Featuring MessageScan and RegFilter technology.

MailFilter/ax Administrators Guide

Christian Hofstädtler

Version 1.5-1030
May 11th, 2003

You can find Information, that was not available at the time of writing, in the QuickStart Information or online: http://www.mailfilter.cc/en/.
This Version describes MailFilter for NetWare with GroupWise 5.5 and GroupWise 6 using GroupWise Internet Agent.

Contents

Copyright & Legal Information

MailFilter/ax Server/NLM, the MailFilter configuration tools including MailFilter Configuration and MailFilter Installation/Upgrade Wizard, MailFilter/NRM, the MailFilter Documentation (including this Guide) and all additional MailFilter programs are referred further in as "MailFilter".

MailFilter/ax may contain software from the vendor of the platform it is running on, or the vendor of the platform support libraries it uses.

MailFilter/ax is not designed nor intended for use in medical, live-saving, or life sustaining environments/applications and it's use in this environments/applications is strictly prohibited.

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Compiled May 11, 2003. This Guide covers MailFilter/ax Version 1.5.

1 Why MailFilter/ax?

Protection against Viruses, Worms & Trojan Horses!
Protection against Spam!
Today Worms, Trojans and Viruses spread over 90% via E-Mail - you can stop this very easily, with E-Mail filters. This can also save your users time, automatically deleting Spam mails.

The Solution for your GroupWise Installation: MailFilter/ax Server. MailFilter/ax Server runs on your existing NetWare Server and integrates with GWIA. As soon as Mails are exchanged with the Internet, they are routed through MailFilter/ax, the Attachments get scanned - and, if “infected” blocked.

Blocked E-Mails are saved on the Server in a special directory, and the Administrator gets notified. On desire, also your internal users can be notified. As mentioned above, MailFilter/ax can save users valuable time by also scanning subject lines and from-headers for specified texts.

2 Regular Updates

Worms, Trojans and Viruses are always developed to hide better and better. Because of this, we continously make updates to MailFilter/ax to better detect such programs. You should regularly check for a new version of MailFilter/ax and install the newest version immediately. `http://www.mailfilter.cc/en/`

3 MailFilter/ax Installation

Installing the MailFilter/ax Server begins with the local installation of the MailFilter Installation Wizard, which also contains the administration guides and a set of default block lists. Install the Wizard as follows:

3.1 MailFilter/ax Installation Wizard

1. Start "`MailFilterAX-Setup.exe`" from the distribution media.
2. Click "Next" and then select "Complete".
3. Select the local target directory.
4. Click "Install" to install MailFilter/ax Installation Wizard.

3.2 MailFilter/ax Server Installation

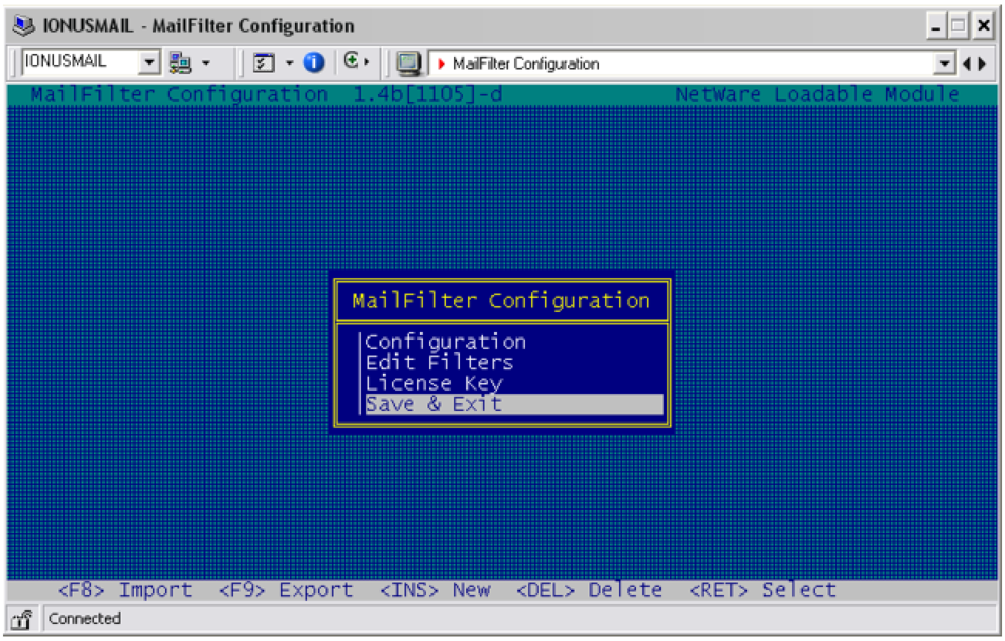
1. Select "`MailFilter\Installation Wizard`" from your start menu.
2. Select the mapped SYS: drive of the NetWare server where you want to install MailFilter/ax (the server with GWIA on it).
   Press "OK" to launch the Quick Start Wizard.

Note: if you are installing MailFilter/ax in a cluster environment, please read the document "MailFilter/ax Cluster Notes".

3.3 Base Configuration

1. For "Internet Agent Configuration File" select the appropriate GroupWise Internet Agent GWIA.CFG. (e.g.: `SYS:\SYSTEM\GWIA.CFG`)
2. Type your Internet Domain Name (= GWIA Primary Internet Domain) in the corresponding field. (e.g: `MailFilter.cc`)
3. Type the server's Host Name in the corresponding field. (e.g: `gwia.mailfilter.cc`)
4. Select your GroupWise Internet Agent version.
5. Click "Install" – MailFilter/ax is configured automatically, based upon the selected GWIA.CFG, MailFilter/ax NLMs are copied to the Server, and a default set of Block-List entries are installed. Lines to load MailFilter on server start-up are added to the Autoexec.NCF file.
6. To start MailFilter/ax, a few things are left:
   (a) Load `MFConfig.NLM`.
   (b) Verify the Configuration.
   (c) Save the Configuration ("Save & Exit")
   (d) Finally, load MailFilter/NLM. (Type `MFSTART` on the System Console.)

