

# Configure UTF-8 (IDN) Domain Names in 14.X

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## Introduction

This document describes how to configure and use the new UTF-8 International Domain Name (IDN) feature added to Secure Email Gateway (ESA) and Secure Email Cloud Gateway (CES) in the 14.x code

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## Requirements

Cisco recommends that you have knowledge of these topics:

ESA concepts and configuration

## Components Used

The information in this document is based on AsyncOS for ESA 14.0 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Languages supported in 14.x for IDN Support

### Indian Regional languages

Hindi, Tamil, Telugu, Kannada, Marati, Punjabi, Malayalam, Bengali, Gujarati, Urdu, Assamese, Nepali, Bangla, Bodo, Dogri, Kashmiri, Konkani, Maithili, Manipuri, Oriya, Sanskrit, Santali, Sindhi, Tulu.

### European/Asian languages

French, Russian, Japanese, German, Ukrainian, Korean, Spanish, Italian, Chinese, Dutch, Thai, Arabic, Kazakh

### IDN Supported Formats

- Full IDN domain : @. , @.
- Partial IDN domain : . , .
- ASCII, IDN combination : test@.

## Where is IDN Supported?

### SMTP Routes

Navigate to **Network -> SMTP Routes -> Add Route -> Add the IDN domain -> Submit -> Commit**

The screenshot shows the 'Add SMTP Route' configuration page. At the top, there are navigation tabs: Monitor, Mail Policies, Security Services, Network, and System Administration. The main content area is titled 'Add SMTP Route' and includes a mode selector set to 'Cluster: ESA\_BETA\_CLUSTER'. Below this is the 'SMTP Route Settings' section, which contains a form with the following fields:

- Receiving Domain:** जमेल.कॉम
- Destination Hosts:** A table with columns for Priority, Destination, and Port. The first row has Priority '0', Destination '10.1.1.1', and Port '25'. A red arrow points to the Destination field.
- Outgoing SMTP Authentication:** No outgoing SMTP authentication profiles are configured. See [Network > SMTP Authentication](#)

A note at the bottom states: 'Note: DANE will not be enforced for domains that have SMTP Routes configured.' At the bottom of the form, there are 'Cancel' and 'Submit' buttons.

## DNS Domains

We can Add or edit IDN domains in DNS servers.

Navigate to **Network** -> **DNS** -> **Edit** settings -> **Add** the IDN domain under "alternate DNS server overrides"

Mode — Cluster: ESA\_BETA\_CLUSTER Change Mode...

Centralized Management Options

### DNS Server Settings

DNS Servers:  Use these DNS Servers

Priority ?	Server IP	Add Row
0	10.0.201.2	
1	10.0.201.12	

**Alternate DNS servers Overrides (Optional):**

Domain(s)	DNS Server IP Address	Add Row
जीमेल.कोम <i>i.e., example.com, example2.com</i>	10.1.1.4 <i>i.e., 10.0.0.3</i>	

Use the Internet's Root DNS Servers

**Alternate DNS servers Overrides (Optional):**

Domain	DNS Server FQDN	DNS Server IP Address	Add Row
<i>i.e., example.com</i>	<i>i.e., dns.example.com</i>	<i>i.e., 10.0.0.3</i>	

Interface for DNS Traffic:  Auto Change Mode...

Wait Before Timing out Reverse DNS Lookups:

Cancel Submit

### NOTE:

- Public IDN domains are resolved by public/Internet root DNS server.
- Local IDN domains: In Local DNS server, create zone files with records in punycode format equivalent of IDN domains [eg: xn--2scrj9c.xn--2scrj9c.] to handle the resolution of local IDN domain names.

## Listener - RAT/HAT

We can use IDN support in:

- Inbound/Outbound Listeners -> Add/Edit IDN domains in Default domain
- HAT/RAT -> Add/Edit IDN domains in HAT/RAT
- Import/Export HAT/RAT tables with IDN's

To configure Recipient Access Table (RAT) with IDN, navigate to **Mail policies -> Recipient Access Table (RAT)** and Click **Add Recipient -> Add the IDN Domain -> Submit -> Commit**

### Recipient Access Table Overview

Success — Recipient Access Table entry for "जिमेिल.कोम" was added.

Mode — Cluster: **ESA\_BETA\_CLUSTER** Change Mode...

Centralized Management Options

Overview for Listener: Incoming Items per page 20

Add Recipient... Clear All Entries Import RAT...

