



Net, User and Report Managers Usage Guide

Introduction

This guide is for administrators who will be using the Net, User and Report Manager services on the SORBS web site.

Report Manager

- The User Manager Service is a tool to manage the permissions you may assign to your staff.
 - You may only designate permissions you have been allocated.
 - If you create a new role, only permissions you have access to can be given to this new role. (You do not have to provide all permissions you are given to this new role.)
- The Net Manager Service allows you to update your IP usage in relation to static and dynamic IPs, as well as the specification for the IPs usage type. This tool is not a spam removal tool
- The Report Manager Service is a Feedback Loop (FBL) management service.

Any spam listings will still require you to request removal through the standard support process. However, having networks assigned to you will allow you to 'self-delist' eligible IP addresses without the need to use the IP address in the listing providing the listed IP address appears within the networks assigned to you.

Through the Net Manager, you can view all listings in networks assigned to you (through the "Show Listings" button), and from there follow the standard procedure.

User Manager - User Management and Delegation

Per information provided in the SORBS Manager access application, we have added the IPs provided into the management interface and therefore enabled access to the user manager. As the initial owner assignment you have the ability to add permission for all or parts of the networks assigned to you at differing degrees of access to your users or staff for all or subnetworks of you allocation.

Net Manager - Self Service Usage Updates

Per information provided in the SORBS Manager access application, we have added the IPs provided into the management interface and therefore enabled the Net Manager for the address space you are in charge of. Please make sure to update these IPs to the appropriate usage.

Feed Back Loop (FBL)

In order to have a FBL in place, you must have access to the Report Manager Service (found in the Management Interface page). You can set-up an alternate address for these FBL's to go through by your Account Preferences. This is accessed through the "Get Email Reports" option. By default, the Network's assigned to you will be under a Network Name, and your email address.

SORBS Manager Terms of Service

SORBS shall make the Manager Service available to Customer and its Affiliates in accordance with the Management Service Documentation. Customer's right to use the SORBS Manager services is specified in the SORBS Managers Access Application form.

CUSTOMER RESPONSIBILITIES. Customer is responsible for

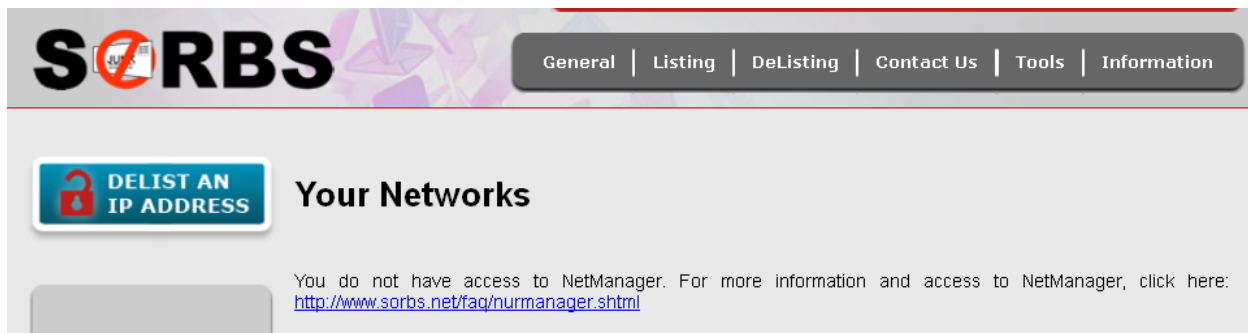
- (i) all activities conducted under all its User logins including but not limited to admin and delegated admin accounts;
- (ii) obtaining, releasing and maintaining ownership of net blocks;
- (iii) confirming that any alteration to IP usage will be timely, accurate and correct;
- (iv) ensuring IPs and networks have an accurate Usage listing type set for all IP addresses and networks in their assigned network space; **
- (v) making sure that any removal requests for any other type of spam needs to follow the standard support process;
- (vi) ensuring all delegated networks are assigned to the appropriate staff and customers for those netblocks;
- (vii) ensuring the access to headers and bodies of recorded spam messages are never disclosed to any external party (including your customers) without prior approval and vetting of the customer by SORBS staff;
- (viii) complying with all laws, rules and regulations regarding the management and administration of its IP net blocks system, including but not limited to, obtaining any required consents and/or acknowledgements from its service providers (if applicable);

If SORBS has reason to believe that Customer has used this service in a manner that is not consistent with the terms of service (such as marking dynamically assigned address space as static addresses), SORBS reserves the right to monitor and unconditionally revoke access to all Management services.

