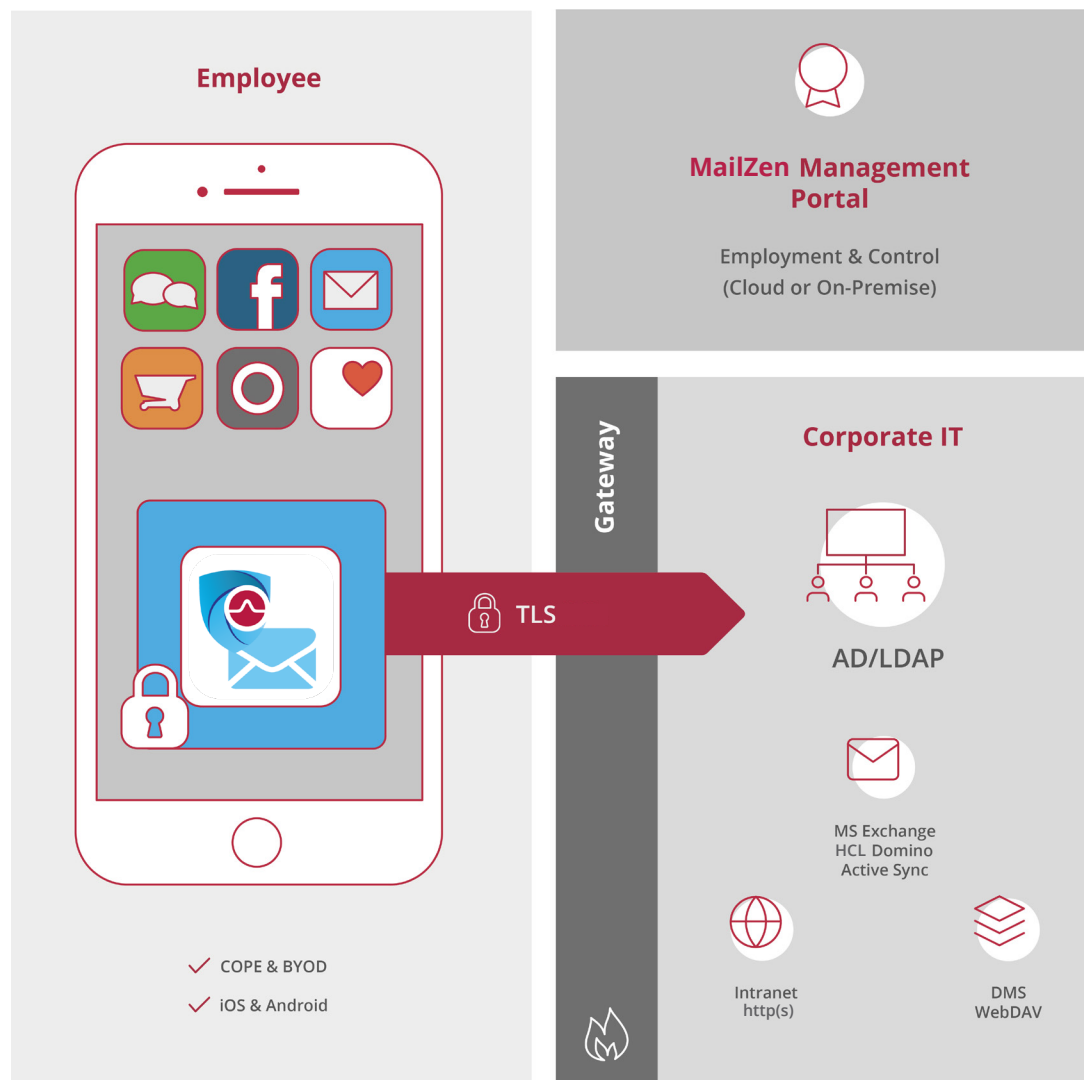# MailZen

MailZen provides secure communication and access to corporate data from iOS and Android smartphones or tablets. It enables employees to work remotely, access business-critical data and connect to the corporate network — without any security or privacy concerns.

MailZen is all about data security. It creates a secure container on mobile devices, and all data stored within the container is encrypted. A key generated within the app is used to encrypt all data at rest and independently from the device encryption.

Components

Employee

✓ COPE & BYOD
✓ iOS & Android

Gateway

TLS

MailZen Management Portal

Employment & Control
(Cloud or On-Premise)

Corporate IT

AD/LDAP

MS Exchange
HCL Domino
Active Sync

Intranet
http(s)

DMS
WebDAV

MailZen App

The MailZen App, available for iOS and Android devices, enables access to business-critical emails, contacts, calendars, notes and tasks via Microsoft Exchange and/or HCL Domino. It also allows secure and controlled access to corporate files, intranet sites, and web applications via secure TLS communication.

All data within the MailZen App is encrypted (Hybrid Encryption with RSA up to 4096 Bit and AES-256) and protected with a PIN, password or fingerprint/face ID. No other app or unauthorised person can access data within the MailZen Container.

