

Whitelist in McAfee or MX Logic

If your organization is using McAfee or MX Logic, you will need to whitelist CyTech's IPs as "Allowed Senders" to allow our phishing and training-related emails through to your end users. You can also whitelist by our mail server hostnames in this area, although we recommend IP in most cases.

You can modify your policy-level Allowed Senders list by following the steps below. This new policy will allow any inbound mail flow originating from those three IP addresses to bypass the spam and content filters in McAfee/MX Logic.

Setup

The instructions below are for a third-party software. If you run into issues whitelisting CyTech in McAfee/MXLogic, we recommend reaching out to McAfee/MX Logic for specific instructions. You can also contact our support team whenever you need assistance.

1. Login to the Control Console. Select the **Email Protection** tab, and then the **Policies** tab.
2. Highlight the inbound policy you wish to change and click **Edit**.
3. Click the **Allow/Deny** tab, then add our IP addresses to the **Add Address** box. **Note:** Contact CyTech for the list of IPs or Hostname
4. Enable the checkbox for **Bypass attachment policy** if you plan on sending phishing tests with attachments on them. (Recommended)
5. Click **Add**.
6. Click **Save**. There may be a 20-minute delay for the changes to take place.

Note: After following this article, we recommend setting up a test phishing campaign to 1-2 users to ensure your whitelisting was successful. As a last resource, we suggest reaching out to your service provider for assistance.

If you need further assistance, kindly contact our support at support@cytechint.com for prompt assistance and guidance.

Revision #1

Created 5 December 2024 08:44:15 by David Napoleon Romanillos

Updated 5 December 2024 08:48:09 by David Napoleon Romanillos