
Danthas Hosted Antispam User manual

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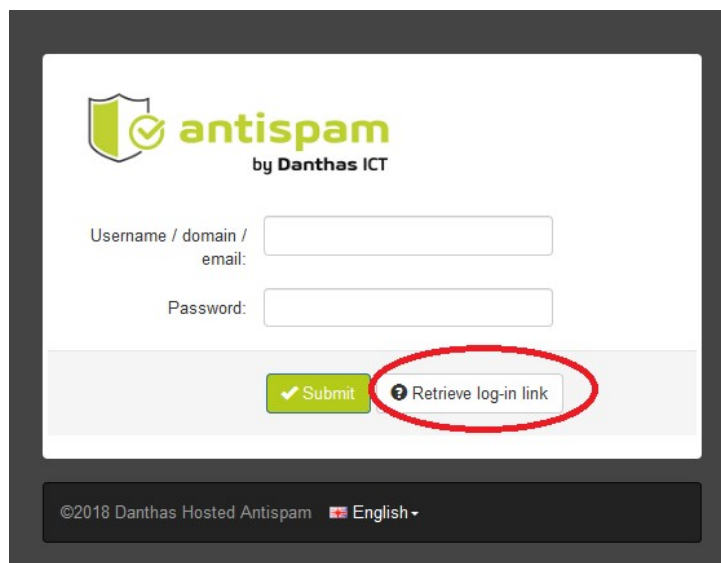
1 Introduction

1.1 Purpose of this document

This document has been prepared for you as an end user of the Hosted Antispam service. It describes how you can access the Antispam portal and how you can perform certain tasks, such as searching and reporting specific mails and managing the Spam Quarantine..

2 Hosted Antispam

The link for the hosted anti-spam is: <https://antispam.danthas.nl> you can access it by filling in the link in the browser. You must log in with the same username and password which you also use to log in to your business computer, or you have requested a login link via the above website.

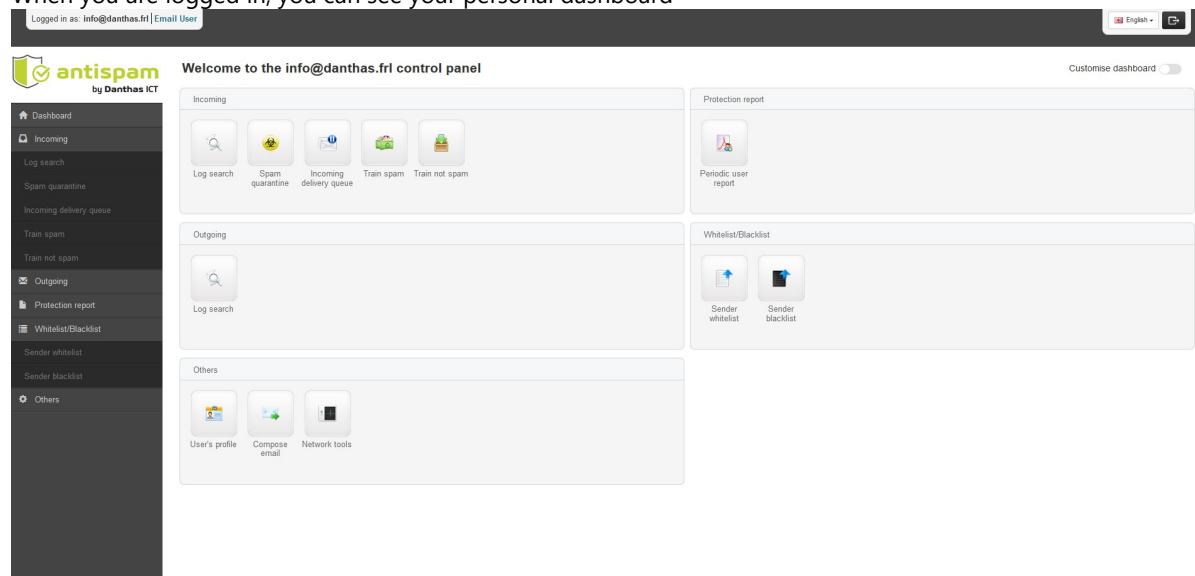


The image shows the login interface for the hosted anti-spam service. It features the 'antispam by Danthas ICT' logo at the top. Below the logo are two input fields: 'Username / domain / email:' and 'Password:'. At the bottom of the form are two buttons: a green 'Submit' button with a checkmark icon, and a button labeled 'Retrieve log-in link' which is circled in red. The footer of the form displays '©2018 Danthas Hosted Antispam' and a language selector set to 'English'.