The MailZen App is intuitive to use and easy to set up. Deployment of the app is also easy. Employees simply download MailZen from the Apple App Store or Google Play and log in using their MailZen credentials.

Languages

MailZen is available in English, German, French, Italian, Japanese, Russian, Simplified Chinese and Spanish.

MailZen App for HCL Domino

MailZen for HCL Domino users offers full support for direct S/MIME and HCL Domino notes encryption and decryption. HCL Domino users do not need middleware or additional companion apps for S/MIME encryption with this unique approach.

Mail

- Navigate, send, receive, prioritise, flag, and filter emails
- Open email attachments within the secure container only
- Search email by subject, sender, or recipient
- Filter local emails by 'flagged', 'unread', 'with attachments', 'open invitations', and 'high priority, multiple filter selection possible (iOS)
- Build folder structures
- Select favourite folders, automatic synchronisation of favourite folders
- Interact with Contact module and the Global Catalog to select recipients
- Create calendar events directly from an email
- Create out-of-office replies
- Customise notifications
- View and access unread, flagged and newest emails and emails with open invitations and high priority from the Home module
- Encrypt and sign emails with S/MIME and HCL Domino standard for Microsoft Exchange and HCL Domino

- Store emails encrypted, even when received unencrypted
- Administration of up to six Exchange and HCL email accounts
- Create local email signatures individually for each account
- Receive HCL Domino/Notes email address support
- Listen to voice message attachments directly within the app
- Open iOS Passbook PKPASS attachments (boarding passes, coupons, loyalty cards)
- Write email from quick action menu with 3D Touch support (iOS)
- Mirrors the folder structure on the desktop PC
- Maximum email size of up to 50 MB • Administration of up to six Exchange and HCL email accounts
- Set up a global email signature
- Scanning of documents while drafting emails (iOS)
- Set as default email app (iOS 14 and iPadOS 14 or higher)

Camera

- Use the device camera within the secure container
- Take and store photos in the encrypted container (other apps on the device cannot access photos, nor can photos be uploaded to any cloud storage as specified by IT administrator)
- Access camera directly from email drafts
- Photos are only viewable after logging into the container
- Use the device camera to scan documents up to 30 pages (DIN A4) to PDF format
- Users can edit and retake the last taken picture
- Users can manually modify scans (review, edit, rotate, crop, change to black and white and adjust contrast)

Tasks (Microsoft Exchange only)

- Manage, create, edit, delete, and prioritize tasks
- Display tasks that are due or upcoming
- Customize task reminders
- Choose advanced sorting and filter functions

Browser

- Access internet and intranet apps and sites
- Manage bookmarks and desktop view mode
- Save user credentials in web forms
- Enable website black and white-listing
- Enable multi-tab support
- Upload HTML files from the document module (iOS)
- Access websites using certificate-based authentication
- Define NTLM authentication in the MailZen Management Portal or MDM when accessing SharePoint
- View PDF files in browser
- Workspace for quick access to bookmarks and web apps
- Set default search engine

Contacts

- Manage, create, edit, delete, search, and navigate contacts
- Group contacts
- Set standard phone numbers and email addresses
- Access organization's Global Address List and HCL Domino List
- Export contacts (names and phone numbers only) to the device's local contact directory to enable caller identification (if enabled by IT)
- Identify contacts from MailZen with CallKit integration (iOS) and Export Caller ID (Android)
- Share contacts through the Mail module (Android)
- Select favourite contacts

Notes (Microsoft Exchange only)

- Manage, create, edit, and delete notes
- Choose search, sort, and filter options

Documents

- Secure file storage for attachments and access to multiple file servers within the organisation
- View various document types within the app (e.g. PDF, Microsoft Office documents, pictures, emails, ZIP etc.)
- Edit documents with Polaris Office Enterprise integration without leaving the app
- File picker support for selecting files from different storages using a single dialogue window (iOS)
- Open and edit documents in offline mode
- Create Office files (docx, xlsx, ppt, txt)
- Create PDF documents with the build-in secure camera module
- Insert bookmarks, comments, highlighting or sketches in PDF documents
- Bookmark folders and files for easy access
- Send documents from within the mail module
- Use apps outside the container to open and edit documents (if allowed by IT)
- OneWay synchronisation of selected folders
- Quick access to file server with UNC links
- Document scanner: Save & edit scanned documents (iOS)

Calendar

- Manage, create, edit, delete, navigate and search events
- View availability and meeting conflicts
- Customize view options (day/week/month/year/list view)
- View attachments to calendar events and attach them directly to an event (only available with ActiveSync 16)
- Display both private device calendar and Microsoft® Exchange® or HCL Domino account calendars
- Use different colours for different calendars (iOS)
- View and access upcoming events from the Home module
- Support private and recurring events
- Customize event notifications
- Set local time zone
- Create an event from quick action menu with 3D Touch support (iOS)
- Supports meeting links for various apps
- Specify the start of the working week (Android)

MailZen Management Portal

Administration and configuration of the MailZen App are handled centrally via its MailZen Management Portal. The portal is an integrated component of the solution, which can either be provided as a server component for installation (on-premises) or can be administered on a shared cloud service hosted by Soliton Systems Europe N.V. with administrative rights.

