# **University of Mary's Spam Solution**

Spam is a growing problem worldwide. Spam causes productivity loss, network traffic, vast amount of corporate resources to be consumed and valuable server space to be lost. To combat this problem, University of Mary uses SonicWALL as a solution.

SonicWALL offers two useful features:

- A regular (weekly, daily, hourly, etc.) junk e-mail summary that allows users to recover any messages falsely marked as spam.
- The ability for an individual user to manage their spam settings.

#### How SonicWALL Works

- All incoming e-mail messages are directed to the SonicWALL Server, where they are scanned according to the spam filter settings.
- E-mails not considered spam, or that is on an individual users allowed list, are automatically forwarded to the MS Exchange Server, processed and moved to your email account.
- Messages exceeding the spam threshold are blocked on the SonicWALL server.

As many of you may have already noticed you have a new email (Junk Box Summary) appearing in you inbox.

The Junk Box Summary e-mail message that is delivered to your Outlook Inbox contains a listing of spam that is in your Junk Box. For most purposes you can manage all your spam from this email. To view a message, click on the View link. To have the message delivered to your Inbox, click on the UnJunk link. There are also several links that will allow you to log in to SonicWALL to manage your settings.

SONICWALL	Junk Box Summary for webmaster@umary.edu		
Messages received 17380 Junk 9638 Good	d by your organization in the past 24 hours		
Junk Ema The emails listed belo To receive any of the Email sent to: web	whave been placed in your personal Junk Box sin ese messages, click Unjunk. The message will be de bmaster@umary.edu	re your last Junk Box Summary and will be deleted after 30 days. livered to your inbox.	Vert Junk Box
Action	From	Subject	Threat
Unjunk   View	magnascampuslegal@magnapubs	Managing Toxic Campus Conduct: Q&A with Presenters Rine	Likely Spam
Unjunk View	stevemarkland@yahoo.com	Buy 6 two way radios and get 2 Free	Likely Spam
Anti-Spam Setting Manage Allowed/Bloc Set Anti-Spam aggres Spam Managemeer Change action to take Change frequency/bit Delegate control to o See junk email report	95 Stori lata astivenesa a sub scan, mail man of visue Jurk Rox Summaries store receile IS		
To manage your pers http://junkmail.umary	sonal junk email blocking settings, use your standar <u>v.edu</u>	d username and passoword to login here:	
Junk blocking by Soni	icWALL, Inc.		

## What if I get spam in my Outlook Inbox?

If you get spam in your inbox, all you have to do is highlight it and forward it to <u>spam@umary.edu</u>. SonicWALL monitors that account and will analyze the email to help enhance its GRID Network to help filter future spam.

## Using SonicWALL

SonicWALL is a web-based application. You log in to SonicWALL using your UMARY mail account, username and password.

## Logging in to SonicWALL

- 1. Open your web browser.
- 2. Access the SonicWALL web page at <a href="http://junkmail.umary.edu">http://junkmail.umary.edu</a>
- 3. At the SonicWALL log in screen, enter your account username and password.
- 4. Verify that the Domain drop-down box is set to UMARY
- 5. Click on the Log In button.
- 6. After logging in, you will be brought to your Junk Box. Any messages considered spam are stored in your Junk Box.

SONICWALL	Email Security Login
User Name: Password: Log in to:	System hostname: esa-analyzer 1
	Log h Logn Heb

#### The Junk Box

The SonicWALL Junk Box and the Outlook Inbox have similar onscreen appearances and offer some of the same functionality. Both display the e-mail's sender, the time it was sent and the subject. Just like Outlook, SonicWALL also allows you to search e-mails by subject, date and sender.

unk Box				
Simple Search Mode				۲
Items in the Junk Box will be o	deleted after 30 d	lays		
Query Parameters Search for:	(Surround ser	itence fr	agments with quote marks ** for example; "look for me")	
Search			Se	Advanced View
lessages Found				(
Displaying 1 - 28 of 28 (0.227	r secs)			
Delete Unjunk			100 Rows 💌 🧭 🖉	Page 1 of 1 > >>
From	Threat	Q	Subject	Received
stevemarkland@y	Likely Spam		Buy 6 two way radios and get 2 Free	01/12/2011 12:22 PM

#### **Reading Messages**

To read a message in your Junk Box:

- 1. Click on the Subject of the message and the message will open in a separate window.
- 2. If you would like to have this message delivered to your Outlook Inbox, click on the UnJunk Message button. The message is delivered to Outlook and the sender is added to your Allowed list.
- 3. If you would like to leave this message in your Junk Box, close the message window.

