

BLS MAIL SECURITY – Quick Guide DASHBOARD

The dashboard interface includes the following elements:

- Statistics**: Overview of system metrics.
- Search tab**: Filter for specific email content.
- Search**: Main search input field.
- Advanced Research**: Tools for deeper email analysis.
- Policies**: Management of security rules.
- Domain Preferences**: Settings for specific domains.
- Refresh**: Button to update data.
- Sent Email Monitor**: Tools to track outgoing mail.
- Aliases Management**: Management of email aliases.
- Email Release**: Action to release quarantined emails.
- Mark as Spam**: Action to mark an email as spam.
- Add to Whitelist**: Action to add a sender to the whitelist.
- Quick guide**, **User Manual**, **News**, **Logout**: Utility and navigation links.
- List of email managed by the system**: The main email list table.

date/time	from	to	subject	options
23/06/16 12:34:50	msavino@bbs.it	marksavino0104@gmail.com	test gratuito	
23/06/16 12:04:05	prvs=09823c862a@luisa.fiorot@intesanpaolo.com	"msavino@bbs.it" <msavino@bbs.it>	PROPOSTA MUTUO	
23/06/16 11:33:36	msavino@bbs.it	m.dossoni@gmail.com	Ransomware e Amministratori di sistema	
23/06/16 11:26:58	mcphepson.440@junctionvet.com	msavino@bbs.it	Final version of the report	
23/06/16 11:26:49	1089847545.35190.2001290@t.contactlab.it	msavino@bbs.it	Sconti Privati! -30% solo per te, solo nei negozi Scarpe&Scarpe!	
23/06/16 11:23:55	s-g-10327@s149g89.emailpersonnel.org	msavino@bbs.it	Astuces sur le mÃtier de confÃrencier professionnel vidÃo 1	
23/06/16 10:51:38	bounce-back.mmidm.4562.2406.542115.1496496659_@news.unipolsai.it	msavino@bbs.it	Per non rimetterci il muso! Leggi la newsletter Utile a sapersi UnipolSai Bosch	
23/06/16 10:36:31	d8f0fb00b6de5b0ebd42be2013707362013bef0e4347a8823890a0c2b073c@bounce	msavino@bbs.it	Hai visto? CÀs uno sconto extra del 20%	
23/06/16 10:19:39	62418-msavino-bbs.it@tm.tents.net	msavino@bbs.it	Saldi Privati Conbipel: fino al 50% DI SCONTO SU TUTTO!	
23/06/16 10:08:11	faf.fc.12650799.271.msavino-bbs.it@email-od.com	"Marco" <msavino@bbs.it>	Your feedback is vital to serving you better	
23/06/16 08:47:45	kwdirect@newsletter.kataweb.it	msavino@bbs.it	Quando capirà la sinistra destabilishment che Renzi & lapoteosi del berlusconismo?	
23/06/16 03:31:57	burks.5849@megared.net.mx	msavino@bbs.it	Payment	
23/06/16 01:37:44	english.003@tanauseveis.com	msavino@bbs.it	Payment	
22/06/16 23:40:48	simpson.467@fixed-189-253-187-189-253-211.iusacell.net	msavino@bbs.it	Payment	
23/06/16 18:56:18	870-bq-312.0.118774.0.0.121236.7.24410902@potomac1050.mktomail.com	msavino@bbs.it	FW: Guadagna in modo facile e veloce con le offerte Veeam	
22/06/16 18:38:34	wilson.34367@gamflex.com.br	msavino@bbs.it	Corresponding Invoice	

SENT/RECEIVED EMAIL DETAILS

Sending/receiving process analysis:

- Quarantines in which the email has been sent
- Spam Analysis and resulting Spam score
- Malware Analysis and Results
- Sender Reputation: check SPF, Dkim and Dmarc results
- Policy Analysis
- Attachment Analysis: Mimetype and Extension

Sending/Receiving Details:

- Time, Server and sending mail Relay
- Email ID
- Sender and Addressee
- Original Sender: to distinguish the tab "From" in case of forwarded email

The 'Dettaglio mail' window displays the following information:

