

Configuring your system for Mail Flow Monitor

Mail Flow Monitor is very easy to setup and no software needs to be installed for the monitoring system to work.

Please follow the instructions below to configure your system for Mail Flow Monitor, you can test that your system is configured correctly by logging onto the status server assigned to you. Just open a web browser and enter the address of your status server, then select the test you wish to use.

Example

<http://status1.mailflowmonitor.co.uk>

Firewall

You will need to check that the following ports are open and that the services are active, please see the examples of firewall configurations at the end of this document.

Port	Service
110	POP3
25	SMTP
80	HTTP (only if web server monitoring is required)

If your router supports IP filtering, please secure the services that you do not use to Mail Flow Monitor's server.

For Example

POP3 may not be used by your company so only allow Mail Flow Monitor's server to access this service.

ICMP Test

Description: An ICMP echo request is sent to your router every minute and a half, if the router responds the test is successful. If the router fails to respond then depending on your sensitivity setting the test will either try again in another minute and a half or it will report the failed service.

Configuration: Most routers by default run in stealth mode so that they do not respond to Pings, you will need to change this setting so that the router will respond to the ICMP test.

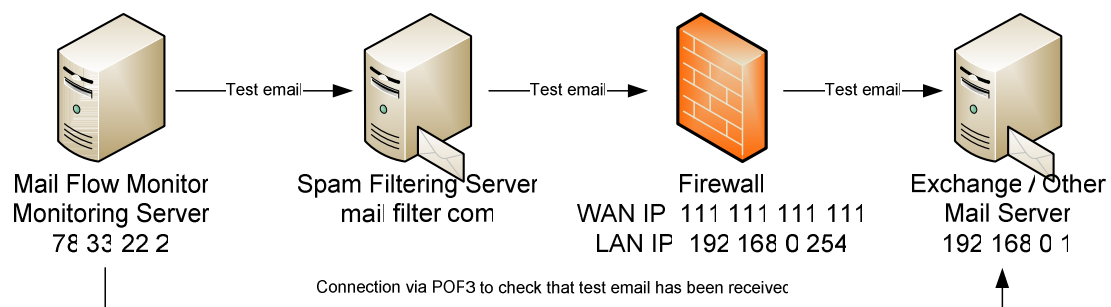
Web Test

Description: The monitoring server will connect to your web server and open the Mail Flow Monitor web test file, after opening the file the test will read the contents of the test file to confirm the correct page has been opened. By reading the content of the web test file the test confirms that the web server is online and that it is providing the correct web site.

Configuration: Download the MFMwebtest.htm file from the following link <http://mailflowmonitor.co.uk/downloads/MFMwebtest.htm> Upload the file to your web site, log onto the Mail Flow Monitor's web portal and enter the address of the file

Receive Test

Description: The monitoring server sends a small test email to your mail server using the following alias: MFMusername@yourdomain.com, the test is sent as a normal email which ensures that the same path as any other email is taken. The MX record is resolved and the message is delivered to the server, if there is a problem connecting and delivering the test email to the MX record server the receive test reports a failure. After the test email has been delivered to the MX record mail server the monitoring server will wait one and a half minutes, the server will then connect to your mail server using POP3 to check that the message has been received. If the message is found the monitoring server will indicate that the test is successful, it will then wait another minute and a half and start over. If the message is not found the monitoring server will wait a minute and a half and then it will check for the message again, if the message is still not found the monitoring server will repeat the check until the message is found or the failed threshold is reached. If the failed threshold is reached the monitoring server reports the failed receive service.



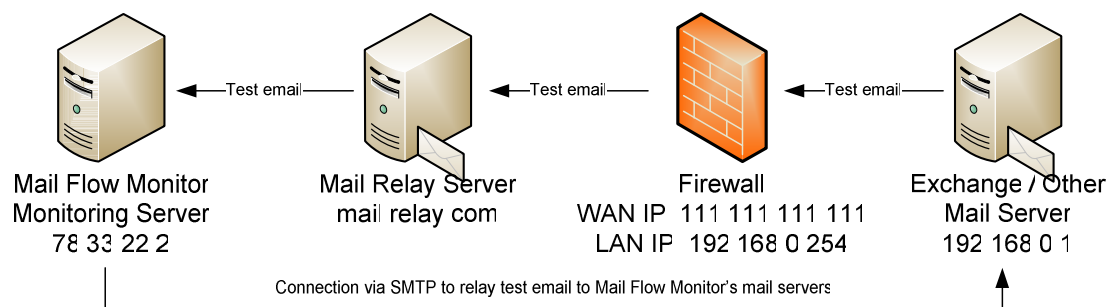
Configuration: You will need to create a user account on your mail server with the details that have been sent to you, this is so that the monitoring server can log on via POP3 to check that you are receiving email. The user account must have the alias as described above MFMusername@yourdomain.com. POP3 must be running on the mail server and the firewall should allow the monitoring server to connect. If you are using Exchange please see the "Exchange 2003 Setup Instructions" section of this document.

