

ExchangeDefender™

SPAM Reports

For the latest version of this document please go to:
<http://www.exchangedefender.com/docs>

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Audience: Staff

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ExchangeDefender Overview

ExchangeDefender SPAM Reports are convenient and flexible messages that contain a list of SPAM messages ExchangeDefender has kept away from your Inbox. Although this technology has become somewhat obsolete with the introduction of Microsoft Outlook 2007 and 2010 agents, Mobile App and Desktop Agents, ExchangeDefender still offers SPAM reports due to their convenience.

ExchangeDefender is a cloud-based productivity suite that delivers security, business continuity, regulatory compliance and business information management tools. ExchangeDefender technology provides the following benefits: SPAM filtering, virus filtering, malware protection, DDoS protection, business continuity, Outlook integration, email SPAM quarantine reports, transparent and regulatory encryption, web filtering, desktop alerts, SMTP service monitoring and managed services, Exchange 2010 archive access, long term compliance archiving, HTML5 mobile application and much more. The wide range of solutions in our portfolio is tightly integrated to give users seamless experience across different tasks and be flexible enough for the unique way in which each company implements ExchangeDefender.

ExchangeDefender guides are intended to introduce basic service concepts and offer productivity tips that our customers have shared with us. If you have any suggestions or questions please don't hesitate to contact us.

ExchangeDefender SPAM Reports

To manage your ExchangeDefender service simply open a browser and point it to:

<https://admin.exchangedefender.com>

This secure website is protected using the same level of encryption that your bank, credit card, and ecommerce sites rely on.

Configuration

ExchangeDefender SPAM Reports can be enabled through the Settings section of the ExchangeDefender Admin Portal. You can choose to enable or disable reports, schedule the time to generate them and even restrict the content that your email report will have.

Report Options

ExchangeDefender SPAM Reports can be generated as Daily or Intraday reports. Daily report contains the past 24 hours of new SPAM that was kept from your Inbox that you didn't release, trust or review through other means (such as through the ExchangeDefender Admin Portal, Outlook or Desktop agents). Intraday report contains the new SPAM you received since your last ExchangeDefender SPAM report was generated.

Report Options:

- Disable e-mail reports
- Enable daily e-mail report
- Enable daily and intraday e-mail reports

Tip: ExchangeDefender Daily SPAM Reports are extremely convenient for review purposes if you rarely get SPAM and the filtering works great for you. However, if email is absolutely critical to you and you want to review SPAM twice a day, Intraday reports can help. Configure the Daily SPAM Report to be generated in the morning before you get to work and configure the Intraday SPAM Report to be generated two hours before you leave work. This way you will be able to review SPAM from before you got to work and everything that has been filtered throughout the day.

Report Schedule

ExchangeDefender Daily and Intraday SPAM Reports can be generated at a time you choose. Please keep in mind that the options you select here are for generation time – it can take an hour or more to generate and deliver a report so make sure you choose enough lead time. Also remember that the Intraday SPAM Report generation time must be **after** the Daily SPAM Report generation time.

Report Schedule: Generate **Daily** report at: 10:00 ▼
Generate **Intraday** report at: 00:00 ▼

Please see the Troubleshooting section of this document for further caveats.

Report Contents

ExchangeDefender SPAM Reports will contain SPAM sent to all of your protected email addresses in your account. If you manage a lot of distribution groups, public folders and email aliases that rarely receive email, you can restrict the report contents to only show email addresses that have SPAM that has been quarantined.

Report Contents: Should we report e-mail quarantines even when they do not contain any SPAM messages?

- Report quarantines for all e-mail addresses
- Report quarantines only for e-mail addresses that have SPAM in them

Please keep in mind that the Daily and Intraday SPAM Reports will be sent regardless of whether you have SPAM to report or not: for compliance purposes if you enable reports you will get ExchangeDefender SPAM Reports even if there is nothing to report. Your IT Solution Provider can assist you with disabling empty SPAM Reports if you wish.

Using ExchangeDefender SPAM Reports

ExchangeDefender SPAM Reports contain SPAM messages that have been kept from your Inbox because of the high likelihood that are SPAM. If you believe that a particular message is legitimate and should not have been filtered out as SPAM you can either release it to your Inbox or Trust Sender and add it to your whitelist.



Exchange Defender 7 Daily Report

Below is a list of messages (if any) caught by Exchange Defender 7 because they were sent by a known spammer or had a high statistical probability of being an unsolicited commercial email (SPAM/UCE/Junk Mail). If you believe we made a mistake, click on **Deliver Email** to have the message delivered or click on **Trust Sender** to deliver the message and never treat email from that sender as a potential SPAM.

You are reading an email summary of recently quarantined SPAM messages. For your settings, realtime and searchable access to past seven days of SPAM [click here](#) for your Exchange Defender 7 control panel.