Order	Recipient Address	Default Action	All <input type="checkbox"/> Delete
1	humaaralab.com	Accept	<input type="checkbox"/>
2	doosralab.com	Accept	<input type="checkbox"/>
3	जिमेिल.कोम	Accept	<input type="checkbox"/>
All Other Recipients		Reject	

Edit Order... Export RAT... Delete

To configure Host Access Table (HAT) sender Groups with IDN domains, navigate to **Mail policies -> HAT Overview -> Add new Sender group -> Submit and add senders with IDN hostname -> Submit -> Commit**

## Sender Group: IDN\_Support - Incoming

Success — Sender "जीमेल.कोम" was added.

Mode — Cluster: ESA\_BETA\_CLUSTER

Change Mode...

▸ Centralized Management Options

### Sender Group Settings

Name:	IDN_Support
Order:	9
Comment:	IDN Support
Policy:	ACCEPTED
SBRS (Optional):	Not in use
External Threat Feed (Optional): <i>For IP lookups only</i>	None
DNS Lists (Optional):	None
Connecting Host DNS Verification:	None Included

<< Back to HAT Overview

Edit Settings...

### Find Senders

Find Senders that Contain this Text: ?

Find

### Sender List: Display All Items in List

Items per page 20

Add Sender...

Sender	Comment	All Delete
जीमेल.कोम	idn sender	<input type="checkbox"/>

<< Back to HAT Overview

Delete

**NOTE: You can follow the same process to edit any sender group and add the IDN Domains.**

## Incoming/Outgoing Mail Policies - Sender/Receipients

To configure Incoming Mail policies to handle IDN, navigate to **Mail Policies** -> **Add Policy** -> Provide policy name-> **Add Users**

You can choose to use IDN domains in Both Sender/receipient or try any combination ->Submit ->Commit

## Incoming Mail Policies

Mode --Cluster: ESA\_BETA\_CLUSTER

Change Mode...

> Centralized Management Options

### Add User

Any Sender

Following Senders

Following Senders are Not

Email Address:

@example.com

(e.g. user@example.com, user@, @example.com, @.example.com)

LDAP Group:

Query: LDAP.group

Group:

Add Group

Remove

Any Recipient

Following Recipients

example@example.com

(e.g. user@example.com, user@, @example.com, @.example.com)

Cisco Security Awareness not configured.

LDAP Group:

Query: LDAP.group

Group:

Add Group

Remove

Following Recipients are Not

Email Address:

(e.g. user@example.com, user@, @example.com, @.example.com)

LDAP Group:

Query: LDAP.group

Group:

Add Group

Remove

Cancel

OK

## Add Incoming Mail Policy

Mode —Cluster: ESA\_BETA\_CLUSTER Change Mode...

Centralized Management Options

**Add Policy**

Policy Name:   
(e.g. my IT policy)

Insert Before Policy:

**Users**

Sender	Recipients	Edit	Delete
@example.com	example@example.com	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

**NOTE:** You can follow the same process for Outgoing Mail Policies.

## Exception table

To add IDN domain names to Exception Table, navigate to

**Mail Policy -> Exception Table -> Add Sender Verification Exception -> Add the IDN Domains -> Submit -> Commit**

## Add Sender Verification Exception

Mode —Cluster: ESA\_BETA\_CLUSTER Change Mode...

Centralized Management Options

**Sender Verification Exception**

Exception:   
(e.g.: user@example.com, user@, @example.com, @.example.com, @[1.2.3.4])

Order:  (of 1)

Behavior:  Allow  
 Reject

SMTP Code:

SMTP Text:

### Sender Verification Exception Table

Success — Entry was added

Mode —Cluster: ESA\_BETA\_CLUSTER

Change Mode...

Centralized Management Options

#### Find Sender Verification Exception

Search for Email Address: ?

Find

#### Sender Verification Exception Table

Add Sender Verification Exception...

Clear All Sender Verification Exceptions

Order	Exception	Behavior	SMTP Response	Delete
1	@ಜಿಮೇಲ.ಕೊಮ	Allow	N/A	

## Address Lists

To add IDN domain names to Address List, navigate to

**Mail Policy -> Address List -> Add address List -> Enter the IDN domains in the box -> Submit -> Commit**

Monitor Mail Policies Security Services Network System Administration

### Add Address List

Mode —Cluster: ESA\_BETA\_CLUSTER Change Mode...

