

Introduction

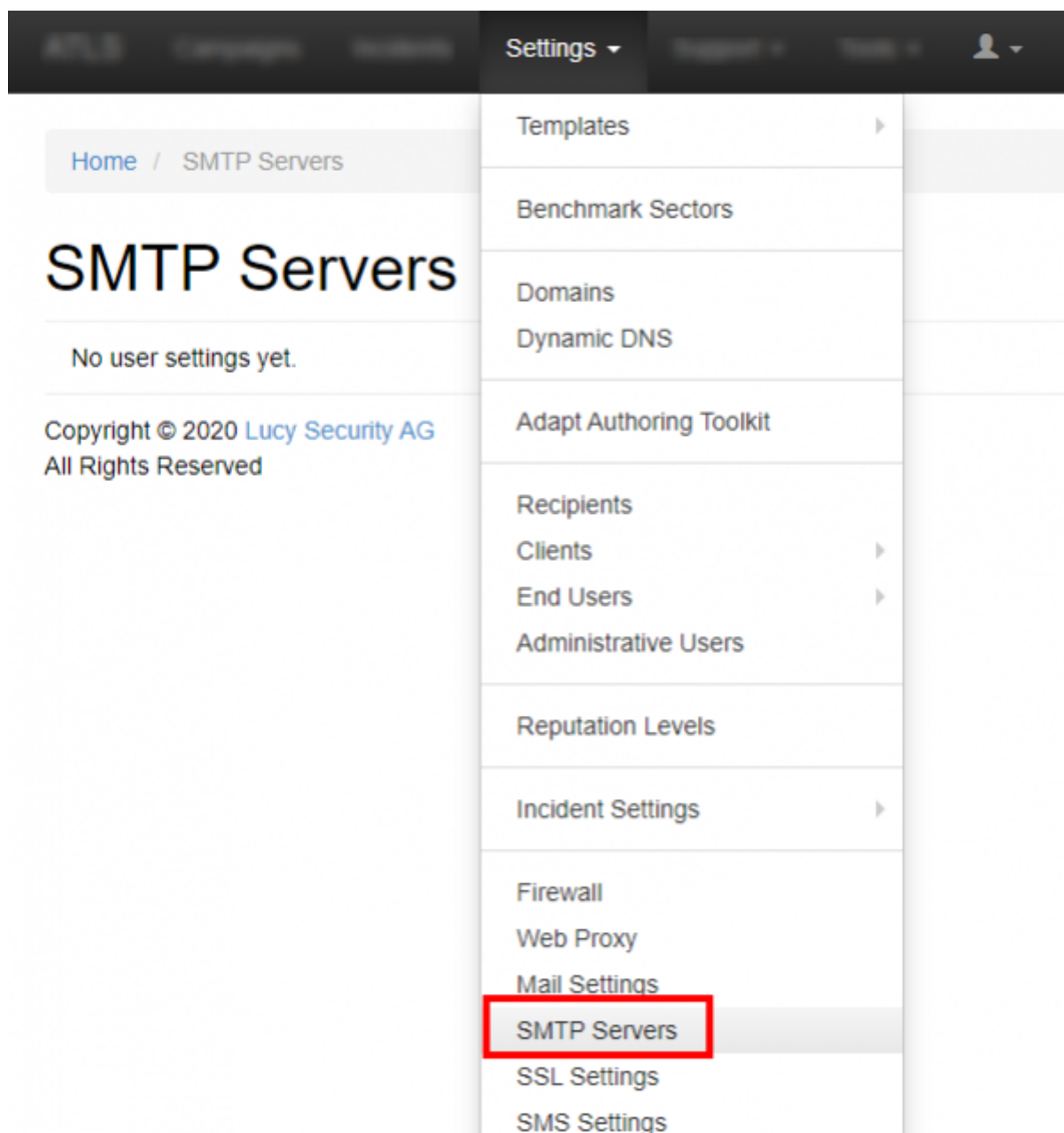
LUCY comes with different mail delivery options:

1. Delivery via (built-in) internal mail server (Internal Postfix Server)
2. Delivery via an external mail relay (External SMTP Server)
3. Delivery via pre-paid external mail relay (HTTP Proxy)