**** Note: Services such as IP over Cable where the IP address will not change unless the user reboots their modem MUST be marked as Dynamic even if the IP in theory could remain unchanged for several years. Setting to 'Static' indicates your customer cannot change their IP address/netblock without an administrative change within your service (eg a Support call where the support representative updates your customers network allocation.)**

No Manager Access

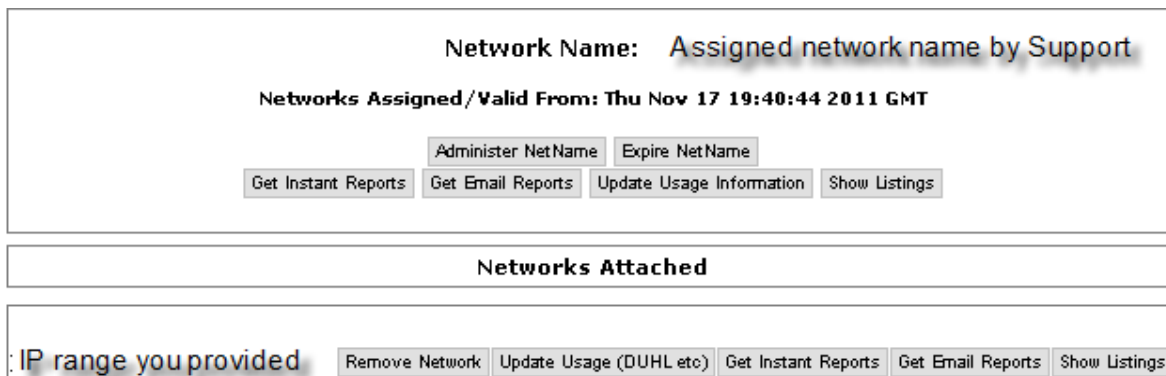
Prior to receiving access, you would have a screen that resembled this for all management pages:



Net Manager Access via Tools

Go to the Management Interfaces found at <https://www.sorbs.net/managers/> after you log-in, and a listing will be provided. Go to: 

Once in, you will see this screen:



The screenshot displays a web interface for network management. At the top, it shows "Network Name: Assigned network name by Support" and "Networks Assigned/Valid From: Thu Nov 17 19:40:44 2011 GMT". Below this, there are several buttons: "Administer NetName", "Expire NetName", "Get Instant Reports", "Get Email Reports", "Update Usage Information", and "Show Listings". A section titled "Networks Attached" follows, with a sub-section showing "IP range you provided" and buttons for "Remove Network", "Update Usage (DUHL etc)", "Get Instant Reports", "Get Email Reports", and "Show Listings".

The Network Name is created by support to indicate a name we have provided in our system. Under this name, we have allocated the IPs you provided to us here under "Network Attached." It is possible to have multiple Networks under the Network name.

What are these buttons?

From the *Network Name section*, your options will affect all settings within that area.

Administer Net Name – Allows you to control the networks you provided us.

Expire Net Name – Using this feature will essentially remove this Network Name from your Net Manager.

Get Instant Reports – Right now, unavailable

Get Email Reports – Only available through the Net Manager. This allows you to join the FBL for all IP ranges in this network name.

Update Usage information – You can update all IPs to particular allocations. This will be discussed more later.

Show Listings – This is a direct link to the support section for "De-List an IP Address." You can remove a listing for a limited number of times without opening a support ticket by using the "De-list IP" button.

In the *Networks Attached section*, the settings are similar to the Network Names, but for specific IP ranges.

Remove Network – As indicated, will remove the IP range from your Net Manager Access.

Update Usage Information

When you go to the Update Usage Information for the Network Name or Networks Attached, you will initially see this:

Business Class connections (servers allowed) Network Usage

No networks defined yet.

Residential Cable/DSL Modems (Static and Dynamic) Network Usage

No networks defined yet.

Co-Located Hosts/Networks Network Usage

No networks defined yet.

Core Networks Network Usage

No networks defined yet.

Dynamics Network Usage

No networks defined yet.

No Servers Allowed by policy (mail servers particularly) Network Usage

No networks defined yet.

Statics Network Usage

No networks defined yet.

Unallocated Networks Network Usage

No networks defined yet.

DUHL Exclusions (single IPs and Netblocks upto /25 in size) Network Usage

Initially, all settings are blank.

SORBS Net, User and Report Manager

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When you scroll down more, you will see this:

Network Usage Block Importer

Enter a list of networks for bulk import into **IP Range** :

Add IP/Range within your larger range here

Select type of network:

- Business Class connections (servers allowed)
- Residential Cable/DSL Modems (Static and Dynamic)
- Co-Located Hosts/Networks
- Core Networks
- Dynamics
- No Servers Allowed by policy (mail servers particularly)
- Statics
- Unallocated Networks
- DUHL Exclusions (single IPs and Netblocks upto /25 in size)

Add To Existing

Notes:

CIDR Format is 11.22.33.44/mask, not the CISCO/Abbreviated format of 11.22.33/mask

Ranges maybe specified but will be converted into CIDR netblocks for import.

