

# SpamPanel Email Level

Manual

1 — Last update: 2015/02/03

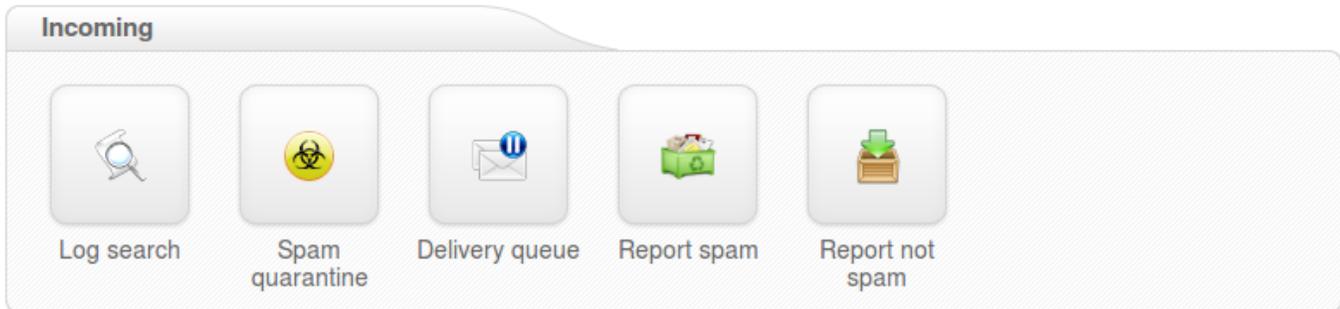
SpamPanel

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# Incoming

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## Incoming Spam Quarantine

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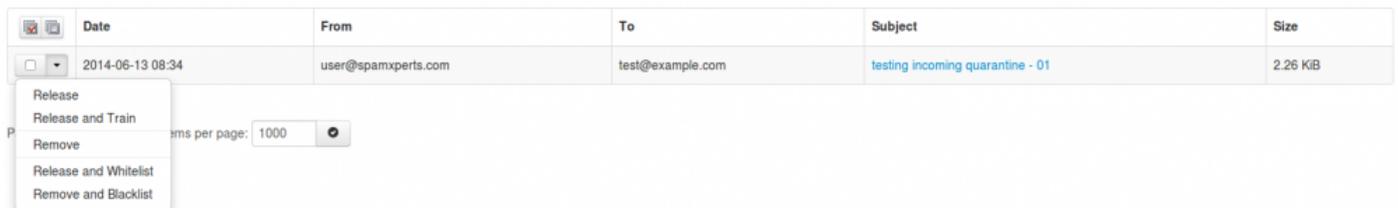
The Spam quarantine interface will show you all the incoming quarantined messages.

By default, these are stored for 28 days, after which they are purged.

From the quarantine overview, you are able to view the messages and sort or search on specific criteria.

It's also possible to mass release and mass delete messages here. Please note that releasing messages has effect on your filtering, so releasing spam/virus/phishing emails may have a negative impact on your filtering quality.

Removing messages from a specific level (i.e admin level, domain level, email user level) will not remove these from the other levels. This is by design.



	Date	From	To	Subject	Size
<input type="checkbox"/>	2014-06-13 08:34	user@spamxperts.com	test@example.com	testing incoming quarantine - 01	2.26 KiB

Messages per page: 1000

- Release
- Release and Train
- Remove
- Release and Whitelist
- Remove and Blacklist

'**Release and Train**' will deliver the message to the recipient and train the message as ham into our datasets. This option is recommended by Spam Experts when releasing the messages from Spam Quarantine so that the filters can be correctly adjusted.

Pressing on '**Release**' option from this page will release this specific message from the quarantine and it will only deliver it to the intended recipient.

Choosing '**Release and Whitelist**' will deliver the message to the intended recipient and automatically add sender's email address to 'Sender Whitelist'.

'**Remove**' will delete the message from Spam Quarantine.

'**Remove and Blacklist**' will delete the email and automatically add sender's email address to 'Sender Blacklist'.

### Mail preview

← Back to the overview

Delete Release Release and train Download as .eml

Normal Raw

Date: 2014-06-27 09:38  
From: test@example.com  
To: test@example.com  
Size: 2.23 KiB  
Subject: Outgoing quarantine test - 01

Plain HTML

XJS\*C4JDBQADN1.NSBN3\*2IDNEN\*GTUBE-STANDARD-ANTI-UBE-TEST-EMAIL\*C.34X

To view the headers and full raw content of one quarantined messages:

- Click on the subject of the relevant message
- Click the 'Raw' tab
- Click 'Load raw body' at the bottom of the headers

To view the reason for the blocked message, you will need to look for the "Evidence:" line of the raw header and then compare it against our classifications page at – <https://my.spamexperts.com/kb/136/Classifications.html>

At the top or bottom of the raw headers page of the message in Spam Quarantine you can find the option 'Download as eml' which offers you the choice to download that specific spam message in .eml format so that you can afterwards report it to our datasets or save it.