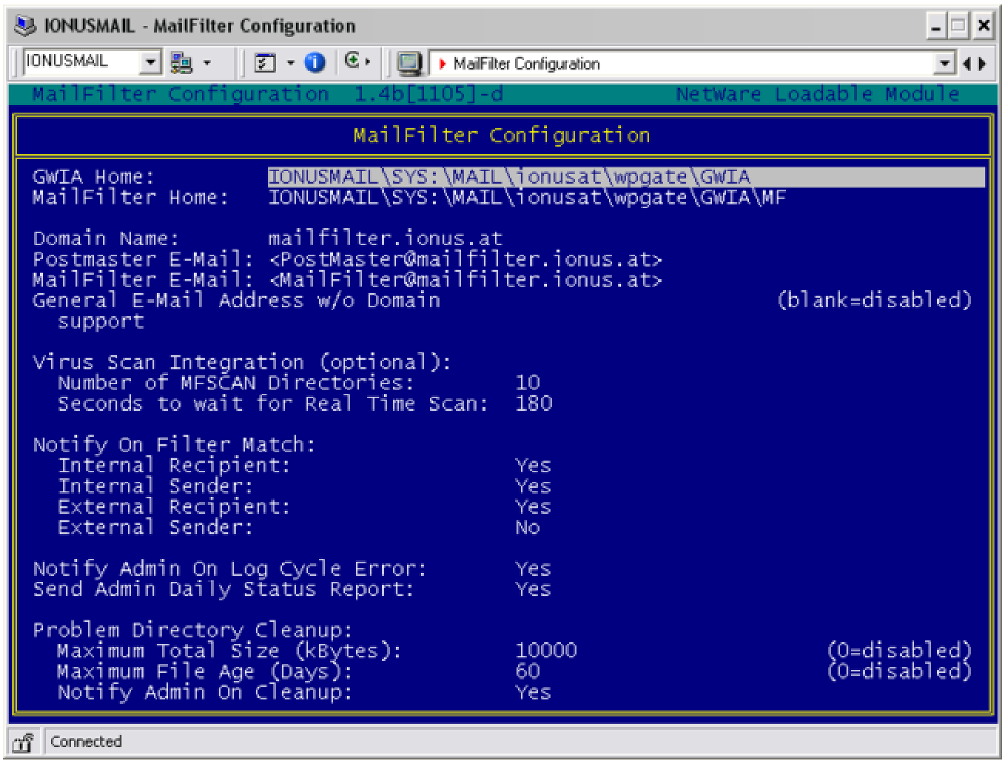
4 MailFilter/ax Configuration



MFConfig *(MailFilter/ax Configurator)* allows you to change the complete Configuration of MailFilter/ax directly on the Server.

Under ...	. . . you find:
Configuration	MailFilter Basic Configuration, Domain-Data
Edit Filters	Block/Filter List
License Key	License Key Input Form

4.1 Access Paths



```
 MailFilter Configuration  1.4b[1105]-d                      NetWare Loadable Module
                           MailFilter Configuration

 GWIA Home:           IONUSMAIL\SYS:\MAIL\ionusat\wpgate\GWIA
 MailFilter Home:     IONUSMAIL\SYS:\MAIL\ionusat\wpgate\GWIA\MF

 Domain Name:         mailfilter.ionus.at
 Postmaster E-Mail:  <PostMaster@mailfilter.ionus.at>
 MailFilter E-Mail:  <MailFilter@mailfilter.ionus.at>
 General E-Mail Address w/o Domain                              (blank=disabled)
   support

 Virus Scan Integration (optional):
   Number of MFSCAN Directories:      10
   Seconds to wait for Real Time Scan:  180

 Notify On Filter Match:
   Internal Recipient:                Yes
   Internal Sender:                   Yes
   External Recipient:                Yes
   External Sender:                   No

 Notify Admin On Log Cycle Error:     Yes
 Send Admin Daily Status Report:      Yes

 Problem Directory Cleanup:
   Maximum Total Size (kBytes):       10000                         (0=disabled)
   Maximum File Age (Days):           60                            (0=disabled)
   Notify Admin On Cleanup:           Yes
```

