Welcome

Welcome to the September 2009 edition of ‘In the Boxing Ring’. In this edition, we focus on the global release of the enhanced Mail Portal user and MY.NETWORK-BOX.COM administrative systems. These new features offer improvements in both performance and usability, as well as to the interface for key administrative functions. These new systems (together with the revised Mail Portal User and MY.NETWORK-BOX.COM Administrative Guides) are being globally released this month. Turn to Pages 2 and 3 for details.

Network Box statistics show that 92.43% of our customer base is using Microsoft Windows on their workstations and servers. Within the Microsoft Windows user base, 59% use XP and 25% Vista. This month, we’re excited to be able to announce a new technology partnership between Network Box security response teams and Microsoft under their MAPP program. Turn to Page 4 for further details.

As usual, if you have any feedback, or comments, they are always appreciated. You can contact us here at HQ via email (nbhq@network-box.com). Or, drop by our office next time you are in town.

You can also keep in touch by following our new Network Box Security Response twitter feed at:

twitter.com/networkboxhq

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September 2009
In last month’s *In the Boxing Ring*, the Mail Portal and MYNETWORK-BOX.COM were still in beta and we highlighted the enhancements made to both systems — both technical and aesthetic.

Now with both systems out of public beta and deploying globally, the new Mail Portal and MYNETWORK-BOX.COM systems are 3 to 5 times faster for common operations and support a revised workflow (including tick-to-release). The administrator now can also support the user through the MYNETWORK-BOX.COM interface as well as through the Mail Portal. More options are now available to give the user finer control over the appearance of his reports. The reports can be sorted by spam score (as an alternative to the received time of the email).

**Mail Portal**

As a quick reminder, the homepage of the Mail Portal has been simplified while the search function now includes a Specify Period option.

Other improvements included icons indicating whether emails were Quarantined, Not Quarantined, or Released.

**Mail Portal & MYNETWORK-BOX.COM Enhancements**

Specifically, the major change in the Mail Portal was to the Anti-Spam Overview section; the following areas were improved prior to global deployment:

**ANTI-SPAM > OVERVIEW**

By default, the Overview provides an hourly summary of the the spams received and the score for each spam. Using the pull-down menu, the user can select the range of information they want to review.

Previously, this section did not offer users the choice of sorting information by spam score. To optionally provide more flexibility, users can now sort received spam by spam score: the lower the score, the more likely the mail is genuine; conversely, the higher the spam score, the more probably the mail is spam.

**ANTI-SPAM > WHITELIST**

As before, the white list allows users to enter the Sender name and select the intended Recipients via checkboxes.

**ANTI-SPAM > BLACKLIST**

In the same vein as the Whitelist, the Blacklist functionality allows users to add the Sender name and choose the Recipients who should not be receiving the specified sender’s emails.

Much of this month’s enhancements were, however, made to the MYNETWORK-BOX.COM system:

**MYNETWORK-BOX.COM**

All the enhancements to both the Mail Portal and MYNETWORK-BOX.COM systems not only improved their functionality, speed and responsiveness, they have also helped make it possible for the Administrator to help the user manage their mail account via the MYNETWORK-BOX.COM interface.

The major changes within the MYNETWORK-BOX.COM system are in the management of spam and viruses in the Anti-Spam and Anti-Virus sections.

**ANTI-SPAM > ANALYSIS > OVERVIEW**

Those emails that contain viruses may have originated from known senders, but the emails’ risk to users has resulted in the emails’ quarantine.

Individually managing all emails in this list is time-consuming and requires unnecessary effort. To facilitate the management of the Release Quarantine list, we have implemented a Release (all) functionality.

The Overview provides a monthly summary of the number of spams received and the number of emails that fall into each Spam Score range.

Previously, this section did not offer the Administrator the choice of sorting information by spam score. To correct that oversight and provide more flexibility, users can now sort received spam by spam score: the lower the score, the more likely the mail is genuine; conversely, the higher the spam score, the more probably the mail is spam.

**ANTI-SPAM > CONFIG > CUSTOM WHITELIST**

The customisable white list allows the Administrator to enter the Header, Sender and Body information of email types that you wish to receive across the company.

**ANTI-SPAM > CONFIG > CUSTOM BLACKLIST**

In the same vein as the customisable white list option, the customisable blacklist functionality provides users with
more control over which and whose emails they elect to block across the company. Again, you can enter the header, Sender and Body information of email types that you do not wish to receive.

**ANTI-SPAM > CONFIG > PERSONAL WHITELIST / BLACKLIST**

However, while the Custom Whitelist and Blacklist are company-wide, the Personal Whitelist and Personal Blacklist are users-centric and do not influence the wider corporate list.

