

JULY 2017

# In the Boxing Ring

## Network Box Technical News

from Mark Webb-Johnson, CTO Network Box

### Welcome to the July 2017 edition of In the Boxing Ring

This month, Network Box will be releasing our **Cloud Dynamic DNS** services as an optional offering to all our customers. Building on our platform of cloud services and global DNS infrastructure, this new service helps to resolve DNS issues for customers that are behind a dynamic IP address. This is discussed further on page 2.

Also this month, we are pleased to announce the launch of our sixth generation SOHO (Small Office Home Office) UTM+, and second generation VPN hardware platforms: **UTM-5Q** and **VPN-5Q**, respectively. Their key features and technical specifications are highlighted on page 3.

On page 4, we highlight the features and fixes to be released in this month's patch Tuesday for Network Box 5.

Finally, Network Box Hong Kong participated at **Retail Asia Expo 2017**, and also welcomed officials from the **Office of the Government Chief Information Officer (OGCIO)**, to discuss improvements to cybersecurity in Hong Kong. In addition, Network Box Managing Director had a cybersecurity article published by **Forbes**. You can find the link to the article, on page 5.



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### In this month's issue:

2

#### Cloud Dynamic DNS

The Cloud Dynamic DNS service helps alleviate DNS issues for customers that are behind a dynamic IP address. This is done by publishing, and automatically updating, dynamic DNS records whenever the dynamically assigned IP address changes. On page 2, this is outlined in greater detail.

3

#### UTM-5Q and VPN-5Q Hardware Platform

The Network Box 5Q models are available now, and are ideal for protecting small offices, home offices, retail outlets, logistics operations and other smaller sites that require UTM+ or VPN protection. For more details, their features are highlighted on page 3.

4

#### Network Box 5 Features

The features and fixes to be released in this month's patch Tuesday for Network Box 5.

5

#### Network Box Highlights:

- **Network Box Hong Kong**  
Retail Expo Asia 2017
- **Network Box Hong Kong**  
OGCIO Visit
- **Network Box Media Coverage**  
Forbes

# CLOUD DYNAMIC DNS

Building on our platform of cloud services, and our global DNS infrastructure, Network Box is proud to this month release our *Cloud Dynamic DNS* services as an optional offering to all our customers.

As part of our managed service, Network Box needs to be in constant contact with managed devices on customer premises; even those behind dynamic IP assignments (as opposed to fixed, static, IP addressing). To achieve this, we track the source IP the box is connecting back to us on, so our engineers can connect back to the box under management.

The Network Box Cloud Dynamic DNS service optionally publishes, and updates, the managed device IP address as a DNS "A" record in the [ddns.remoteshield.com](https://ddns.remoteshield.com) domain. We publish both deviceID and boxID records. For example, a customer with a managed device on IP address 202.52.42.8, with deviceID nb\_f698fff2\_b531\_4779\_b3d5\_dfa609b17b5d and boxID acmehk1, would have the following records published:

- `nb-f698fff2-b531-4779-b3d5-dfa609b17b5d.ddns.remoteshield.com` A 202.52.42.8
- `acmehk1.ddns.remoteshield.com` A 202.52.42.8

The corresponding Dynamic DNS records are updated automatically, whenever the dynamically assigned IP address changes.

While the [ddns.remoteshield.com](https://ddns.remoteshield.com) addresses can be used directly, a far more common approach is to then use a CNAME record under the customer's own domain, to point to these Dynamic DNS records. For example:

- `home.acme.com` CNAME `nb-f698fff2-b531-4779-b3d5-dfa609b17b5d.ddns.remoteshield.com`

The service conditions are as follows:

- ❖ The customer has full control over which of his boxes will use the service.
- ❖ We offer this service under a 'best endeavors' approach, with the same SLA as our usual services.
- ❖ A change of allocated dynamic IP address will typically be reflected in an average of 1 minute.

This optional service is available as part of the July 2017 Patch Tuesday. If you would like to use it, please contact your regional support SOC for further details.





# UTM-5Q and VPN-5Q Hardware Platform

Network Box is very excited to announce our sixth generation Small Office / Home Office UTM+ (Unified Threat Management Plus), and second generation VPN (Virtual Private Network) hardware platforms: the UTM-5Q and VPN-5Q.