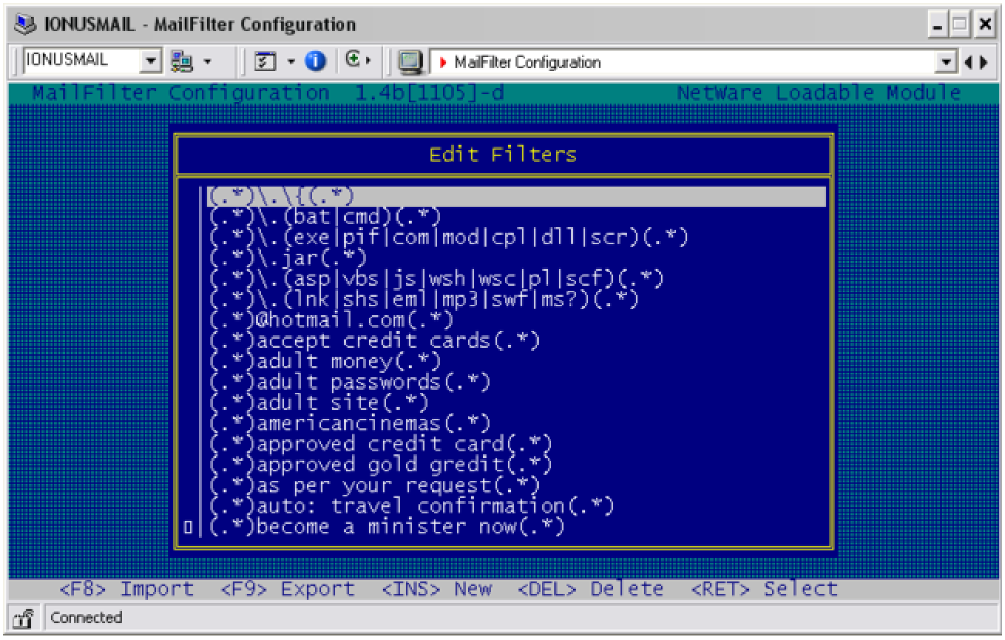
GWIA Home	path to the GWIA-agent directory
MailFilter Home	path to the MailFilter server directory (usually GWIA\MF)
Domain Name(s)	all Internet domains (comma seperated)
Postmaster E-Mail	Postmaster's e-mail address
MailFilter E-Mail	from-address for status/notification e-mails
General E-Mail Address	common from-address, without Internet-domain. See also Section 5 ("Multi2One").
Schedule-Time	Time when all (low-priority) outgoing mails are hold back (Rule and License
DNS Blacklist Zone	The DNS zone name of your preferred spam blacklist.

GWIA Mode/Version	for GWIA version 6.0 use 600,
	for GWIA versions 5.2, 5.5 use 550.

MailFilter Control/Config Password	A password you are required to enter when chaning the configuration.
Enable PFA functionality	Enables the mail fix-up code for PFA users with a single POP mailbox.
Drop Unresolvable Relay Hosts	If the sender's email server cannot be resolved, the mail gets dropped.
Virus Scan Integration	
Number of MFSCAN . . .	Queue-Directory Count
. . . Directories	Recommended Values: 1 to 15. Default: 10
Seconds to wait . . .	Seconds, that Mails are left in the MFSCAN directory.
. . . for Real Time Scan	This value depends heavily on your Virus-Scanner and Server Load. You should test this value also with high Server Load!

	Default: 180 Seconds.
Decode Attachments. . .	If your Virus Scanner can read Mime822 files, you can leave it off.
	See also Section 10 ("Integration Virus Scanner").
Default Notify On Filter Match	default notification for dropped mails:
Internal Recipient	internal recipient of the mail
Internal Sender	internal sender of the mail
External Recipient	external recipient of the mail
External Sender	external sender of the mail
Notify Admin on	notify the administrator if log cycling
. . . Log Cylce Error	fails
Send Admin Daily Status	send the status report to the
. . . Report	postmaster (including statistics)
Problem Directory Cleanup	cleanup of the MFPROB directory:
Maximum Total Size	maximum total size of all files (in kB)
Maximum File Age	number of days before a mail is removed
Notify Admin	notify the administrator if the directory
. . . On Cleanup	has been cleaned up

4.2 Edit Filters

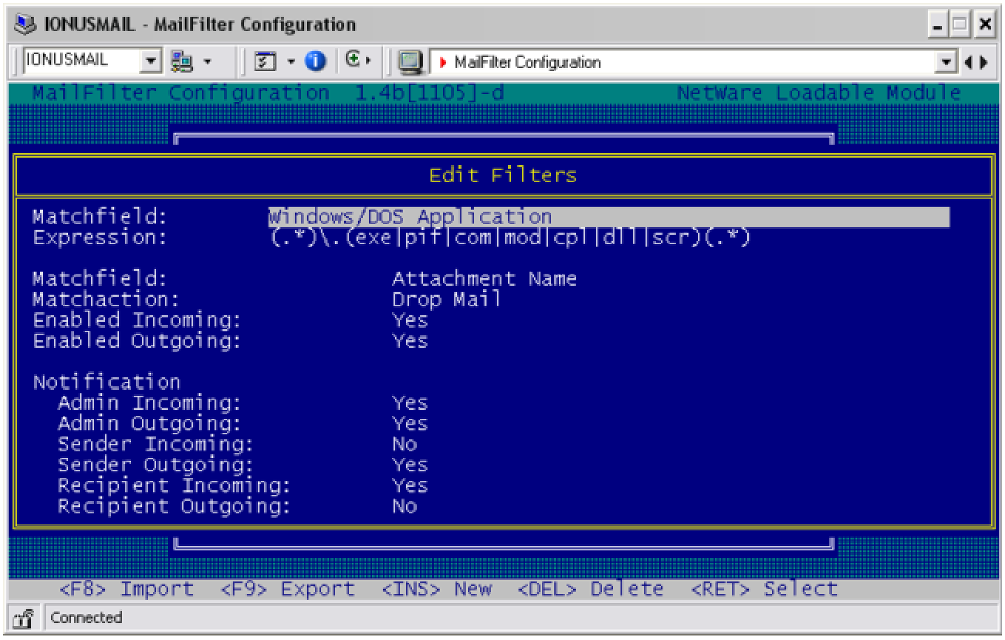


```
  MailFilter Configuration  1.4b[1105]-d            NetWare Loadable Module

                          Edit Filters

        (.*)\.\{(.*)
        (.*)\.(bat|cmd)(.*)
        (.*)\.(exe|pif|com|mod|cpl|dll|scr)(.*)
        (.*)\.jar(.*)
        (.*)\.(asp|vbs|js|wsh|wsc|pl|scf)(.*)
        (.*)\.(lnk|shs|eml|mp3|swf|ms?)(.*)
        (.*)@hotmail.com(.*)
        (.*)accept credit cards(.*)
        (.*)adult money(.*)
        (.*)adult passwords(.*)
        (.*)adult site(.*)
        (.*)americancinemas(.*)
        (.*)approved credit card(.*)
        (.*)approved gold gredit(.*)
        (.*)as per your request(.*)
        (.*)auto: travel confirmation(.*)
        (.*)become a minister now(.*)

    <F8> Import  <F9> Export  <INS> New  <DEL> Delete  <RET> Select
Connected
```

