

2 Quick guide

Take a couple of minutes to discover how MailCleaner works with your e-mail software.

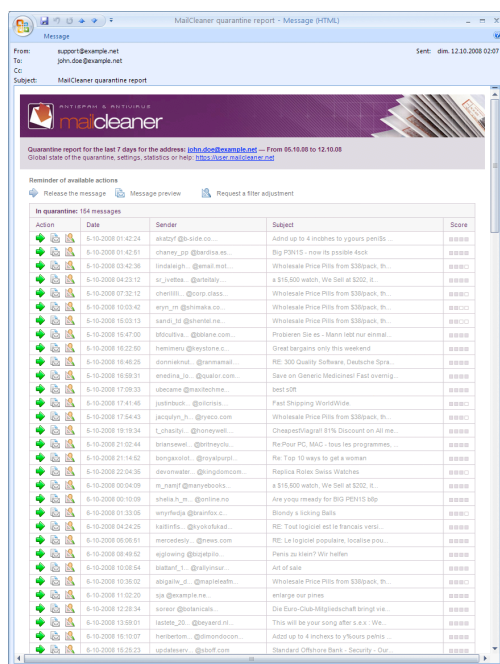
This chapter contains all the necessary information to help you master your new antivirus and anti-spam system in just a few minutes. The default configuration of the MailCleaner filter immediately provides you with maximum protection, so you can rely on MailCleaner from the very start.

MailCleaner requires only minimal attention on your part. It works autonomously to eradicate viruses, identify dangerous content and remove spam from your e-mail 24 hours a day. MailCleaner works transparently, and you will receive regular *quarantine reports* that will tell you everything about its activity.

Quarantine reports

As a MailCleaner user, you will be receiving a quarantine report for each e-mail address that is protected by the system. Quarantine reports may be sent to you daily, weekly, or monthly, depending on the configuration chosen by your e-mail administrator or your Internet Service Provider (ISP). A quarantine report lists all the messages received in a given period that are identified as spam. These messages are *quarantined*, meaning that they are retained in a special zone outside of your e-mail system.

Figure 2-1 A typical quarantine report



During the first few weeks as a new MailCleaner user, you should examine your quarantine reports carefully to make sure that the system does not inadvertently block any legitimate e-mail message that should have been delivered to your mailbox. Such instances are very rare, but not impossible.

After a test period, you will have the option to disable the delivery of quarantine reports, depending on whether or not you are interested in reviewing the activity of the filtering system.

What to do if a message is blocked inadvertently

It is possible, although extremely rare, that a message that you want to receive is blocked by MailCleaner. This may be caused by different factors, such as a non-standard format of the e-mail message or a compromised reputation of the mail server used to send the message. It does not mean that MailCleaner is malfunctioning, but simply that the system acts cautiously when encountering an e-mail message with unusual characteristics that cannot be correctly interpreted by a simple scan of the message contents.

If you encounter such a situation, there are two things you should do:

- release the message from the quarantine to allow it to reach your mailbox;
- notify the MailCleaner Analysis Center so that the engineers may render the filter more tolerant towards the sender or format of the blocked message. This is referred to as filter adjustment in the MailCleaner vocabulary.

If you are unsure about the nature of the message that has been blocked, you can view its contents before deciding whether it should be released or not via the MailCleaner Management Center.

Note: The MailCleaner *Analysis Center*, located on our premises, is composed of a team of highly specialized engineers whose role is to guarantee the highest possible quality of filtering in response to global spam traffic, emergence of viruses and filter adjustment requests emanating from users worldwide.

Viewing the contents of a message

- To view a message, click on the date, the subject or the preview icon.
- The contents of the message are displayed in a new window.

Figure 2-2 Message preview icon



Releasing a quarantined message

- Click on the message release icon next to the message of interest.
- A copy of the blocked message is sent to your mailbox.

Figure 2-3 Message release icon



Filter adjustment request

- Click on the filter adjustment request icon next to the message of interest.
- Confirm your request.
- A *filter adjustment request* is sent to the *Analysis Center* along with a copy of the blocked message. You will be notified within one working day of any corrective measures taken by the MailCleaner *Analysis Center*.

Figure 2-4 Filter adjustment request icon



Note: If you use any of the preceding tools available in the quarantine report, your browser will open a new window or a confirmation dialog box.

What to do if a spam has not been blocked

If a spam slips undetected through the MailCleaner system, the differences between this spam and a legitimate e-mail message are likely very small. In such a situation, MailCleaner chooses to deliver the message to your mailbox. It is better to receive spam on an exceptional basis than to miss a potentially important legitimate message.

If you receive a spam message, you should request a *filter adjustment* to fine tune MailCleaner detection rules.

Spam received by Microsoft Outlook

A plug-in may be added to Microsoft Outlook for Windows to automatically notify MailCleaner that unfiltered spam has been received. This plug-in installs a button in the menu bar that displays the MailCleaner logo and the caption *Unwanted*.

Figure 2-5 The filter adjustment button in Outlook



To notify the MailCleaner *Analysis Center* of received spam using the MailCleaner plug-in:

- Select the received spam in the list of messages.
- Click on the Unwanted button in the Tools bar.
- A *filter adjustment request* is sent to the *Analysis Center* along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

Note: if the MailCleaner plug-in is missing in Outlook, ask your e-mail administrator to install it for you or consult the installation instructions in this manual.

Spam received by another e-mail program

If you do not use Microsoft Outlook with the MailCleaner extension, all filter adjustment requests resulting from unwanted spam must be sent manually to a specific e-mail address at the MailCleaner Analysis Center.

This address is defined by your e-mail administrator or ISP. It cannot be found in this manual. To obtain this address, click on the *Help* section of the Management Center and then on *Filter Adjustment Request*. Copy the e-mail address, as it will be needed in the subsequent steps.

To manually notify the MailCleaner *Analysis Center* received spam:

- Select the received spam in the list of messages.
- Resend the message using the resend function of your e-mail software.
- Type in or paste the e-mail address for *filter adjustment requests* obtained previously.
- A *filter adjustment request* is sent along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

➤ Additional information

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Important: Do not forward the contents of the spam message using the copy and paste function. Doing so will prevent the transmission of the long header in the original message which is needed to properly analyze the spam. Regardless of your e-mail software or operating system (PC or Mac), you should only use the *Resend* function (or its equivalent) to send your *filter adjustment request*.

Improving your knowledge of MailCleaner

After mastering the basics, you will undoubtedly want to learn more about customizing MailCleaner to precisely fit your needs.

This manual will answer all of your questions

We wish you a pleasurable experience with MailCleaner.