Please contact our Servicedesk if you don't know how you can log in to the portal

When you are logged in, you can see your personal dashboard



The image displays the personal dashboard of the antispam control panel. At the top, a header bar shows the user is logged in as 'info@danthas.fr' and provides a link to 'Email User'. The main content area is titled 'Welcome to the info@danthas.fr control panel'. On the left is a dark sidebar with a navigation menu including 'Dashboard', 'Incoming', 'Log search', 'Spam quarantine', 'Incoming delivery queue', 'Train spam', 'Train not spam', 'Outgoing', 'Protection report', 'Whitelist/Blacklist', 'Sender whitelist', 'Sender blacklist', and 'Others'. The main dashboard area is divided into several sections: 'Incoming' with icons for 'Log search', 'Spam quarantine', 'Incoming delivery queue', 'Train spam', and 'Train not spam'; 'Outgoing' with a 'Log search' icon; 'Others' with icons for 'User's profile', 'Compose email', and 'Network tools'; 'Protection report' with a 'Periodic user report' icon; and 'Whitelist/Blacklist' with 'Sender whitelist' and 'Sender blacklist' icons. A 'Customise dashboard' toggle is located in the top right corner.

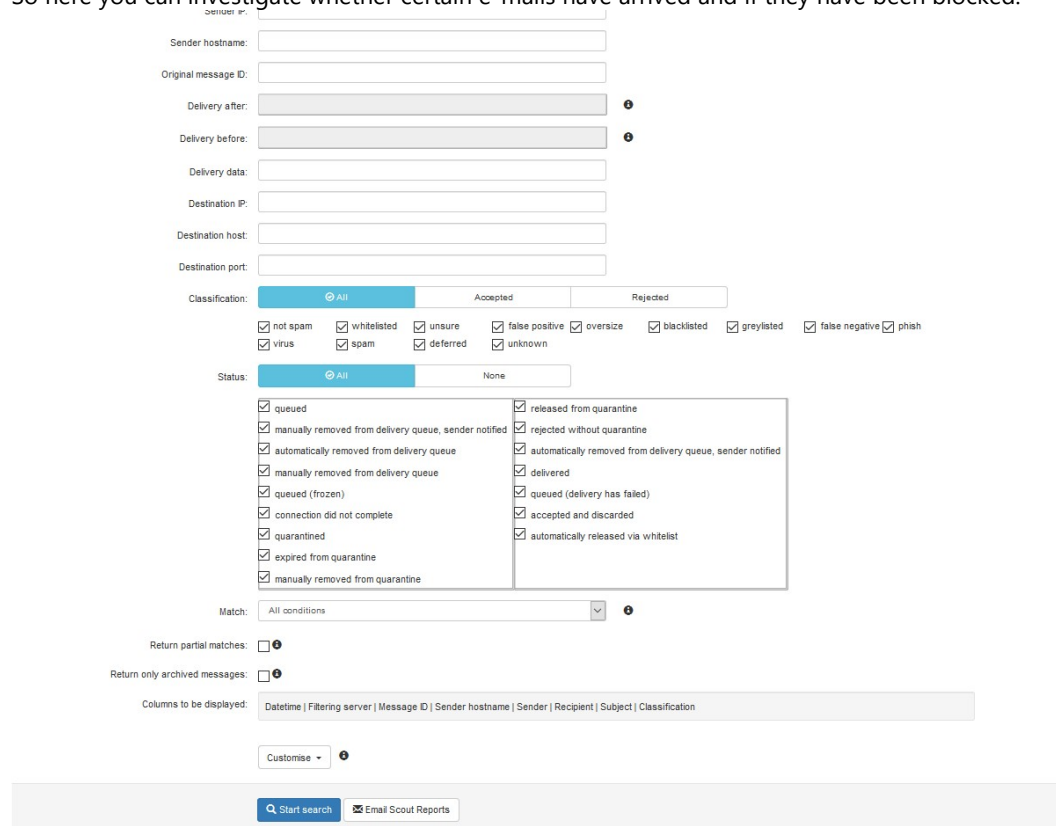
2.1 Log Search

Trough the button Log Search, you can generate email rapports and provide search options.

Two search modes are available: for general search, use the "within range" mode; connections that are still being processed by the filter will not be included here. For a "log tail" style display, use the "latest results" mode; the page will be continually refreshed to include new connections and exclude ones that have been completely processed.

You can search the logs over the past 32 days, and apply various filters in both modes.

So here you can investigate whether certain e-mails have arrived and if they have been blocked.



The screenshot shows the Log Search interface with the following sections:

- Search Fields:**
 - Sender IP: [text input]
 - Sender hostname: [text input]
 - Original message ID: [text input]
 - Delivery after: [range selector]
 - Delivery before: [range selector]
 - Delivery data: [text input]
 - Destination IP: [text input]
 - Destination host: [text input]
 - Destination port: [text input]