At the heart of both 64 bit systems, are Intel Celeron Quad Core CPUs, running at 2 GHz in normal mode, but also adding a 2.4 GHz turbo mode, and Intel Enhanced SpeedStep dynamic frequency scaling technologies, which allow the units to optimize the balance between system performance, power consumption, and operational temperature.

Both Network Box 5Q models, have attractive built-in passive cooling systems, removing the need for cooling fans, which results in dust resistant units, that are completely silent in operation. They also run the latest multi-award winning Network Box managed cyber-security version 5.3 software platform, to offer superior functionality, optimized performance, and enhanced reporting capabilities.

The VPN-5Q has 4GB of RAM, and provides up to 100GB of storage, for system log retention. With the enhanced processing power on hand, the system can exceed 100 Mb/s of SSL VPN traffic, while at the same time maintaining pricing, that is consistent with the exceptional value for money offered by the previous, highly competitive, VPN-5 model.

The UTM-5Q again doubles the RAM of its predecessor, offering 8GB of RAM, and provided over 200GB of log storage capacity. Both 5Q units embed an industrial grade mSATA SSD device for dual use, as both the firmware and storage device.

mSATA storage offers superior performance and reliability, compared to the previous CF card based firmware devices, allowing for faster software and signature update speeds, as well as faster booting.

The Network Box UTM-5Q and Network Box VPN-5Q units, are available right now, and can be used to protect small offices, home offices, retail outlets, restaurants, logistics operations, and other smaller sites, which require either require Unified Threat Management Plus, or Virtual Private Network protection.

# Network Box 5

## NEXT GENERATION MANAGED SECURITY

On Tuesday, 4th July 2017, Network Box will release our patch Tuesday set of enhancements and fixes. The regional SOC's will be conducting the rollouts of the new functionality in a phased manner over the next 14 days.

### Network Box 5 Features July 2017

This month, for Network Box 5, these include:

- Enhancements to job control package for infrastructure deployments
- Improvements to ACL rules engine performance and caching
- Improvements to ACL rules engine processing of escaped character sequences
- Improvements to TLS DH weak cipher negotiation
- Performance improvements to DDoS mitigation, related to TCP SYN connections
- Enhanced configurability for mail server timeouts and process limits
- Improvements to network firewall logging of corrupt NETLINK packets
- Improvements to network usage widget in admin web portal
- Dashboard layout user interface improvements on admin and user web portals
- Change of mapping provider for admin and user web portals
- Improvements to mail policy quarantine for large (>100MB) mail objects
- Enhanced support for incremental updates of content filtering databases
- Released support for the new UTM-5Q and VPN-5Q box models

In most cases, the above changes should not impact running services or require a device restart. However, in some cases (depending on configuration), a device restart may be required. Your local SOC will contact you to arrange this if necessary.

Should you need any further information on any of the above, please contact your local SOC. They will be arranging deployment and liaison.



Network Box ISO 9001 / ISO 20000 / ISO 27001 certified Security Operations Centre, ensures that customers' networks are protected against cyber threats, 24x7x365.



## Network Box Hong Kong OGCIO Visit

Network Box Hong Kong was extremely pleased to have Ir. Allen Yeung JP, Hong Kong's Government Chief Information Officer, as well as Jason Pun, and Cari Wu, from the Office of the Government Chief Information Officer (OGCIO), visit our Security Operations Center, for a very broad ranging discussion, on how Network Box could possibly help the Hong Kong Government, improve cyber-security in Hong Kong.



## Network Box Media Coverage

**Forbes**

In light of the recent ransomware outbreaks, Network Box Managing Director, Michael Gazeley, wrote a feature article that was published on Forbes, titled 'PetrWrap & WannaCry Won't Teach Businesses To Better Protect Themselves Online'.

LINK: <https://www.forbes.com/sites/insideasia/2017/06/28/petrwrap-wannacry-wont-teach-businesses-to-better-protect-themselves-online/#2a22515a25b8>

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## Network Box Hong Kong Retail Expo Asia 2017

Network Box Hong Kong took part at the Retail Asia Expo 2017, to introduce Network Box's security technologies and services. During the expo, which took place at the Hong Kong Convention & Exhibition Centre, Network Box's Managing Director, Michael Gazeley, gave a talk on 'The Vulnerability of Everything'. As more and more smart connected devices are being installed in homes and offices, they are becoming vulnerable to cyber criminals and hackers. The dangers, with examples, and how organizations can protect themselves from these vulnerabilities, were highlighted.

