GFI MailSecurity

USER MANUAL

Learn how to use the user-side features of GFI MailSecurity.

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Contents

1 Email Security

The GFI MailSecurity service protects your inbound email from viruses, filters out spam and provides mail monitoring features.

Topics in this section:

1.1 User Whitelist & Blacklist

The User Whitelist and Blacklist features enable you to specify whether you want to always receive or always block emails received from particular email addresses and domains:

» **User Blacklist** - a custom list of email addresses and domains from which you **never** want to receive emails.

» **User Whitelist** - a custom list of email addresses and domains from which you **always** want to receive emails. Note however that GFI MailSecurity Security still scans emails received from whitelisted senders for viruses and malware.

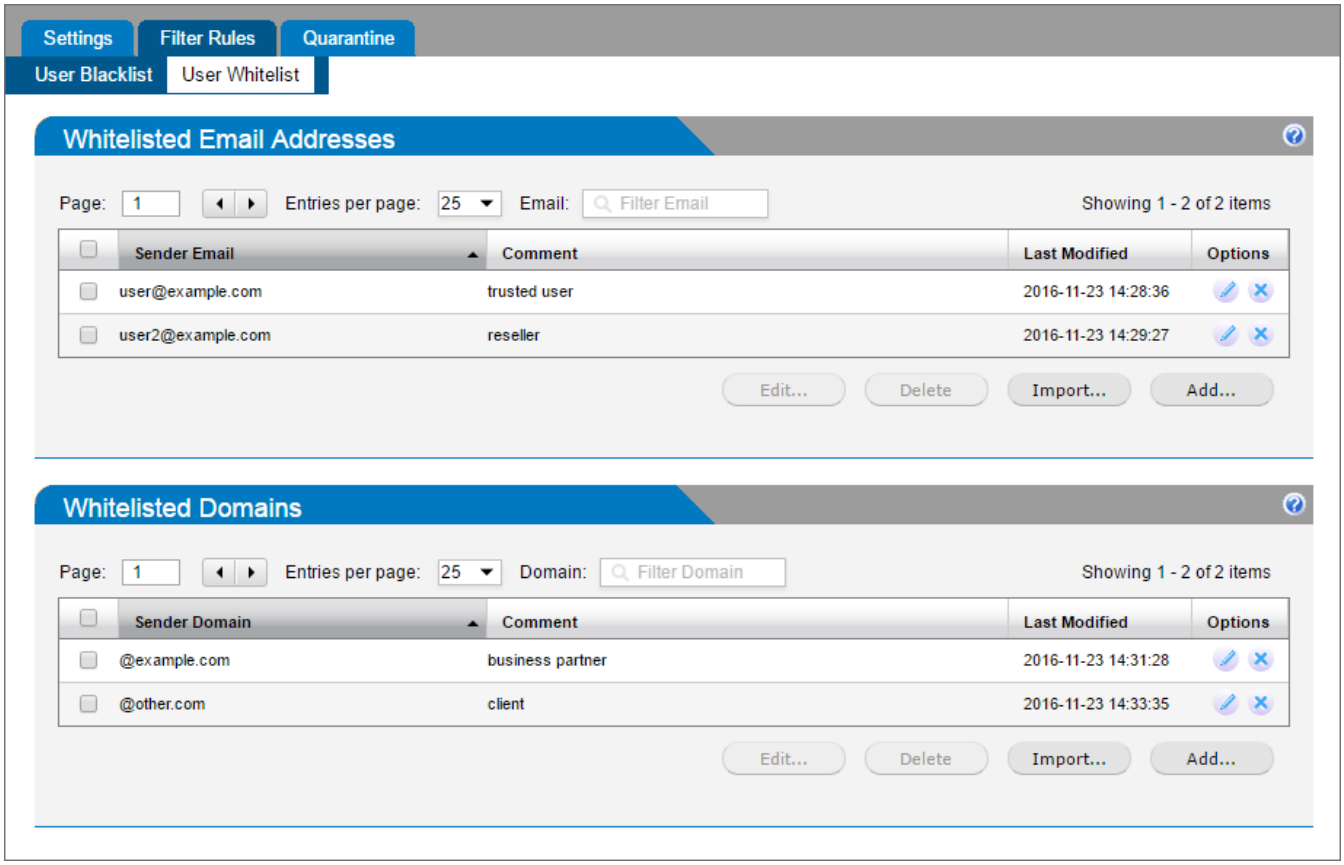
To access your User Whitelist & Blacklist filter rules:

1. Log in to eu.gfimailsecurity.com or us.gfimailsecurity.com based on your location.

2. Enter your credentials in the login page.

3. Navigate to the **Filter Rules** tab.

4. Select the list to access: **User Whitelist** or **User Blacklist**.



Screenshot 1: The User Whitelist screen

Adding entries manually

1. Click **Add** in the **Email Addresses** or **Domain sections**.
2. Key in the domain or email address to add:
    - Email Address must be entered in the form *user@example.com*.
    - Domain entries must be in the form *example.com*.
3. (Optional) Add a comment. It may be helpful to remember why the item was added on that list.
4. Click **Save**.

