



# Deep Six Technologies

*DS-200 Web Gate User's Guide Addendum*

User's Guide – Web Gate

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## 1.0 - Web Gate Features

- Provides senders with a web based message submission form for delivery to users on the protected mail server.
- Provides legitimate users a means to deliver a message to end users 24/7 with zero administrator or recipient action needed regardless of sender's mail server score.
- Completely self contained. All forms and processing are provided by the DS-200. No external services or resources required.
- All web gate transactions are logged in the same manner as SMTP transactions.
- Allows customers to deploy a customized web form on their own web site that submits messages to the DS-200 Web Gate service.

## 2.0 - The Web Gate Service

The Deep Six DS-200 Web Gate service provides a way for users to deliver a message to users on a protected server, regardless of the score of the sender's mail server. The Web Gate service operates a web based message submission form which users may utilize using any web browser. This form can be used as an alternate delivery channel for improperly blocked senders or as a general contact form for an organization. The URL for the Web Gate message submission form may be linked from a web site or specified in a custom DS-200 rejection message. Including the Web Gate URL in the custom rejection messages allows a false positive sender to deliver a message around the DS-200 filter process without any recipient or administrator intervention. The entire transaction can be performed by the sender at any time of day.

The Web Gate message form is completely contained within the DS-200 and requires no external services or resources.

By default the Web Gate service is not enabled and must be explicitly configured and enabled for use.

To utilize the Web Gate feature of the DS-200, the DS-200 must first be configured to process mail for an organization's mail infrastructure. Once a DS-200 is properly configured for mail processing, the following tasks must be completed to enable web form mail submission on the DS-200:

- 1) Add a Web Gate socket to the DS-200 configuration.
- 2) Add a Web Gate domain to the DS-200 configuration.
- 3) Restart the DS-200 to activate the Web Gate socket configuration changes.

## 2.1 – Web Gate Configuration – Required Information

Configuration of the Web Gate service for the DS-200 will require the following information:

### *Web Gate socket parameters:*

- 1) Socket listening address – IP Address (on the DS-200)
- 2) Socket listening address – desired listening port number
- 3) Posting Host URL – The IP address or domain name by which the IP address above can be resolved on the public Internet.

### *Web Gate domain parameters:*

- 1) Recipient domain names for which to accept message submissions.
- 2) IP Address of server where submitted messages are to be delivered.
- 3) Port number of the server where submitted messages are to be delivered.

### Notes:

Any changes to the Web Gate SOCKET configuration will require a DS-200 restart to become effective. Web Gate domain settings do not require a device restart and become effective immediately.

Currently Web Gate configuration changes may only be performed via the management console over serial cable or telnet through a management port. The Administration Web GUI does not currently provide access to Web Gate configuration parameters.

## 3.0 - Enabling the Web Gate service on a DS-200

Enabling the Web Gate service on the DS-200 requires the creation of a Web Gate socket and the addition of one or more Web Gate domains. Instructions for performing these two tasks are described below.

Note: At any time during the entry of parameters in the instructions below, pressing escape will abort the parameter entry process and return the user to the previous menu.

Prerequisite: The DS-200 must have a proper network configuration for the Web Gate feature to function.

### 3.1 - Adding a Web Gate socket

- 1) Log into the DS-200 management via serial cable or telnet.
- 2) From the main menu select: [E] – Configure E-Mail Web Gate to access the Web Gate configuration menu.
- 3) From the Web Gate configuration menu, select: [S] – Configure Web Gate Sockets to access the Web Gateway Sockets Configuration Menu.
- 4) From the Web Gateway Sockets Configuration Menu select: [A] – Add Web Gate Socket to begin adding a Web Gate socket instance.
- 5) The DS-200 will prompt to specify the Web Gate Socket IP address to use for this new instance. This IP address can be any IP address configured for this DS-200. Note that the address MUST be configured in the IP address configuration section of the DS-200. Specifying the address for this setting does not add the IP address to the DS-200 configuration, it is simply telling Web Gate which already configured device IP address to use for this Web Gate instance. Enter the desired IP address and press enter.
- 6) The DS-200 will now prompt to specify the listening port for this Web Gate instance on the IP address specified in step #5. This port may be any port number that is not being used by other service configurations in the device (SMTP listening ports, web log ports, management ports, Toolkit socket ports, etc.). Enter the desired port number and press enter.
- 7) The DS-200 will now prompt to specify the public host name of the IP address specified in step #5. The value entered here is either the actual IP address specified in step #5 (if that IP is a public IP address), the public IP that corresponds to the IP address specified in step #5 (if that IP is an internal private IP address not directly reachable via the Internet), or a domain name which resolves to the public IP for the IP address specified in step #5. Enter the appropriate address or name and press enter.
- 8) The DS-200 will display the provided settings and ask for confirmation. If the settings are correct press Y and enter, otherwise press N and enter or just press escape and then repeat the process above.
- 9) Adding the Web Gate socket is now complete and will take effect after the next device restart.

