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Sophos ES5000
Email Appliance
Setup Guide

1. Preparation
2. Rack Installation
3. Cabling the Appliance
4. Software/Network Setup

ES5000

P/N: 509-1119-00   **REV:**   0A

Please read before proceeding

- This appliance is intended for installation in restricted areas only. Initial setup and maintenance should be performed by qualified personnel.

- Required operating conditions for the appliance are - Temperature: 10 to 35°C. Humidity, non-condensing: 8 to 90%.

- Install and operate the appliance in a compatible rack only. Any other type of installation or use is not supported.

- To prevent the unit from overheating, never install the appliance in an enclosed rack or a room that is not properly ventilated or cooled. For proper airflow, keep the front and back sides of the appliance clear of obstructions and away from the exhaust of other equipment.

- Electrostatic Discharge (ESD) precautions are required before handling the appliance. Wear a wrist strap with an appropriate ground connection.

- Power down the appliance by pressing the power button. The appliance will safely shut down its software and the fans will stop. Remove the power cord before servicing the unit.

- Do not use mats designed to decrease static electrical discharge as protection from electrical shock. Use only mats that have been specifically designed as electrical insulators.

- Failure to properly ground the appliance, either by circumventing the 3-wire grounding-type plug or by using a power outlet that is improperly grounded, can create a potentially hazardous electrical situation.

1. Preparation

Unpacking the Appliance

Ensure that the ship kit includes two power cords, the correct number of screws and cage nuts (pictured below), and the 19-inch and telco-style rack rail assemblies (described below).

Rack screws and cage nuts (19-inch and telco-style)		
(Eight) M6 x 12 Flat head screws	(Two) M6 x 20 Pan head screws	(Ten) M6 Cage nuts
Telco-style rack screws		
(Two) 10-32 x 3/4" Truss head screws	(Twelve) M4 x 4 Truss head screws	Note: The screws required to attach the assembled rails to a telco-style rack are not included.

19-inch rack assembly consists of:
- (Two) long rails that attach directly to the rack.
- (Two) medium-sized adjustable brackets that attach to the long rails.

The telco-style rack assembly consists of:
- (Two) long rails.
- (Six) short rack brackets that attach to the long rails. Two of these brackets have threaded holes for securing the appliance in the rack.

19-inch and telco-style rack assemblies both include:
- Two fixed front chassis rails that come attached to the appliance.

Front Bezel
While holding the bezel with both hands, press the spring-loaded end - to remove, pull straight out; to place, gently push the bezel straight in until you hear it lock.

Fixed front rail
(attached prior to shipment)
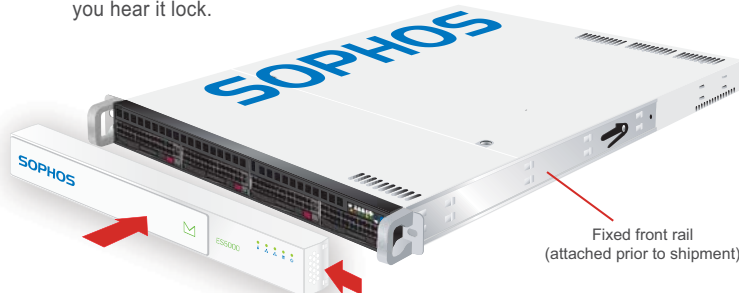
Setup location

Make sure you have a laptop or PC that can later be connected to the rear of the appliance to complete the configuration.

- Choose a setup location with proper temperature control and adequate floor loading capacity for the current installation and for future growth.

- Install in or near appropriate AC outlets and Ethernet hubs or individual jacks (10/100 Base-T cables cannot be longer than 100 meters).

- Leave enough clearance, 65 cm (25 inches) in the front, and 75 cm (30 inches) in the back of the rack to provide access to appliance components and allow for sufficient airflow.

Rack and Appliance precautions

- ALL RACKS MUST BE MOUNTED SECURELY. Ensure that all leveling jacks or stabilizers are properly attached to the rack. If installing multiple appliances in a rack, make sure the overall loading for each branch circuit does not exceed the rated capacity.

- Do not slide more than one appliance out from the rack at a time. Extending more than one appliance at a time may result in the rack becoming unstable. Install your appliance in the lower part of the rack for improved weight distribution and easier access to appliance components.

- Allow the hot plug hard drives and power supply units to cool before touching them.