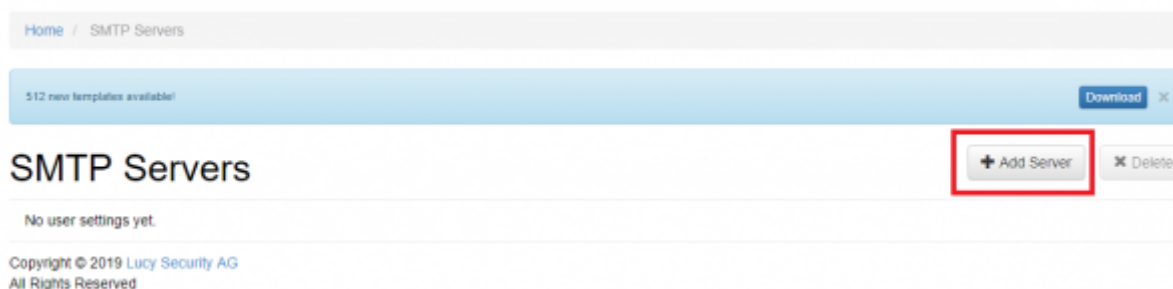
Delivery via external mail relay (SMTP) using the general settings

This chapter concerns the general mail settings which can be set globally for all campaigns. If you might have different delivery methods in campaigns, please define the individual message delivery method within the campaign itself.

In LUCY the default delivery method for mails is using the built-in Postfix mail server. As many SPAM filters will block emails coming from a new IP address that has no reputation, the administrator can decide to configure an external mail relay. In LUCY this is done under **Settings/Mail settings** & **Settings/SMTP servers**:



To use an external SMTP server you will first need to add your mail server by clicking the **"Add mail server"** button:



In the second step you need to enter the **mail server** details:

Home / SMTP Servers / New Server

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New Server

Host	<input type="text"/>	Sender	<input type="text"/>
Port	<input type="text"/>	Recipient	<input type="text"/>
Encryption	<input type="text" value="N/A"/>	Console Output	<div></div>
Authentication Method	<input type="text" value="N/A"/>		
Description	<div></div>		<div>Test</div>

After saving the configuration, you can test the connection with the external SMTP server using the tool presented on the same page: enter the Sender and Recipient addresses and press the **"Test"** button. If it is OK, you will see the message *"Success, please see the output"*. If something wrong, you will see the message *"Error, please see the output"*. In the Console Output you will see a short description of the issue and log of the SMTP session:

Your Software Name Campaigns Incidents Settings Support Tools

Home / SMTP Servers / in-v3.mailjet.com

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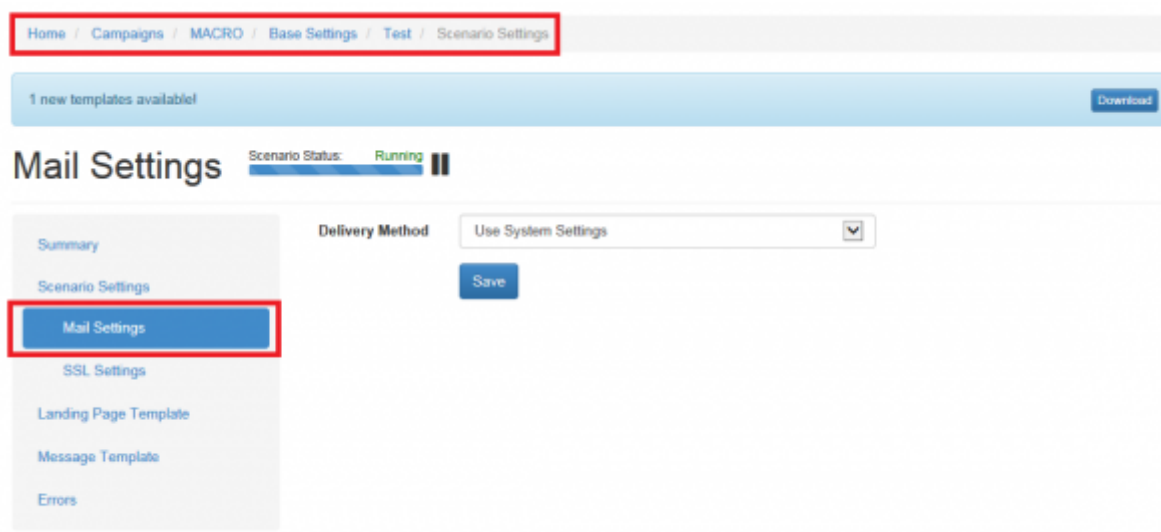
Host	in-v3.mailjet.com	Sender	access@mktstlucy.work
Port	465	Recipient	michael@lucysecurity.com
Encryption	SSL/TLS	Console Output	<div>SMTP Error: Could not authenticate. Debug: 2021-04-15 08:34:39 Connection: opening to ssl://in-v3.mailjet.com:465, timeout=86400, options=array() 2021-04-15 08:34:39 Connection: opened 2021-04-15 08:34:39 SERVER -> CLIENT: 220 in.mailjet.com ESMTP Mailjet 2021-04-15 08:34:39 CLIENT -> SERVER: EHLO access.mktstlucy.work</div>
Authentication Method	Password		
Login	ac557fb6568827f376cfe020d18516		
Password			
Description	<div></div>		<div>Test</div>

More information regarding the SMTP errors codes you can find [here](#).