In this lists the following keys are available:

ESC	Closes the window, back to main menu
INS	Add Entry
DEL	Delete Entry
RET [Enter]	Change Entry
F8	Import entries from List-File
F9	Export list as List-File

4.2.1 Common



```
  MailFilter Configuration  1.4b[1105]-d                    NetWare Loadable Module

                                   Edit Filters

 Matchfield:            Windows/DOS Application
 Expression:            (.*)\.(exe|pif|com|mod|cpl|dll|scr)(.*)

 Matchfield:                      Attachment Name
 Matchaction:                     Drop Mail
 Enabled Incoming:                Yes
 Enabled Outgoing:                Yes

 Notification
   Admin Incoming:                Yes
   Admin Outgoing:                Yes
   Sender Incoming:               No
   Sender Outgoing:               Yes
   Recipient Incoming:            Yes
   Recipient Outgoing:            No

    <F8> Import   <F9> Export   <INS> New   <DEL> Delete   <RET> Select
```

Description	description of this filter (optional)
Expression	Regular Filter Expression

For an introduction to Regular Expressions see: `http://zez.org/article/articleprint/11/`

Matchfield	field, the filter is applied to
Matchaction	action if filter matches
Enabled Incoming	filter is enabled for incoming mails
Enabled Outgoing	filter is enabled for outgoing mails
Notification	users which get informed on a drop

Special Characters should not be used, as every E-Mail Client codes such characters in another form.

4.2.2 Attachment Filters

Recommendation: “`(*.)\.EXTENSION(*.)`”
Entries are matched against the names of Attachments. This list should block all startable files. (The Default List is made for Windows.)

To send executable files (e.g. Software Updates), they propably will have to be packed into `ZIP`-Files. (`ZIP`-Files also contain checksums, so you can ensure that such files are transmitted successfully.)

4.2.3 Domain Filters

Recommendation: “`(*.)@domain.com(*.)`”
Entries are matched against the Sender of E-Mails. (From-Header)

The Sender-Filter e.g. “`@hotmail.com`” is interesting if you get much Spam mails from Hotmail Addresses - but this blocks *all* Hotmail User!

4.2.4 Subject Filters

Recommendation: "`(*.)Three or more words(*.)`"
Entires are matched against the Subject of E-Mails. (Subject-Header) Warning: Special Characters are not recognized!

You should only put descriptive strings in this block list. An entry should be longer than 3 chars. The word "`in`" is very bad, as it also matches "Incident", "Information", "Indigo" and so on ...

4.3 Save Changes

To apply the changes you have made select "Save & Exit" from the main menu. After confirming, MailFilter Configurator exits. To activate the new Configuration, you have to reload the MailFilter Server NLMs. To do this, type `MFSTOP` and then `MFSTART` on the System Console.

4.4 Don't Save Changes

To have the Configuration Changes not saved, press "`ESC`" in the main menu, and confirm with `Yes`.

5 Multi2One Senders

This Function is for (smaller) installations, where only one E-Mail address exists, or, not all internal users get an external (Internet) E-Mail address assigned. To enable this function, enter in the Configuration in “General E-Mail Address” the external E-Mail address. (Without Internet Domain Name, e.g. just “sales”, if “sales@mailfilter.cc’ is the complete address.)

Mails from users with a Gateway Alias like <offi*nn*@mailfilter.cc > (where *nn* is a number from 01 to 99), get changed by MailFilter Server - but only the Sender E-Mail address! Addresses in the further text are not changed.

Of course, to be able to receive e-Mails that are directed to this address, you need a GroupWise user. (or an External Entity).

Recommendation: With a GroupWise rule, move all mails that this user gets in a Shared Folder and share it to all users.

If you don’t want/need this feature, leave the field “General E-Mail Address” blank.

Example Configuration:

Common E-Mail Adresse	order@mailfilter.cc
Entered GroupWise GWIA Gateway Aliases:	
E-Mail User “ch‘”	ch@mailfilter.cc
E-Mail User “abc”	ord01@mailfilter.cc
E-Mail User “xyz”	ord02@mailfilter.cc
E-Mail User “order”	order@mailfilter.cc
MailFilter “General E-Mail Address”	office

Consequences:

Mails from User “ch” won’t get changed.	
Mails to User “ch” won’t get changed.	
Mails from User “abc” get changed.	Sender Address is changed to “order”.
Mails to User “abc” won’t get changed.	
Mails from User “xyz” get changed.	Sender Address is changed to “order”.
Mails to User “xyz” won’t get changed.	
Mails from User “order” won’t get changed.	
Mails to User “order” won’t get changed.	

6 Server Tasks

6.1 MailFilter/ax Start

To load MailFilter/ax on the Server, type `MFSTART` on the System Console. ein. You can modify the file `MFSTART.NCF`, so that for example, MailFilter/ax loads in it's own Address Space.

6.2 MailFilter/ax Stop

To unload MailFilter/ax either type `MFSTOP` on the System Console, or hit the F7 key in the MailFilter/ax Status Screen and confirm unload. This may take a bit, specially if mails are queued for scanning.

6.3 Start MailFilter/ax Automatically

To have MailFilter/ax load automatically after a server restart, put the following line in your `Autoexec.NCF`: `MFSTART`
If you have installed MailFilter/ax with the Installation Wizard, this has already been done for you.