Single IPs do not need a mask specified.

List should be comma or seperated, or on seperate lines (or a combination of all.)

Please make sure to update your IP ranges and select the appropriate network types. Please note that you cannot assign networks with conflicting results. You will get an error.

Here is a list of combinations that will not work:

Type of Network	Cannot be associated
Statics	Dynamics
Dynamics	Statics
Co-located Hosts/Networks	Core Network, No Servers, Residential Cable/DSL Modems
Core Network	No Servers, Co-located Hosts/Networks, Residential Cable/DSL Modems
Residential Cable/DSL Modems	Core Network, Co-located Hosts/Networks, Business Class Connections
Business Class Connections	Residential Cable/DSL Modems

Why is updating usage important?

Keeping your usage up to date is very important. If your IP set is listed in the DUHL list, and you have it set as Dynamic, then the listing will stay. You have allocated this as dynamic, and email should not be coming out from this IP range. Please update your usage to make sure it reflects the most appropriate network usage.

How do I quickly reset all my usage to no listings?

From the Update Usage pages, or any defined network where you go to update usage, you can change the entire range(s) to no usage, so you can then re-allocate usage again.

1. Network Usage Block Importer: put your largest net range in
 - a. If it is for a single range, it is already listed on the page.
2. Make sure no check-boxes are marked.
3. Select drop down to: Replace Existing
4. Submit list
5. Make sure to press the "Make Changes" button.

Once this has taken place, your usage details have been reset, so you will need to ensure to update your usage.

An IP is listed, how can I get it removed?

- From the main main Net Manager page, go to "Show Listings."

Network Name: Net Name

Networks Assigned/Valid From: Thu Aug 25 18:38:21 2011 GMT

Networks Attached

IP blocks		<input type="button" value="Remove Network"/>	<input type="button" value="Update Usage (DUHL etc)"/>	<input type="button" value="Get Instant Reports"/>	<input type="button" value="Get Email Reports"/>	<input type="button" value="Show Listings"/>
		<input type="button" value="Remove Network"/>	<input type="button" value="Update Usage (DUHL etc)"/>	<input type="button" value="Get Instant Reports"/>	<input type="button" value="Get Email Reports"/>	<input type="button" value="Show Listings"/>
		<input type="button" value="Remove Network"/>	<input type="button" value="Update Usage (DUHL etc)"/>	<input type="button" value="Get Instant Reports"/>	<input type="button" value="Get Email Reports"/>	<input type="button" value="Show Listings"/>
		<input type="button" value="Remove Network"/>	<input type="button" value="Update Usage (DUHL etc)"/>	<input type="button" value="Get Instant Reports"/>	<input type="button" value="Get Email Reports"/>	<input type="button" value="Show Listings"/>

- This is a direct link to the standard process of "De-List an IP Address." This will allow you to view the types of spam complaints, i.e. spam, hacked, etc. Normally, your IP will be listed under the SPAM listing type, then press the proceed button. (If you noticed your IP was listed for several things, repeat this process for each individual listing type.)

Address/Netblock/Host	Count/Instances	Listing Type	Latest Occurance	Proceed...
	8	Spam	02:45:18 23 Jun 2011 GMT+00	<input type="button" value="Proceed..."/>
	7	Hacked	01:21:39 21 Jan 2008 GMT+00	<input type="button" value="Proceed..."/>
IP Address / Net Block	17	DUHL	20:05:58 18 Jan 2012 GMT+00	<input type="button" value="Proceed..."/>
	14	exDUHL	17:23:45 23 Jan 2012 GMT+00	<input type="button" value="Proceed..."/>
	5	Spamvertised	02:45:18 23 Jun 2011 GMT+00	<input type="button" value="Proceed..."/>

- This page, press the "Get Help/Support" button. (If you are doing his for a net block, the page for the support ticket may take some time to load.)

To open a support ticket about this listing please click here:

NOTE: The button: will not always work. Please use this button to open a ticket properly. The can work for a limited number of times.

- Since you are logged in, the next page will indicate the IP you entered, your contact email address and a text box. Please enter in a comment here indicating what you have done to correct the issue.

The ticket will be logged to the Spam DB Queue (Spam listing types are sent here)

Replies will be made to <ecarbonel@proofpoint.com> so if the address is incorrect you should go back to the start and reenter it correctly. Delisting will not happen unless a reply is received from the address submitted.

You should be patient as it can take a while to answer your ticket, if you log more than one ticket about the same address without good reason your request will go to the back of the queue, you may submit additional information by replying to the ticket notification mail.

Enter additional comments related to this issue to support your case for delisting (no HTML allowed):

If you do not enter any additional comments your request may be rejected without review. Please use English if you wish to have a fast response as only a few of our support staff speak languages other than English.