The MailZen Management Portal easily integrates into any existing infrastructure and administrators can simply and easily define security rules and enforce them in the MailZen App on mobile devices. The administration and support of users within the Portal is also easy. Administrators can easily add users manually or with an LDAP sync (only for on-premise MailZen Portal), define user groups or departments with different security standards, and much more.

It also offers an optional Self Service Portal. Here users can manage their own mobile devices and easily transfer S/MIME certificates to mobile devices. The MailZen Management Portal is a Java Web Application, running on a Apache Tomcat and using an Apache Web server as a front end.

Currently, the MailZen Management Portal is available in English and German.

MailZen Management Portal Functionality

The MailZen Management Portal gives administrators a range of options to configure the MailZen App.

Define security rules for all devices using MailZen:

Define security rules for all devices using MailZen

- Identify different timeout periods for MailZen App logout
- Enable/disable "Open-In" functionalities to view or edit files outside the secure container
- Define and deploy trustworthy certificate authorities' certificates
- Define group-specific settings to manage different security standards
- Push MailZen updates to employees' mobile devices
- Allow or prohibit the registration and use of modified devices (jailbreak or root prevention)
- Allow or prohibit CallKit integration and export of contacts for caller identification

- Allow users to set up multiple email accounts in MailZen (Shared Mailboxes will be available soon)
- Control the minimum operating system version of devices
- Define password/PIN policies, allow TouchID/ fingerprint/FaceID
- Allow copy and paste only within the app or also to other apps
- Allow or deny the download of external content in emails
- Allow screenshot (Android only)
- Enabling access to certificate revocation lists

Quickly Respond to Threats:

- Block the MailZen App on specified devices
- Reset data remotely (i.e. delete all corporate data) within the MailZen Container (the user's private data remains untouched)

Provide MailZen User Administration:

- Add users manually or with an LDAP or Excel-import
- Self-Sign-Up: Users can register via invitation link
- Use an LDAP to import different user groups and departments with different security profiles
- Manage email templates (e.g. with user registration information) in several languages
- User export available as xlsx, xls, csv
- Device monitoring available
- Obtaining licenses directly from the portal Provisioning the users' personal certificates

Provide Extensive Support to MailZen users:

- Retrieve log files from devices to detect error causes
- Report accurately on registration status
- Remove unused MailZen licenses automatically and make them available to other users
- Manage multiple MailZen Management Portal administrators and their rights
- Configure browser settings: standard bookmarks, black and whitelists, proxy configuration
- Set standard email signatures
- Set support email address

Additional Capabilities of MailZen

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Integration of Public Key Infrastructure (PKI)

Connect an existing public key infrastructure (PKI) within the MailZen Management Portal, if an Active Directory Certificate Service exists. Certificates (public keys) can be provided by LDAP/AD.

MailZen Enterprise Gateway

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The MailZen Enterprise Gateway ensures the connection of the MailZen App with the infrastructure of the company. The security relies on Client-certificate-based authentication and does not require a VPN infrastructure, nor VPN profiles for mobile devices. The MailZen Enterprise Gateway is installed inside the company's DMZ. In the firewall only one specific port must be opened for outside access from the MailZen App. The gateway checks the user's identity and allows access to verified users only.

All communication between the MailZen App and the data within the corporate network is secured using the TLS cryptographic protocol, a hybrid encryption protocol for the secure transmission of data. The MailZen Enterprise Gateway communicates with the email server, file server, internal websites, web applications and the MailZen Management Portal.

It features:

- Secured channel for communication between the MailZen App and the corporate network
- Encryption of the ActiveSync protocol for communication with an ActiveSync server
- Web service interface with TLS encryption for communication with the MailZen Management Portal
- Client-Certificate-based login to the MailZen Enterprise Gateway
- Access MS SharePoint and file services (via WebDAV websites/ apps service)
- Choose to deploy with MailZen cloud service or on-premise MailZen Portal
- Configure and control MailZen through the Management Portal, which generates and deploys access control lists to the gateway used for controlling the service access of dedicated users and devices
- Providing the public key of the email's sender to Secure Gateway

System Requirements

The following system requirements must be met to install and use MailZen Management Portal.

Hardware	CPU: 2 core with at least 2 GHz RAM: at least 8 GB
Operating System	Ubuntu 18.04 LTS Ubuntu 20.04 LTS (recommended) Apache Tomcat 8.5 Apache Tomcat 9.0 (recommended)
Web Server	Apache Web Server version 2.4 Java Runtime Environment Java 11
Database	Active Directory, LDAP and local accounts MariaDB 10.2 MariaDB 10.3 (recommended) MariaDB 10.4 MySQL 5.7 MySQL 8

Soliton Systems has a strong vision to innovate solutions to logically fulfil the needs of our customers without adding complexity. Soliton support companies with their security management challenges, including network security and remote access to the internal and cloud applications. Soliton's solutions protect the company's resources from unauthorized access and accidental data leakage.