

Mailbox count

1. Before processing a message, a license must be available and the recipient e-mail address must be validated.

Process:

- a. License availability check. See actions bellow when license expired or license count exceeded.
- b. Address validity check: if the email address is not valid, ModusGate returns an "invalid email address message" [SMTP error 550: no such user here], and stops.
- c. If license and address are valid, the scanning process starts.

2. Five ways to validate e-mail addresses:

a. SMTP_VRFY (Recommended for all mail servers except Exchange)

Pro's

- SMTP_VRFY identifies the mailbox and aliases at validation.
- Users only get a single quarantine report (whatever their aliases).
- Each user enjoys a single configuration.

Con's

- Does require the mailserver to accept SMTP VRFY calls
 - Requires mailserver configuration
 - Often requires firewall configuration (to only accept SMTP calls from modusGate)
 - Worth the effort though !

b. Exchange 5.5 & 200x (Recommended for Exchange environments)

Pro's

- Windows Exchange relies on Active Directory to authenticate users.
- Windows Exchange 200x does NOT support SMTP VRFY, v5.5 does.
- This configuration insures a proper mailbox count.

Con's

- Does require the Active Directory to accept calls from modusGate
 - Requires Active Directory configuration
 - Often requires firewall configuration
 - Worth the effort though !

c. Lotus Domino

Similar to SMTP_VRFY

d. SMTP (Only Recommended for mail servers not supporting SMTP VRFY)

This is a simple SMTP check that validates the email address.

Pro's

- Does not require special action on the mail server.

Con's

- Each valid e-mail address is counted as mailbox, including aliases.
- Users can have different user-settings (one per address).
- Users will have several WebQuarantines (one per address).
- Users will receive several Quarantine reports (one per address).
- Frustrating user-experience.

e. Disabled (or static)

A license count for each mailbox entered manually in ModusGate.

Important:

- Mailing lists are counted as mailboxes as well. (The number of mailboxes can therefore be slightly higher than the actual number of users mailboxes).
- Mailbox counting can be forced depressing "Synchronize now" in 'System-Properties-License Key'

3. Actions when license count exceeds or when license expires:**a. Exceeding the license count:**

- ModusGate allows traffic over its license count with filtering, but without user settings.
- ModusMail limits the number of mailboxes.

b. License key expiration:

- Trial or temporary license key: the Modus software stops, all services stop, and Emails are rejected.
- Permanent license key with valid support plan: simply ask a new license key from Vircom.
- Permanent license key with expired support plan: only the auto-update anti-virus and anti-SPAM systems stop, Emails still get filtered (with time its effectiveness will be significantly reduced).

c. Unlimited license limitations:

Due to heavy demands on the registry:

- No web-based administration tool
- No domain and no user settings (whitelist, blacklist, alias, ...)
- Includes the alias, whitelist and blacklist options at the server level, under the main Anti-Spam settings.