If you do not speak English you could try one of the online translators, but please do re-convert the translated text back to your native language to see if it is readable. English speaking SORBS staff may attempt to use Google translate to reply to your native language, but we have found that it often renders the translated text unreadable or with very little sense.

[Open Ticket](#) [Reset Form](#)

5. You will receive a message indicating your ticket was opened.
6. You will receive a second message indicating one of two things. If your IP was auto-removed, you are done. If you received a note indicating it was not auto-removed, please reply back to the message again indicating what you have done to correct the issue.

Adding More IP ranges:

As part of the Term of Service, please contact support to add IP ranges to your Net Manager. All IPs are subject for review under the same conditions.

Allowing others to administer your IP ranges:

The Net Manager service allows you to delegate your IPs for other people to update the usage as well. The key factor here is that you must know their SORBS ID.

*To find your SORBS ID, log into your account. Go to the "Account Preferences" through the button at the top. The first line under Account Details is your SORBS ID.

Sub-netting IP range and Adding other admins through User Manager

User Manager

1. From Management Interfaces, go to User Manager
2. Go to bottom of page; "Options for Super Users"
3. Click on "Create Net Name."
 - a. Net names cannot be merged; each partner that receives this service only has 1 name.
 - b. REMEMBER the name you entered.
 - c. Enter net name, and it bring you back to the User Manager page.
 - d. Net name will appear at bottom under "Networks you own or manage..."
4. Under Super User options again; "Create Role"
 - a. Enter a named role
 - b. REMEMBER the name you entered.
 - c. Enter role name and it brings you ac to User Manager page.
5. In "Networks you own or manage...", click o "Administer Net Name."
6. Under "Network(s) Attached," add IPs in the box, press add
 - a. The IPs will appear just above the box when successfully added.

Network(s) Attached			
216.200.145.35	Assigned: Thu Aug 25 18:37:37 2011	Expiry: Never	Expire Network from Net Name
216.200.145.36	Assigned: Thu Aug 25 18:38:02 2011	Expiry: Never	Expire Network from Net Name
216.200.145.37	Assigned: Thu Aug 25 18:38:13 2011	Expiry: Never	Expire Network from Net Name
216.200.145.38	Assigned: Thu Aug 25 18:38:21 2011	Expiry: Never	Expire Network from Net Name

Add Network to Network Name	
Network/Address:	<input type="text"/> <input type="button" value="Add"/>

- b.
7. Under "Role(s) Attached," add in the named role created from earlier.

Role(s) Attached	
edntester [35]	
Assigned: Thu Aug 25 18:40:37 2011	
Expiry: Indefinitely	
<input type="button" value="Expire Role From Name"/> <input type="button" value="Administer Role"/>	

Add Role To Network Name	
Role ID:	<input type="text"/> <input type="button" value="Add"/>
Role Name:	<input type="text"/> <input type="button" value="Add"/>

- a.
8. After entering the role, press the "Administer Role."
 - a. Set permissions
 - i. Add these by default
 1. Administer Netblock
 2. Delegate Networks and Groups to others
 3. Read Evidence Headers
 4. Update Entries

- 5. Can add/update/delete Instant Report Information
- 6. Retest Proxies and Relays
- 9. Add the SORBS ID of requestor to the Network

a.

User(s) Attached		
Elvin Carbonel [ecarbonel]	Assigned: Thu Aug 25 18:34:44 2011	Expire User From Role

Add User to Role	
SORBS ID:	<input type="text"/> <input type="button" value="Add by ID"/>

Setting a FBL

Access to this is given in the Management Interface, though Report Manager.

Report Manager

You will find your assigned Network Name; along with the IPs we have set for you.

Network Name: Net Name Networks Assigned/Valid From: Thu Nov 17 19:40:44 2011 GMT <input type="button" value="Get Instant Reports"/> <input type="button" value="Get Email Reports"/> <input type="button" value="Show Listings"/>		
Networks Attached		
IP Address/Net Block(s) <hr/> <input type="button" value="Get Instant Reports"/> <input type="button" value="Get Email Reports"/> <input type="button" value="Show Listings"/>		
Enter network (will be created if it doesn't exist): <input type="text"/>		<input type="button" value="Create Report Netblock"/>
Type: Instant <input type="radio"/> Email <input checked="" type="radio"/>		Destination: <input type="text" value="email@domain.com"/>

In the "Destination" area, the default is the email address associated with your SORBS account. When you create this FBL report, messages are sent to this address. To enable the FBL for all IPs, press the "Get Email Reports" at the top, or individually subscribe to each block by pressing the corresponding "Get Email Reports" on each line.

You will receive confirmation your email address has been subscribed to receive this. Also, you can confirm this, and also stop receiving these at the bottom of the page.