- Always keep the rack's front door and all panels and components on the appliances closed when not servicing to maintain proper cooling.
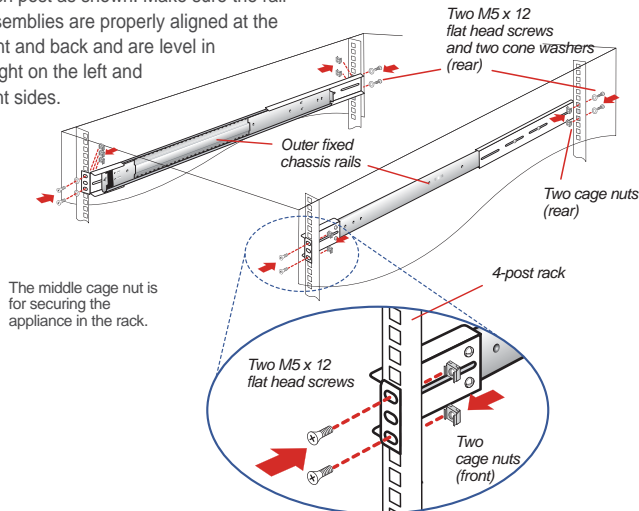
2. Rack Installation

Step 1 (2a: 19-inch width rack)

Locate the two long rack rails and the two medium-sized adjustable brackets. Attach each adjustable bracket to its matching long rail by inserting the raised rivet on the medium-sized bracket into the round opening at the front of the slot on the long rail. Slide the adjustable bracket backward to keep the two pieces from coming apart. The brackets slide to accommodate different rack depths.

Rack bracket tab

Rear medium-sized adjustable bracket
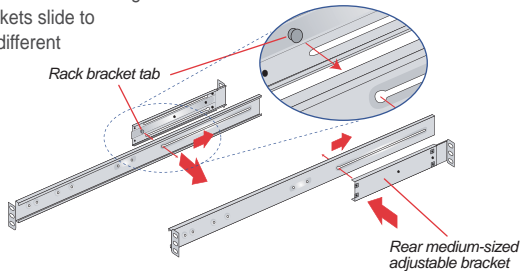
Step 2 (2a: 19-inch width rack)

Attach the two rail assemblies to the 19-inch rack. The medium-sized brackets are attached to the two rear posts. Mount the rails in the front by attaching two M6x12 screws and three cage nuts as shown (the third cage nut is used in Step 3 to secure the appliance in the rack). Mount the rails in the back by attaching two M6x12 screws and two cage nuts for each post as shown. Make sure the rail assemblies are properly aligned at the front and back and are level in height on the left and right sides.

Two M5 x 12 flat head screws and two cone washers (rear)

Outer fixed chassis rails

Two cage nuts (rear)

The middle cage nut is for securing the appliance in the rack.

4-post rack

Two M5 x 12 flat head screws

Two cage nuts (front)

Step 3 (2a: 19-inch width rack)

Align the fixed chassis rails on the appliance with the fixed rack rails as shown. Carefully slide the appliance into the rack rails until you hear the rails click into place. Push the appliance all the way back into the rack until it stops. Secure the unit in the rack by inserting and tightening both M6x20 screws as shown.

Locking tab

Two 10-32 x 3/4" truss head screws

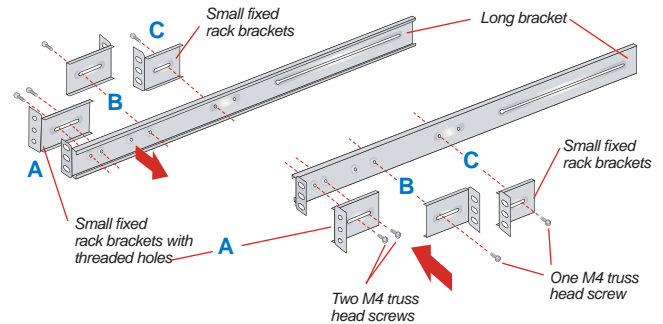Fixed chassis rail (attached prior to shipment)
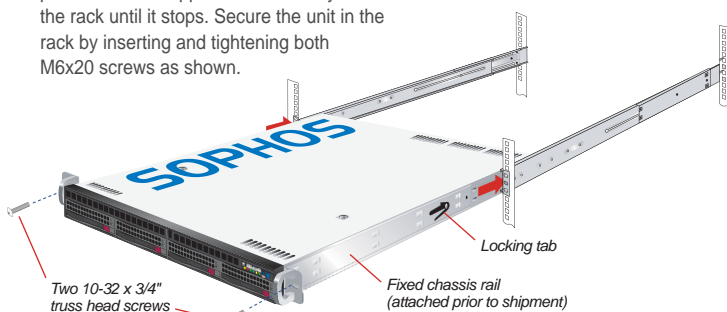
Step 1 (2b: telco-style rack)

Securely attach the short brackets with the threaded holes to the front of each long rack rail as shown. Use two M4 truss head screws for each bracket.

