



The Solution

Client:
Technicom, Inc
Location: Cedar Rapids, IA

Challenge:
Provide the client with an integrated messaging solution that included seamless support for BlackBerry smartphones

Solutions:
Provide Microsoft Exchange 2003, Outlook Web Access over SSL, Anti-Spam/Anti malware- and Blackberry Enterprise Server.

Benefits:
Central e-mail storage available anytime anywhere, even with a smartphone.

Technologies Utilized:
Microsoft Windows Server 2003, Small Business Edition, Microsoft Certificate Server, Sunbelt Software Messaging Ninja.

Technicom Inc. Network Modifications Project

Intro:

Technicom Inc wanted a more integrated solution for enterprise e-mail, Blackberry messaging, and anti-spam control. Since Technicom already had a solid server operating system to work from, a few modifications were all that was needed to support additional configuration changes.

Services added:

- Blackberry Enterprise Server
- Outlook Web Access
- Exchange SMTP Connector
- Sunbelt Software Messaging Ninja

Blackberry Enterprise Server

Blackberry Enterprise Server was added to the existing server to handle synchronization of the Exchange mailboxes to the company supplied smartphones. They no longer have to manually synch with a cradle.

Outlook Web Access:

Outlook Web Access was installed and configured to use forms based authentication and secure sockets layer (SSL). Since Technicom is not doing e-commerce on their website, it was deemed unnecessary to buy a certificate from a certified certificate authority. A self signed cert was generated and installed on the server and OWA was configured to use SSL.

Exchange SMTP Connector:

Exchange was configured to accept incoming SMTP sessions from Internet mail servers directly. The NetVanta firewall was configured to port forward HTTPS and SMTP. The A record for smtp.technicom-iowa.com and mail.technicom-iowa.com was changed to point to the public IP of the NetVanta.

The SMTP connector accepts mail for technicom-iowa.com and is configured to NOT be an open relay.

No limits were placed on attachment sizes.

POP3 configurations were removed from the clients since it is no longer needed.

Sunbelt Software Messaging Ninja:

To handle spam, malware and phishing attempts via e-mail, Sunbelt software's Messaging Ninja was installed on the server and bound to the



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mail passes that check, it is analyzed for intent and content and it is given a score based on that analysis. Based on that score, the e-mail will either be delivered to the Inbox, Spam\Quarantine, or deleted. Thresholds can be set to fine tune the actions taken. All Contacts and people YOU send to are automatically whitelisted.

You will notice that every Exchange mailbox now has a Spam folder with three subfolders ... Quarantine, Blocked Senders, and Allowed Senders. You might want to check Quarantine from time to time since questionable e-mail will be stored there. These are mails that were considered spam but they weren't "bad" enough to warrant deletion just in case it was a false positive.

Users can take an active part in fine tuning the system and you will have to do this to help the system learn. You can blacklist senders by dragging the offending e-mail to Spam\Blocked Senders. You can whitelist senders by dragging an e-mail to Spam\Allowed Senders

If you want to dig into the guts of the program and fine tune it a little more, you can log into the server as administrator and launch the shortcut titled "**Ninja Management Console**"

We would be happy to walk through program administration with you. Messaging Ninja is currently configured for 10 e-mail addresses. Bear in mind licensing is based on e-mail addresses, not mailboxes.