7 Administrative Tasks

7.1 Dropped E-Mails

If MailFilter drops a Mail, the Mail is put into the MFPROB directory and the Administrator gets notified. As soon as you receive such a “MailFilter Problem Report” Mail, you should check the MFPROB directory and remove its contents after checking it carefully.

7.2 Check MailFilter Status

To ensure that MailFilter runs and verifies E-Mails, you should regularly check the MailFilter Status Screen on the Server for errors and the MFPROB directory for mails. You should clear the problem mails if you do not need them anymore, as they are wasting space on the Server.

7.3 Re-Queuing Dropped E-Mails

If you need to recover a dropped E-Mail, you can copy the according Mail File from GWIA\MF\MFPROB to GWIA\RECEIVE or GWIA\SEND. GWIA will handle this mail as a normal E-Mail, but MailFilter will not touch this E-Mail. So, you should check the file first for Viruses!

7.4 Tuning

The directories GWIA\SEND, GWIA\RECEIVE, GWIA\RESULT, GWIA\MF\SEND, GWIA\MF\RECEIVE, GWIA\MF\RESULT, GWIA\MF\MFWORK, and GWIA\MF\MFSCAN should be set to “Immediate Purge”.

8 Integration GroupWise Internet Agent

To integrate MailFilter into GWIA and to re-enable the Mail-Transfer, you have to update the GWIA configuration. Enter for "SMTP Service Queues Directory" the same directory as you have entered in MailFilter Configurator, "Access Paths", "MFLT Path".
MailFilter supports GWIA 5.5 and GWIA 6.

8.1 Example Configurations

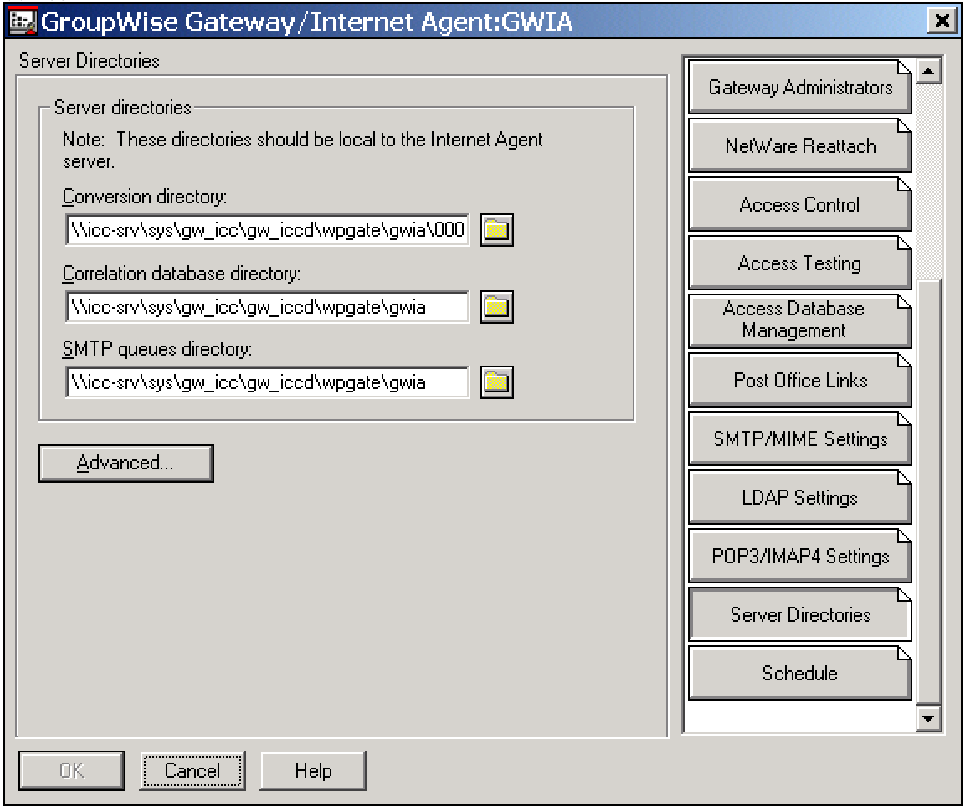
See Sections 8.3 (GroupWise Internet Agent Version 5.5) and 8.4 (GroupWise Internet Agent Version 6).

8.2 Configuration Test for GWIA

First make sure that the GroupWise Internet Agent loaded and that MailFilter is *not* loaded. Now send and receive e-Mails just like you always do. (MAX! Users: also use "`Connect to Mail Hosts`"!) Verify, that all e-Mails are stored in the GWIA `MF\Send`, `MF\Receive` directories - *no single* mail should be able to be delivered. Now, as you are certain that mail delivery is blocked, load MailFilter/NLM (use `MFSTART`) and check the Screens "`MailFilter Status Screen`" and "`GroupWise Internet Agent`", that mails are routed through MailFilter.

8.3 GroupWise Internet Agent Version 5.5

Launch the NetWare Administrator, in the GWIA Properties select "Server Directories".