SPAM Quarantine for carlos@superlos.com

natasha_marnard23@skewldenda.com Apple'Update'	Tue, 5/17 - 8:58 AM	Deliver Email / Trust Sender
emilie_bauer69543@mrnaokey.com Apple'Update'	Tue, 5/17 - 8:36 AM	Deliver Email / Trust Sender
service@gamesky1.com Good News for you! \$19.99 with 10% bonus	Tue, 5/17 - 6:53 AM	Deliver Email / Trust Sender
mattr@rbrokers.com 3.25% Guaranteed for 5 years	Mon, 5/16 - 11:34 PM	Deliver Email / Trust Sender

Release

Releasing a message is the safest way to retrieve your SPAM message. Simply click on the Release text next to the message you wish to access and the entire message will be delivered to your Inbox in less than a minute. Depending on the speed of your Internet connection, the size of the message, your email client and a number of other factors, it can take considerably longer for the message to be delivered to you. If you need a more real-time access, please see the ExchangeDefender Admin Portal.

Trust Sender

While releasing a message only delivers it to your Inbox, Trust Sender also adds the senders email address to your whitelist. This tells ExchangeDefender to never screen messages from this email address for SPAM content.

Warning: Use the Trust Sender feature sparingly. Spammers and phishers typically forge the email address they are sending mail to in order to trick you to open it. If you whitelist an email address, ExchangeDefender cannot protect you from the content in that message if it was forged and sent by someone else. For example, if you whitelist @amazon.com or @fbi.gov and the criminals send their SPAM with that address, you will receive a message in your Inbox that is seemingly from a legitimate organization. If you use whitelists, please be guarded about the content you receive in your messages and never share your personal or financial information through email.

Troubleshooting

ExchangeDefender Daily and Intraday SPAM Reports are extremely convenient because they are delivered right to your Inbox. However, they are also prone to getting lost due to their content. Because SPAM Reports may contain objectionable language, foreign language, different character sets and known SPAM patterns, your mail server or email software may consider the report itself to be SPAM and keep it from your Inbox.

Check Junk Folders

As a part of the ExchangeDefender deployment, your IT Solution Provider should have added the following email address to your Safe Senders list in Outlook:

quarantine@ExchangeDefender.com

If they did not, or if something went wrong, go to your Junk E-Mail folder first. Typically SPAM Reports end up in this special Outlook folder.

Check Deleted Items

If you have not received your SPAM Report and it is not in your Junk E-Mail Folder, check the Deleted Items folder. Depending on your configuration, some messages may be automatically moved to Deleted Items and even deleted permanently every time you close Outlook.

Contact Your IT Service Provider

If you have not received your SPAM Report and it's not in either Junk E-Mail Folder or Deleted Items folder, contact your IT Solution Provider. They have access to advanced ExchangeDefender message tracking systems as well as to your server so tracking SPAM Reports is easier.

Tip: Microsoft Exchange 2007 and beyond come with IMF technology built in and enabled by default. Please assure that IMF is disabled as well as any other SPAM filtering solution you may have. If you are required to keep multiple SPAM filtering technologies enabled, assure that quarantine@exchangedefender.com email address is whitelisted and trusted by the organization to make sure it gets to your clients Inbox.

Recommended Alternatives to Email SPAM Reports

ExchangeDefender SPAM Reports have become obsolete in recent years with the introduction of more productive tools that integrate more closely with the way we access email.

ExchangeDefender Outlook 2007/2010 Addin

ExchangeDefender functionality can be embedded in your Outlook experience with our powerful addin that gives you full control over your SPAM, whitelists and settings. The advantage is in it's on-demand availability and real-time access to your SPAM quarantine.

ExchangeDefender Desktop Agent

ExchangeDefender Desktop Agent is designed for clients that need constant alerts about SPAM that may be getting quarantined. If you are in a sales or order processing role the Desktop Agent will pop up every hour and alert you to any new SPAM that is waiting for your review. This is convenient for users who do not have Outlook 2007/2010 as well.

ExchangeDefender Mobile App

ExchangeDefender Mobile App is available for your iPhone, Blackberry and Android device. Navigating through email reports on a small screen is cumbersome and the Mobile App addresses this problem by creating a native mobile experience to interact with ExchangeDefender

Technical Help & Account Management

Please contact (your local IT Solution Provider) for technical help and account management. Own Web Now Corp is a software developer that builds and manages the ExchangeDefender network and does not have access to your account, your data or your company information.

When contacting (you IT Solution Provider) for assistance please keep in mind that the more information you can provide about the issue the faster and more accurately the answer will be provided. Make sure to provide the following to expedite your request:

- **Full description of the problem:** Provide a detailed explanation of the issue that you have experienced, if this is the first time you have experienced a problem or if it's repetitive, and if the issue is only affecting you or multiple users.
- **Relevant tracking data:** Provide any relevant information about where you are experiencing an issue: your computer, website, mobile phone, as well as the basic information that can narrow down the research (when the issue happened), what you were attempting to do, who the message was being sent to or received from).
- **Recent account or configuration changes:** Advise us if you have recently made any configuration changes to either your account or your computer/network so that we can double check if all systems are configured properly.
- **Screenshots:** If the issue is easy to see, such as an error message or prompt, take a screenshot. On Windows computers press ALT + PrintScreen at the same time, on Macintosh press Command+Shift+3 at the same time.

General Security Tips:

- ExchangeDefender will never ask you to provide or verify any billing or financial information.
- ExchangeDefender web sites are always encrypted and always contain ExchangeDefender.com
- Never share your ExchangeDefender password with anyone or use the same password across different services or service providers.
- Never save or store your password on portable or shared devices such as mobile phones, kiosks, or computer labs.
- Always follow your IT department or solution provider's security guidelines and report security concerns or breaches.

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