## 3.2 - Adding a Web Gate domain

- 1) Log into the DS-200 management via serial cable or telnet.
- 2) From the main menu select: [E] – Configure E-Mail Web Gate to access the Web Gate configuration menu.
- 3) From the Web Gate configuration menu, select: [D] – Configure Web Gate Domains to access the Web Gateway Domains Configuration Menu.
- 4) From the Web Gateway Domains Configuration Menu select: [A] – Add Web Gate Socket to begin adding a Web Gate domain entry.
- 5) The DS-200 will prompt to specify the domain name to enable for Web Gate delivery. For example, if you wish to enable delivery for recipients at mydomain.com, enter mydomain.com. Enter the desired domain name and press enter.
- 6) The DS-200 will prompt to specify the IP address of the target mail server for the domain name entered in step #5. This is generally the address of the mail server the DS-200 is protecting, but can be the address of any desired mail server. Enter the appropriate IP address and press enter.
- 7) The DS-200 will prompt to specify the listening port of the server specified in step #6. This is generally port 25. Enter the appropriate port number and press enter.
- 8) The DS-200 will display the provided settings and ask for confirmation. If the settings are correct press Y and enter, otherwise press N and enter or just press escape and repeat the process above.
- 9) The domain just added is now active and any configured Web Gate sockets will accept messages destined for this domain. If additional domains need to be enabled, simply repeat the above steps for each domain to be added.

After configuring at least one Web Gate socket and one Web Gate domain, the Web Gate service will be operational as soon as the device is restarted and the configuration changes take effect.

Changes to the Web Gate sockets configuration will not take effect until a device restart. Changes to the Web Gate domain configuration takes effect immediately and does not require a restart of the device.

The DS-200 allows configuration of multiple Web Gate sockets as well as multiple Web Gate domains. However for most installations a single Web Gate socket is adequate. All configured Web Gate domains will be active on all configured Web Gate sockets. In the current version of the DS-200 firmware specialized domain rules for specific Web Gate sockets is not supported.

## 4.0 - Other operations on Web Gate configuration Settings

### 4.1 - Deleting a Web Gate socket

- 1) Log into the DS-200 management via serial cable or telnet.
- 2) From the main menu select: [E] – Configure E-Mail Web Gate to access the Web Gate configuration menu.
- 3) From the Web Gate configuration menu, select: [S] – Configure Web Gate Sockets to access the Web Gateway Sockets Configuration Menu.
- 4) From the Web Gateway Sockets Configuration Menu select [D]-Delete Web Gate Socket.
- 5) The DS-200 will display a list of the configured Web Gate sockets. Enter the number of the configuration item to be deleted and press enter.
- 6) The DS-200 will display the item chosen for deletion. Verify the correct item was chosen and press Y and enter to proceed with the deletion. If the wrong item was selected, press N and enter or just press escape to cancel the operation and return to the menu.

### 4.2 - View the configured web gate sockets

- 1) Log into the DS-200 management via serial cable or telnet.
- 2) From the main menu select: [E] – Configure E-Mail Web Gate to access the Web Gate configuration menu.
- 3) From the Web Gate configuration menu, select: [S] – Configure Web Gate Sockets to access the Web Gateway Sockets Configuration Menu.
- 4) From the Web Gateway Sockets Configuration Menu select [L]-List Web Gate sockets.
- 5) The DS-200 will list the currently configured Web Gate sockets. When done reviewing the list press enter to return to the menu.