GroupWise Gateway/Internet Agent:GWIA

Server Directories

Server directories

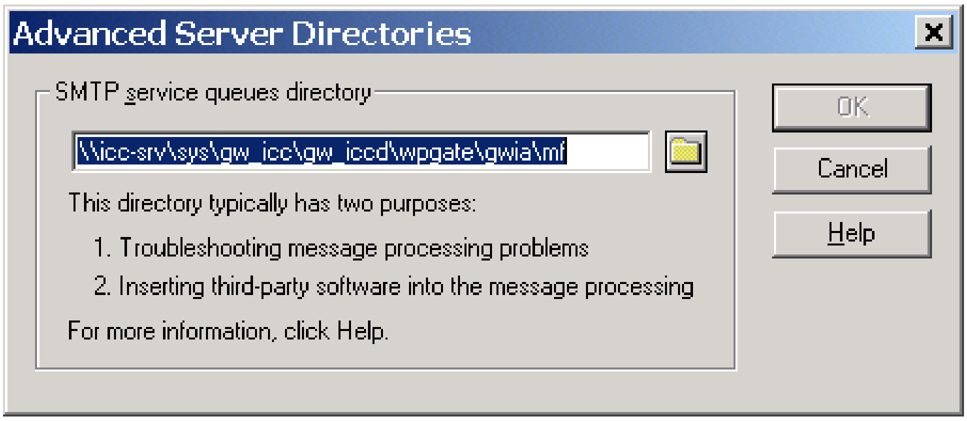
Note: These directories should be local to the Internet Agent server.

Conversion directory: \\icc-srv\sys\gw_icc\gw_iccd\wpgate\gwia\000

Correlation database directory: \\icc-srv\sys\gw_icc\gw_iccd\wpgate\gwia

SMTP queues directory: \\icc-srv\sys\gw_icc\gw_iccd\wpgate\gwia

Click the "Advanced" button.



Advanced Server Directories

SMTP service queues directory: \\icc-srv\sys\gw_icc\gw_iccd\wpgate\gwia\mf

This directory typically has two purposes:

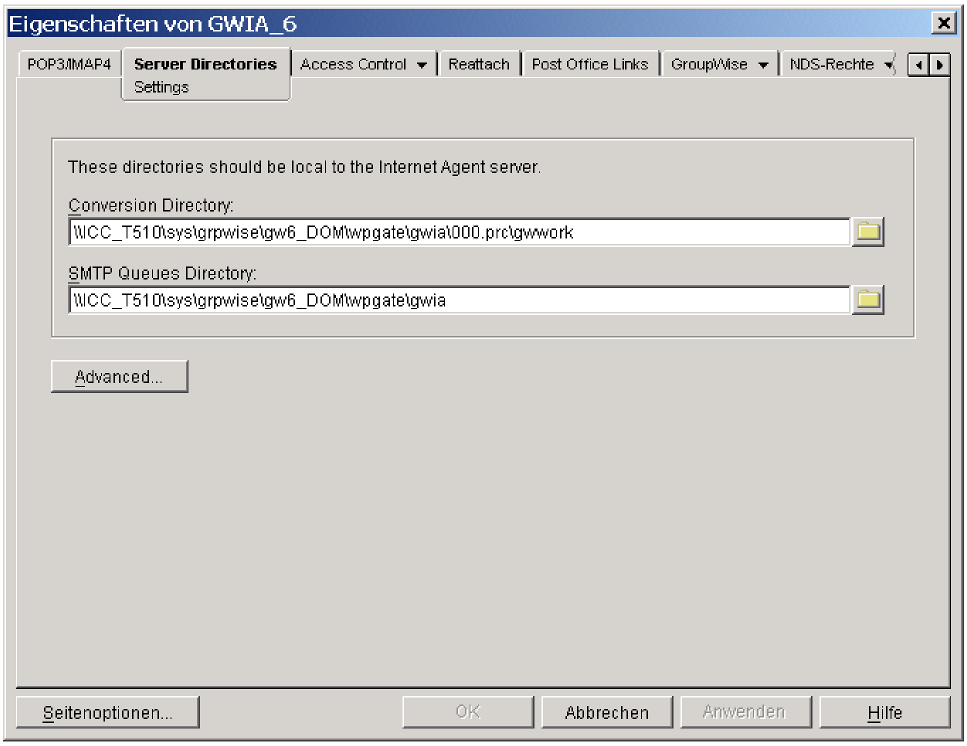
1. Troubleshooting message processing problems
2. Inserting third-party software into the message processing

For more information, click Help.

Enter the same directory that you have entered in the MailFilter Configurator as "MFLT Path". The Quick Start Wizard uses a default of "GWIA\MF".
To activate the Configuration Change, you'll have to restart GWIA on the Server

8.4 GroupWise Internet Agent Version 6

Launch ConsoleOne and select "Server Directories\Settings" from the GWIA Properties.

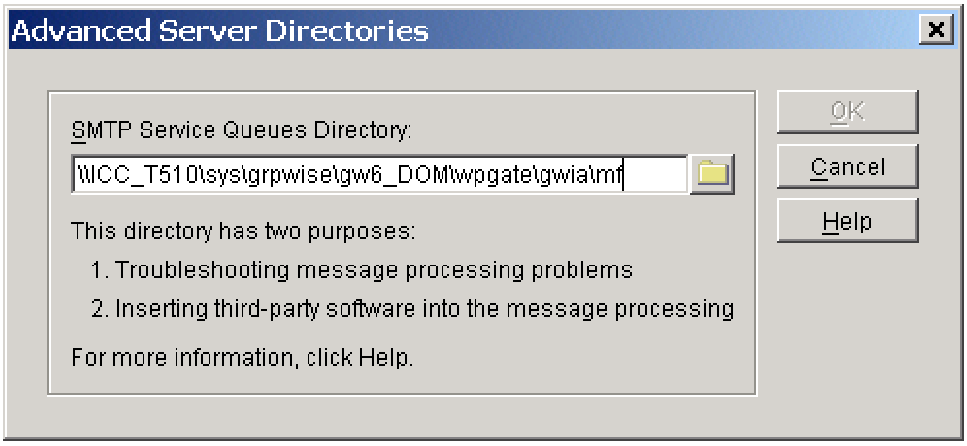


These directories should be local to the Internet Agent server.

