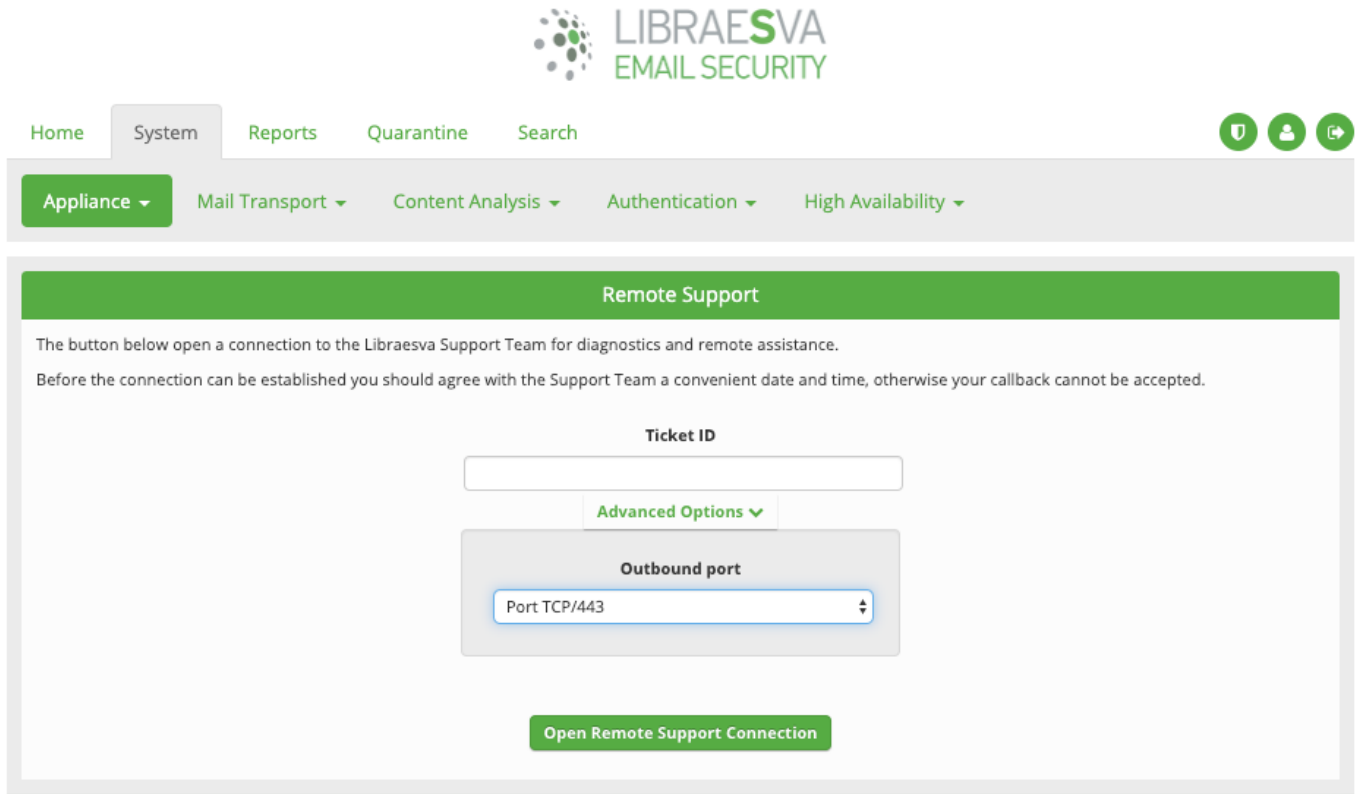


Connect to Libra Esva Support

This feature allows you to request assistance having our support connecting back to your appliance.



The screenshot shows the LibraEsva Email Security web interface. At the top is the logo and a navigation bar with links: Home, System, Reports, Quarantine, and Search. Below this is a secondary navigation bar with dropdown menus for Appliance, Mail Transport, Content Analysis, Authentication, and High Availability. The main content area is titled "Remote Support" and contains the following text: "The button below open a connection to the Libraesva Support Team for diagnostics and remote assistance. Before the connection can be established you should agree with the Support Team a convenient date and time, otherwise your callback cannot be accepted." Below the text is a form with a "Ticket ID" label and an input field. To the right of the input field is a button labeled "Advanced Options" with a downward arrow. Below the input field is a section labeled "Outbound port" containing a dropdown menu currently showing "Port TCP/443". At the bottom of the form is a green button labeled "Open Remote Support Connection".

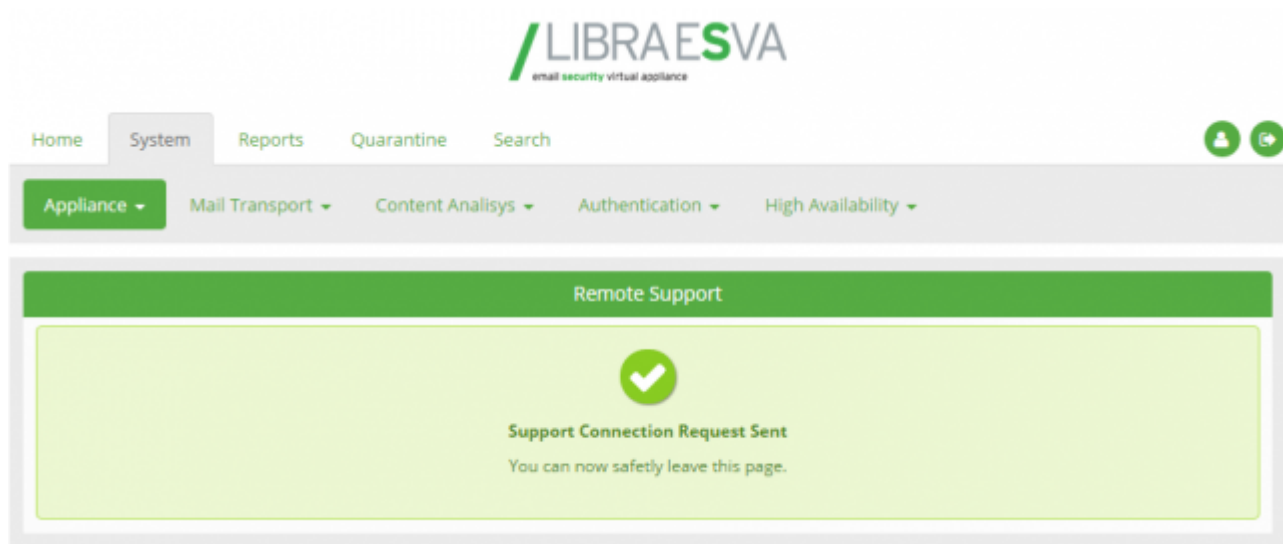
×**NOTE:** This tool is enabled only by remote support. Use it only when is required by technician.

You have to insert you ticked id assigned.

In the new version of the appliance you can choose between 3 TCP ports:

- 443
- 505
- 25

Finally you have to click on “Open Remote Support Connection”.



“Connect to Libra Esva Support” tool allows faster access. It sends a request to the outside giving access permissions to support.

It doesn't need SSH permit or other special configurations.