Delivery via external mail relay (SMTP) within a campaign

Please Note: You can define the mail delivery method on a **globally** within the settings menu. If you do so, it will **overwrite all individual settings** in a campaign. The second possibility is to configure

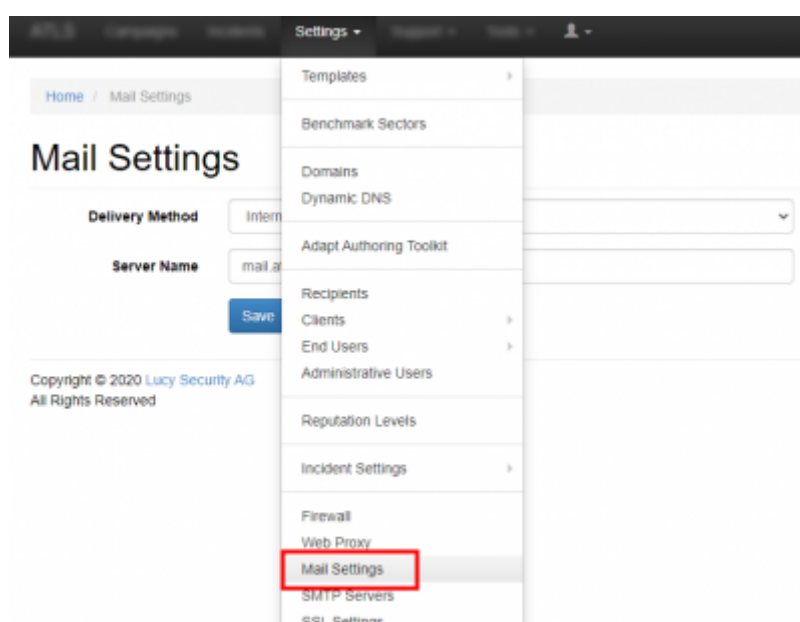
the delivery methods within a campaign:



Configuration of using a pre-paid, external mail server (via HTTP)

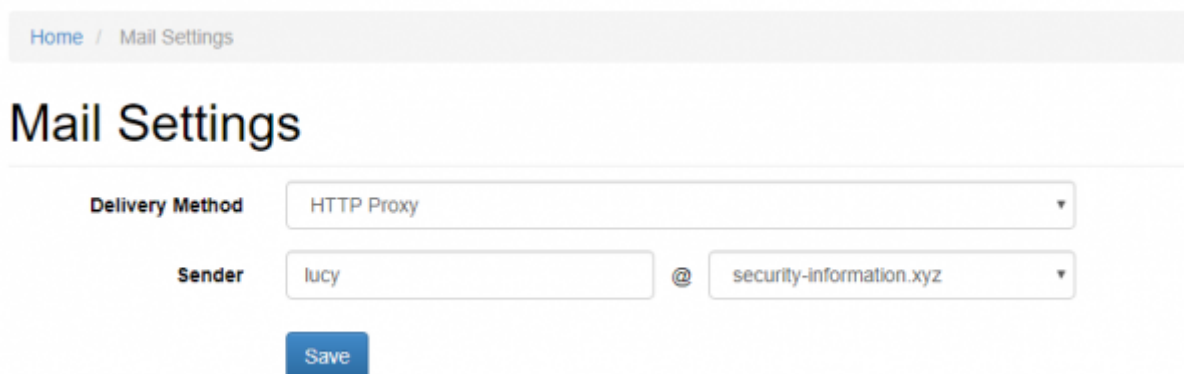
In LUCY you can use a pre-paid, external mail server with an excellent reputation as your default communication method. In this model, we use an API to Sendgrid (<https://sendgrid.com/>) that allows us to communicate via HTTP to an external mail server to initiate the mail delivery. There are few advantages to this model especially if all other methods of mail delivery fail due to SPAM filtering. You can configure LUCY to use a pre-paid external mail server in two ways:

