Inbound Mail Alteration Genotec

Customer/Project: CCC

Version/Date: 4.0
11.03.2013

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2 Introduction

Green.ch AG, as leading Swiss Provider for Web and Mail Hosting solutions, strives to ensure the security of their E-Mail accounts. Through the modernisation of the Genotec E-Mail platform you will profit from extended security features with the most modern antispam and antivirus technology, which will protect you even better from the misuse of Spam and Phishing E-Mails. This alteration will entail the following changes:

1. The Anti-Spam feature in the "Hosting-Control-Center (HCC)" and the "E-Mail-Control-Center (EMC)" will no longer be needed and therefore will be removed.
2. "Catch-All" E-Mail Aliases (@example.com) can no longer be used.
3. Die Backup E-Mail Queue will no longer be available.

If you are not operating the DNS-Zone on the Genotec DNS-Server, we recommend that you check the settings according to this document and, if necessary, correct them.

Under status.green.ch you find additional information to the current status of the alteration.

3 Explanation of the individual measures

3.1 Replacement of the Anti-Spam Function

As of the 16th of April 2013 you will profit from green.ch's completely automated Anti-Spam solution. Your benefits are:

1. continuous real-time updates for Spam appearance and other E-Mail threats.
2. efficient and reliable Spam protection
3. a high rate of recognition of Spam and E-Mail threats
4. high performance, accuracy and stability

All the settings which were used through the Anti-Spam feature in the "Hosting-Control-Center (HCC)" and the "E-Mail-Control-Center (EMC)", will be replaced by green.ch's fully automated solution. A manual process of positive and negative lists will be omitted.

This means more time for your daily business.
3.2 Catch-All Mailboxes with „*@domain.xy“

A „Catch-All Mailbox“ is a Mailbox which accepts all Mails for a certain domain. By setting up a „Catch-All Mailbox“, you can collect all the E-Mails that are sent to a non-existent E-Mail address of your domain.

The disadvantage of a „Catch-All Mailbox“ ist that all the Spammails that are sent to your domain, always find a recipient. Spammails are often sent to randomly picked names or E-Mail addresses that are often used (ex. info@domainname.ch). Therefore you receive much more Spam on the one “Catch-All Mailbox”, than you would receive on a normal installed E-Mail address.

Because of this reason, Catch-All Aliases (*@domain.tld) will no longer be supported as of the 9th of April 2013. Already now, new Catch-All Aliases (*@domain.tld) can no longer be created. The existing Catch-All Aliases will stay active until the 9th of April 2013.

So that the alteration can proceed with little complications, green.ch will attach all the addresses, which have received E-Mails this year, as Alias E-Mail addresses to the affected „Catch-All Mailbox“. Should there be Aliases missing from your account on the 9th of April or you want to add further Aliases, you can re-create these using these instructions under https://hcc.genotec.ch. You can find instructions to creating Alias addresses in these instructions.

3.2.1 Pop-Connectors with global Mailbox

Several POP-Connectors, especially the POP3-Connector-Manager from SMB-Server 2003, offer the option in accordance with routing rules to assign the E-Mails from a Catch-All account to the respective Exchange-Accounts on the Exchange- or rather the Mailserver.

Please note that as of now, you must set up a new Alias-Address to your Catch-All account in the „Hosting Control Center (HCC)“. The Alias name must correspond with the name of the routing rule on your POP-Connector.

Example
Alias Name in HCC: test@example.com
Routing rule on POP-connector: test@example.com routing to Exchange-Mailbox xyz@example.com

You can read up how to create Alias in these instructions. You can reach the „Hosting Control Center (HCC)“ under the following ling: https://hcc.genotec.ch

3.3 E-Mail Backup Queue no longer active

Unfortunately Mail-Backup Servers are being targeted mor often by hackers and spammers. Generally, E-mails will be continually resent for a certain period of time, if the Ingoing-Server is no longer accessible after a certain period of time. In an Emergency, the delivery of an E-Mail is therefore guaranteed even without a Backup Server.

For this reason, Genotec has decided in correlation with the change-over to green.ch E-Mail infrastructure between March and April 2013 to gradually deactivate this service.

The settings in the "Hosting-Control-Center (HCC)" will no longer allow re-activation of the Back-Up Queue after the completed deactivation.
Should you not have your DNS-Zone on a Genotec Nameserver, please adjust this by the end of April 2013. Remove all Genotec MX-listings which served as a Backup-Queue Server for your system. These are as follows:

mail exchanger = all03.mx.genotec.ch
mail exchanger = all01.mx.genotec.ch
mail exchanger = bsl01.mx.genotec.ch
mail exchanger = all02.mx.genotec.ch

3.4 Future use of the Genotec mail service with external Zone-File management

If you use the regular Genotec mail service, but do not manage the DNS-Zone with Genotec, please check the current MX-listings for completeness.

Make sure that the following MX-listings are available at the highest priority in their DNS Zone.

MX preference = 1 mail exchanger = all03.mx.genotec.ch
MX preference = 1 mail exchanger = all01.mx.genotec.ch
MX preference = 1 mail exchanger = bsl01.mx.genotec.ch
MX preference = 1 mail exchanger = all02.mx.genotec.ch

Otherwise, the delivery of the E-mails will no longer work correctly on the 16th of April.

4 Contact

We are available Monday to Friday from 08:00-17:30 for questions to this document or to inquiries regarding green.ch’s services, under the telephone number 0844 842 842. You can place a written inquiry anytime via our contact form under contact.green.ch. For questions concerning the above-mentioned alteration, please reference this document.