Processed by: esa-analyzer1.umary.edu — { 10.10.32.12 }					
Message Details					
Unique Message ID:	201101131621110013492				
Subject:	Prize Claim				
From:	"British Online Drew" <richardlloyd1233@gmail.com></richardlloyd1233@gmail.com>				
To:	lslawson1@umary.edu				
Date received:	Thu Jan 13, 2011, 10:21:00 GMT-06:00				
Message size:	2 К				
Threat:	Likely Spam				
Category:	Collab				
Message Content: archive	d				
Text content only	🔍 Raw mode				
From the desk of:British ( EAASL/941Op1/02Batch: line Lotterywhich held in I which consequently won {i.e.Five Hundred Thous: claim process.Mr. Jack Ra	On Here Lattery, 23 Heah House, Lupus Street, South Witest, 20 HJ, London, Beff, 1235/30358am Estatement Witeney, Wise as pleased to inform you the result of the British On- London you a enail beich number 1254207137 down the Lickynumber 14-22-23-37-0-44 in the 1st category, wouldwer therefore been approved for a lump cam pay out of 7500.0000, and Great Britan Pounds Stefing) inlease contact your dams apent immediately to begin your yomorf, Brital - Games 74(4); who can KHC i + 447-03-29-43-31670 au etc. contact him with	*			

## Sorting Your Junk Box

To sort the messages in your Junk Box, click on the message header you would like to sort by – From, Threat, Category, Subject or Date Time Received.

Message	Delete	Unjunk			100 Rows 💌 < Pa	ge 1 of 1 > >>
Headers		-> From	Threat	Q	Subject	Received
		stevemarkland@ya	Likely Spam		Buy 6 two way radios and get 2 Free	01/12/2011 12:22 PM
		mannascampuslenal	Likely Snam		Managing Toxic Campus Conduct: O&A with Presenters Ripehart	01/12/2011 12:05 PM

## Searching Through Your Junk Box

The Search feature allows you to search for e-mail messages by Subject, Sender and Date. To search for e-mail messages:

- 1. Click in the Search field and enter your search criteria.
- Click on the drop-down arrow and select the option you are searching on – Subject, Sender or Date.
- 3. Click on the Go button. The messages in your Junk Box will be filtered according to the criteria you entered.

imple Search	Mode 🤤
tems in the Junk Bo	ox will be deleted after 15 days
0	
Search for:	in
Subject	▼ onShow all ▼

## **Deleting Messages from your Junk Box**

- 1. Click on the check box next to the message you want to delete. To delete all messages, click on the Check All button.
- 2. Click on the Delete button.
- 3. You will see a message that the e-mail message(s) you specified were deleted successfully.

#### Sending Messages from your Junk Box to your Outlook Inbox

- 1. Click on the check box next to the message you want to send to Outlook. To send all messages, click on the Check All button.
- 2. Click on the UnJunk button.
- 3. You will see a message that the e-mail message(s) you specified were "unjunked". The e-mail message(s) will be immediately delivered to your Outlook Inbox and the sender(s) will be added to your Allowed list.

## **Additional Settings**

SonicWALL is automatically configured to block spam for your e-mail account, but you may want to specify your individual settings for handling spam.

#### Anti-Spam, Anti-Phishing

The Anti-Spam, Anti-Phishing screen allows you to specify the anti-spam settings for your e-mail account. Once you specify the settings, any e-mail sent you is checked against your personal settings. You have the ability to protect your e-mail account from spam you may receive from individual e-mail addresses, entire domains, listservs, and foreign languages.



#### **Anti-Spam Aggressiveness**

The Anti-Spam Aggressiveness screen allows you to personalize your spam settings even further. Tolerance levels for spam can be set by selecting one of the five pre-defined categories based on the blocking levels 1-5, where 1 is considered mild and 5 is considered strong.

