Email Submission Add-in Installation Guide

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Legal Notice

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

http://www.symantec.com

Technical support

If you need help on an aspect of the security services that is not covered by the Online Help or administrator guides, contact your IT administrator or Support team. To find your Support team's contact details in the ClientNet portal, click **Support** > **Contact us**.

Deploying the Email Submission add-in

This document includes the following topics:

About the Email Submission add-in

The Email Submission add-in is a customized Microsoft Outlook Add-In that lets users submit suspicious messages to Symantec for analysis. Any messages that are suspected to be spam, phishing attempts, or that have suspicious attachments can be submitted. Once the Email Submission add-in has been deployed to your organization's users, a button labeled "Report Email" appears in the Outlook application ribbon. To submit a suspicious message, the user selects the message and then clicks the Report Email button. A copy of the message is submitted to Symantec for analysis and the original message is moved to the user's Deleted Items folder.

Adding Email Submission administrator details in the portal

When you deploy Email Submission to your organization's Microsoft Outlook users, you must complete administration tasks in the portal. You have the option of adding administrator

information to receive copies of the messages that are submitted through the Email Submission add-in. Also, you must add administrator information to allow for the full anti-malware analysis processing of messages with attachments.

In the portal, navigate to the **Services** > **Email Services** > **Email Submission Settings** page. You have the option to add up to five administrator email addresses that can receive copies of the user-submitted messages. You can also add any text that is tagged on to the subject line of the submitted messages. The text is added to the subject line to help your administrators to identify any messages that are submitted with the Email Submission add-in. Note that for this release, only English language text can be used in the subject line tags.

You must enter the first and last name and email address of an administrator in the Anti-Malware Email Submission section. The administrator information ensures that any messages that are submitted with attachments are routed through the correct anti-malware analysis workflow. Symantec needs these administrator details to keep your organization updated on any submissions for anti-malware analysis. Note that if this section is left blank, any messages with attachments are not processed when they are submitted through the Email Submission add-in.

Email Submission add-in support matrix

This table outlines the operating systems and environments in which the Email Submission add-in can be used. Note that the information in this table is not an exhaustive list. You should refer to official Microsoft resources to check the latest information on supported operating systems.

Table 1-1

Operating system	Client	Email account hosted in
Windows 7 or later	**- Outlook 2013** **- Outlook 2016** - Any browser that supports ECMA Script 5.1, HTML5, and CSS3. Examples are Internet Explorer 11 or later, the latest version of Microsoft Edge, or Chrome, Firefox, or Safari. **Note:** Internet Explorer 11 or later must be installed in the operating system for the add-in to work in any browser. **Note:** Support for Outlook 2013 requires the following updates: December 8, 2015 update for Outlook 2013 (KB3114349) March 8, 2016 update for Outlook (KB3114829) March 8, 2016 update for Office (KB3114816) March 8, 2016 update for Office (KB3114828)	**- Exchange 2013** **- Exchange 2016** **Note:** Support for add-in commands in Exchange 2016 requires Cumulative Update 5. **- All Office 365 accounts**
Mac OS X - minimum OS X v10.10 (Yosemite)	**- Outlook for Mac** - Any browser that supports ECMA Script 5.1, HTML5, and CSS3. Examples are Internet Explorer 11 or later, the latest version of Microsoft Edge, Chrome, Firefox, or Safari.	**- Exchange 2016** **- All Office 365 accounts**

Installing the Email Submission add-in

You must deploy the Email Submission add-in to your users' Microsoft Outlook clients to make the **Report Email** button available.

Installing the Email Submission add-in in the Exchange Admin Center

1   Open the Exchange Admin Center and navigate to either **Organization** > **Add-ins** or **Organization** > **Apps**.

2   Select **New** > **Add from URL** and enter this URL for the Email Submission manifest: *https://submissions.emailsecurity.symantec.com/manifests/symantec-submission-plugin.xml*.

   Select **Next** and then click **install**.

3   The newly installed Email Submission add-in is listed on the add-ins page.

Edit the settings for the new add-in

1   From the add-ins page, select the edit option for the Email Submission add-in.

2   You must choose whether to make the add-in available to your users.

3   You can choose to make the add-in optional and enabled by default, which lets your users deactivate the add-in.

4   If you choose to make the add-in optional and disabled by default, users must manually activate the add-in.

5   Finally, you can choose to make the add-in mandatory and always enabled. If this option is selected, your users cannot deactivate the add-in.

For detailed instructions on setting up Outlook Add-Ins, refer to these Microsoft TechNet articles:

■   https://technet.microsoft.com/en-us/library/jj943752(v=exchg.150).aspx

■   https://technet.microsoft.com/en-us/library/jj943757(v=exchg.150).aspx

Troubleshooting on-premises Exchange environments

1   You must ensure that `OAuthAuthentication` is enabled for the EWS virtual directory. Refer to this article for detailed information on this option:

   https://technet.microsoft.com/en-us/library/aa997233(v=exchg.150).aspx

2   You must ensure that EWS Access is enabled for the Email Submission add-in users. Refer to this article for detailed information on this option:

   https://msdn.microsoft.com/en-us/library/office/jj900165(v=exchg.150).aspx

Installing the Email Submission add-in in the Outlook web access (OWA) portal

Note: This method of installation is useful for testing the Email Submission add-in for a single user.

1   If your users have the required permissions to manage Outlook Add-Ins, they can do so in the Outlook web access portal.

In the Outlook web access portal, open the **Manage add-ins** page. You can find the add-ins page on either the **Options** or the **Settings** pages.

2   Select **New** > **Add from URL** and enter this URL for the Email Submission manifest: *https://submissions.emailsecurity.symantec.com/manifests/symantec-submission-plugin.xml*.

Select **Next** and then click **install**.

Email Submission add-in installation video

In addition to the instructions provided in this guide, Symantec has prepared a video that takes you through the steps of installing the Email Submission add-in. You can view the Email Submission installation video here:

https://help.symantec.com/cs/EMAIL_WEB.CLOUD/EMAILSECURITYCLOUD/emailsub_video/title?locale=EN_US