1. Generic settings for all campaigns: select the HTTP method within **"Settings/mail settings"**.



You will then be presented the option to define the mails sender domain or mail sender name. This

setting will overwrite the individual setting within a campaign and ensure that all emails in LUCY are sent using this method:



Home / Mail Settings

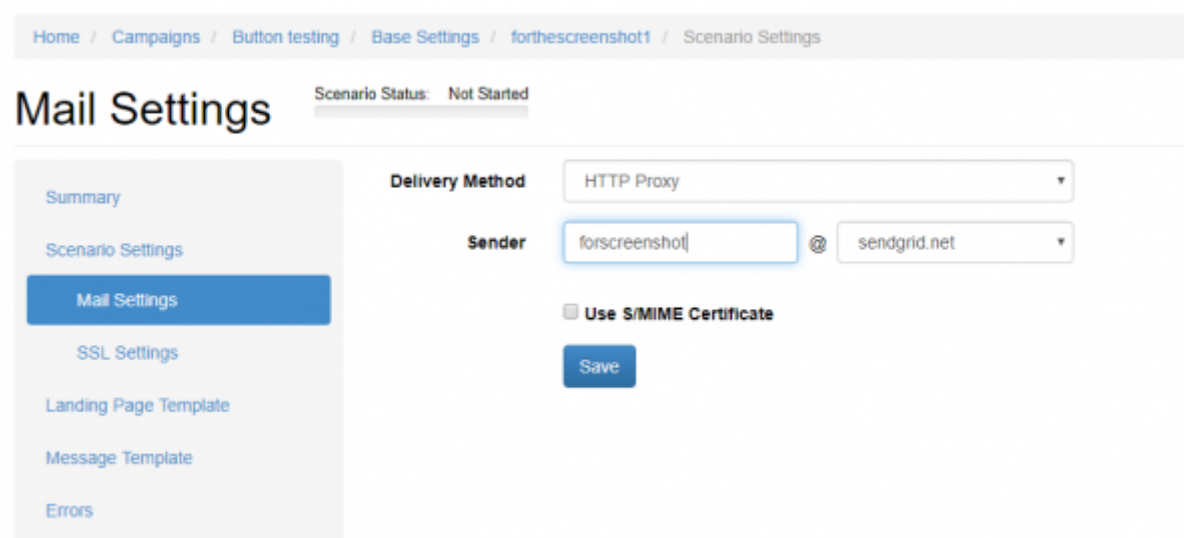
Mail Settings

Delivery Method HTTP Proxy ▼

Sender lucy @ security-information.xyz ▼

Save

- Campaign specific delivery method: if you did not specify any generic mail delivery method in **"Settings/mail settings"** you can configure the mail delivery as well in every single campaign under the scenario settings in **"mail settings"**:



Home / Campaigns / Button testing / Base Settings / forthescreenshot1 / Scenario Settings

Mail Settings

Scenario Status: Not Started

Summary
Scenario Settings
Mail Settings
SSL Settings
Landing Page Template
Message Template
Errors

Delivery Method HTTP Proxy ▼

Sender forsescreenshot1 @ sendgrid.net ▼

☐ Use S/MIME Certificate

Save

If you pick **"HTTP"** as your delivery method then you will have only a limited number of domains you can choose as a sender address:

forthescre... Scenario Status: Not Started [Upload Webpage](#) [Restore Defaults](#) [Clear Attachments](#)