- Ricevuta il / da:** 22/05/16 23:40:20 / 149.202.232.193 bbs-mrelaynew.bbs.local
- Ricevuta dal:** bbs-mrelaynew
- ID / Message ID:** u4MLeKsp002407 / emailsecuritycheck.net.2.M4wWHAQKeAMw6ur9iuuYzw==
- Mittente / Destinatario:** securitycheck@emailsecuritycheck.net / mbruse@zimbra-solutions.com
- Quarantine:** Si
- Analisi Spam:** is not spam
- Analisi Malware:** infected
- Reputazione mittente:** SPF check: pass
- Origine mittente:** Nazione: FR
- Analisi Policy:** OK
- Analisi Allegati:** Num. 1
- Id interno / Dimensione:** u4MLeJpp002358 / 2049 Byte
- Mittente originale / Oggetto:** securitycheck@emailsecuritycheck.net / Test mail 2/7 (ID=M4wWHAQKeAMw6ur9iuuYzw==)
- Analisi stato ricezione:** Virus Quarantine
- Punteggio:** 2.40
- Test positivi:** INVALID_MSGID, RDNS_NONE
- Dettagli:** Infected (Eicar-Test-Signature)
- DKIM check:** none
- DMARC check:** none
- Coordinates (approx.):** [2.3500, 48.8600]
- Mimetype list:** application/x-zip-compressed, application/zip
- Extension list:** zip

Destinatari:

Username	Domainio
< >	< >

Stato invio:

Data/ora	Destinatario	Server d'invio	Dsn	Stato
22/05/16 23:40:21	mbruse@zimbra-solutions.com			quarantined
22/05/16 23:42:22	mbruse@zimbra-solutions.com	[192.168.20.66] [192.168.20.66]	2.0.0	sent (ok: queued as 17a19185aa8)

Operazioni richieste:

Data richiesta	Richiedente	Operazione
22/05/16 23:41:39	mbruse@bbs.it	richiesto rilascio

Addressees

Expedition status: the line is Green in case of correctly delivered email, Yellow if the delivering process is still running, red in case of problems. The Status column a description of the problem is provided.

Operations requested by the user



HOW TO

1. How do I access the dashboard?

If you are not a user of **Zimbra's Webmail**: find a report of the Antispam service and click the Link.
If you are a user of **Zimbra's Webmail**: click the "**Antispam**" tab in the top of the **Webmail Interface**.
Insert your mail address as username and the same password you use to access your mail box.
Check the "Remember" box so you will not be required to insert again Username and Password, provided that you access from a secure network.

2. How I do exit the dashboard?

It is sufficient to close the browser window without clicking the "Logout" icon.
This way, you will not be asked to enter again your username and password to your next access.

3. Which features cannot be accessed by users?

The Policies Dashboard, the Aliases Management Dashboard, the Domain Preferences Dashboard and the Sent email monitor Dashboard can only be accessed by administrators

4. How do I check if my email has been correctly sent?

Wait a few seconds after sending the email, then enter the Dashboard and look for the mail, which should be one of the first at the top.

Click the mail, and in the Window Dettagli di Invio that will suddenly open check the row of the block Stato di Invio.

If all the rows are green, it means the mail has been successfully sent.

If one of them is yellow, wait a few minutes. It means the sending is still underway.

If a row is red it means the system is having some issues in sending the email.

A description of the problem is available on the STATO column.

5. How do I release an email that has been mistakenly classified as spam?

Access the **Dashboard** and look for the Email, then click Release from the group of icons at the end of the corresponding row.

Wait a few seconds, the email will soon arrive on your mailbox and on other recipients.

6. How do I prevent other Emails sent by the same sender to be classified as spam?

Access the **Dashboard** and select an email sent by that sender, then click "**Whitelist**" from the group of icons at the end of the row and confirm.

This way, not only the single email will be released, but the sender will be added to a Whitelist, allowing all of his future emails not to be blocked by the antispam check.

7. How do I signal some spam email that eluded the Antispam check?

Access the **Dashboard** and look for the email in the group "OK", then click the "**Segnala spam**" icon.

The system will use your suggestion to learn how to recognize spam emails in the future.

8. How do I unblock an email whose attachment is considered dangerous or goes against company's policies?

Access the **Dashboard**, look for the email and click on the "**Rilascia**" button, then confirm.

A request will be sent to the system administrator who will allow or deny the release of the email.

9. How do I unblock an email whose attachment is supposed to contain a virus?

Access the **Dashboard**, look for the email, then click the "**Rilascia**" button and confirm.

A request will be sent to the Help Desk that will analyse the email, verify if it actually is a virus and possibly release the email.

10. What happens if I leave the dashboard open on an unsafe network?

In one hour the session will expire and you will be asked to enter again your username and password.