Adhere to Group defaults - Group Name is "all faculty and staff@umary"					
anage Configuration					
se this page to control spam-blocking aggressiveness.					
General Settings	Mildest	Mild	Medium	Strong	Stronges
Select the appropriate aggressiveness levels.					
Grid Network Aggressiveness Selecting a stronger setting will make Email Security more responsive to other users who mark a message as spam.	۲	۲	۲	۲	0
Adversarial Bayesian Aggressiveness Gelecting a stronger setting will make Email Security more likely to mark a message as spam.	0	0	0	۵	0
Category Settings	Mildest	Mild	Medium	Strong	Stronges
Selecting a stronger setting will make messages with the content below more likely to be marked as	s spam.				
Sexual Content	0	0	0	0	۲
Offensive Language	0	0	0	0	۲
Get Rich Quick	0	0	0	0	۲
Gambling	0	0	0	0	۲
			0	0	0
Advertisements					

#### To specify your individual settings:

- 1. From the Anti-Spam, Anti-Phishing menu, click on the Anti-Spam Aggressiveness link.
- 2. Click on the checkbox next to Adhere to Corporate Defaults to uncheck this option. Unchecking this option allows you to specify your own settings for handling spam.
- 3. For each of the categories explained below, click on a blocking level:
  - a. GRID Network Aggressiveness SonicWALL compiles worldwide allowed and blocked lists from for filtration. If you specify a higher blocking level here, your e-mail will be checked against this list on a higher level.
  - b. Adversarial Bayesian Aggressiveness this setting allows you to specify how much you will "trust" SonicWALL's filters to screen out unwanted email.
  - c. Sexual Content, Offensive Language, Get Rich Quick, Gambling, Advertisements, and Images specify how strongly you want SonicWALL to block content with this type of content in the subject or message.
- 4. When you have finished specifying the blocking levels, click on the Apply Changes button.

#### Languages

The Languages screen allows you to personalize your Foreign Language e-mail message settings.

## To specify your individual settings:

- 1. From the Anti-Spam, Anti-Phishing menu, click on the Foreign Languages link.
- 2. Click on the checkbox next to Adhere to Corporate Defaults to uncheck this option. Unchecking this option allows you to specify your own settings for messages received in foreign languages.
- 3. For each of the Languages listed, click on one of the following options for each language:
  - a. Allow All
  - b. Block All
  - c. No Opinion
- 4. When you have finished specifying the options for the various languages, click on the Apply Changes button.

## **Address Books**

The Address books screen allows you to add People, Companies or Lists to the Allowed or Blocked Lists.

Anti-Spam, Anti-Phothing / Address Books		
Allowed Blocked		
Administration - Personal		
Use the page to allow or block people, comparies, or maling bits from sending you email. The final list shown is a comple and lists provide by default. Some of the entries on these lists were added by your organization. They appear in every and users cannot delete them from their lists.	ton of allowed and blocked sender user's list. These entries are indic	is from your organization's lists ated with a dimmed check box,
Go Reset		
Add Delete All	100 Rows 💌 🤇 🔇	Page 1 of 1 > >>
Address	Туре	Address Source

# To specify people or companies to <u>allow</u>:

From the Anti-Spam, Anti-Phishing menu, click on the People or the Companies link.

- 1. Click on the Allowed tab.
- 2. Click on the Add button.
  - For People, type in the individual e-mail address (for example jdoe@yahoo.com ).
     Press Enter to add more than one e-mail address to the list.
  - For Companies, type in the domain name (for example dell.com).
     Press Enter to add more than one domain name to the list.
- 3. Click on the Add button.
- 4. You will see a message "Added successfully" and the e-mail address(es) or domain name(s) will be added to your Allowed list.

Add Items $\rightarrow$ Allowed List	
Notice. Specify your additions.	
Auto Term	People  People P
Add Cancel	

## To specify people or companies to <u>block</u>:

From the Anti-Spam, Anti-Phishing menu, click on the People or the Companies link.

- 1. Click on the Blocked tab.
- 2. Click on the Add button.
  - For People, type in the individual e-mail address (for example jdoe@yahoo.com).
     Press Enter to add more than one e-mail address to the list.
  - For Companies, type in the domain name (for example hotmail.com).
     Press Enter to add more than one domain name to the list.
- 3. Click on the Add button.
- 4. You will see a message "Added successfully" and the e-mail address(es) or domain name(s) will be added to your Blocked list.