Summary

Scenario Settings

Landing Page Template

Message Template

Errors

Quick Tips

Email message variables

Message Type: Email

Language: English

Sender Name: phishing@mydomain.com

Sender email: forthescreenshot@sendgrid.net

Recipient Header: To

Fake CC: ☐

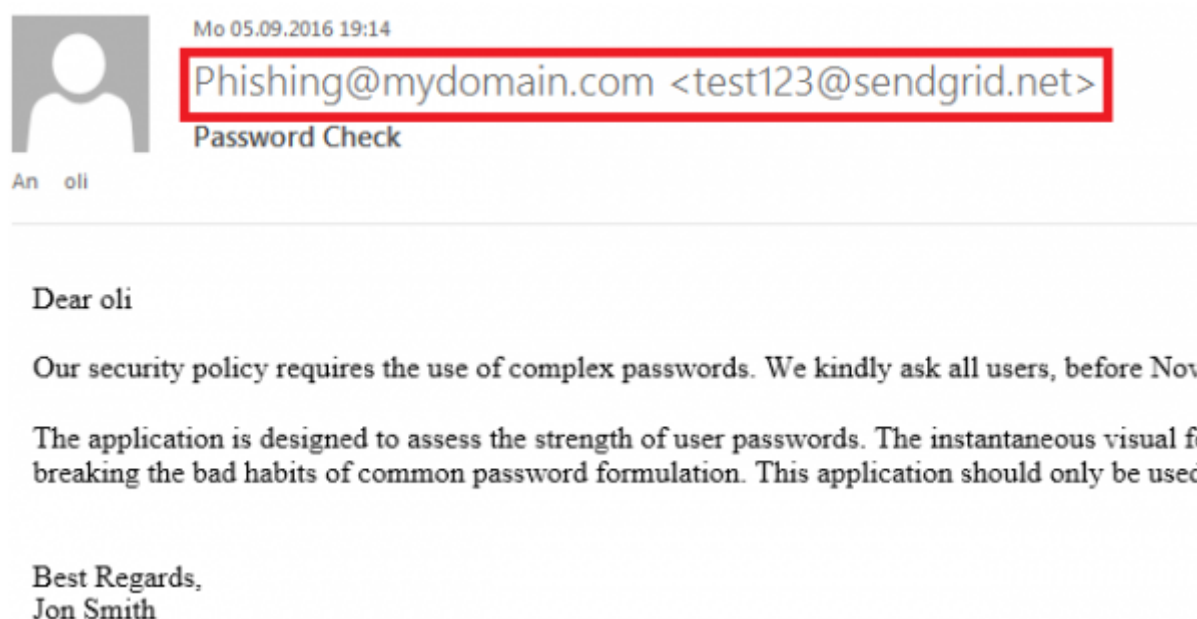
Subject: Corporate security programme - Your help is needed

Editor Type: Code Mirror

Content

```
1 <!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN" "ht
2 <html>
3 <head>
4   <title></title>
5 </head>
6 <body>
7 <p><span style="font-size:14px;"><span style="font-family:Ar:
```

On the recipient side the email might look as follows (depending on the domain you picked):



The list of external mail domains will continuously be expanded with each LUCY release.

Please note: if a recipient of such an e-mail will press reply, the reply address will be something like "do-not-reply@example-domain.com". If he still answers to the mail he will get an error with a non-delivery report. So you won't be able to catch answers to those pre-defined e-mail domains.

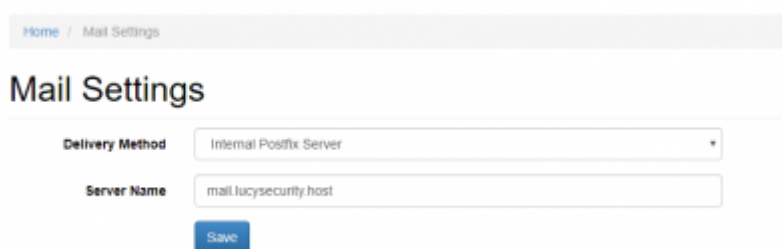
Pricing:: sending up to 100 emails using the external HTTP mail server is free. Every extra mail will cost 0.1 cents. Please make sure you have enough credits before starting the campaign.

Mail Sender Domains for HTTP Proxy: the following mail sender domains are pre-configured

- sendgrid.net
- security-information.xyz
- cloudservice24.xyz
- delivery365.website
- web-contest.host
- file-sharing.host
- mail-access.site
- onlineservices.space
- report365.us
- cloudaccess.space
- online-survey.site
- printservices.press
- webmail-access.space
- vpn-access.host
- online-statistics.site
- cloud-encryption.host
- web-login.site
- secure-login.host

Delivery via internal Postfix Server

The most frequent email delivery method is using an internal Postfix Server. Servername should match with the FQDN of the LUCY instance. We recommend having a subdomain for mail purposes, as it is shown on the screenshot below.



The screenshot shows a web interface for 'Mail Settings'. At the top, there is a breadcrumb 'Home / Mail Settings'. Below it, the title 'Mail Settings' is displayed. Under the title, there are two input fields: 'Delivery Method' with a dropdown menu showing 'Internal Postfix Server', and 'Server Name' with a text input containing 'mail.lucysecurity.host'. A blue 'Save' button is located below the 'Server Name' field.

Troubleshooting

- [Emails do not arrive](#)
- [Emails arrive delayed](#)
- [Emails are not send](#)
- [Not all mails are send](#)

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