- Classification:**
 - Buttons: All (selected), Accepted, Rejected
 - Checkboxes:
 - not spam, whitelisted, unsure, false positive, oversize, blacklisted, greylisted, false negative, phish
 - virus, spam, deferred, unknown
- Status:**
 - Buttons: All (selected), None
 - Checkboxes (two columns):
 - queued, manually removed from delivery queue, sender notified, automatically removed from delivery queue, manually removed from delivery queue, queued (frozen), connection did not complete, quarantined, expired from quarantine, manually removed from quarantine
 - released from quarantine, rejected without quarantine, automatically removed from delivery queue, sender notified, delivered, queued (delivery has failed), accepted and discarded, automatically released via whitelist
- Match:** [dropdown menu: All conditions]
- Return partial matches:** ☐
- Return only archived messages:** ☐
- Columns to be displayed:** [dropdown menu: Datetime | Filtering server | Message ID | Sender hostname | Sender | Recipient | Subject | Classification]
- Customise:** [button]
- Buttons:** Start search, Email Scout Reports

Select your filters from those available, including:

- Date of email
- Sender
- Delivery status
- Email classification e.g. Accepted, Rejected etc.

Click Start search to run your search.

A list of emails matching your specified filters is displayed at the bottom of the page, with information on each individual email including sender, delivery status etc.

Using the dropdown to the left of each email, you can perform various actions depending on the message classification. For example, if an email has been placed in the quarantine, you can view, release, release and train, and remove using the dropdown menu to the left of the email.

	Datetime ▲	Filtering server	Message ID	Sender hostname	Sender	Recipient	Subject	Classification
<input type="checkbox"/>	2018-05-02 12:53							REJECTED Phishing attempt detected in quarantine
<input type="checkbox"/>								ACCEPTED

Alternatively, click in the **Subject** column to open the **Mail preview** page where you can also perform the same actions on the message and view the message content.

← Back to the overview

Delete

Release

Release and train

Download as .eml

Normal

Raw

Date: 2018-05-02 12:53

From:

To:

