OX Guard

Product Guide v1.0

V1.0

© 2014 Copyright Open-Xchange Inc.

This document is the intellectual property of Open-Xchange Inc.

The document may be copied in whole or in part, provided that each copy contains this copyright notice.

The information contained in this document was compiled with the utmost care. Nevertheless, erroneous statements cannot be excluded altogether. Open-Xchange Inc., the authors and the translators are not liable for possible errors and their consequences.

The names of software and hardware used in this document may be registered trademarks; they are used without warranty of free usability. Open-Xchange Inc. generally follows the spelling conventions of the manufacturers.

The reproduction of brand names, trade names, logos, etc. in this document (even without special marking) does not justify the assumption that such names can be considered free (for the purposes of trademark and brand name regulations).

Table Of Contents

1 Introducing OX Guard 4

1.1 What is Open-Xchange Guard? 4
1.2 OX Guard from within the Open-Xchange environment 4
1.3 OX Guard from outside the OX environment 4
1.4 Optional additional content security 5
1.5 Protecting your documents 5

2 Key Features of OX Guard for Mail 6

2.1 Ease of Use 6
2.2 Read a mail in OX App Suite 7
2.3 Write a mail in OX App Suite 8
2.3.1 Further Security Options 9
2.4 Revocation 10
2.5 Sending Emails to External Accounts 10

3 Key Features of OX Guard for Drive 12

3.1 Encryption of Files 12
3.2 Sending Files securely 12

4 User Settings for OX Guard 13

4.1 Initial Setup 13
4.2 General Setting Page for further Administration 14
4.2.1 Password 14
4.2.2 Reset Guard Security Password 14
4.2.3 Secondary Email 14

© Copyright 2014, Open-Xchange Inc.

1 Introducing OX Guard

1.1 What is Open-Xchange Guard?

OX Guard is a security solution that provides protection for email and files. Available as an on premise solution or integrated with OX as a Service, it allows users to send and read encrypted messages easily. It also lets users store and share encrypted files, all with no additional setup or knowledge. It works seamlessly for OX App Suite users, and also supports non-OX App Suite usage scenarios. OX Guard offers a simple way to increase security by limiting the opportunity for unauthorized access while data is en route or in storage.

1.2 OX Guard from within the Open-Xchange environment

OX Guard delivers user-friendly security and complete transparency – for hosting partners and end-customers alike. Users who have subscribed to the OX Guard service simply create an email within the familiar OX App Suite environment. They can then select from one of two options ‘Send’ or ‘Send Secure.’ One click on the ‘Send Secure’ button and the message is encrypted with a unique key and sent to the recipient. At the other end the message is automatically decrypted and displayed as normal.

1.3 OX Guard from outside the OX environment

So what happens if the recipient uses a different email service? No worries, they can still view encrypted messages sent to them from within the Open-Xchange environment. Instead of receiving the usual text-based email, they are sent a special notification email that contains a URL to the secure message. By following the link and entering the system-generated password that was sent to the external recipient in a separate email, the recipient gains access to the encrypted content.

Further more they can use this interface to securely reply to the message, even if their own email environment does not offer this security capability. This web application also provides an excellent opportunity for marketing and advertising to potential customers.

© Copyright 2014, Open-Xchange Inc.

1.4 Optional additional content security

In normal use, OX Guard completely manages all of the encryption/decryption keys with no end-user intervention. However, for more sensitive content, the sender can specify an additional pass-phrase. This pass-phrase must be given to each recipient in advance and will be used to access the content. Content protected with this extra pass-phrase is very secure and can never be accessed without it. Whichever method is used, users can rest assure that their digital communications now have extra protection.

