

Apps4Rent Hosted Exchange Spam Management Interface Guide.

NOTE: This document contains functionalities and procedures which are mainly used to manage your spam settings from within your Control Panel.

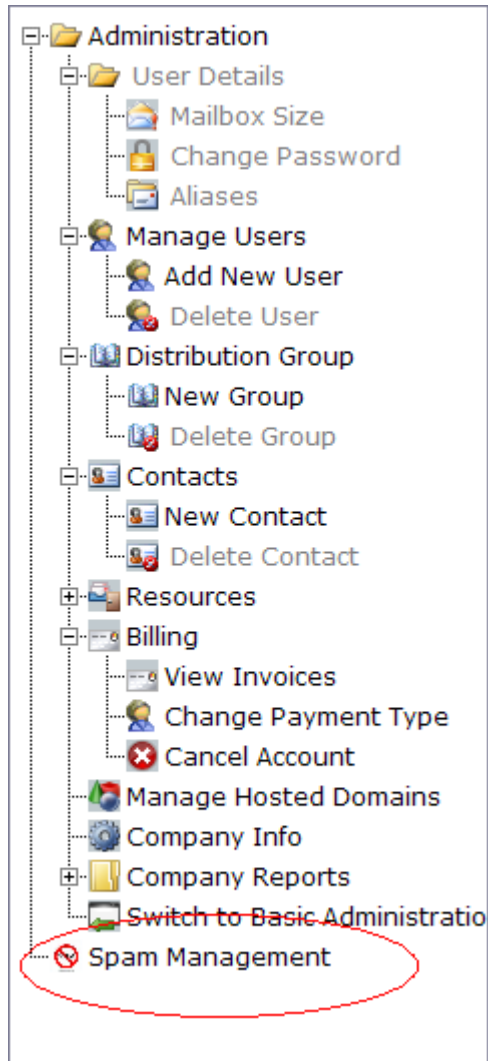
Spam Management Interface Guide is best used with IE 6.0 and higher.

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Accessing Spam Management Interface.

You can manage Spam Settings for your mailbox from the **Spam Management** option located inside the Control panel. **Spam Management** option is located at the bottom of the left side menu. You need to be inside the **Advanced Administration** menu to access this option. The below given screenshot will help you in locating the Spam Management option.



Once you click on **Spam Management**, you will need to login using your e-mail address and password for your exchange account.

After logging in you will see the following Welcome screen and you will need to click on **Spam Settings**.

[Home](#) | [Spam Settings](#) | [Log Out](#)

[HOME](#)

Welcome to Apps4rent Spam Firewall. Take control of your inbox by controlling junk/spam mails with our easy to use web interface.

Once you click on **Spam Settings**, you get three options.

1. **White List/Black List**: You can either white list or blacklist an e-mail address. You can also import an existing list from your mail client.
2. **Policy**: You can manage the level of Spam Settings here. Here you can define how you want our Firewall/Anti-Spam and Anti-Virus to handle your e-mails. If you are getting more Spams, then you can tighten the settings here or vice versa.
3. **Quarantine**: Mails which have been Quarantined can be located here. There might be times when your genuine e-mail has been marked as a spam or it had an attachment which was considered unsafe. Such mails can be located here and you can deliver such mails to you inbox.

[Home](#) | [Spam Settings](#) | [Log Out](#)

[White List / Black List](#) | [Policy](#) | [Quarantine](#)


[HOME](#) > Mail User Management

▫ Here you can manage white/black lists for your email address, set Policy preferences to control amount of spam/junk

▫ You can also view the mails which are quarantined by the firewall and release/deliver them to your inbox.

White Listing E-mail addresses.

If some of your e-mails are getting marked as spam or they are getting completely blocked by our Spam Firewall; then you can white list the Sender. Please follow the steps given below to white list an e-mail address.

1. Click on **White List/Black List** option. Your e-mail address will be listed.
2. Please click on  located under **Action**.

3. You will be guided to the following screen.

Home | Spam Settings | Log Out
White List / Black List | Policy | Quarantine

HOME > Mail User Management > Whitelist / Blacklist Mail Details > Whitelist - Blacklist Users

Search ::

whitelist

Sl.	Email	Action
		<input type="button" value="Add New"/> <input type="button" value="Import"/>

Blacklist

Sl.	Email	Action
		<input type="button" value="Add New"/> <input type="button" value="Import"/>

4. Click on **Add New** located inside the **White list** table.

5. A small browser window will pop-up. Please add the e-mail address which you wish to add to the White List.

Importing your Safe Senders list from Outlook:


If you are already using Outlook and have added some e-mail addresses to your **Safe Senders** list in Outlook; then you can **import** the list to our server. However, you need to first Export the list residing in your Outlook.