Conversion Directory: \\ICC_T510\sys\grpwise\gw6_DOM\wpgate\gwia\000.prc\gwwork

SMTP Queues Directory: \\ICC_T510\sys\grpwise\gw6_DOM\wpgate\gwia

Select "Advanced".



SMTP Service Queues Directory: \\ICC_T510\sys\grpwise\gw6_DOM\wpgate\gwia\mf

This directory has two purposes:

1. Troubleshooting message processing problems
2. Inserting third-party software into the message processing

For more information, click Help.

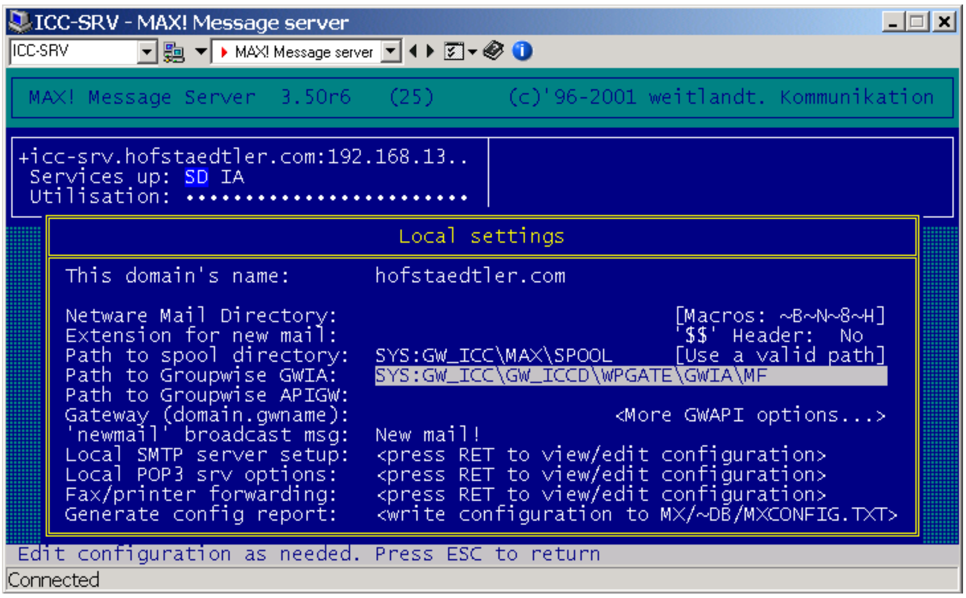
Enter the same directory that you have entered in the MailFilter Configurator as "MFLT Path". The Quick Start Wizard uses a default of "`GWIA\MF`".
To activate the Configuration Change, you'll have to restart GWIA on the Server

9 Integration with MAX! Message Server

To integrate MailFilter with MAX! Message Server: Enter in the MAX! Configuration ("Local Settings") as "Path to GroupWise GWIA" the same Path you've entered in the MailFilter Configurator as "MFLT Path". This Configuration assumes that MAX delivers mails through GWIA file-based. If MAX delivers using SMTP no changes to the MAX Configuration are needed. If you use MAX in conjunction with the APIGW, you probably need an update of MAX!, and a Change to GWIA delivery. Please contact your MAX! reseller for more information about this.

Configuration Test see section 8.2 "Configuration Test for GWIA".

Note: Only Mails passed to GWIA will be scanned by MailFilter, requiring correct Configuration!



```
 MAX! Message Server  3.50r6   (25)      (c)'96-2001 weitlandt. Kommunikation

+icc-srv.hofstaedtler.com:192.168.13..
 Services up: SD IA
 Utilisation: ••••••••••••••••••••••••

                              Local settings

 This domain's name:       hofstaedtler.com

 Netware Mail Directory:                               [Macros: ~B~N~8~H]
 Extension for new mail:                               '$$' Header:  No
 Path to spool directory:  SYS:GW_ICC\MAX\SPOOL        [Use a valid path]
 Path to Groupwise GWIA:   SYS:GW_ICC\GW_ICCD\WPGATE\GWIA\MF
 Path to Groupwise APIGW:
 Gateway (domain.gwname):                          <More GWAPI options...>
 'newmail' broadcast msg:  New mail!
 Local SMTP server setup:  <press RET to view/edit configuration>
 Local POP3 srv options:   <press RET to view/edit configuration>
 Fax/printer forwarding:   <press RET to view/edit configuration>
 Generate config report:   <write configuration to MX/~DB/MXCONFIG.TXT>
Edit configuration as needed. Press ESC to return
Connected
```

10 Integration with Virus Scanners

Except the directory "`GWIA\MF\MFSCAN`" (and Subdirectories) no other directories of GWIA or of MailFilter/ax must be scanned by the Server Virus Scanner!