1.5 Protecting your documents

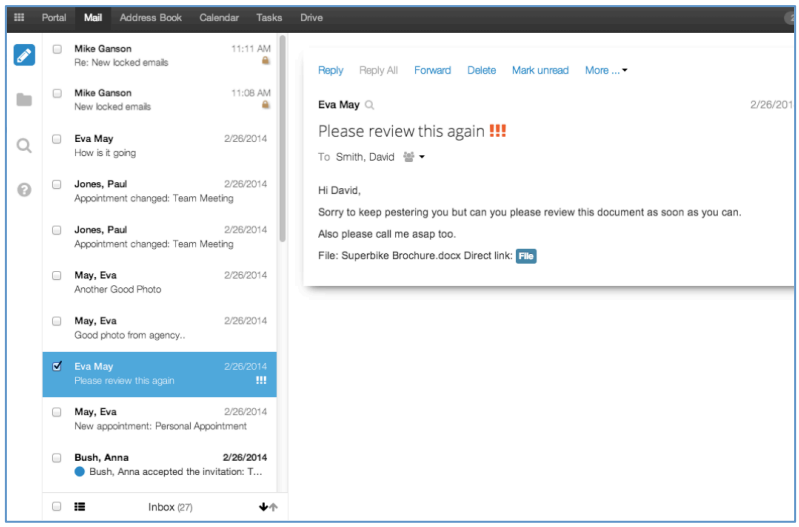
OX Guard is not only a simple, efficient way to boost the security of email messages, but it also protects documents that are sent as attachments or stored and shared in OX Drive. Encrypting data during transmission and storage makes it much harder to intercept and exploit this data. This means that confidential information is now safer from prying eyes than with conventional email systems.

© Copyright 2014, Open-Xchange Inc.

2 Key Features of OX Guard for Mail

2.1 Ease of Use

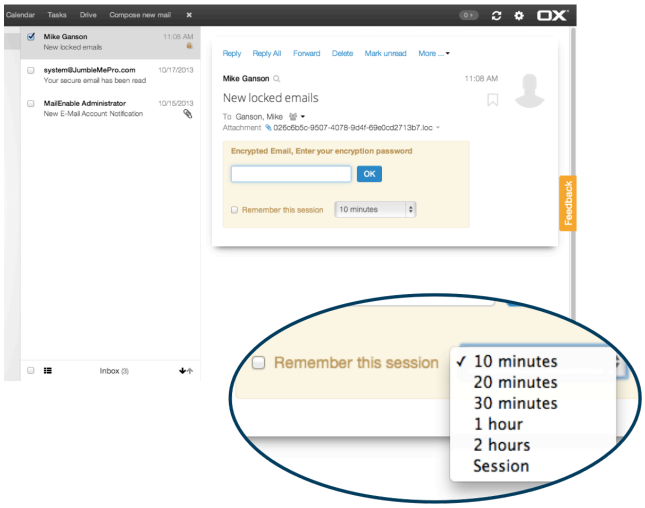
After logging into the OX App Suite web-based user interface, the user will notice no significant difference to OX App Suite without OX Guard.



The environment is comfortably familiar with no radical changes. This means there is no complicated learning curve for the user. The only minor change is that the user now sees a lock icon on some mails.

© Copyright 2014, Open-Xchange Inc.

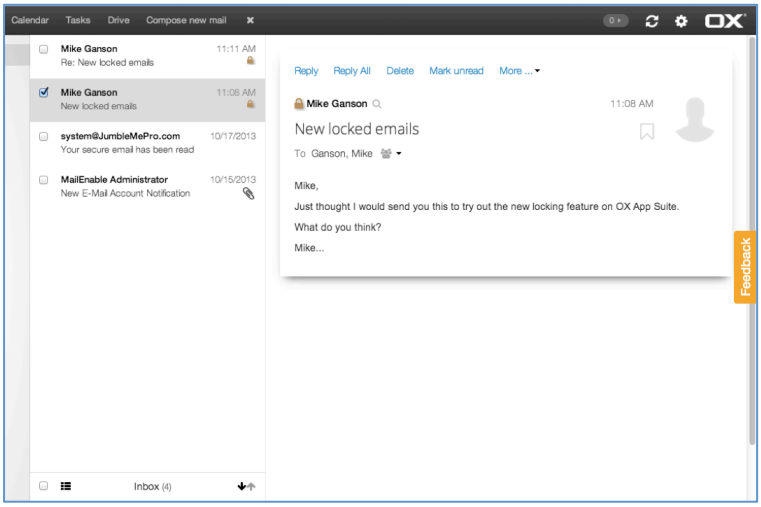
2.2 Read a mail in OX App Suite



If a user wants to read an encrypted OX Guard email, the first step is to authenticate the user.