Send Test

Description: The monitoring server will connect to your mail server and relay a small test email using one of the following methods:

- Allow relay via IP
- SMTP Authentication

This email will then be delivered by your mail server like any other email sent from your company to Mail Flow Monitor's mail server. After delivering the test email to your mail server the monitoring server will wait one and a half minutes before checking Mail Flow Monitor's mail servers for the test email. If the message is found the monitoring server will indicate that the test is successful, it will then wait another minute and a half and start over. If the message is not found the monitoring server will wait a minute and a half and then it will check for the message again, if the message is still not found the monitoring server will repeat the check until the message is found or the failed threshold is reached. If the failed threshold is reached the monitoring server reports the failed send service.



Configuration: Depending upon the authentication method you have decided on using, you will need to configure the following:

Allow relay via IP

You will need to add the IP address of Mail Flow Monitor's monitoring server to the Allow list on your SMTP server

SMTP Authentication

Create a new user or use the same user account as the receive test, check that the user created for the Receive test has permission to relay. Only plain text authentication is supported.

If you are using Exchange please see the "Exchange 2003 Setup Instructions" section of this document.

Anti Spam

If you have Anti Spam, please add the domain mailflowmonitor.co.uk to the white list. You may need to add the IP address of Mail Flow Monitor's server to your white list.

Exchange 2003 Setup Instructions

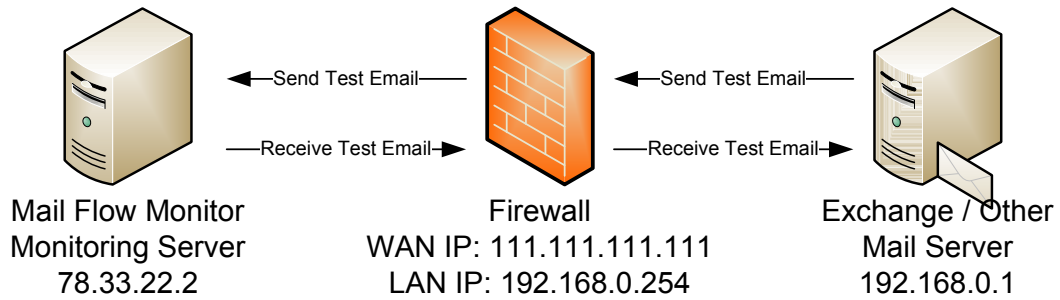
- 1) Open Active Directory User and Computers, select the Users container and create a new user using the details emailed to you. You will need to create a mailbox for this new user, make sure the mailbox is located on the server that is going to be monitored. You may want to hide this user from the Global Address list, this can be done by opening the properties of the user and selecting the Exchange Advanced tab, then check the "Hide from Exchange address list"
- 2) Open the Services MMC and scroll down to "Microsoft Exchange POP3", change the startup type to Automatic and start the service
- 3) If your company does not use the Exchange POP3 Server already open Exchange System Manager and browse to the server, expand the server, Protocols and then POP3. Open the properties of the Default POP3 Virtual Server and select the Access tab, click the Connection button. Select "Only the list below" and add the IP address of the monitoring server.
- 4) Expand SMTP and open the properties of the Default SMTP Virtual Server, select the Access tab and click the Relay button. Click the Users button and add the MFM user to the list

Setup Examples

Scenario 1

Single mail server behind a firewall, the MX record point directly to the external IP address of the firewall.