If an attachment is included in the quarantined message, then this can individually be downloaded by clicking on the 'Attachment:' line in the normal view.

## Incoming Log Search

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Here you can view the log of messages, received, blocked and temporarily rejected.

All email connections (spam and not spam) to a domain are logged to the logging server. To make sure a connection can be logged, the "RCPT TO" information needs to have been received. Connections are generally only temporarily or permanently rejected after receiving this "RCPT TO" data, to ensure all connections being available from the logging system. Connections may not be logged when ratelimiting is applied because of a flood of connections from a certain IP, or when the sending server is violating certain requirements from the RFC 5321.

You can search on various strings and options, including, sender, recipient, subject, message ID, sender host and sender's IP. In the Log Search page you can select the columns that you wish to include in the output by clicking the 'Customize' button. You can select the following columns to be displayed for the filtered messages in the Log Search : Datetime, Host, Sender, Recipient, Sender Hostname, Incoming/Outgoing Size, Classification, From, To, CC, Subject.

Search:

Date range:  —  or

Filtering server:

Message ID:

Subject:

Sender:

Recipient:  @

Sender IP:

Sender host:

Classification:

<input checked="" type="checkbox"/> not spam	<input checked="" type="checkbox"/> whitelisted	<input checked="" type="checkbox"/> unsure	<input checked="" type="checkbox"/> false positive
<input checked="" type="checkbox"/> oversized	<input checked="" type="checkbox"/> blacklisted	<input checked="" type="checkbox"/> greylisted	<input checked="" type="checkbox"/> phishing
<input checked="" type="checkbox"/> virus	<input checked="" type="checkbox"/> spam	<input checked="" type="checkbox"/> deferred	<input checked="" type="checkbox"/> unknown

Match:  ⓘ

Return partial matches:  ⓘ

Columns to be displayed: Datetime | Sender | Recipient | Classification | Subject

ⓘ

## Storage period

The connections logged are by default accessible for up to 28 days. Optionally it's possible to store the logging for a longer time, this can be configured in Spampanel.

## Access

The logs can be easily downloaded or searched from the webinterface.

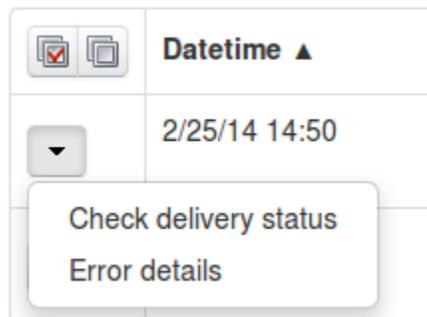
## Delay

The logging data is processed every 10 minutes on all filtering nodes. The average delay for the connections to be visible in the log search is therefore 5 minutes.

### Information logged

- Date/time
- Server (email ID)
- Sender hostname/IP
- Sender address
- Recipient address
- Subject
- Incoming Size
- Outgoing Size
- Classification

It's possible to view the "delivery status" and the "error details" of the message by using the drop down box on the specific message line.



Messages that say 'Accepted' have not necessarily been delivered, it means the message has been accepted for delivery. If immediate delivery fails, the message will be automatically retried. If the destination server rejects the email, a bounce will be generated to the sender.

For admin users: We advise not to use the global log search for large amounts of data without specifying a domain name, as this can cause delays in the interface when dealing with large amounts of domains and data.

## Delivery Queue

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This page shows the email that cannot be temporarily delivered to the destination mail server. Messages that end up here will only be due to temporary issues (4XX error) with the destination mail servers.

On this page you have several options:

- Retry to delivery all messages (Apply to Selected – Force Retry option)
- View Message (View option)
- Delete Message (Delete option)
- Delete and Report as Spam (Delete and report as spam option)
- Force retry individual message (Force Retry option)
- Check the Queue Reason (Error Details option)
- Check the Retry Time (check option under Retry time)
- Search for messages (Delivery Queue page)

	Server	Message ID	In queue	Size	Sender	Recipient	Frozen	Retry time
<input type="checkbox"/>	demo1.spambrand.com	1XX0MhP-00019x-12	9 hours	1.85 KiB	noreplyfrom@demo1.spambrand.com	test@example.com	Yes	<a href="#">check</a>

Force retry  
 Delete  
 Delete and report as spam  
 Error details  
 View

Per page:

You can view the content/raw headers of a queued message by pressing the dropdown black arrow on the selected message and View.

