

Acronis



FREQUENTLY ASKED QUESTIONS

# Advanced Email Security

Acronis Cyber Protect Cloud



**? Will Advanced Email Security, powered by Perception Point, require an additional agent installation?**

No. Advanced Email Security, powered by Perception Point, is a cloud-native, API-based deployment that integrates directly in the email system. No additional agent needs to be installed on the top of Acronis' cyber protection agent. MX record configurations are needed only when using Advanced Email Security to protect on-premises email solutions.

**? Will partners still use the Acronis Cyber Protect Cloud console to configure and manage Advanced Email Security, powered by Perception Point?**

Advanced Email Security leverages an external management console from Perception Point, but Acronis will continue to integrate alerts and other email security functionalities into the Acronis Cyber Protect Cloud console.

Partners can access Perception Point's console via a single sign-on (SSO) from Acronis Cyber Protect Cloud management console.

Please note that, for now, Perception Point's user interface (UI) is in English only. (This does not affect the solution's capacity to detect threats in emails in other languages).

**? How is Advanced Email Security, powered by Perception Point, licensed and priced?**

Advanced Email Security is licensed per unique user. Shared and group mailboxes are not charged separately.

**? Will there be a 30-day free trial for Advanced Email Security, powered by Perception Point?**

Yes, a free trial for Advanced Email Security, as well as for other advanced packages, is included in the 30-day free trial for Acronis Cyber Protect Cloud.

**? Is there be a promotional price for the Advanced Email Security pack?**

No. No promotions or discounts are planned for Advanced Email Security as the new pack has a highly competitive price already.

**? How will the Incident Response service be delivered and by whom (Acronis or Perception Point)?**

The Incident Response service is requested via the X-ray (Perception Point's management console) and delivered in the form of reports provided via email by the Perception Point team.

**? Who has access to the Perception Point management console (X-ray)?**

Only users with administrator rights can access the management console.

**? Which languages does Advanced Email Security support?**

The Advanced Email Security's product-UI is currently only in English. The product's UI doesn't affect the solution's ability to detect threats in emails in other languages.

We have plans for gradually implementing support for other languages in Q3, 2021.

**? Are Acronis' or Perception Point's data centers used to deliver Advanced Email Security?**

We're leveraging Perception Point's data centers to deliver the advanced pack.

**? What types of mailboxes does Advanced Email Security protect?**

Advanced Email Security protects cloud mailboxes such as Microsoft 365, Google Workspace, and Open-Xchange without any need for additional configurations during initial deployment. The pack can also be used for protecting on-premises mail servers, but this requires MX record configurations.



**? Does Advanced Email Security detect threats in emails in other languages than English?**

Yes, it does. The detection technologies are not related to the language used in emails.

**? Does Advanced Email Security protect other collaboration tools like Zoom, Slack, etc., similar to Perception Point's technology?**

No, the Advanced Email Security is specifically designed to protect cloud mailboxes. To deliver protection for other collaboration tools, partners need to leverage the exploit prevention capabilities of Advanced Security and the patch management functionalities of Advanced Management.

**? Can all emails received by end-users from sources outside of the company's domain be flagged?**

Yes, you can flag emails with customizable banners based on policies and rules (e.g. all incoming emails from external domains) to provide end-users with additional contextual information.

**? How does Advanced Email Security compare to other competitive solutions?**

There are a few differentiators that make Advanced Email Security, powered by Perception Point, truly unique:

- **Unmatched detection speed** - Leverage an unmatched detection speed that allows you to proactively prevent all threats before they reach end-users, compared to the reactive approach of standard email security technologies.
- **Scanning of 100% of traffic in real-time** - Unlike legacy sandboxing solutions, every bit of content - emails, files, and URLs - is analyzed at any scale. A clear verdict is delivered in seconds - before the content reaches end-users.
- **Prevention of APTs and zero-days** - Block sophisticated threats that evade conventional defenses such as APTs and zero-day attacks with a unique CPU-level analysis that allows action earlier in the attack chain than other technologies.

- **Effortless, rapid deployment** - With this cloud-native deployment, you can integrate directly with the email system without additional configuration to reduce the administrative burden associated with a standard secure email gateway (SEG) deployment.

- **Incident response services** - Empower your service delivery and security teams with direct access to cyber analysts and email security experts who monitor all customer traffic and analyze malicious intents with ongoing reporting and support.

**? Does the X-ray (Perception Point's management console) supports multi-factor authentication (MFA)?**

Partners can access Perception Point's console via a single sign-on (SSO) from Acronis Cyber Protect Cloud management console. This is done mainly to for ease of usability, as the Acronis Cyber Protect Cloud console supports MFA to prevent unauthorized access to any management functionality, including the X-ray.