Centralized Management Options

#### New Address List Details

Address List Name: IDN-Support

Description: IDN-Support-test

List Type:
   
 Full Email Addresses only
   
 Domains only
   
 IP Addresses only
   
 All of the above

Addresses:
   
ಜಿಮೇಲ.ಕೊಮ, ಅನ್ನಿಟಾ@ಯಾಹೂ.ಪೊಕೆ, @
   
@ಮಾಡುಕ್ಕರ
   
e.g.: user@example.com, user@, @example.com,
   
@[1.2.3.4], @.example.com

Cancel Submit



## Address Lists

Mode — Cluster: **ESA\_BETA\_CLUSTER** Change Mode...

▸ Centralized Management Options

### Address Lists

[Add Address List...](#)

Address List Name	Description	Used for	Addresses	All <input type="checkbox"/> Delete
IDN-Support	IDN-Support-test		(3) ಅಭ್ಯಾಸ@ಯಾಹೂ.ಒಂ, @ಜೀಮೆಲ.ಕೊಂ,...	<input type="checkbox"/>

[Delete](#)

## Destination Controls

To add IDN domain names to destination control, navigate to

**Mail Policies -> Destination Controls -> Add Destination -> You can add the IDN Domain name -> Submit -> Commit**

Monitor Mail Policies Security Services Network System Administration

### Add Destination Controls

Mode — Cluster: **ESA\_BETA\_CLUSTER** Change Mode...

▸ Centralized Management Options

#### Destination Controls

Destination:

IP Address Preference: Default (IPv6 Preferred)

Limits:

- Concurrent Connections:  Use Default (500)  Maximum of  (between 1 and 1,000)
- Maximum Messages Per Connection:  Use Default (50)  Maximum of  (between 1 and 1,000)
- Recipients:  Use Default (No Limit)  Maximum of  per  minutes  
Number of recipients between 0 and 1,000,000,000 per number of minutes between 1 and 60
- Apply limits: Per Secure Email hostname:  System Wide  Each Virtual Gateway  
(recommended if Virtual Gateways are in use)

TLS Support: Default (None)

DANE Support: Default (None)

Bounce Verification: Perform address tagging:  Default (No)  No  Yes  
Applies only if bounce verification address tagging is in use. See Mail Policies > Bounce Verification.

Bounce Profile: Default  
Bounce Profile can be configured at Network > Bounce Profiles.

Note: DANE will not be enforced for domains that have SMTP Routes configured.

[Cancel](#) [Submit](#)

## Destination Controls

Success — Your changes have been committed.

Mode — Cluster: ESA\_BETA\_CLUSTER

Change Mode...

▸ Centralized Management Options

### Destination Control Table

Items per page 20

Domain ▲	IP Address Preference	Destination Limits	TLS Support	DANE Support ^	Bounce Verification *	Bounce Profile	All <input type="checkbox"/> Delete
doosralab.com	Default	Default connection limit, 50 messages per connection, Default recipient limit	Required	Default	Default	Default	<input type="checkbox"/>
humaaralab.com	Default	Default connection limit, 50 messages per connection, Default recipient limit	Required	Default	Default	Default	<input type="checkbox"/>
जिमेिल.कोम	Default	500 concurrent connections, 50 messages per connection, Default recipient limit	Default	Default	Default	Default	<input type="checkbox"/>
Default	IPv6 Preferred	500 concurrent connections, 50 messages per connection, No recipient limit	None	None	Off	Default	

[Add Destination...](#) [Import Table](#) [Export Table](#) [Delete](#)

\* Bounce Verification settings apply only if bounce verification address tagging is in use. See Mail Policies > Bounce Verification.  
^ DANE will not be enforced for domains that have SMTP Routes configured.

### Global Settings

Certificate:	Client-Cert
Send an alert when a required TLS connection fails:	Enabled

[Edit Global Settings...](#)

## Bounce Profiles

Recipient for Bounce and Warning Messages can be configured with IDN Domain name under Bounce Profiles.

Navigate to **Network -> Bounce Profiles -> Add Bounce Profile -> Enter name -> Configure the values for bounce Profile -> For Recipient for Bounce and Warning Messages -> Select **Alternate address** and you can choose to use IDN Domain address.**

Monitor Mail Policies Security Services Network System Administration

### Add Bounce Profile

Mode — Cluster: ESA\_BETA\_CLUSTER Change Mode...