Size: 2.42 KiB

Subject: automated destination test

Plain

HTML

This is a test message generated by the anti-spam software running on

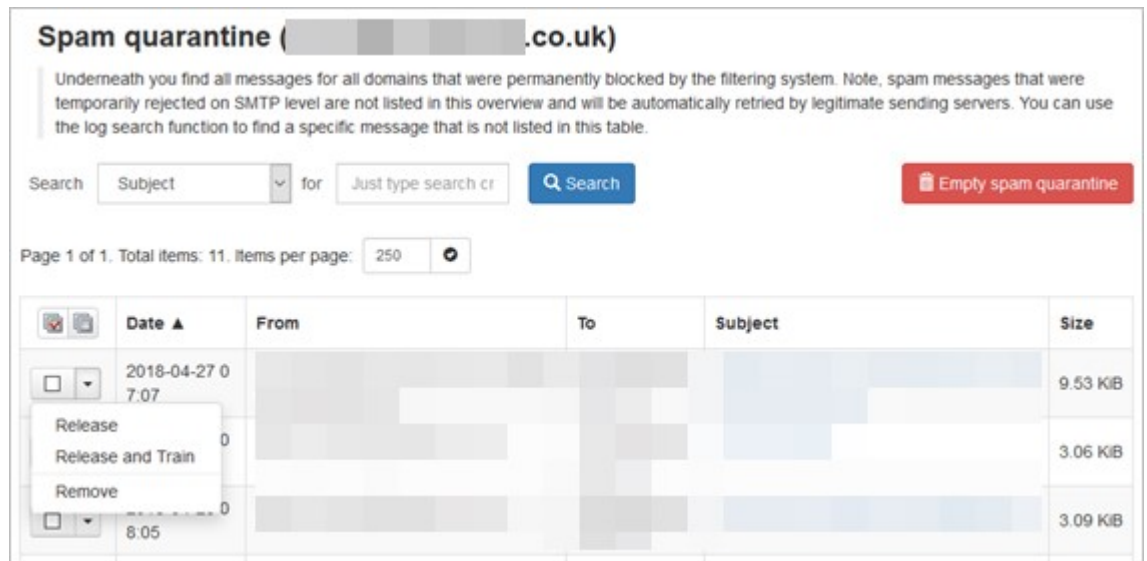
If you did not expect to receive this message, please contact the administrator.

2.2 Managing the Spam Quarantine

As well as being able to access quarantined messages from the Log Search (described in the previous section), you can also access them directly from the **Spam Quarantine**:

You can find this option in the navigation menu in your personal dashboard

The Spam Quarantine page is displayed, listing all messages that have been quarantined:



In this page you can:

Search for a quarantined message

Using the Search filter at the top of the page.

Empty spam quarantine

Click on the Empty spam quarantine button at the top right of the page.

Perform actions on individual emails

Using the dropdown to the left of each email choose from Release; Release and train; Remove.

Preview quarantined message content

By clicking on the message link in the Subject column the Mail preview page opens displaying the message. In this page you can view the message in plain text or the original HTML format. You may also be able to perform the following actions:

Release quarantined messages-

Allow messages to be delivered to the recipient.

Release and train messages

Allow messages to be delivered and train the system to recognize future messages from this sender as not spam.

Remove messages

Download the message in .eml format

3 On demand Spam Reports

3.1 Pre defined Reports

Danthas has prepared default reports for you which you will receive around 15:00 (dutch time) this mail is also known as: Email Scout Report.

When you receive an Email Scout Report, you will see a list of emails that are blocked:
You can click on the subject of each of the blocked emails. Here you can see the available actions

Blacklist Sender:

release:

Whitelist Sender:

Remove:

Release en Trainen:

You can **release** a message, this way the mail will be sent to your inbox for now.

You can also choose to **release and train**: This will deliver the message to your inbox, and you will train the spam filter to recognize messages from this sender in the future as NOT SPAM.