### 4.3- Deleting a Web Gate domain

- 7) Log into the DS-200 management via serial cable or telnet.
- 8) From the main menu select: [E] – Configure E-Mail Web Gate to access the Web Gate configuration menu.
- 9) From the Web Gate configuration menu, select: [D] – Configure Web Gate Domains to access the Web Gateway Domains Configuration Menu.
- 10) From the Web Gateway Domains Configuration Menu select [D]-Delete Web Gate Domain.
- 11) The DS-200 will display a list of the configured Web Gate domains. Enter the number of the configuration item to be deleted and press enter.
- 12) The DS-200 will display the item chosen for deletion. Verify the correct item was chosen and press Y and enter to proceed with the deletion. If the wrong item was selected, press N and enter or just press escape to cancel the operation and return to the menu.

#### 4.4 - View the configured web gate sockets

- 1) Log into the DS-200 management via serial cable or telnet.
- 2) From the main menu select: [E] – Configure E-Mail Web Gate to access the Web Gate configuration menu.
- 3) From the Web Gate configuration menu, select: [D] – Configure Web Gate Domains to access the Web Gateway Domains Configuration Menu.
- 4) From the Web Gateway Sockets Configuration Menu select [L]-List Web Gate domains.
- 5) The DS-200 will list the currently configured Web Gate domains. When done reviewing the list press enter to return to the menu.

#### 5.0 - Logging of Web Gate transactions

Message transactions submitted via Web Gate are logged to the DS-200 log files in the same manner as normal SMTP transactions. One item to note, the IP address of a log entry for a Web Gate transaction is the IP address of the computer that submitted the web form. It is very unlikely that this address is the same address as the sender's email server and should not be white listed.

Web Gate transactions may be identified by the score code for a given transaction. The following table describes the various action and score codes for log items produced by the DS-200:

ACTION CODE	SCORE CODE	MESSAGE ORIGIN	NOTES
ACCEPTED	Numeric	SMTP Connection	Numeric value represents connection score
REJECTED	Numeric	SMTP Connection	Numeric value represents connection score
ACCEPTED	WL	SMTP Connection	Connecting address is white listed
REJECTED	BL	SMTP Connection	Connecting address is black listed
ACCEPTED	WG	Web Gate Form	Web Gate message delivered
ERROR	WG	Web Gate Form	Connection failed or server rejected message
REJECTED	BR	Web Gate Form	Malformed recipient address in message form
REJECTED	BS	Web Gate Form	Malformed sender address in message form
REJECTED	BD	Web Gate Form	Recipient domain not enabled for delivery

Note: The score code BD indicates that a web form was submitted for a recipient on a domain name not present in the Web Gate domain configurations. For example if Web Gate is configured to accept messages for mydomain.com and a form is submitted for a recipient at someotherdomain.com, Web Gate will reject the message and log the transaction with a score code of BD.

## 6.0 - Submission form customization

Some customers may wish to customize the web form used by Web Gate. The html markup for the form served by the DS-200 is not modifiable. However users may create their own form for submission to the Web Gate service.

The recommended method to customize the Web Gate form is simply to save the HTML for the form with a web browser, customize the form, and then host it on a separate web server. When doing so, care must be taken not to alter the form submission URL, method, or field names.

The required field names for Web Gate form submission are:

Field Name	Use
<b>senderEmail</b>	Sender's Email Address
<b>recipientEmail</b>	Recipient's Email Address
<b>subject</b>	Message Subject
<b>messageBody</b>	Message body

The form must be submitted via the POST method and the submission URL is in the form:

`http://<WebGateHostFieldValue>:<WebGatePort>/webgate/`

It is recommended that the DS-200's Web Gate form be tested for proper configuration and then used as a template for modification rather than drafting html from scratch. This ensures that field and form parameters function and are correct.

## 7.0 - Further assistance

For questions and further assistance with Web Gate issues Deep Six offers numerous support options to address your needs.

Technical support may be obtained by writing to [support@d6tech.com](mailto:support@d6tech.com) or by visiting the web support center where you may view knowledgebase articles, obtain product documentation, access troubleshooting tools, open a support ticket or take advantage of other support offerings by Deep Six.

The Deep Six web support center can be accessed through the following URL:

<http://d6sas.com/support/>