> Centralized Management Options

**Add Bounce Profile**

Profile Name:

Maximum Number of Retries:   
(between 0 and 10000)

Maximum Time in Queue:  seconds  
(between 0 and 3000000)

Initial Time to Wait per Message:  seconds  
(between 60 and 86400)

Maximum Time to Wait per Message:  seconds  
(between 60 and 86400)

Hard Bounce and Delay Warning Messages: Send Hard Bounce Messages:

Use Default (Yes)  Yes  No

Use DSN format for bounce messages:

Use Default (Yes)  Yes  No

Message Composition

Message Subject:

Parse DSN "Status" field from bounce responses:  Use Default (No)  Yes  No

Notification Template: *Bounce Notification Template can be defined at Mail Policies > Text Resources.*

Message Language	Template	Preview	Delete
Default	System Generated		

Add Row

Send Delay Warning Messages:

Use Default (No)  Yes  No

Message Composition

Message Subject:

Notification Template: *Bounce Notification Template can be defined at Mail Policies > Text Resources.*

Message Language	Template	Preview	Delete
Default	System Generated		

Add Row

Minimum Interval Between Messages:  seconds

Maximum Number of Messages to Send:

Recipient for Bounce and Warning Messages:

Message sender

Alternate:

Use Domain Key Signing for Bounce and Delay Messages:

Use Default (No)  Yes  No

There is no signing profile matching bounce from address MAILER-DAEMON@\_NOTSET\_.. Bounce messages will not be signed until you create appropriate signing profile.

Cancel Submit

## LDAP

You can now have the LDAP accept/group queries with IDN Domain names as shown in the image.

## Incoming Mail Policies

1

**Edit User**

Any Sender  
 Following Senders  
 Following Senders are Not

Email Address:  
  
(e.g. user@example.com, user@, @example.com, @.example.com)

LDAP Group:  
Query:

Any Recipient  
 Following Recipients

(e.g. user@example.com, user@, @example.com, @.example.com)

Cisco Security Awareness not configured.

LDAP Group:  
Query:

## Local Spam Quarantine

You can see the Local SPM Quarantine displays the IDN Domain names in user email address/domains/subject

**Search**

Note: For best performance your search should contain an envelope recipient.

Messages Received:  Today  Last 7 days  Date Range:  and

Where  :

Envelope Recipient  :

[ Clear Search ] 14 items found Search

**Search Results** Items per page 25

Displaying 1 – 14 of 14 items.