With **Remove**, you remove the message from your quarantine

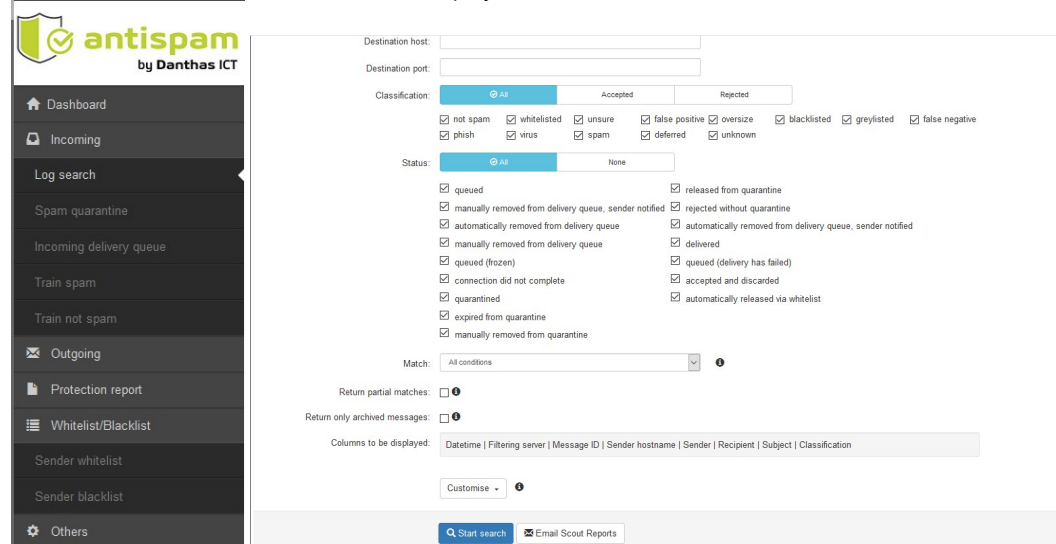
Blacklist Sender ensures that you will no longer receive mail from this sender in the future.

Whitelist Sender ensures that email from this sender is always allowed

3.2 Create your own Spam Rapport

Trough the Search Log Button you have the possibility to create your own Scout Report.
Select the classification, and select SPAM to search for the spam messages.

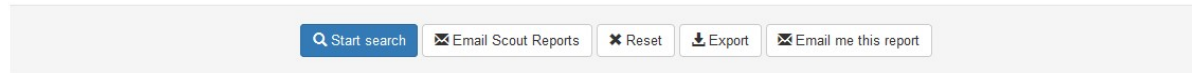
Then press the **Start Search** button to display the results



The screenshot shows the 'antispam by Danthas ICT' interface. On the left is a sidebar menu with options: Dashboard, Incoming, Log search, Spam quarantine, Incoming delivery queue, Train spam, Train not spam, Outgoing, Protection report, Whitelist/Blacklist, Sender whitelist, Sender blacklist, and Others. The main area is titled 'Search Log' and contains the following configuration options:

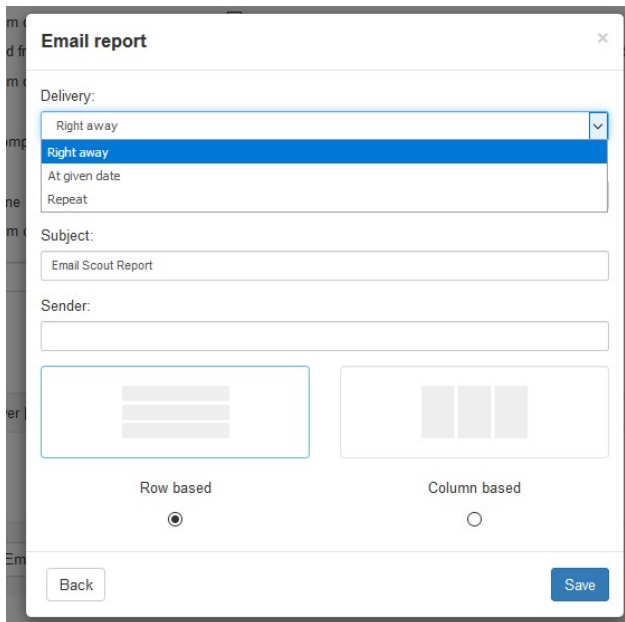
- Destination host: [text input]
- Destination port: [text input]
- Classification: [AS] (selected), Accepted, Rejected
- Classification filters:
 - not spam, whitelisted, unsure, false positive, oversize, blacklisted, greylisted, false negative
 - phish, virus, spam, deferred, unknown
- Status: [AS] (selected), None
- Status filters:
 - queued, manually removed from delivery queue, sender notified, automatically removed from delivery queue, manually removed from delivery queue, queued (frozen), connection did not complete, quarantined, expired from quarantine, manually removed from quarantine
 - released from quarantine, rejected without quarantine, automatically removed from delivery queue, sender notified, delivered, queued (delivery has failed), accepted and discarded, automatically released via whitelist
- Match: [All conditions] (dropdown)
- Return partial matches: [] (checkbox)
- Return only archived messages: [] (checkbox)
- Columns to be displayed: [Datetime | Filtering server | Message ID | Sender hostname | Sender | Recipient | Subject | Classification] (text box)
- Buttons: [Customise] (dropdown), [Start search] (button), [Email Scout Reports] (button)