We have also reintroduced the option 'Error details' to check the reason why messages are stored in Delivery Queue.

It is possible to execute "bulk removal" on selected messages by putting a tick in the check box of the selected messages and choose "Remove messages" from the actions at the bottom of the screen.

Choosing the "Delete & Report as Spam" option will report the selected message(s) to the training server and delete the message from the queue.

It's also possible to search the delivery queue using the search option in the interface:

Server:

Message ID:

Time:   
A time in the queue in seconds, e.g. 180 or 1800-3600

Size:   
A limit or range in bytes, e.g. 300 or 500-900

Sender:

Recipient:

Match:  And  
 Or

Include email type:  

Return partial matches:

When a message cannot be delivered to its recipients nor returned to its sender, the message is marked as “frozen”, and only occasional delivery attempts are made before eventually giving up on the message. You can now search the Delivery Queue for all the queued messages(including frozen messages), or only ones that are “frozen”, or only normal messages excluding frozen messages.

## Report Non-Spam

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With this option you can drag drop or upload messages you wish to classify as non-spam (ham) for training.

These must be in .eml . / .txt format and it must contain the full headers, including the Spamexperts additional headers.

## Report Spam

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At this section you can drag drop or upload spam messages that passed the filter for immediate training to the systems.

These must be in .eml / .txt format and it must contain the full headers, including the Spamexperts additional headers.

# Outgoing

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**Outgoing**



Log search

- [Outgoing Log Search](#)

## Outgoing Log Search

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All email connections (spam and not spam) to a domain are logged to the logging server. To make sure a connection can be logged, the "RCP TO" information needs to have been received. Connections are generally only temporarily or permanently rejected after receiving this "RCPT TO" data, to ensure all connections being available from the logging system. Connections may not be logged when ratelimiting is applied because of a flood of connections from a certain IP, or when the sending server is violating certain requirements from the RFC 5321.

You can search on various strings and options, including, sender, outgoing user, recipient, subject, message ID, sender host and sender's IP. In the Log Search page you can select the columns that you wish to include in the output by clicking the 'Customize' button. You can select the following columns to be displayed for the filtered messages in the Log Search : Datetime, Filtering Server, Message ID, Outgoing User, User Identification, Sender, Recipient, Sender IP, Sender Hostname, Incoming/Outgoing Size, Classification, From, To, CC, Subject.

In the outgoing log search, you can now include in your results the identification of the end-user, if you have that configured. As a reminder: when you are creating or editing an outgoing user, you can "tell" the software to identify users by their authentication username, the envelope sender, or by searching for a username in a message header. We strongly recommend that everyone using a "smarthost" configuration do this, so that we are able to provide you with detailed information about which of your end-users are causing problems.

Search:

Date range:  —  or

Filtering server:

Message ID:

Subject:

Sender:

User:  @

Recipient:

Sender IP:

Sender host:

Classification:

<input checked="" type="checkbox"/> not spam	<input checked="" type="checkbox"/> whitelisted	<input checked="" type="checkbox"/> unsure	<input checked="" type="checkbox"/> false positive
<input checked="" type="checkbox"/> oversized	<input checked="" type="checkbox"/> blacklisted	<input checked="" type="checkbox"/> locked	<input checked="" type="checkbox"/> phish
<input checked="" type="checkbox"/> virus	<input checked="" type="checkbox"/> spam	<input checked="" type="checkbox"/> deferred	<input checked="" type="checkbox"/> unknown

Match:  ⓘ

Return partial matches:  ⓘ

Columns to be displayed: Datetime | User | Sender | Recipient | Classification | Subject

ⓘ

## Storage period

The connections logged are by default accessible for up to 28 days. Optionally it's possible to store the logging for a longer time, this can be configured in Spampanel.

## Access

The logs can be easily downloaded or searched from the webinterface.

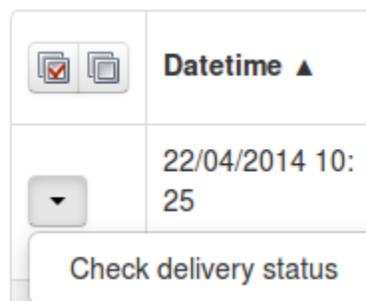
## Delay

The logging data is processed every 10 minutes on all filtering nodes. The average delay for the connections to be visible in the log search is therefore 5 minutes.