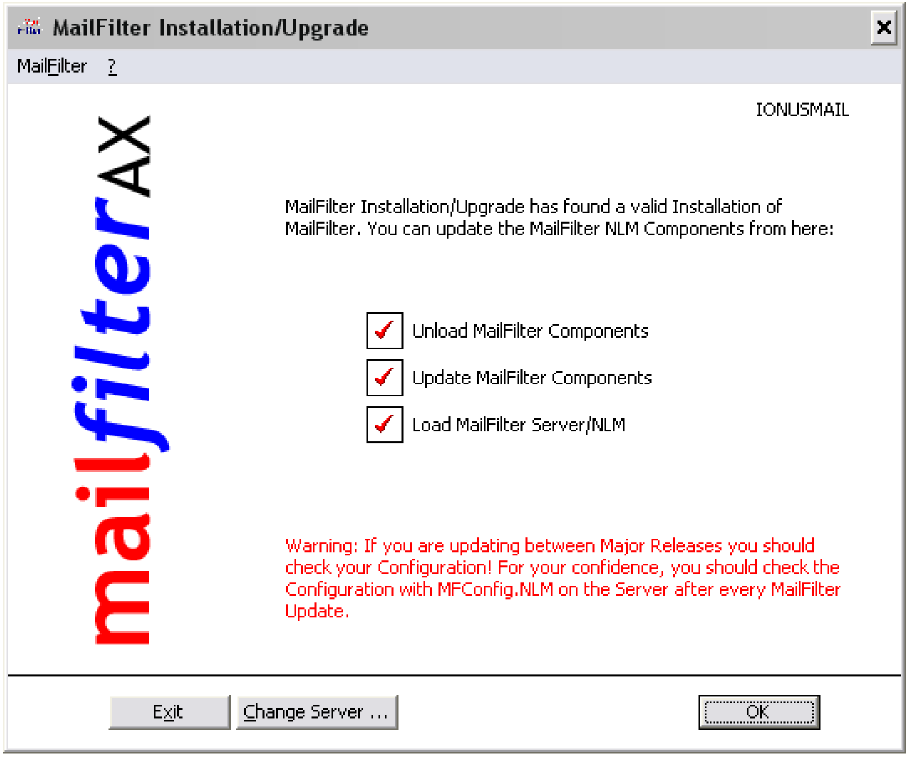
The Server Virus Scanner has to be able to unpack Mime-Mails, and has to be set to Delete or Cure, as MailFilter/ax has no chance to get information from the Virus Scanner . So, the E-Mail File either has to be deleted or changed in Size.

If the VirusScanner is not used, both Values have to be set to 0. This Settings are also changed by MailFilter/ax if you did not buy the VirusScan-Integration.

Please check if your virus scanner can decode Mime822 files itself, if not, you have to enable "Decode Attachments for VScan".

11 MailFilter/ax Update

MailFilter/ax Updates are installed from the MailFilter/ax Installation/Upgrade Wizard. First, locally install the new "`MailFilterAX-Setup.exe`" and then start the Installation Wizard. If you don't get the Update Screen, check Section 3.2 ("MailFilter/ax Server Installation").



MailFilter Installation/Upgrade has found a valid Installation of MailFilter. You can update the MailFilter NLM Components from here:

☑ Unload MailFilter Components

☑ Update MailFilter Components

☑ Load MailFilter Server/NLM

Warning: If you are updating between Major Releases you should check your Configuration! For your confidence, you should check the Configuration with MFConfig.NLM on the Server after every MailFilter Update.

To do an Automatic Update, check all 3 Possibilities. Press "OK" to execute the update. Warning! You should do an Automatic Update only, if you are not updating between Major Versions, or you know that no manual changes have to be done! – Any way, you should run MFConfig and press "Save" before you start MailFilter/ax again.

12 Logging & Reporting

MailFilter/ax places it's Log-Files in the MFLOG directory, where the current MailFilter/ax Log file is named "MailFlt.log". Every day between 23h and 24h MailFilter/ax rotates the log file - the log file is renamed to "MailFlt.0*dd*" where "*dd*" is the month day, so the log files are kept for one month. Do not unload/reload MailFilter/ax between 23h and 24h, as this will produce unexpected results for the log files. Mostly you will loose the log file for the current day.

A Installed NCF's

A.1 MFSTART.NCF

```
##
## MFSTART.NCF - Starts the MailFilter System.
##
#
MFSTOP
#######
## Load MailFilter Server/NLM
## This is the main component of MailFilter on NetWare.
load mailflt
# load address space = MailFilter mailflt
#######
#
#######
## Load MailFilter/NRM
## MailFilter/NRM is disabled by default.
# load mfnrm
#######
#
##
## --- e o f ---
##
```

A.2 MFSTOP.NCF

```
##
## MFSTOP.NCF - Shuts down MailFilter System.
##
#
#######
## Unload MailFilter/NRM
## If you enabled MFNRM you should enable the following line also.
# unload mfnrm
#######
#
#######
## Unload MailFilter Server/NLM
unload mailflt.nlm
unload address space = mailfilter
unload address space = mailflt
#######
#
##
## --- e o f ---
```

##

B MailFilter/ax Uninstall

If you really decide to remove MailFilter/ax from the Server, use these steps:

1. Ensure, that no mails are left in the MailFilter/ax queue!
2. Unload GWIA: Type `UNLOAD GWIA` at the Server.
3. Disable MailFilter/ax Integration:
   Remove your Configuration Changes that you have done in GWIA and/or MAX! for MailFilter/ax.
4. Unload MailFilter: Type `MFSTOP` at the Server.
5. Remove Configuration:
   Delete the Directory `SYS:ETC\MAILFLT`.
6. Remove MailFilter/ax Home:
   Delete the Directory `GWIA\MF`.
7. Remove MailFilter/NLM:
   Delete from `SYS:SYSTEM` the files `MailFlt.nlm`, `MFConfig.nlm`, `MFNRM.nlm`, `MFSTART.NCF`, `MFSTOP.NCF` and remove the call to MFSTART from `Autoexec.NCF`.

C Troubleshooting

1. The MailFilter Log file can tell which Mail was handled last, and also logs all MailFilter Server Console Messages.
2. If MailFilter Abends, probably the ABEND.LOG can help you. (If MailFilter runs in another Address Space, see the COREx.DMP files.) On next load of MailFilter/ax, the last processed Mail gets moved into the directory `MFPROB\CRASH`.
3. If MailFilter Abends often, change the MFSTART.NCF so MailFilter/ax is loaded in a protected memory/address space.
4. When calling Support, please have your System Information (CONFIG.TXT generated by CONFIG.NLM v3) ready, the Abend Log(s) and the Mail Messages that were processed when MailFilter/ax abended.