Below you will find the following buttons



When you press on the **E-mail Scouts** button klickt, You will see a history of all send email reports.

If you choose **Email me this report** then you can you can send the created report per mail, you can choose to send it Right Away, of schedule it to send it later, you can also send it at scheduled times with the repeat option.



The image shows a modal window titled "Email report" with a close button (X) in the top right corner. It contains the following fields and options:

- Delivery:** A dropdown menu with four options: "Right away", "Right away" (highlighted in blue), "At given date", and "Repeat".
- Subject:** A text input field containing "Email Scout Report".
- Sender:** An empty text input field.
- Layout:** Two preview boxes. The left one shows a "Row based" layout with three horizontal bars. The right one shows a "Column based" layout with three vertical bars.
- Selection:** Two radio buttons below the preview boxes. The "Row based" radio button is selected (indicated by a filled circle), and the "Column based" radio button is unselected (indicated by an empty circle).
- Buttons:** A "Back" button on the bottom left and a "Save" button on the bottom right.

3.3 Un-Subscription

At the bottom of all reports you will find an unsubscribe link to stop receiving the email scout reports.

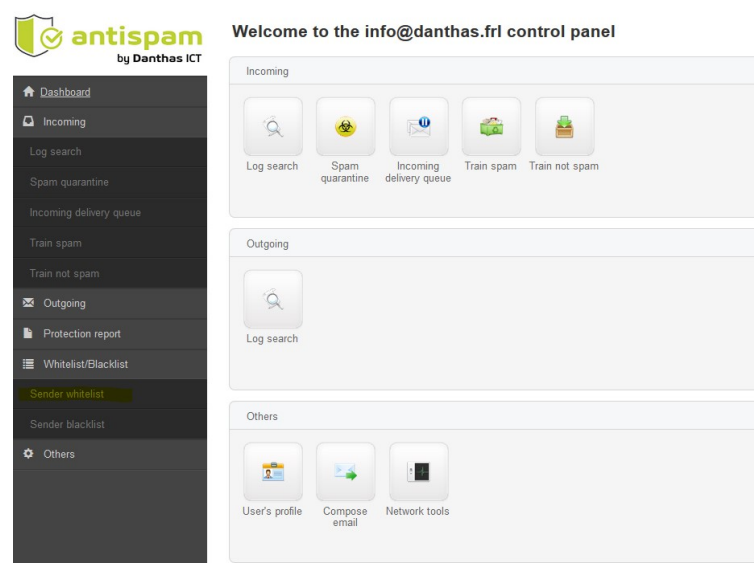
4 Manage the white list and the black list

4.1 Whitelist

Use the White list to allow trusted senders, incoming mail from senders that are on the White list (even though this would normally be seen as spam) will always be allowed

You have the possibility to add an address to the White list, from the daily Email Scout Report. When you double click on a message in the email report and then go to Available Actions, you can choose Whitelist Sender

On the other hand you can log in to the portal: <https://antispam.danthas.nl>
You can then choose Whitelist/Blacklist in the navigation pane and then choose the option Sender Whitelist.



Sender Whitelist (info@danthas.frl)

If you wish to receive mail from a particular sender regardless of the message content, you should whitelist it. You should only do this when you know that the sender will verify their address and will only ever send legitimate safe content.