Loosely attach one set of the non-threaded brackets to the long rails using one M4 truss head screw for each bracket as shown (you will tighten them in Step 2). These brackets are attached with the three-hole tab toward the rear of the long rail in preparation for attachment to the front of the rack.

Loosely attach the remaining set of non-threaded brackets to the long rails using one M4 truss head screw for each bracket as shown (you will tighten them in Step 2). These brackets are attached with the three-hole tab toward the front in preparation for attachment to the back of the rack.


C

Small fixed rack brackets

Long bracket

B

A

Small fixed rack brackets with threaded holes

A

B

C

Small fixed rack brackets

Two M4 truss head screws

One M4 truss head screw
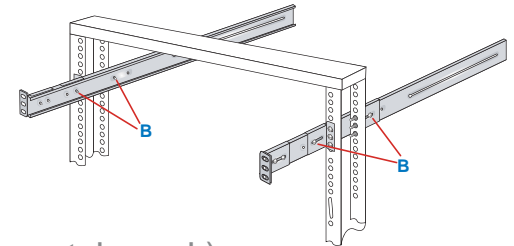
Step 2 (2b: telco-style rack)

* Attach the rail assemblies to the rack using a total of 12 screws.
Note: The screws required to attach the assemblies to a telco-style rack are not included.

A Attach the four short brackets to the front and back of the telco-style rack as shown and tighten. Make sure the brackets are aligned and level in height on the left and right sides.
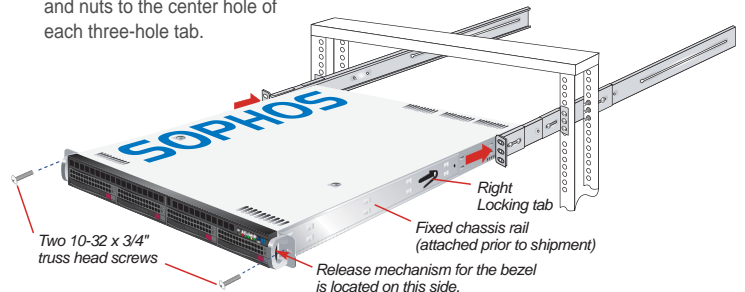

A

A

A

M5 x 12 flat head screws* (two front and rear)

A
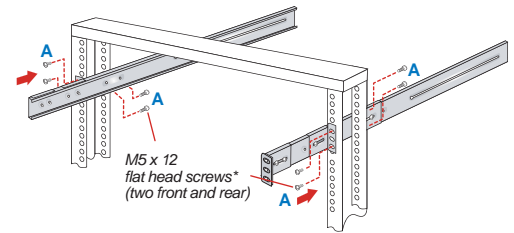
B Tighten each of the screws that were used to attach the four short brackets to the long rack rail in Step 1.

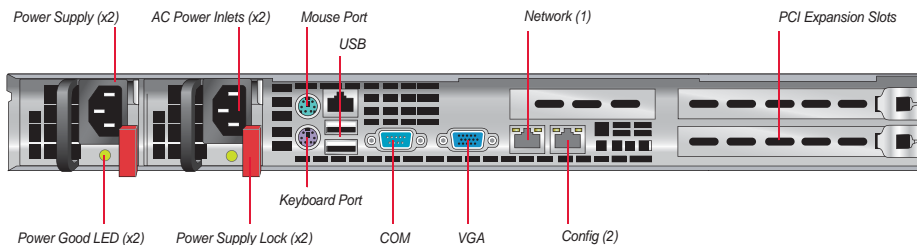B

B

B

Step 3 (2b: telco-style rack)

Align the fixed chassis rails on the appliance with the fixed rack rails attached to the rack. Carefully slide the appliance into the rack until you hear the rails click into place. Push the appliance all the way back into the rack until it stops. Secure the appliance in the rack using two 10-32x3/4" truss head screws and two cage nuts. Attach the screws and nuts to the center hole of each three-hole tab.
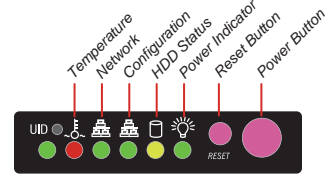

Right Locking tab

Fixed chassis rail (attached prior to shipment)

Two 10-32 x 3/4" truss head screws

Release mechanism for the bezel is located on this side.