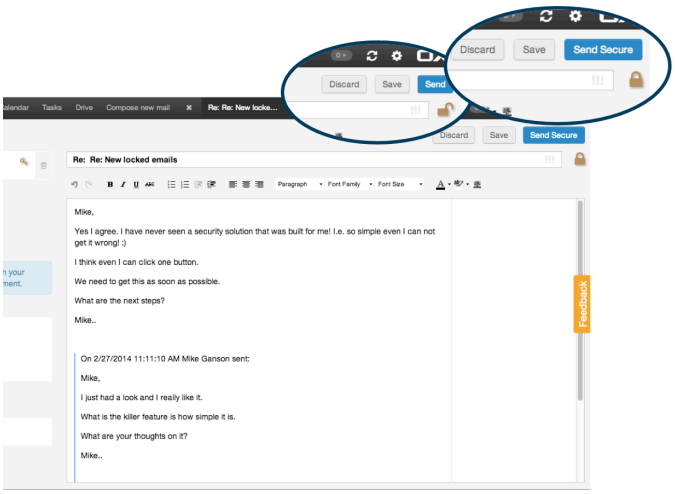
Together with authentication, and to make things easier, the user can set a session timeout (how long they are authenticated for). To do this the user simply clicks on a locked mail, enters their authentication password and sets the session timeout.

After the password has been entered and confirmed, the user can then see all locked and encrypted emails as if they were normal emails.



© Copyright 2014, Open-Xchange Inc.

2.3 Write a mail in OX App Suite



With OX Guard inside OX App Suite a user has access to one-click protection when composing a new mail.

The email creation process is exactly the same as OX App Suite without OX Guard.

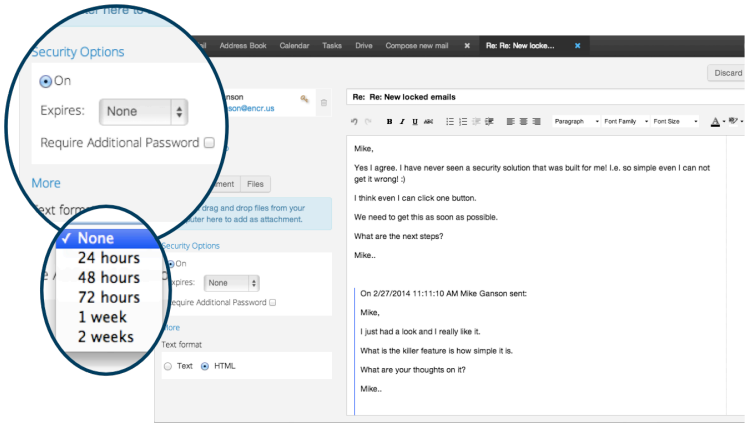
The only difference is that before sending the email, the user can to press the “Lock” icon on the send dialog. This transforms the "Send" button into a "Send Secure" button.

Now when the user presses the "Send Secure" button they will send the email encrypted. All this without any additional settings, work or fuss. The user now has the capability to decide if they want to send an encrypted or plain email with the click of a single button.

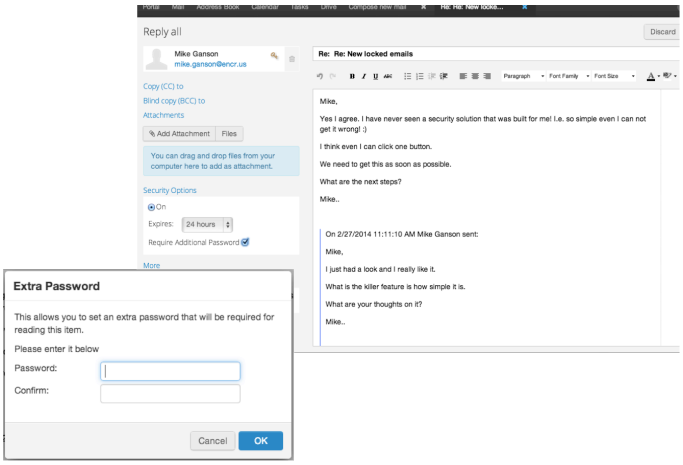
© Copyright 2014, Open-Xchange Inc.