MX Record = mail.abc.com
mail.abc.com = 111.111.111.111

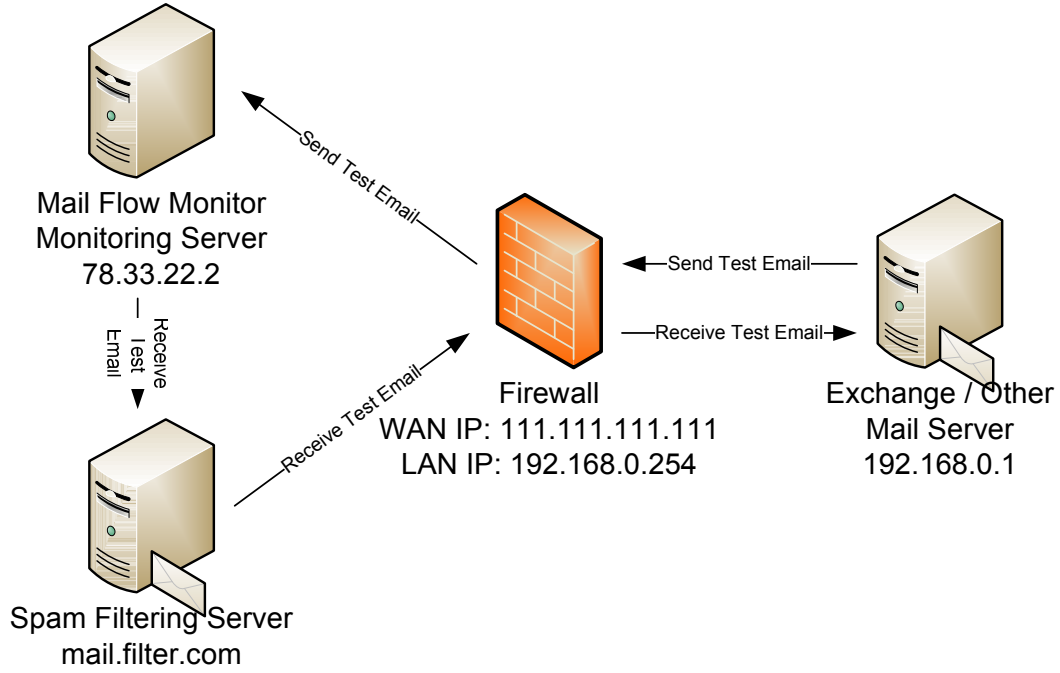


From	Port	To	Destination IP
Any	25	111.111.111.111	192.168.0.1
78.33.22.2	110	111.111.111.111	192.168.0.1

Scenario 2

Single mail server behind a firewall, the MX record points to a hosted spam filtering server.

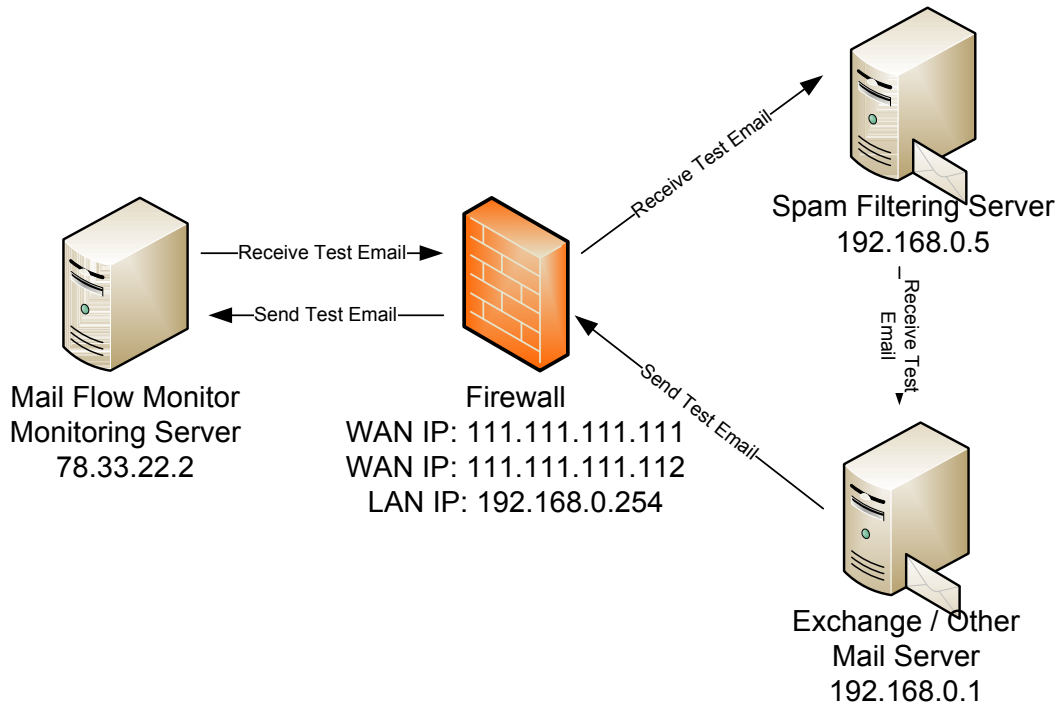
MX Record = server.filteringsolution.com



From	Port	To	Destination IP
mail.filter.com	25	111.111.111.111	192.168.0.1
78.33.22.2	25	111.111.111.111	192.168.0.1
78.33.22.2	110	111.111.111.111	192.168.0.1

Scenario 3

Single mail server and a spam filtering server behind a firewall, the MX record point directly to the external IP address of the firewall.



From	Port	To	Destination IP
Any	25	111.111.111.111	192.168.0.5
78.33.22.2	25	111.111.111.112	192.168.0.1
78.33.22.2	110	111.111.111.111	192.168.0.1