- You have the option to check only the "envelope" sender, the sender address that is in the "From" header, or both.
- To whitelist all addresses at a domain, add the domain name without a leading "@" (e.g. for all senders with addresses @example.com, add "example.com").
- To whitelist an entire top-level domain, use "" as a wildcard (e.g. for anything from .nl, add ".nl").

[+ Add whitelist sender](#)
[+ Import senders from CSV](#)
[+ Export senders as CSV](#)

Query Rules

Address

contains

+ New rule

Group results by:

Choose column

Columns to be displayed:

Customise

Reset rules

Show Results

With the button **Add Whitelist Sender** you can enter an email address which you always want to allow. You can perform search options and show the results to get an overview of all whitelisted addresses.

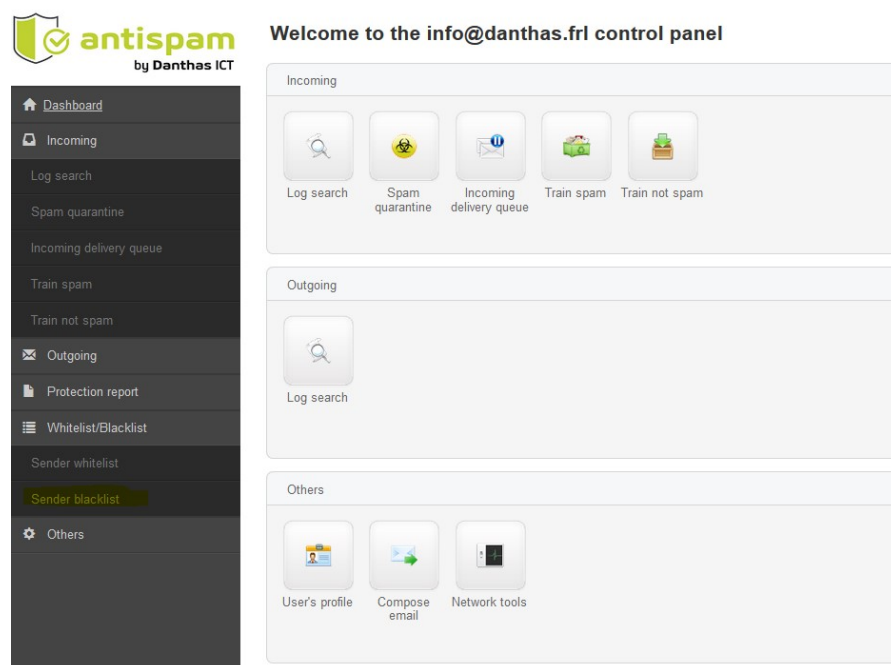
4.2 Blacklist

Use the black list to block, incoming mail from specific senders where you don't want to receive emails from.

You have the possibility to add an address to the Black list, from the daily Email Scout Report. When you double click on a message in the email report and then go to Available Actions, you can choose Blacklist Sender

On the other hand you can log in to the portal: <https://antispam.danthas.nl>

You can then choose Whitelist/Blacklist in the navigation pane and then choose the option Sender Blacklist:



Sender Blacklist (info@danthas.frl)

If you never wish to receive mail from a particular sender, you may blacklist it. These messages will be rejected regardless of the message classification.

- You have the option to check only the "envelope" sender, the sender address that is in the "From" header, or both. Messages that match the "envelope" sender will be rejected prior to the message content being received, so will not be available in the quarantine.
- To blacklist all addresses at a domain, add the domain name without a leading "@" (e.g. for all senders with addresses @example.com, add "example.com").
- To blacklist an entire top-level domain, use "*" as a wildcard (e.g. for anything from .nl, add "*.nl").

[Add blacklist sender](#) [Import senders from CSV](#) [Export senders as CSV](#)

Query Rules

Address contains

[+ New rule](#) [Reset rules](#)

Group results by:

Columns to be displayed: [Customise](#) [Show Results](#)

With the button **Add blacklist Sender** you can enter an email address which you always want to block. You can perform search options and show the results to get an overview of all whitelisted addresses.