2.3.1 Further Security Options

Apart from sending encrypted emails OX Guard offers a number of additional security options.



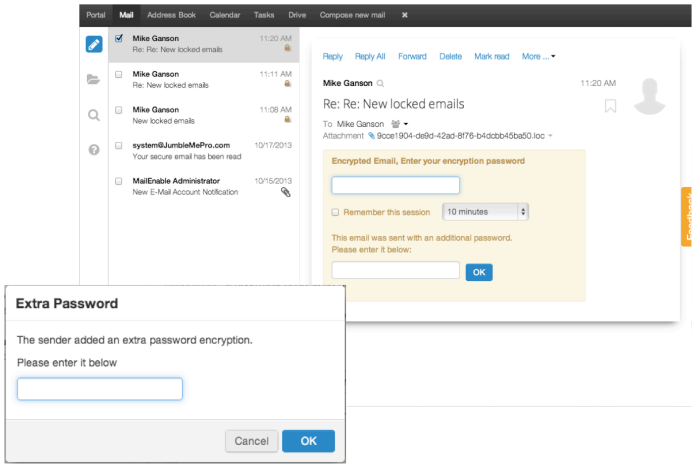
With OX Guard a user can set an expiration, or revocation, period on a secured email. This feature automatically makes an email unreadable after a set period of time: 24, 48, 72 hours or 1 to 2 weeks.



In addition the user can set an extra password that will be required to read the email. Before sending the email the user enters the additional password.

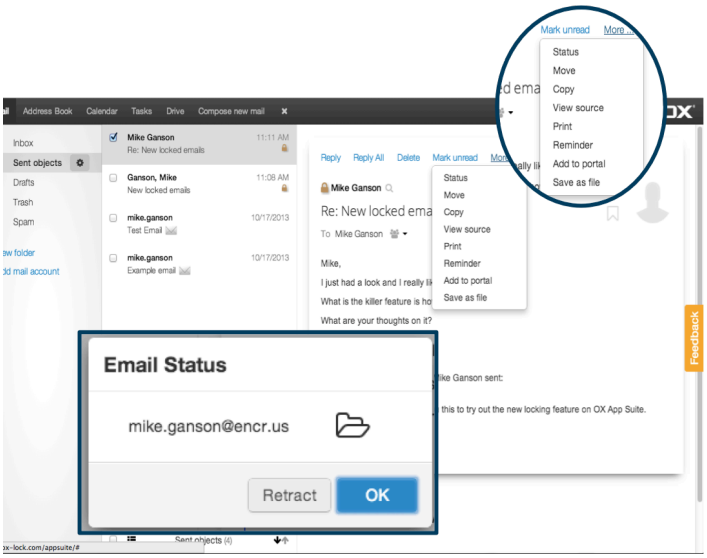
This password will be required to actually read the email in addition to decrypting it. With this option on, no one else can access the email even if they have access to your mailbox.

The email is completely private even if accessed, intercepted or even from the system administrator.



© Copyright 2014, Open-Xchange Inc.