Importing a list

1. Create a text file containing all the entries to whitelist or blacklist. Write one entry per line:
    - Email addresses must be in the form *user@example.com*.
    - Domain entries must be in the form *@example.com*.
    - The text file may contain a mixed list of both email addresses and domains.
2. Click **Import...** in the **Email Addresses** or **Domain** sections.
3. Select the file to be imported and click **Open**.

Editing entries

1. Select the entry to modify and click **Edit...**.
2. Make the changes and click **Save**.

Deleting entries

1. Access the list you want to edit.

2. Select the entry and click **Delete**.

> **NOTE**
>
> » A sender may not be added to both the Whitelist and the Blacklist at the same time.

1.2 Quarantine

The Quarantine is a central store of emails blocked by GFI MailSecurity. Users can review all emails detected as spam or malware from the Security Quarantine. Search through and view your quarantined emails and then approve or delete emails accordingly.

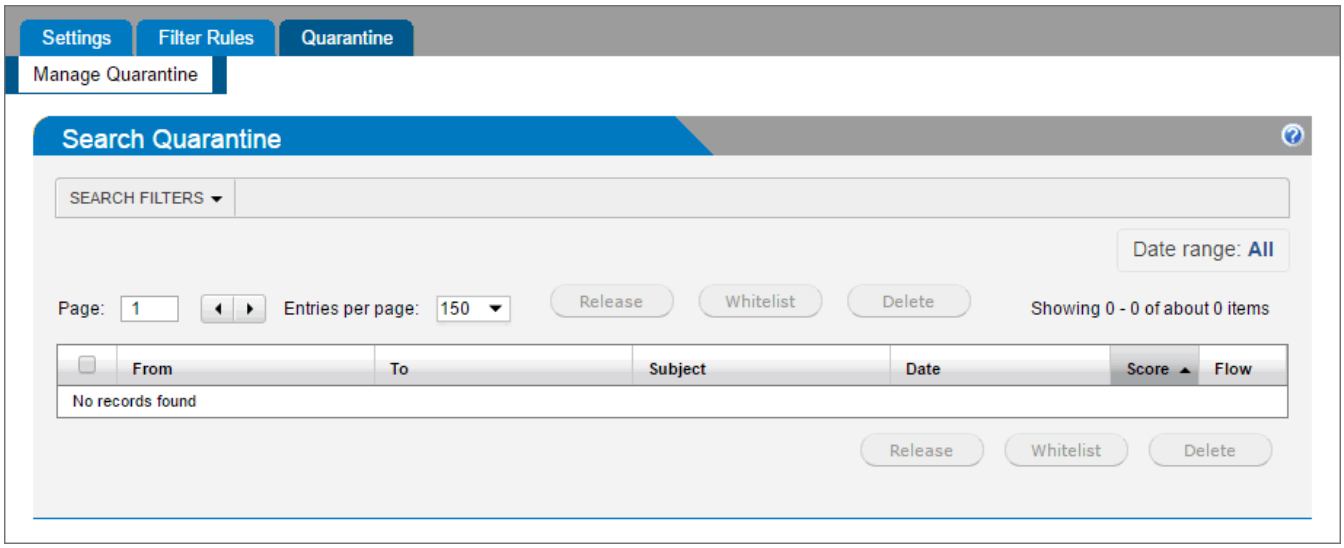
Quarantine can also send periodic emails, containing a list of quarantined emails. For more information, refer to Quarantine Reports (page 7).

To access the email quarantine:

1. Log in to eu.gfimailsecurity.com or us.gfimailsecurity.com based on your location.

2. Enter your credentials in the login page.

3. Navigate to the **Quarantine** tab.



Screenshot 2: The Quarantine page

The **Manage Quarantine** page shows the emails in quarantine.

Use the **Search Filters** tab to filter through the list of quarantined emails on a number of different criteria including message type, email address, score, subject and message flow direction.