1. After exporting the list; copy all the e-mail address from the exported list.
2. Open notepad and Paste the complete list.
3. Save the list on your Desktop.
4. Click on **Import** button from the **Spam Management** system.
5. Click on **Browse** in new pop-up window.
6. Select the text file which you just created.
7. Click on **Save**.
8. All the e-mails addresses of your **Safe Senders** list will be added to our **Anti-Spam Software**.

E-mail addresses inside your Whitelist will be delivered directly to your mailbox.

BlackListing E-mail Addresses.

If you do not want to receive e-mails from specific e-mail addresses then you can Black list the e-mail address by following the steps given below.

1. Click on **White List/Black List** option. Your e-mail address will be listed.
2. Please click on  located under **Action**.
3. You will be guided to the following screen.

Home | Spam Settings | Log Out
White List / Black List | Policy | Quarantine

HOME > Mail User Management > Whitelist / Blacklist Mail Details > Whitelist - Blacklist Users


Search ::

whitelist

Sl.	Email	Action
		<input type="button" value="Add New"/> <input type="button" value="Import"/>

blacklist

Sl.	Email	Action
		<input type="button" value="Add New"/> <input type="button" value="Import"/>

4. Click on **Add New** located inside the **Blacklist** table.
5. A small browser window will pop-up. Please add the e-mail address which you wish to BlackList.
6. To remove the e-mail address from BlackList; please click on .

Importing your Junk E-mail address list from Outlook:

If you are already using Outlook and have added some e-mail addresses to your **Junk Senders list**; then you can import the list to our server. The e-mail addresses in the Junk Senders list will be marked as Spam and will not be delivered to your mailbox. However, you need to first Export the list residing in your Outlook.

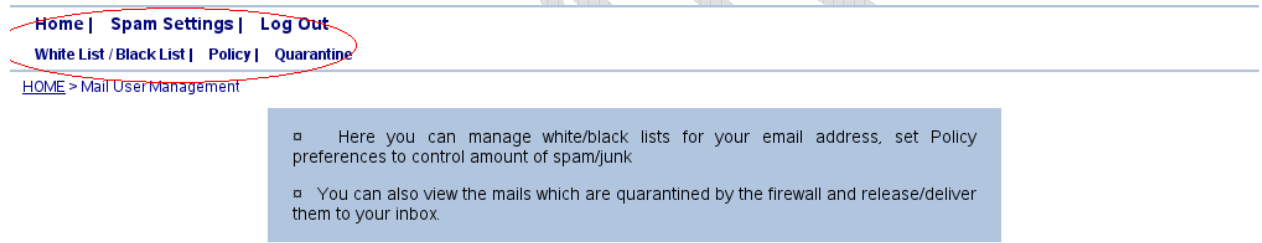
7. After exporting the list from Outlook; copy all the e-mail address from the exported list.
8. Open notepad and Paste the complete list.
9. Save the list on your Desktop.
10. Click on Import option under **BlackList** from the Spam Management system.
11. Click on **Browse** in new pop-up window.

12. Select the text file which you just created.
13. Click on **Save**.
14. All the e-mails address of your **Junk Senders** list will be added to our Anti-Spam Software.
15. **E-mails coming from e-mail addresses which are added to BlackList will not be delivered to your mailbox.**

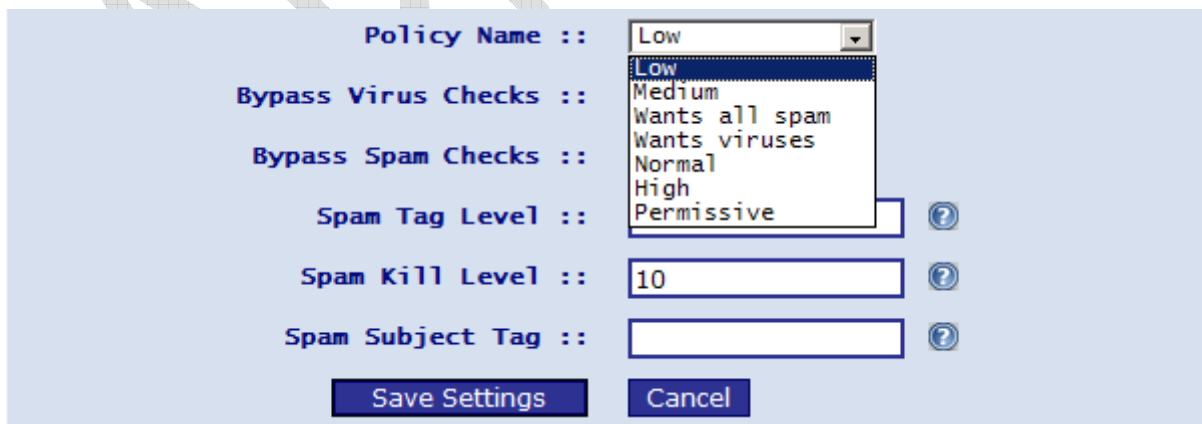
Policy (Managing Spam Settings):