3. Cabling the Appliance

Rear connections

Do not connect the config (2) to your network.

Power Supply (x2)   AC Power Inlets (x2)   Mouse Port
USB
Network (1)   PCI Expansion Slots

Keyboard Port

Power Good LED (x2)   Power Supply Lock (x2)   COM   VGA   Config (2)

1. Connect both of the power cords to the AC inlets. Preferably, connect the cords to AC outlets on separate circuits.
2. Connect the [Network (1)] to your LAN.
3. Temporarily connect the [Config (2)] to your laptop using either an ethernet cable or a crossover network cable.
4. Press the power button to the right of the LEDs on the front of the unit.

Temperature   Network   Configuration   HDD Status   Power Indicator   Reset Button   Power Button

UID   RESET

4. Software/Network Setup

Step 1 - Configure port access

Do not interrupt the installer once it begins. Doing so can damage the system to a point that it may require return to the factory to be re-imaged.

This Sophos Appliance uses specific ports for internal and external connections. Configure your network to allow access on the ports listed below.
Some ports are required only for specific situations, such as when you enable directory services, or when the appliance is part of a cluster.

External connections

Port	Function	Service	Conn.	Purpose
22	Remote assistance	SSH	TCP	[Required] Between appliance and esa-ssh.sophos.com
25	Mail transfer	SMTP	TCP	[Required] Between appliance and internet/intranet
80	Software downloads	HTTP	TCP	[Required] Between appliance and internet
123	Network time synchronization	NTP	UDP	[Required] Between appliance and NTP server (e.g. pool.ntp.org)
443	Registration	HTTPS	TCP	[Required] Between appliance and esa-reg.sophos.com
444	Feedback	HTTP	TCP	Between appliance and sophos.com
10443/443	SPX secure web portal	HTTPS	TCP	Between appliance to internet (configurable)

Internal connections

Port	Function	Service	Conn.	Purpose
20, 21	FTP backup	FTP	TCP	Between appliance and FTP server
24	Clustering	SSH	TCP/UDP	Between clustered appliances
25	Mail transfer	SMTP	TCP	Between clustered appliances
53	DNS services	DNS	UDP	Between appliance and DNS server
161	SNMP monitoring	SNMP	TCP/UDP	SNMP monitoring server(s) to appliance
162	SNMP traps	SNMP	TCP/UDP	Appliance to SNMP monitoring server(s)
389, 3268, (636, 3269)	Directory services synchronization	LDAP(S)	TCP	Between appliance and directory server
443/10443 (redirect from 80)	End user web quarantine	HTTPS	TCP	Between appliance and intranet (configurable)
5432	Database functions	ENCRYPTION SQL	TCP/UDP	Between clustered appliances
18080	Admin UI & clustered UI functions	HTTPS	TCP	[Required] Between appliance and intranet

Step 2 - Configure the Sophos Appliance

To configure the Appliance you will need the following:
✓ Activation code from Sophos
✓ Default gateway IP address
✓ DNS servers IP address
✓ Hostnames and DNS types for internal mail delivery servers
✓ Mail accepting domains
✓ IP addresses or hostnames of mail relays allowed to relay outbound mail through the appliance
✓ [Optional] Active Directory information (server, port, etc)

To launch the Sophos Appliance configuration wizard:

• On your laptop or PC, set the subnet mask to **255.255.255.0** and the IP address to **172.24.24.1**
• Using a supported browser, connect to **https://172.24.24.172**. You may need to add this address to your browser's Trusted Sites. When prompted, accept the certificate.
• Use the Configuration Wizard to set up your appliance.
  Note: On the Network Interface page of the Configuration Wizard, the Speed option is set to Auto by default. If selecting another setting from the drop-down list, it must match the speed of your managed switch for the appliance to operate correctly.
• Disconnect the Ethernet or crossover cable from the Internal Configuration Interface (2).
  Note: After setup is complete, administer your appliance via a web browser at https://<Appliance-Hostname-or-IP>:18080

You can view the online documentation at http://sea.sophos.com/docs/sea