Add Items $\rightarrow$ Blocked List				
Notice. Specify your additions.				
Add Term				
Select list type:	People			
Enter the email addresses separated by a carriage return.	Companies	*		
		-		
	(Example: spammer@spamservice.net, phisher123@badplace.com)			
Add Cancel				

#### To specify lists to allow:

- 1. From the Anti-Spam, Anti-Phishing menu, click on the Lists link.
- 2. Click on the Add button.
- 3. Type in the mailing list address (for example mailinglist@example.com). Press Enter to add more than one mailing list address to the list.
- 4. Click on the Add button.
- 5. You will see a message "Added successfully" and the mailing list address(es) will be added to the Allowed list.

#### To remove people, companies or lists from the Allowed or Blocked lists:

- 1. From the Anti-Spam, Anti-Phishing menu, click on the People, Companies or Lists link.
- 2. Click on the Allowed or Blocked tab.
- 3. Click on the checkbox next to the address to delete.
- 4. Click on the Delete button.
- 5. You will see a message "Deleted successfully" and the address you specified will be deleted from the list.

## Settings

The settings screen allows you to specify various management settings for your email account. You can change how your spam is delivered, delegate access to other people to manage your junk box, and change the frequency of your junk box summary reports.



## Delegate

The Delegate option allows you to give rights to another person to view/manage your SonicWALL account. Delegates can be chosen only from users with a UMARY e-mail account.

#### To add a delegate:

- 1. Click on the Settings menu, and then click on the Delegate link.
- 2. Click on the Add button.
- 3. Click in the "Find users whose e-mail address starts with" field and type in the user's full mail account user name, and then click on the Go button.
- 4. A list of matches will appear. Click on the check box next to the appropriate e-mail address, and then click on the Add Delegate button.
- 5. You will see a message that the delegate has been added successfully.

## To delete a delegate:

- 1. Click on the Settings menu, and then click on the Delegate link.
- 2. Click on the check box next to the delegate's e-mail address.
- 3. Click on the Remove button.

## Logging into an account for which you are a delegate

- 1. Log in to SonicWALL with your Username and Password.
- 2. If you were properly allowed to delegate a SonicWALL Junk Box, you will see "Sign In as My Delegates" at the bottom of every screen. Click on Sign In as My Delegates.
- 3. You will be directed to a login window with the available e-mail addresses of users whom assigned you as a delegate in a drop down menu. Select the persons e-mail address you wish to sign in as and click Login.
- 4. Once you are logged in to SonicWALL as a delegate, you have the same functionality you have with your own SonicWALL account.
- 5. To return to your own account, click on the Sign off button in the top left corner of the screen. You will return directly to your own SonicWALL Account.

#### **Junk Box Summary**

If you choose the setting to store messages in your SonicWALL Junk Box, a Junk Box Summary email is delivered to your Outlook Inbox detailing the messages in the Junk Box. The default setting is to deliver the Junk Box Summary every 4 hours.

Junk Box Summarv

#### To change your junk box summary:

- 1. From the Settings menu, click on the Junk Box Summary link.
- 2. Click on the checkbox next to Adhere to Corporate Defaults to uncheck this option.

Unchecking this option allows you to specify your own settings for the Junk Box Summary.

nage Configuration	
Frequency Settings Frequency of summaries:	4 Hours v
Time of day to send summary:	<ul> <li>③ Any time of day</li> <li>○ Within an hour of 1 AM</li> </ul>
Day of week to send summary:	<ul> <li>Any day of the week</li> <li>Send summary on Monday w</li> </ul>
Other Settings Language of summary email:	English
Send plain summary: (no graphics)	Plain summary     (yiew plain example )
Summaries include:	Al junk messages     Cnily likely junk (hide definite junk)
Send Junk Box Summary to delegates:	

- 3. Click on the drop-down arrow next to Frequency of summaries and select your desired frequency (for example, 1 hour or 1 day). If you selected 1 day, you can also specify the approximate time you want the Junk Box Summary to be delivered.
- 4. Click on the Apply Changes button.

# Logging Off SonicWALL

To log off of SonicWALL, click on the Log out link located at the top right of the page. After thirty minutes of inactivity, you will be automatically logged off of SonicWALL for security reasons.