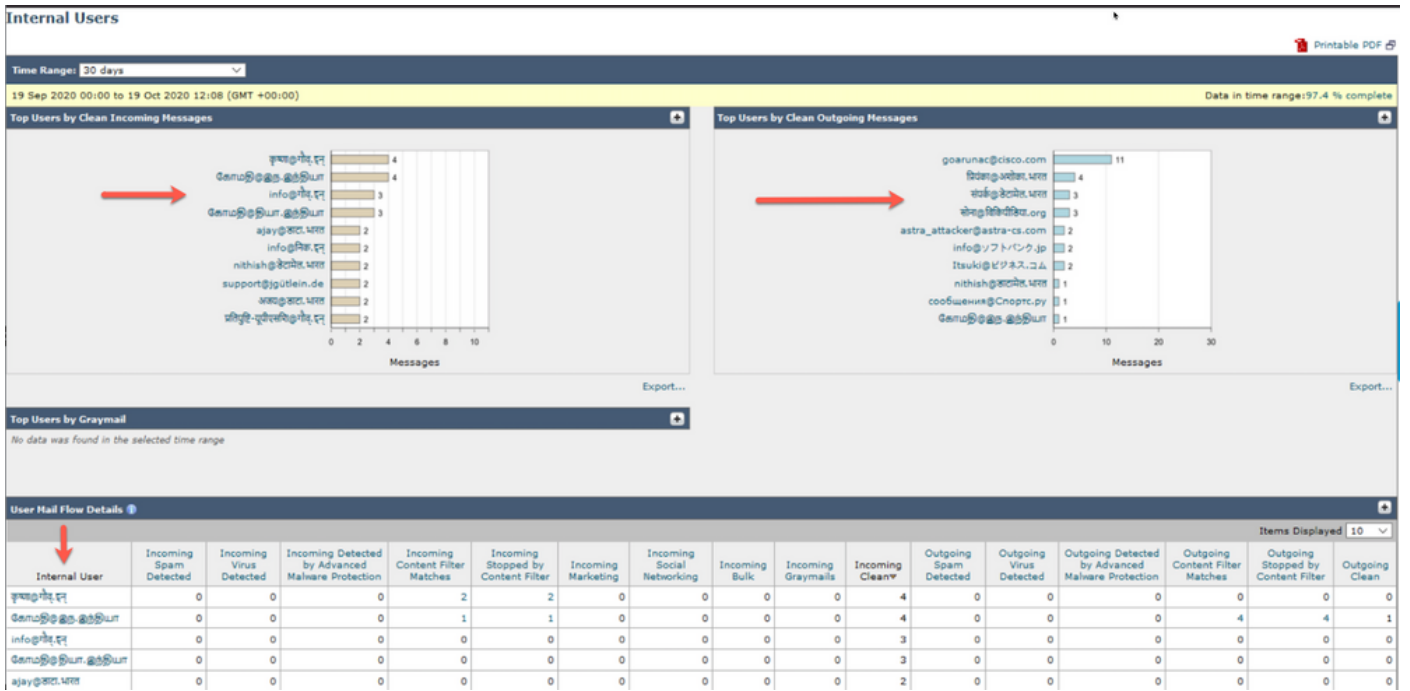
<input type="checkbox"/>	From	Envelope Recipient	To	Subject	Date	Size
<input type="checkbox"/>		anvitha@doosralab.com		[SUSPICIOUS MESSAGE] this is to test policy	10 Feb 2021 16:30 (GMT -06:00)	3.6K
<input type="checkbox"/>		अनञ्जलि2@जीमेल.कॉम		Please read as this is very என்று நம்புகிறேன் for both the countries.	09 Feb 2021 21:49 (GMT -06:00)	7.3K
<input type="checkbox"/>		あなたは誰ですか2@ヤフー.com		this is japanese test 今は17時38分です	09 Feb 2021 21:37 (GMT -06:00)	3.5K
<input type="checkbox"/>		你是誰2@明天.在		Please read as this is very என்று நம்புகிறேன் for both the countries.	09 Feb 2021 21:18 (GMT -06:00)	3.4K
<input type="checkbox"/>		你是誰2@明天.在		Please read as this is very என்று நம்புகிறேன் for both the countries.	09 Feb 2021 17:13 (GMT -06:00)	7.6K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very என்று நம்புகிறேன் for both the countries.	09 Feb 2021 17:11 (GMT -06:00)	8.8K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very என்று நம்புகிறேன் for both the countries .	09 Feb 2021 17:02 (GMT -06:00)	4.7K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very என்று நம்புகிறேன் for both the countries.	09 Feb 2021 17:00 (GMT -06:00)	5.1K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very மாகாணத்திற்கு என்று பாவித்துவீ for both the countries.	09 Feb 2021 16:54 (GMT -06:00)	5.2K
<input type="checkbox"/>		anvitha@doosralab.com		this is a test	09 Feb 2021 16:01 (GMT -06:00)	3.3K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very என்று நம்புகிறேன் for both the countries .	09 Feb 2021 15:49 (GMT -06:00)	8.1K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very என்று நம்புகிறேன் for both the countries.	09 Feb 2021 15:41 (GMT -06:00)	8.8K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very आशा for both the countries.	08 Feb 2021 21:53 (GMT -06:00)	5.0K
<input type="checkbox"/>		anvitha@humaaralab.com		Please read as this is very आशा for both the countries.	08 Feb 2021 21:47 (GMT -06:00)	3.9K

**NOTE: Local PVO Quarantine shows similar behavior as spam quarantine.**

## Verification and Troubleshooting

1) The Reports on ESA and SMA (Secure Email and Web Manager) now support IDN. We can see usernames/domain/email address in IDN format on reports

Navigate to **Monitor -> Internal Users**



2) In **Message Tracking** we can see the IDN domain name and also filter with the IDN domains/usernames/email address

**Search**

Available Time Range: 16 Jun 2020 18:00 to 12 Feb 2021 08:19 (GMT -06:00) Data in time range: 87.98% complete

Envelope Sender:  Contains

Envelope Recipient:

Subject:

Message Received:  Last Day  Last Week  Custom Range

Start Date:  Time:  and End Date:  Time:  (GMT -06:00)

Search messages using advanced criteria

Generated: 12 Feb 2021 08:21 (GMT -06:00) Export All... | Export..

**Results** Items per page 20

Displaying 1 — 15 of 15 items.