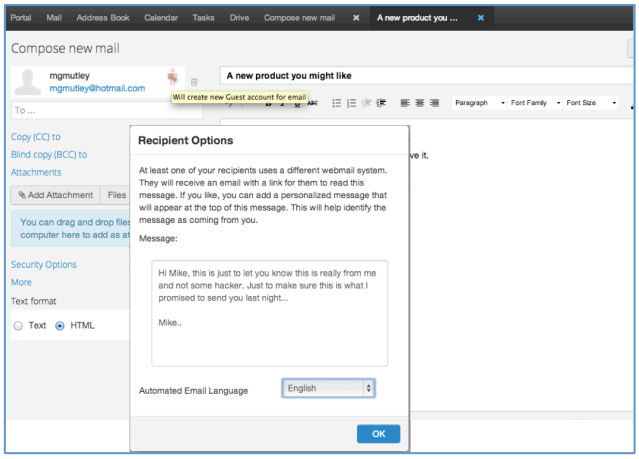
2.4 Revocation



There are occasions when it is necessary to remove the right for a recipient to be able to read an email that was sent to them. This is called revocation and is a capability of OX Guard.

If a user goes to their sent items folder they can see the status of any email that was sent securely. Apart from seeing if each recipient has read the email there is also the option to revoke that email from a recipient user. Once revoked that user can no longer open that email.

2.5 Sending Emails to External Accounts



Sometimes it is necessary to send secured emails to recipients that are not using OX App Suite, recipients that might be using other email services. This is no problem for OX App Suite using OX Guard.

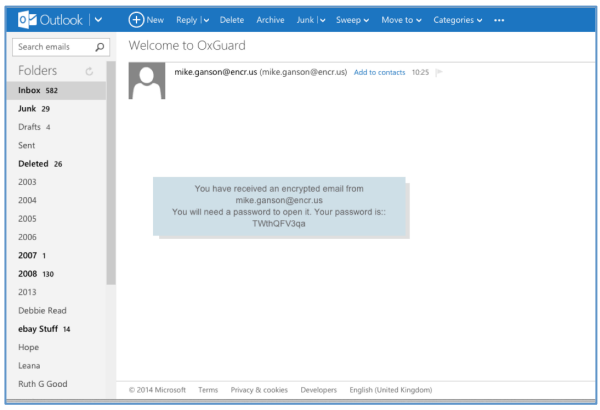
Simply by creating an email containing an external or unrecognized email address the system automatically, and in the background, creates a guest account for those users.

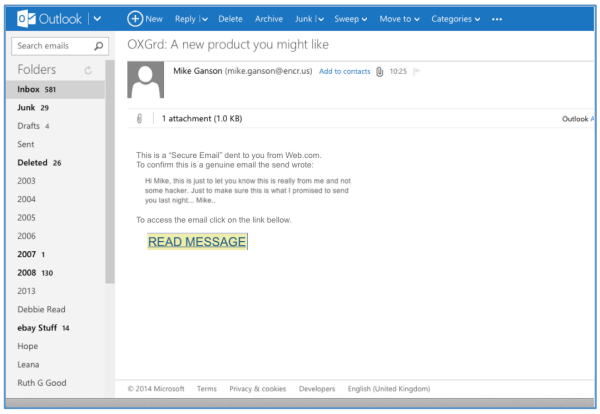
When the sender presses the "Send Secure" button they are now asked if they want to add a personalized message that will be sent to the external recipient. This message helps the recipient know that this is a genuine email and not a phishing email. Once entered the email is encrypted and sent.

© Copyright 2014, Open-Xchange Inc.

If this is the first encrypted email the recipient has ever received from the sender then they will begin a two part process.

First the external user receives an email containing their guest account information and security details.



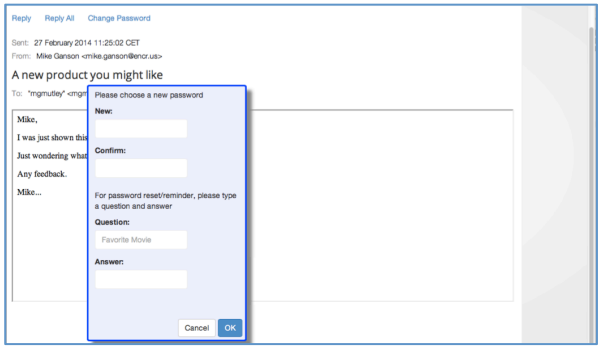


Next, and from now on, if the external user receives an encrypted email from OX App Suite the email they receive will contain the personalized message, if entered, and a link to the OX Guard reader.