Here, the Administrator can search for the Sender or Recipient information that they require.

If the Sender or Recipient is not found in the database, or does not yet exist, the Administrator can Create a New Personal Whitelist or Blacklist.

To help clean up the personal whitelist or blacklist, the Administrator can help delete the record.

**ANTI-SPAM > CONTROL > RELEASE QUARANTINE**

To facilitate the management of Spam in the Release Quarantine section, we have reorganised the columns to provide more meaningful data to the Administrator. You can now sort by Date, Sender, Subject, Recipients and Score. Clicking on the time in the Date column will bring up more information about that particular spam email.

Each email is colour-coded in the Status column: Spam is Orange, Virus is Red and Clean Emails are White.

Included in the Status column are the Status Icons, denoting Quarantined, Not Quarantined or Released.

In managing the list of email, you can select individual emails, or Select All, also known as tick-to-release. Instead of just selecting emails to release to the recipient(s), you can now choose whether to Release all or some of the emails to the recipient, Whitelist or Blacklist the email; you can also choose all three Release Quarantine options.

The Release Quarantine functionality allows the Administrator to search for a specific email or a set of emails within a certain period, and also to release the emails individually or all at once.

And to help clean up the personal whitelist or blacklist, the Administrator can help delete any record(s) as required.

**ANTI-VIRUS > ANALYSIS > OVERVIEW**

With the new interface, the Anti-Virus Analysis Overview provides at-a-glance information via a bar chart. The graph shows the number of viruses detected and blocked in each month.

A closer inspection of the interface reveals a slight reorganisation of the columns and some renaming to further clarify what is being shown. In addition, the Administrator can sort data according to each column.

Most useful is the second column where you can view how the virus reached your network: Email, HTTP, FTP or Others.

Clicking the month in the Month column brings up the daily records of the number of viruses detected and blocked on any given day within that month.

A search function also allows the Administrator to specify a time period and the Box ID when searching for particular sets of emails, or any one email.

**ANTI-VIRUS > CONTROL > RELEASE QUARANTINE**

Those emails that contain viruses may have originated from known senders, but the emails’ risk to users has resulted in the emails’ quarantine.

Individually managing all emails in this list is time-consuming and requires unnecessary effort. To facilitate the management of the Release Quarantine list, we have implemented a Release (all) functionality.

As with the Anti-Spam functionality, the Anti-Virus Control Release Quarantine functionality allows the Administrator to search for a specific email or a set of emails within a certain period, and also to release the emails individually or all at once.

Both the Mail Portal and MYNETWORK-BOX.COM systems will be globally deployed on 1 September 2009.
September 2009 Features

On Tuesday, 1 September 2009, we will be globally releasing the enhanced Mail Portal and MY.NETWORK-BOX.COM systems. These new systems offer improvements in both performance and usability, as well as to the interface for key administrative functions.

We will also be releasing some further enhancements to our mail scanning systems, including:

- More options for aggressively handling bounce (NDR) messages.
- Improvements to the handling of HTML text sections in email, particularly regarding anti-spam analysis.
- Revisions to the email relationships system to make it SPF aware.

In most cases, the above changes should not impact running services or require a device restart. However, in some cases (depending on configuration), a device restart may be required. Your local NOC will contact you to arrange this if necessary. The regional NOCs will be conducting the rollouts of the new functionality in a phased manner.

Should you need any further information on any of the above, please contact your local NOC. They will be arranging deployment and liaison.

Microsoft MAPP

Network Box has joined the Microsoft Active Protections Program (MAPP), and will be provided with vulnerability information in advance of Microsoft’s monthly security update release to offer protections to customers efficiently and effectively.

We plan to roll-out our support of this in two phases:

Commencing with Microsoft Patch Tuesday, 8 September 2009, Network Box will be releasing a new security bulletin synchronised to Microsoft’s own Patch Tuesday bulletins. This bulletin will summarise the latest vulnerabilities, how they affect our customer base, our recommendations and what protections Network Box has in place to assist our customers with these new issues.

Starting with Microsoft Patch Tuesday, 14 October 2009, Network Box will be releasing activate protections synchronised to Microsoft’s MAPP program and Microsoft Patch Tuesday.

By Network Box receiving vulnerability information earlier, customers benefit from additional possible improvements that provide security protection, such as, Active Intrusion Detection and Prevention, as a part of the Network Box managed UTM+ services.

For more information on Network Box and MAPP, please visit http://www.network-box.com/managedservice/mapp.

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