## Information logged

- Date/time
- Server (email ID)
- Sender hostname/IP
- Sender address
- Recipient address
- Classification

It's possible to view the "delivery status" of the message by using the drop down box on the specific message line.



We advise not to use the global log search for large amounts of data without specifying a domain name, as this can cause delays in the interface when dealing with large amounts of domains and data.

# Archive

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**Archive**



Search

- [Search](#)

## Search

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Here you can search messages that match the specified criteria that have been archived. You can set the text to be found in the field 'query'. Also you can choose the mode.

It may be 'all', 'any', 'boolean' or 'phrase'. The Boolean mode allows the '&' (and), '|' (or), '-' '!' (not) operators and grouping '(' and ') to be used in the query.

There is implicit '&', so 'cat dog' is the same as 'cat & dog'. 'or' operator precedence is higher than 'and'. Queries like '-dog', can not be evaluated (for performance reason).

For example, a query that uses all of these operators is: '(cat -dog) | (cat -mouse)'. This will find messages that include 'cat', but not 'dog' or messages that include 'cat', but not 'mouse'.

All archived emails are indexed including readable attachments. They can be searched using any search string.

# Protection Report

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## Protection report



Periodic user  
report

- [Periodic User Report](#)

## Periodic User Report

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With this option you can enable periodic protection reports based on users. You can add users, either individually or via the .csv upload function for multiple users (multiple upload is only available for domain users). Only ASCII characters are supported for the local part.

The report will contain an overview of the quarantined messages for the specific user, including links to release each message directly.

The option “Automatically activate for all recipient” will automatically add users to the user report list, and then once added, send them a daily or weekly report on the spam received. It will also send the end user a welcome email in the beginning to let them know their personal quarantine has been activated, and if they would like to log in to see this, they can do it using the login link in the email.

Please note: If your domain has “Catch-All” enabled, then this option will not be able to be enabled

In Spam Panel – domain level – Domains Settings page – Advanced Settings we’ve added the option to skip the “catch-all” checks for your filtered domains which is useful when activating the ‘Automatically activate for all recipients’ option in the Periodic User Reports especially when you are using Microsoft Exchange 2013.

# Whitelist / Blacklist

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**Whitelist/Blacklist**



Recipient  
whitelist

- [Recipeint Whitelist](#)

## Recipient Whitelist

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All filtering checks are disabled for whitelisted recipients. We recommend only using the recipient whitelist for exceptional cases such as special abuse@ or postmaster@ recipients.

To whitelist a specific recipient address, the local part of the address should be entered. For example if your domain is example.com and you add “nofilter” to the recipient whitelist, all emails sent to nofilter@example.com will not be scanned for spam/viruses. To whitelist all recipients for a domain (so all emails sent to the domain are not scanned/blocked), you can enter the wildcard “\*” for the local part.

You can optionally also upload a Comma Separated Values (CSV) file to add multiple whitelisted recipients at once (this is only available for domain users). Each line in the file must contain one column: emailaddress. Example CSV file content:

```
user1@example.com  
user2@otherdomain.example.com
```

# My Account

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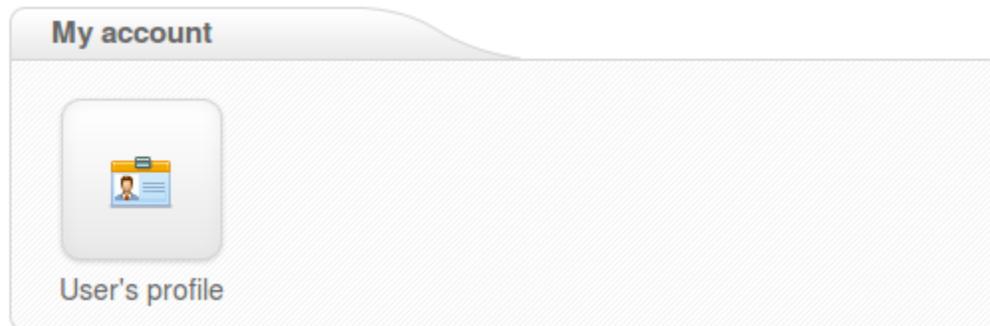
## My account



User's profile

## User Profile

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Here you can edit the user's profile and enable Two Step Authentication to increase the security of your account. This means an additional device (like a mobile phone) will be required in order to log in, so even if someone knows your password they will not be able to take control of your account without your device.

For Two Step Authentication you should be able to use any app that supports the Time-based One-Time Password (TOTP) protocol, including:

- Google Authenticator (Android/iPhone/BlackBerry)
- Authenticator (Windows Phone 7)

[Enable Two Step Authentication](#)