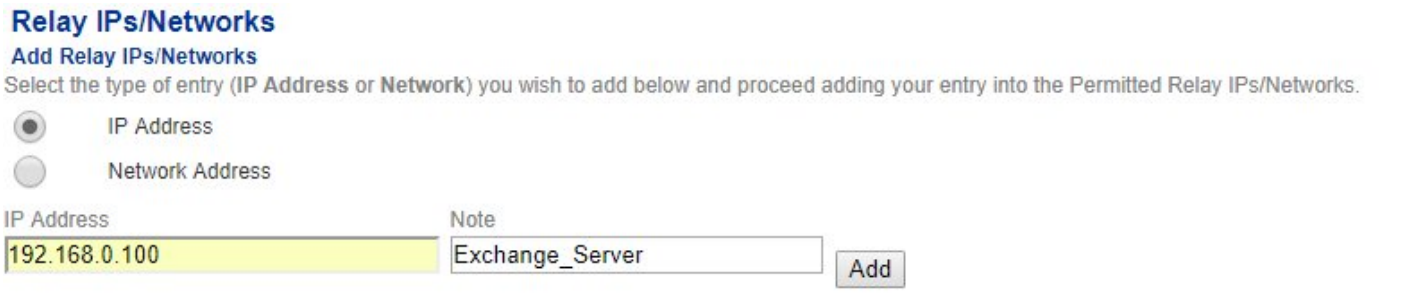
- Click the **Submit** button.

Set Relay Networks

In addition to inbound email, if the email server(s) you added will also be sending outbound email through the Hermes SEG (recommended), you must allow their IP address(es) to send (relay) email through the Hermes SEG.

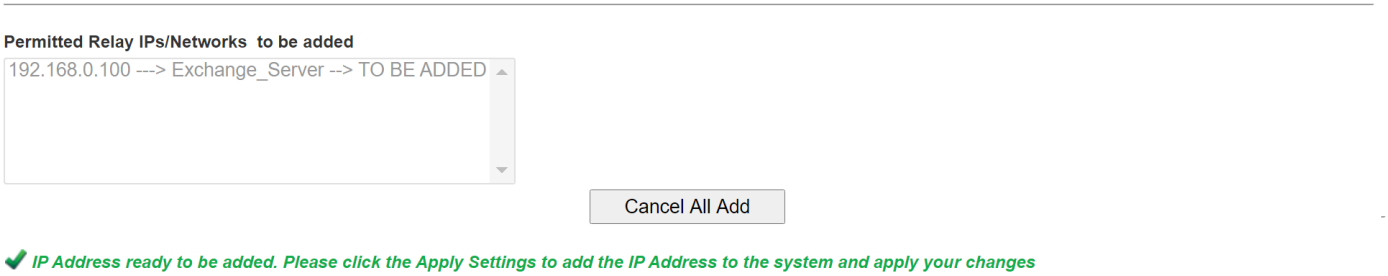
- Navigate to **Gateway --> Relay Networks**.
- Ensure **IP Address** is selected and the under the **IP Address** field enter the IP Address of the email server that you want to allow to send email through the Hermes SEG, under the **Note** field, enter a short description identifying the email server (ensure that you don't use any spaces or special characters in the Note field) and click the **Add** button (**Figure 22**)

Figure 22



- Repeat as necessary for every email server that you want to allow to send outbound email through the Hermes SEG.
- As you add entries, you will notice that each entry shows up under the **Permitted Relay IPs/Networks to be added** section (**Figure 23**)

Figure 23



- After you are finished adding all your permitted email servers, you must apply the settings in order for the changes to take effect. On the bottom of the page, click on the **Apply Settings** button (**Figure 24**)

Figure 24

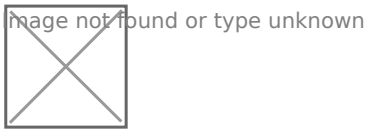
Initialize Pyzor

Pyzor is a collaborative, networked system to detect and block spam using digests of messages. Vipul's Razor is a distributed, collaborative, spam detection and filtering network.

Hermes SEG uses both of these components for better spam detection. Both of these components must be initialized before Hermes SEG can use them.

- Navigate to **Content Checks --> Initialize Pyzor** and click on the **Initialize Pyzor** button. Wait for successful completion before proceeding further (**Figure 25**).

Figure 25

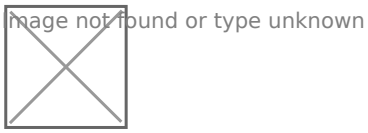


Initialize Vipul's Razor

Before attempting to initialize Vipul's Razor, ensure the Hermes SEG has outbound Internet access. Initialization can take a few minutes to complete, so please be patient.

- Navigate to **Content Checks --> Initialize Vipul's Razor** and click on the **Initialize Razor** button. Wait for successful completion before proceeding further (**Figure 26**).

Figure 26



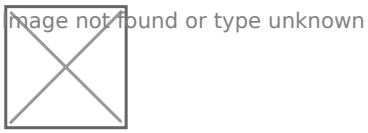
Clear Bayes Database

The Bayes Database tries to identify spam by looking at what are called *tokens*; words or short character sequences that are commonly found in spam or ham.

On a new Hermes SEG installation, it's always best to ensure a clean Bayes Database before you start processing email.

- Navigate to **Content Checks --> Clear Bayes Database** and click on the **Clear Database** button. Wait for successful completion before proceeding further (**Figure 27**).