They will have to use the password supplied in the first email to enter the reader.

On successful authentication, and if this is the first time into the user accounts, the user will be prompted to change the password.

After that, the user can read the secured email. The editor provided on the page also lets the user securely reply to the email using the OX Guard system.

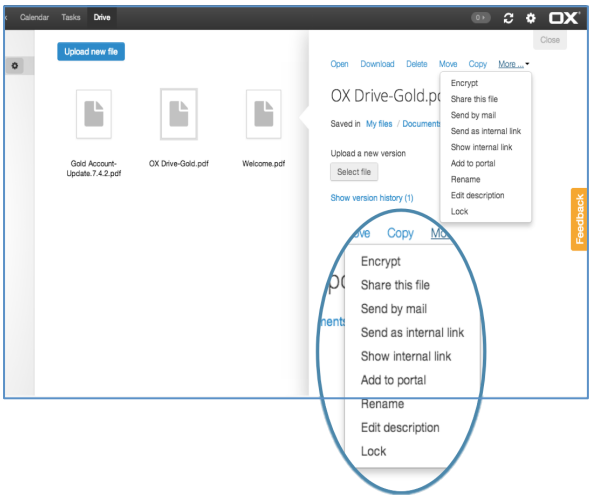


© Copyright 2014, Open-Xchange Inc.

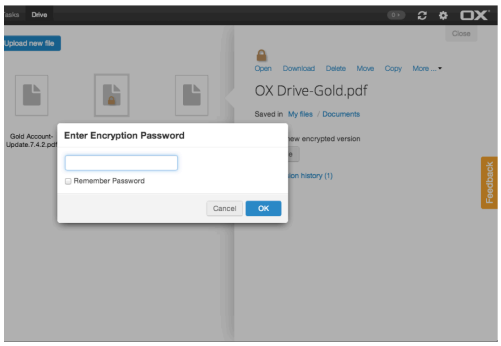
3 Key Features of OX Guard for Drive

OX Guard can protect files stored in OX Drive and offers a similar user experience to OX Guard for email.

3.1 Encryption of Files



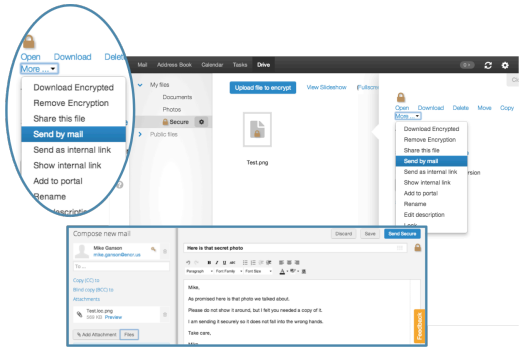
To encrypt a file simply select the file to protect, click the more menu item and press “Encrypt”.



If you do not have an open session running then you will be asked to enter your password and you are done.

After the file is encrypted, it is only possible to access it with the password.

3.2 Sending Files securely



OX Guard brings both file and email security together. From OX Drive a user has the ability to send files securely with a single click.

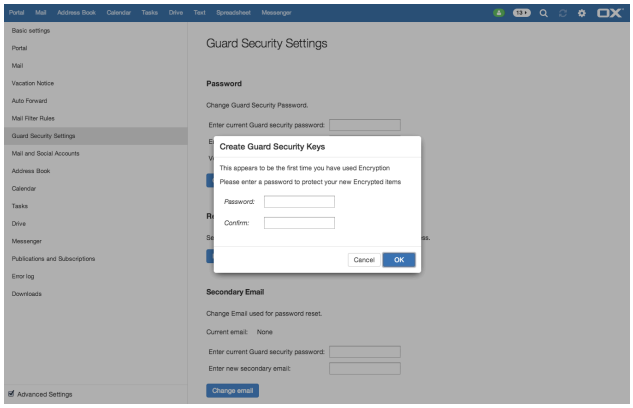
All the user has to do is select a secure file and press “Send by mail”. A new secure email is created, the file is attached and the user can then send everything securely.