Blocking Spam e-mails and allowing genuine e-mails is a delicate balance and works fine for many customers. However, in somecases it is virtually impossible to have a Spam Firewall which will block all spam e-mails and allow all genuine e-mails. The settings on the server are global and are designed to work on the server level for all mailboxes. Chances are some genuine e-mails might get blocked and at times, some spam mails might reach Inbox for some individual mailboxes.

In such cases you can set your own level of Spam Filtering. You can decide to what degree you want the server to control your e-mails. You can tighten the Anti-Spam settings and similarly loosen it. To manipulate the spam settings for your mailbox, you need to click on **Policy**.



1. Clicking on **Policy** will bring the following screen. Please select the **Policy Template** that you wish to use.



2. By default; the Template is set to **Normal**.

3. Select **High** or **Permissive** to tighten the Spam Control. More e-mails which are suspected to be spam will be blocked by the server.
4. Select **Low** or **Medium** to loosen the settings.
5. Select **Wants all spam/Wants viruses** to receive all e-mails which the server marks as spam or our anti-virus program detects as virus. **We do not recommend either of these settings.**

Manual Configuration of Spam Settings:

Besides the pre-defined templates; you have the option of **micro-managing the Spam Settings** by changing the values inside the following text boxes.

Policy Name :: Permissive

Bypass Virus Checks :: Yes No ?

Bypass Spam Checks :: Yes No ?

Spam Tag Level :: 3 ?

Spam Kill Level :: 20 ?

Spam Subject Tag :: ?

Save Settings Cancel

Bypass Virus Checks: If you set this to Yes; then our anti-virus program will not scan your e-mails for any virus and they will be delivered to your mailbox directly. Turning on this option is not recommended.

Bypass Spam Checks: If you set this to Yes; then mails sent to your e-mail address will not be subjected to Spam checks by our anti-spam server. The server will deliver all e-mails to your Inbox without verifying if it's a Spam or a genuine e-mail. This will result in your inbox receiving many spam e-mails too.


Spam Tag Level: Our Anti-Spam software assigns a score to every e-mail that it receives. The rules are assigned based on Spam Filtering rules and Policy that you choose from the Drop Down. You can however change the Spam Tag Level. Any email having a score above this value but below value of Spam Kill Level will be marked as SPAM; but will be delivered to your inbox. If your genuine e-mails are marked as SPAM in the subject line then you can increase the value here. Alternately, you can whitelist the e-mail address of the sender.


Spam Kill Level: Our Anti-Spam software assigns a score to every e-mail that it receives. The rules are assigned based on Spam Filtering rules and Policy that you choose from the Drop Down. You can manually change the Spam Kill Level. Any e-mail having a score above the value entered here will not reach your Inbox but will directly go to the Quarantine. If you are receiving more Spam's then decrease the number here. Lower the number; tighter is the Spam Control here. Higher the number; lower the Spam Control.

Spam Subject Tag: This can be any string like *****SPAM*****. This is the tag that will be appended to mails detected as spam.

Quarantine (Forwarding a Spam Mail to your mailbox):

E-mails which are detected as Spam; which contain Viruses; or potentially unsafe file extensions are blocked by our Firewall and are Quarantined. Quarantined e-mails are stored on our servers. You can check e-mails which have been quarantined and have them delivered to your Inbox.

To View the e-mail click on .

To Deliver the e-mail in your Inbox; please click on .

Apps4Rent Departments and Contact Information:

Sales Department: Available on Business Days.

US Toll Free: 1-866-716-2040

International: 1-646-506-9354

E-mail Address: sales@apps4rent.com

Technical Support Department: Available 24 X 7.

US Toll Free: 1-866-716-2040

International: 1-646-506-9354

E-mail Address: support@apps4rent.com

Billing Department: Available on Business Days.

US Toll Free: 1-866-716-2040

International: 1-646-506-9354

E-mail Address: billing@apps4rent.com

Feedbacks:

You can send your feedbacks for services and support to feedback@apps4rent.com.