



## **Frequently Asked Questions (FAQ)**

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Clearswift SECURE Email Gateway 4.4

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## Copyright

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## Whats new in V4.4

This new release brings additional security features to the Clearswift SECURE Email Gateway.

The 4.4 release has the following new features:

- Kaspersky cloud lookups
- Anti-virus heuristics
- TLS enhancements
- Content rule options
- Extended detection of potentially malicious files
- System password strength
- System console upgrades

## Can I upgrade to 4.4 from 3.8.4?

There is no in-place upgrade mechanism, but customers are advised to install 4.4 onto a fresh system and then restore the configuration from their 3.8.\* system. This will copy their existing policy but not any local networking options such as hosts files or static routes.

## Can I install 4.4 directly?

New customers can install 4.4 directly, there is no need to install 4.0 / 4.1 / 4.2 or 4.3 first.

## How do I upgrade from 4.1 to 4.4?

The instructions are listed in the Installation and Setup Guide, but here they are:

1. Enable online repositories
  - a. Open an SSH session and access the Clearswift Server Console. Log in using your default cs-admin access credentials.
  - b. Use the arrow keys and the **OK** button to select:  
**Configure System > Select YUM repositories > Enable online Repositories**
2. Download software updates
  - a. From the Clearswift Server Console main menu, select:  
**Configure System > View and Apply Software Updates > Download New Updates > OK**
  - b. The console displays a progress bar indicating the status of the download. Click **OK** when the download is complete.
3. Apply software updates

a. From the Clearswift Server Console main menu, select:  
**Configure System > View and Apply Software Updates > Apply Updates > OK**

b. Confirm that you want to apply the updates by clicking **Yes**.  
The downloaded system updates and product updates are installed.

4. Reboot your system

a. From the Clearswift Server Console main menu, select:  
**Reboot or Shutdown Server > Reboot > OK**

## The Admin UI uses TLS 1.2 now, what browsers have been tested?

The following table provides a guide to which ftp servers support secure protocols.

Product
IE8(Win7)
IE9(WIn7)
IE10(Win7)
IE11(Win7/Win8)
Win 10 Edge
Safari 7+, Safari 8+ (OS x, iOS)
Chrome 40+
Firefox 17,24,30, 36+

## Do I have to change anything to allow the Kaspersky Cloud Lookups?

No, the process is automatically enabled.

## Will there be a performance impact with heuristics and Cloud lookup?

Yes, there will be a small increase in the message processing time, but this would typically be unnoticed for any email user.

In 4.5 customers will be able to enable and disable these features if the performance is too great.

## **Would there be any issues if I only enabled TLS 1.2 for my mail traffic?**

TLS protocol versions will only communicate with each other so if you just enabled TLS 1.2, then servers that you send to or receive from would also have to be able to be configured with 1.2. If they were running 1.1 then the two systems would not be able to establish a secure connection.

Fortunately large commercial mailers (such as Hotmail.com & Yahoo.com) and major email platforms such as Office365 & GoogleApps currently all support 1.0, 1.1 and 1.2 so you would be able to communicate with users on these platforms.

The recommendation would be to not restrict yourself with a single protocol version and use 1.1 and 1.2

## **With the TLS exclusions can I enter a domain name?**

No, this is a restriction within Sendmail. You are permitted to enter IP addresses (with Wildcards) as well as fully qualified domain names (FQDN) of the server e.g. mail1.clearswift.com or wildcarded domain machine name e.g. \*.clearswift.com