© Copyright 2014, Open-Xchange Inc.

4 User Settings for OX Guard

4.1 Initial Setup

The first step to using the OX Guard security features is to setup the internal OX Guard environment.



In the OX App Suite user settings the user should go to the OX Guard settings section called “Guard Security Settings”.

Immediately on selection the user is presented with a popup asking for a password to protect users new encrypted items.

This setting popup only appears on first use of OX Guard. The user is also asked to provide a secondary email address. This secondary email address will be used to send system generated recovery emails containing temporary passwords in case the user has forgotten their password and needs to reset it.

© Copyright 2014, Open-Xchange Inc.

4.2 General Setting Page for further Administration

4.2.1 Password

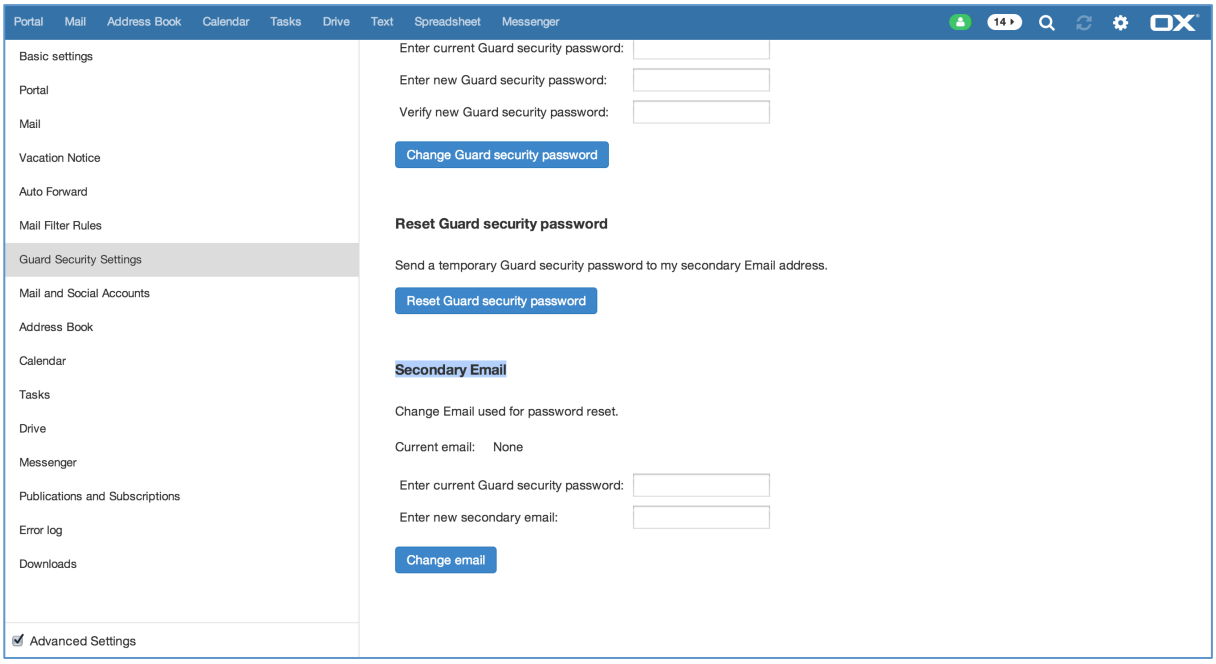
It is possible to change the initial password from the ‘Guard Security Settings’ of the OX App Suite user settings. To change the OX Guard security password it is necessary to enter the current password and to enter and verify the new one.

4.2.2 Reset Guard Security Password

To reset the OX Guard security password users can send a temporary OX Guard security password to the secondary email address.

4.2.3 Secondary Email

It is also possible to change the secondary email address that is used for resending a temporary password. This is also done from the OX App Suite user settings page. To add a secondary email address it is important to enter the current OX Guard security password.



© Copyright 2014, Open-Xchange Inc.