Figure 27

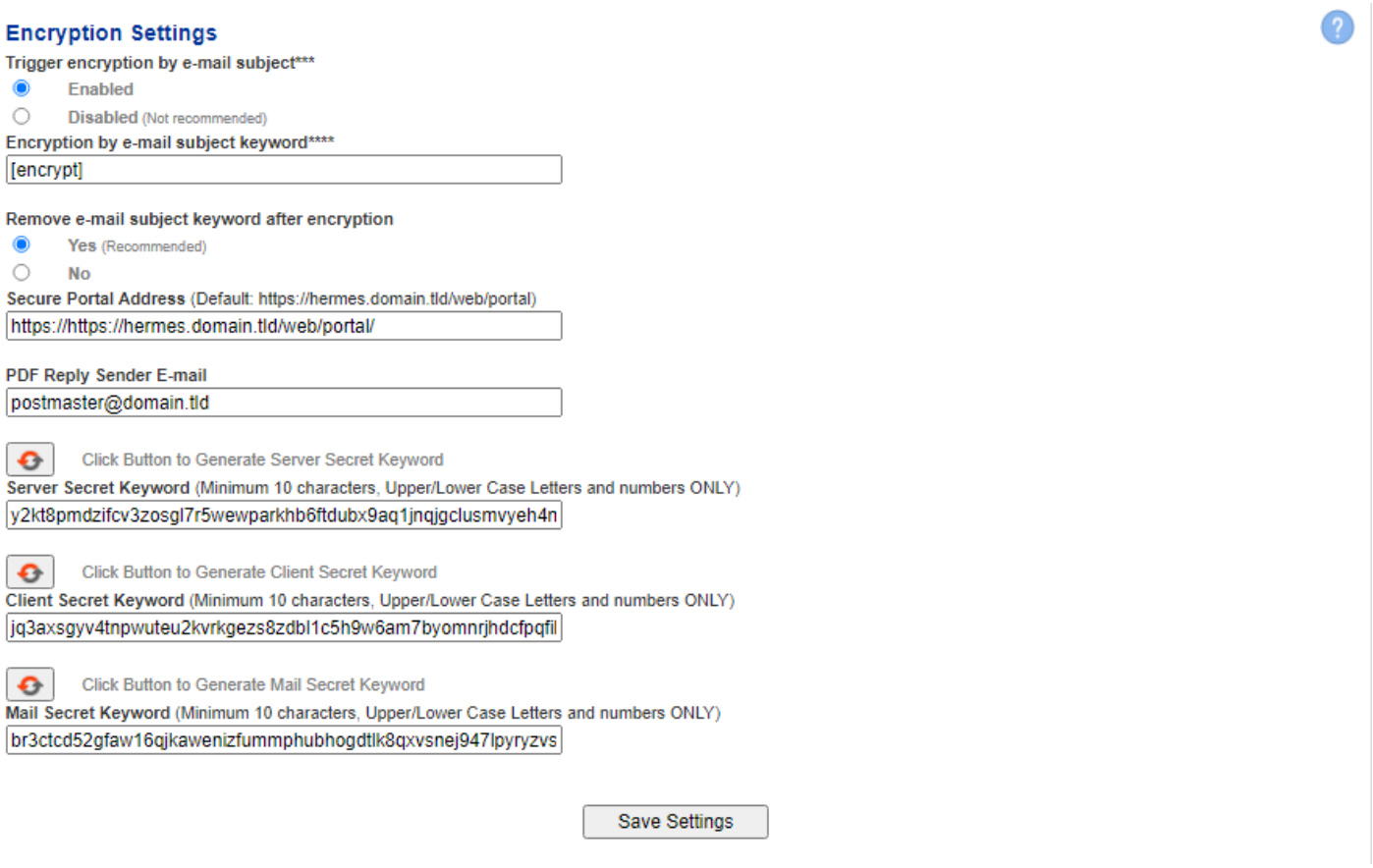


Set Encryption Settings

- Navigate to **Encryption --> Encryption Settings.**
- Fill in **Encryption by e-mail subject keyword** field or leave it set to default **[encrypt]**.
- Select whether you wish to **Remove the e-mail subject keyword after encryption** or leave it to default **Yes**.

- Fill in the **PDF Reply Sender E-mail** field. This must be an email address with a domain that Hermes SEG relays email. Ex: **postmaster@domain.tld**
- Click the button for the **Server**, **Client** and **Mail Secret Keyword** fields to generate random keywords, or set your own 10-character minimum uppler/lower case letter/number keywords.
- Click on the **Save Settings** button and after the settings are saved, click the **Apply Settings** button(**Figure 28**).

Figure 28



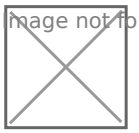
Change the Ciphermail admin Account Password

- Navigate to https://<IP_ADDRESS>/ciphermail/ where **<IP_ADDRESS>** is the IP Address of your machine and login with the Username of **admin** and password of **admin** (**Figure 29**):

Figure 29

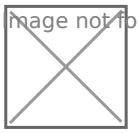
- Once logged in, click on the **Admin** entry on the top menu and on the Administrators page, click on the admin username (**Figure 30**).

Figure 30



- In the **Edit Administrator: admin** page, enter a new password in the first **Password** field and then verify it in the second **Password** field and then click on the **Apply** button at the bottom of the page (**Figure 31**). **Passwords must be at least 8 characters long, they must contain letters, numbers and special characters**.

Figure 31



Recommendations

Register for Barracuda Central Account

Hermes SEG comes pre-configured to use the Barracuda RBL (Realtime Block List), however you must first register for an account and provide your DNS Server IPs at Barracuda Central before you will be allowed to use it.

Revision #39
Created 17 November 2020 12:23:49 by Dino Edwards
Updated 5 June 2022 19:02:13 by Dino Edwards