IRONPORT™

SenderBase Network Participation

How to Increase Protection for your Messaging Infrastructure by Joining the SenderBase Network

The IronPort SenderBase Network is the world's first and largest email traffic monitoring network, and is the powerhouse behind IronPort's preventive security services that blocks spam, defends against new viral outbreaks, and identifies legitimate sources of email.

As an optional feature in the IronPort C-Series email security appliance, SenderBase Network Participation (SBNP) enables you to share summary statistics about your incoming email traffic with IronPort so that we can help protect you and others.

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RESPONDING QUICKLY TO NEW THREATS

Contributing data to SenderBase is an important step you can take to ensure your network and your users have the highest level of security available. Providing IronPort an additional level of visibility into your email traffic patterns allows us to respond that much more quickly and precisely to new and emerging threats.

It's easy - once you've signed up in your IronPort email security appliance GUI, there is nothing more you need to do! It's safe, and your sensitive data is protected. Specific information such as the message body, the message subject, envelope recipient(s), envelope sender or other information that can be considered confidential is not collected and remains private. This one small step can make a real difference in helping protect your infrastructure and users.

Frequently Asked Questions

IronPort recognizes that privacy is important to you, so we design and operate our services with the protection of your privacy in mind. We do not collect individually identifying information for messages or recipients and any information about your network is treated confidentially by IronPort.

WHY SHOULD I PARTICIPATE?

Participating in the SenderBase Network helps us help you. Sharing data with us is important to helping stop email-based threats such as spam, viruses and directory harvest attacks from impacting your organization. Examples of when your participation is especially important include:

- Email attacks that are specifically targeted at your organization, in which case the data you contribute provides the primary source of information to protect you.

- Your organization is one of the first to be hit by a new global email attack, in which case the data you share with us will dramatically improve the speed with which we are able to react to a new threat.

WHAT DATA IS SHARED?

If you agree to participate in the SenderBase Network, IronPort will collect aggregated statistics about email sent to your organization. This includes summary data on message attributes and information on how different types of messages were handled by IronPort appliances. We do not collect the message body, the message subject, envelope recipient(s), envelope sender or other information that can be considered confidential. All data is aggregated and sent via secure HTTP to the

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IronPort SenderBase Network servers in periodic intervals (typically every 5 minutes). All company-specific data shared with IronPort will be treated as strictly confidential (See Will the Data I Share be Secure? below).

Table 1 explains the type of data you can provide in a "human-friendly" format and summarizes how the data will be used by IronPort. For more detail about the exact data you can provide, please see the Async OS User Guide, under the SenderBase Network Particpation section.

Table 1 Type of Data Pr ovided

Type of Data	Purpose
Timestamps of collection period	Required to properly process information
Number of messages and recipients (total, valid vs. invalid, accepted vs. rejected, etc.)	Variables used to detect email threats
Connecting IP address	Identifies the message source and indexes other variables
Number of rule hits for anti-spam and anti-virus	Tracks product efficacy
Software version numbers	Required to properly process information
Selected user settings	Required to properly process information
Attachment summary information	Helps detect email threats

WILL THE DATA I SHARE BE SECURE?

Yes. If you agree to participate in the SenderBase Network:

All data sent from your IronPort appliances will be sent to the IronPort SenderBase Network servers using the secure protocol HTTPS.

All customer data will be handled with care at IronPort. Customer data will be stored in a secure location and access to the data will be limited to employees at IronPort who require access to the data in order to improve the company's email security products and services or provide customer support.

All company-identifying data is treated as confidential. No information identifying email recipients or the customer's company will be shared outside of IronPort Systems when reports or statistics are generated based on the data.

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WILL SHARING DATA IMPACT THE PERFORMANCE OF MY IRONPORT APPLIANCES?

IronPort believes that there will be a minimal performance impact for most customers. We record data that already exists as part of the mail delivery process. Customer data is then aggregated on the appliance and sent to SenderBase servers in batches, typically every 5 minutes. We anticipate that the total size of data transferred via HTTPS will be less than 1% of the bandwidth of a typical company's email traffic.

Note - For C30 and C10 appliances, if you choose to participate in the SenderBase Network, a "body scan" is performed on each message. This happens regardless of whether a filter or other action applied to the message would have triggered a body scan. See "Body Scanning Rule" in the Policy Enforcement chapter of the Advanced User Guide for more information about body scanning.

If you have additional questions,
please contact IronPort Customer Care.

IRONPORT™

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ABOUT IRONPORT SYSTEMS

IronPort Systems is the leading email security products provider for organizations ranging from small businesses to the Global 2000. The company has developed a family of email security appliances, the IronPort C-Series™, that offer breakthrough performance, multi-layer protection, and best-of-breed options. IronPort is driving new standards and providing innovative products for those faced with the monumental task of managing, protecting, and growing mission-critical email systems. For more information on IronPort products and services, visit: www.ironport.com