Email and Web Security Services

Contacting MessageLabs Global Client Support Center (GCSC)

(for direct clients)

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1   How to use this support document

The purpose of this support document is to capture the information required for MessageLabs to resolve common support queries effectively. This will help us to continue to improve our response times to our customers.

Please go to the appropriate sections in this document relating to your query, and provide the requested information as completely as you can. You can then paste the results into your support submission. Submit file submissions to support@messagelabs.com with the MessageLabs ticket number in the subject line.
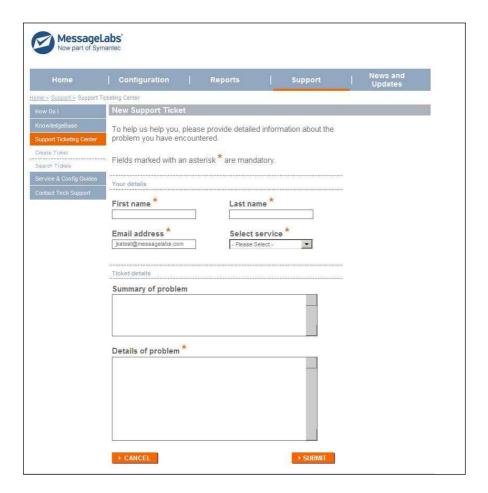
Thank you for taking the time to help us resolve your query more effectively.

1.1   ClientNet submission process

To log a ticket online go to:

http://clients.messagelabs.com > **Support** > **Support Ticketing Center**

then create a new support ticket. This will open a form as shown below.

In the **Details of Problem** field, paste the information from the completed sections of this document and submit the ticket.

Once the ticket has been logged please email any additional supporting information to support@messagelabs.com

1.2   Email submission process

To log a ticket by email, send an email to support@messagelabs.com including a brief summary of the problem, and the details of the problem including any information requested elsewhere in this document.

1.3   Calling support

MessageLabs Global client support Center is available round the clock. The appropriate numbers for your country are available on ClientNet.

Before calling, please ensure that you have available any information requested elsewhere in this document.

2　Email Issues

Please provide the following information

- MessageLabs ticket number
- Company name
- Detailed description of the problem
- List any troubleshooting steps already carried out (including results/screenshots/logs)
- Customer domains experiencing problems
- Zipped copy of header and content of problem mail (delays, duplications, spam/virus samples)
- Copy of NDR or notification
- Copy of SMTP logs / track and trace results (missing emails)
- Public IP address of external SMTP server affected (if applicable)
- Screenshots helping understand the actual issue

3　Web Security Services and URL Filtering issues

Please provide the following information

- MessageLabs ticket number
- Company name and contact
- Detailed description of the issue and the location affected
- The address and port number being used to connect to the MessageLabs infrastructure
- Screenshots and relevant logs and supporting files
- Provide details of relevant troubleshooting steps already performed

3.1　For issues regarding the Client Site Proxy and Squid

Please provide the following information

- What is the version number of the CSP? This can be found in the readme.txt file within the CSP install directory
- Does the Event Viewer System log indicate any service issues?
- What is the network role and operating system of the machine running the CSP?
- Have any additional changes been made to the `squid.conf` file, other than those outlined in the readme file?
- How are the browsers configured? Do you use a PAC file WPAD or explicit settings?
- Please attach the `squid.conf`, `access.log` and `cache.log` located in the Client Site Proxy install folder, and a copy of any WPAD or PAC file in an email. Send this email to support@messagelabs.com with the MessageLabs ticket number in the subject line.

3.2　For issues regarding the ISA plug-in

Please provide the following information

- What is the version of ISA server? Is this a standalone or in an ISA array
- Which port is being used for clients to connect to the ISA Server internally (e.g. 8080)
- Are users' computers configured with public or private address ranges?
- Is the MessageLabs web filter successfully installed and enabled? (Configuration/ add-ins /web filters)
- Is there an access rule which forces clients to authenticate? (Firewall Policy)
- What client type are you using to connect to the ISA server? (Firewall Client / Proxy Client)
- Are PAC or WPAD configuration files being used? If not, how are the users connecting to ISA?
- Under **Logging** > **Monitoring node** select **start query** and replicate the issue twice. Copy the results into a text file.
- On the **ISA node** export your configuration settings to a file
- Include a copy of any PAC or WPAD configuration files used for browser configuration
- Send this information to support@messagelabs.com with the MessageLabs ticket number in the subject line

3.3   For issues regarding latency

Please provide the following information

- With which sites are you experiencing latency issues?

- Are there specific times of the day when you experience latency?

- How long have you been experiencing latency with our Web Security Services?

- Modify clients' proxy settings to browse directly to the MessageLabs infrastructure, rather than using the Client Site Proxy: does this change have any impact?

- Are the domain controllers located in the same physical location as users?

- How are the ISA interfaces configured for DNS resolution? Please supply an `ipconfig /all` output file

- Is it possible to modify the DNS forwarders to test connectivity and name resolution though a different server (such as http://www.opendns.com)? Does this change have any impact?

- Test for packet loss by using TraceTCP (available from http://sourceforge.net). Use the destination MessageLabs address as the hostname. e.g. `TraceTCP proxy1.eu.webscanningservice.com:3128`

- Repeat for a selection of affected web sites and copy the results to a file. Send this information to support@messagelabs.com with the MessageLabs ticket number in the subject line

3.4   For issues regarding Web URL Filtering

Please provide the following information

- If you are using Schemus, when was the last user/group synchronization?

- Which version of Schemus are you using?

- Are all the required rules active? Are the rules in the correct order?

- Are the rules configured to affect everyone, or do users/groups within your organization have different levels of access?

- Verify that users are being authenticated, and that their username and Domain details are being sent to ClientNet by visiting http://admin.insight.messagelabs.com/stoat/echo.asp
  Copy the information in the browser to a text file. Send this information to support@messagelabs.com with the MessageLabs ticket number in the subject line.

3.5   For issues regarding Web Roaming Users

Please provide the following information

- Are there issues with connecting to the Roaming User Service? Set the roaming address explicitly in the browser settings to verify connectivity to the Roaming User Service and the authentication dialog window.

- Are there issues connecting to a public portal from your roaming location? Deactivate the proxy settings first, then authenticate to the portal and re-enable the proxy settings.

- Are there issues with the PAC file? Are you using a MessageLabs supplied template PAC file?

- Are there issues with authentication? Verify that the account is activated within ClientNet and that the user has created a password. If the account is locked out, deactivate and then reactivate the account to reset it.

- If authentication or connectivity issues persist, send details of the user's location and a detailed description of the issue to support@messagelabs.com with the MessageLabs ticket number in the subject line.

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