The following actions may be performed on messages in the Quarantine:

Action	Description
View Message	To safely view a message that is in the quarantine click the From, To, or Subject of a particular quarantined message from the list. This opens the message in a separate window. Note that the images are blocked from this preview to prevent possible inappropriate content. If a message is subsequently released and delivered, then the original images are present.
Release Message	Messages in the quarantine that are misidentified as spam (False positives) can be released for delivery to their intended recipients. Click **Release** to perform this action.
Delete Message	Users can choose to permanently delete messages one at a time, or in bulk by checking the check boxes of messages to delete. Note that if a message is deleted from the quarantine then that message does not appear in the quarantine report. **NOTE** Deleted messages are permanently purged and are not recoverable.
Whitelist Sender	Adds the sender of the selected message(s) to the whitelist so that all future emails from this sender bypass the GFI MailSecurity anti-spam engine. Selecting this option also automatically releases the message from the quarantine. Note that the sender email address that is added to the Whitelist is the envelope email address. This is sometimes different from the address that appears in the From header of the message. You can see the message envelope sender email address by viewing the email headers.

NOTE
Quarantined items are automatically deleted from the quarantine store after 21 days. Deleted items are not recoverable.

1.3 Quarantine Reports

The quarantine report is an email that is periodically sent to users, containing a list of emails which were blocked and quarantined by GFI MailSecurity Security. It provides links for users to interact and manage their quarantine.

The quarantine report is only sent if the user has quarantined emails and according to the report configuration.

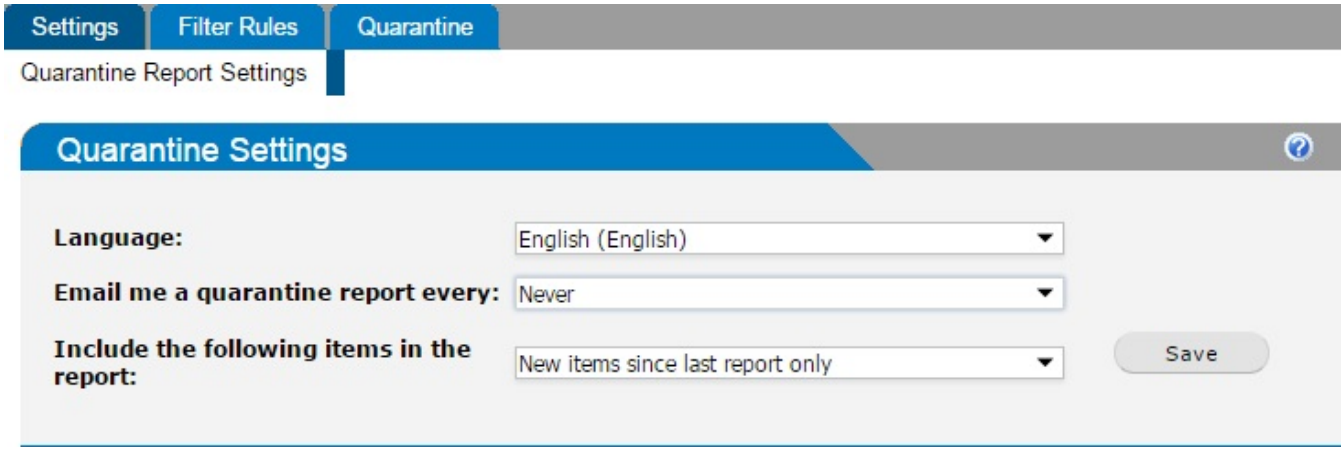
By default the Quarantine Reports are disabled. Configure the report to enable it.

To configure quarantine report options:

1. Log in to eu.gfimailsecurity.com or us.gfimailsecurity.com based on your location.

2. Enter your credentials in the login page.

3. Navigate to **Settings > Quarantine Report Settings**.



Screenshot 3: Quarantine Report settings

4. Configure the following options:

Option	Description
Language	Specifies the language of the quarantine report content.
Email me a quarantine report every	Select the frequency of the report: » **Day**: send the report every day of the week including the weekend. » **Weekday**: send the report every day of the week excluding the weekend. » **Friday**: send the report every Friday. » **Month**: send the report on the last day of the month. » **Never**: disable the option to send quarantine reports.
Include the following items in the report	Choose which quarantined items to include in the report. The options are: » **New items since last report only**. » **All quarantine items**.

5. Click **Save** to apply settings.

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