1	11 Feb 2021 13:42:13 (GMT -06:00)	MID: 23579661	HOST: ESA1-EFT (10.0.202.17)	Show Details
SENDER: ಅನ್ನಿತಾ@ಯಾಕೂ, ಜೊತೆ				
RECIPIENT: anvitha@humaaralab.com				
SUBJECT: Please read as this is very				
LAST STATE: Message 23579661 to anvitha@humaaralab.com received remote SMTP respons:				
2	11 Feb 2021 10:13:55 (GMT -06:00)	MID: 23579651	HOST: ESA1-EFT (10.0.202.17)	Show Details
SENDER: ಅನ್ನಿತಾ@ಯಾಕೂ, ಜೊತೆ				
RECIPIENT: anvitha@humaaralab.com				
SUBJECT: Please read as this is very				
LAST STATE: Message 23579651 to anvitha@humaaralab.com received remote SMTP respons:				
3	09 Feb 2021 17:09:49 (GMT -06:00)	MID: 23570342	HOST: ESA1-EFT (10.0.202.17)	Show Details
SENDER: ಅನ್ನಿತಾ@ಯಾಕೂ, ಜೊತೆ				
RECIPIENT: anvitha@humaaralab.com				
SUBJECT: Please read as this is very				
LAST STATE: A new message 23570347 was generated to handle bounce of message 235703-				
4	09 Feb 2021 16:59:11 (GMT -06:00)	MID: 23570318	HOST: ESA1-EFT (10.0.202.17)	Show Details

3) Use CLI command `grep` or `tail` to view "mail\_logs" and we see the IDN domains in the logs



Mon Feb 8 21:47:11 2021 Info: Start MID 23569633 ICID 148853  
Mon Feb 8 21:47:11 2021 Info: MID 23569633 ICID 148853 From: <@.>  
Mon Feb 8 21:47:19 2021 Info: MID 23569633 ICID 148853 RID 0 To: <test@lab.com>  
Mon Feb 8 21:47:52 2021 Info: MID 23569633 Subject 'Please read as this is very for both the countries.'  
Mon Feb 8 21:47:52 2021 Info: MID 23569633 SDR: Domains for which SDR is requested: reverse DNS host: sample.host.com, helo: lab.com, env-from: ., header-from: Not Present, reply-to: Not Present  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 SDR: Consolidated Sender Reputation: Tainted, Threat Category: N/A, Suspected Domain(s) : lab.com. Youngest Domain Age: 3 months 29 days for domain: lab.com  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 SDR: Tracker Header :  
87dSxFfNYdSiOahrXSUZFOrdpenKiF6J2uKiPf+SFKCtj52hNCpe6LDQ8UFAligNUDA7FsuXLvHTcaAtt6AKG4PWLpwEeo/d  
cIPBUOdxB48=  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 ready 605 bytes from <@.>  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 matched all recipients for per-recipient policy DEFAULT in the inbound table  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 interim verdict using engine: CASE spam positive  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 using engine: CASE spam positive  
Mon Feb 8 21:47:53 2021 Info: ISQ: Tagging MID 23569633 for quarantine  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 interim AV verdict using McAfee CLEAN  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 interim AV verdict using Sophos CLEAN  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 antivirus negative  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 AMP file reputation verdict : SKIPPED (no attachment in message)  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 using engine: GRAYMAIL negative  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 Custom Log Entry: SDR Age is less than 1 Year  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 Outbreak Filters: verdict negative  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 Message-ID '<d35764\$mf971@esal.lab.com>'  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 queued for delivery  
Mon Feb 8 21:47:53 2021 Info: New SMTP DCID 250225 interface 10.0.202.17 address 10.0.201.5 port 6025  
Mon Feb 8 21:47:53 2021 Info: DCID 250225 STARTTLS command not supported  
Mon Feb 8 21:47:53 2021 Info: Delivery start DCID 250225 MID 23569633 to RID [0] to offbox IronPort Spam Quarantine  
Mon Feb 8 21:47:53 2021 Info: Message done DCID 250225 MID 23569633 to RID [0] (external quarantine)  
Mon Feb 8 21:47:53 2021 Info: MID 23569633 RID [0] Response 'ok: Message 27293054 accepted'  
Mon Feb 8 21:47:53 2021 Info: Message finished MID 23569633 done  
Mon Feb 8 21:47:58 2021 Info: DCID 250225 close

## Related Information

- [Cisco Email Security Appliance - End-User Guides](#)
- [Technical Support & Documentation - Cisco Systems](#)