Network Box 5

NEXT GENERATION MANAGED SECURITY

Cloud Mail Backup Service
Technical Implementation Guide

The Network Box Cloud Mail Backup system allows email deliveries to be backed up in the cloud, so if there is a problem with your ISP, your internal network, or your email server, incoming mail will be stored in the cloud, and delivered when the problem is resolved. This is an optional **FREE SERVICE** provided to all Network Box 5 customers subscribing to our various Managed Security Services that include email scanning, such as our **AV+** and **UTM+** services.

FEATURES

- You will have full control over which of your domains will use the service.

- You will have full control over which cloud backup servers will be used to back up your mail, so that your email never leaves a certain geographic region. For example, to meet local legal requirements.

- In the event the primary MX servers cannot be contacted, if so configured, your email will be redirected to, received by, and stored on the cloud backup servers. These servers will periodically, and repeatedly, attempt to deliver such email to the primary MX servers, and will queue the emails until such time as delivery is successful.

- Once delivered, the email will be removed from the cloud backup servers, and only logs (containing date, time, sender and recipient) will be retained.

- Only email currently queued for delivery to an unreachable primary MX server, will be stored on the cloud backup system, and such emails will only be stored on servers explicitly designated as to be used by you in your DNS MX records.

- This backup queueing will also occur if the primary MX servers are overloaded and temporarily not accepting new connections / emails.

- Should a particular cloud backup service be unavailable for any reason, it will not provide mail backup services, and will not redirect mail to an alternative geographical region.

- Only inbound mail backup service is provided.

- The cloud backup servers will not accept or queue any emails larger than 10MB.

- The cloud backup servers will not issue any NDR (Non-Delivery-Receipts).

- The cloud backup servers will queue emails for a maximum of 5 days.

- No SMTPS service is provided.

- No recipient verification is attempted other than the domain check.

IMPLEMENTATION

In order to deploy the Cloud Mail Backup service, you will need to:

step1: Contact and provide your local SOC, a list of the domain names that need backing up.

step2: Await for confirmation from the SOC that your domains have been have been authorized.

step3: Once the domains has been authorized, you can change your MX records as follows:

> A typical MX record arrangement is:
> - MX 10 primary.mx.server.
> - MX 20 secondary.mx.server.

- You must ensure that the current highest-priority (lowest MX number) server is listed as both the first and the last MX record. This is necessary because while the RFC standards state that mail servers should send email in priority order, spammers often attempt to send their spam to the lowest priority MX first. Listing your highest-priority server as both first and last MX will avoid this problem.

- Insert, at a single mid-priority level, one or more of the **_<region>_**.cloud.network-box.com cloud backup MX names. It is important that all such **_<region>_**.cloud.network-box.com servers should share the same MX priority level.

  We are currently providing cloud backup servers in four regional locations:
  - asia.cloud.network-box.com
  - america.cloud.network-box.com
  - pacific.cloud.network-box.com
  - europe.cloud.network-box.com

> Using the above example, your MX records should now look like this:
> - MX 10 primary.mx.server.
> - MX 20 secondary.mx.server.
> - MX 100 america.cloud.network-box.com.
> - MX 100 europe.cloud.network-box.com.
> - MX 200 primary.mx.server.

- Take care not to list too many MX servers (as the maximum size of DNS replies over UDP is 512 bytes, and that has to include all returned records).

An on-the-box overview of the current status of the cloud mail backup system is available on the HTML-5 Dashboard.

Analysis > Cloud