

User's Guide to Configuring MailShield Server 4.1 Professional

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Introduction

Your mail server administrator is using MailShield Server to protect you from spam and email abuse.

MailShield Server analyzes all the email it receives for you. It accepts the mail or flags it according to the rules your administrator has set up, and also gives it a spam score. It then handles it according to your preferences.

By default, it will place into a quarantine any mail that shows a relatively high likelihood of being spam. You may view your quarantined mail online through the MailShield web interface.

If you've reviewed a quarantined message and have decided it isn't spam, you may have it delivered to you. You may also add the sender to your list of good senders so you don't miss email messages from them again.

Most users find their default settings do a good job of filtering out spam while minimizing "false positives"--messages that are legitimate but are mistakenly labeled as spam. If you'd like MailShield to be more--or less--strict, you may change your spam threshold score in your [Settings](#).

You may also decide you want to change how MailShield handles email it has flagged as spam. For example, instead of putting email flagged as spam into your quarantine, you can set MailShield to deliver it to you. MailShield can also mark the subject so your email client can filter these suspect messages.

This guide tells you how to:

- [Log into MailShield's web interface](#)
- [View your email messages](#)
- [Change your mail handling preferences](#)
- [Add additional email addresses](#)

Logging In and Out for Users

Your MailShield server administrator will give you a URL to access MailShield's web interface.

When you log into MailShield for the first time, you'll need to confirm your email address. The confirmation process ensures someone else can't commandeer your email address.

Logging in to MailShield for the First Time

1. On the MailShield welcome screen, click **Are you a new User?**
2. MailShield will prompt you for your email address. Enter your email address and click **go**.
3. MailShield will email a confirmation message to the email address you entered. Check your email for a message from "MailShield Server".
4. If successful, MailShield will prompt you to enter a password. Your password must be at least 4 characters.
5. Click **ok**. You will be returned to the MailShield welcome page.

Logging Into MailShield

1. On the MailShield welcome screen, click **enter as a user**.
2. Enter your **Email Address** and **Password**
3. Click **ok**.



User Messages

The Messages main tab displays a table of messages addressed to you.

As MailShield receives email messages, it assigns a spam score from 1-100, with those messages with higher scores more likely to be spam. Messages may also be flagged as the result of rules your administrator has created. For example, a message may not receive a high spam score, but may come from a known spammer and thus is flagged.

How flagged messages are handled depends on your filter [settings](#). By default, messages with a score 80 or over are flagged and **quarantined**. A quarantined message is not delivered to you, but may be viewed in the MailShield web interface. Your administrator may have changed these default settings.

Messages that MailShield has flagged as spam will be marked with a red arrow. To view a message, click its **Subject**.

Click  to have the message delivered to you and to reclassify the sender as good. Click  to reclassify the sender as bad.

Viewing Messages

To view a particular message, click on its **Subject**. You will be taken to the Messages: View Message page.

Ten messages are shown at a time on the Messages tab. Click *next* to see the next ten messages, *previous* to see the last ten. To view more than ten messages at a time, click *show more*. Repeatedly clicking *show more* will show greater numbers of messages at a time.

You may change the sorting order of the messages by clicking the up or down triangles on the column headings. The options are:

Status

The status of the message:



Good: message from a good sender



Neutral: not considered spam, not from a good sender



Spam: not quarantined



Spam: quarantined

Messages with a green envelope have been accepted unconditionally, either due to administrative settings or because you have added the from address to your "good senders".

From

The name and email address the message is From: .

Subject

The message's Subject: . Click on the subject to display the message.

Date

The date and time the message was received.

Score

The spam score MailShield assigned this message, from 1 to 100, 100 having the most characteristics like spam.

Message Options

You have the following options for every message:



[Reclassify as good](#)

[Reclassify as bad](#)

Display Options

By default, all messages MailShield has received for your addresses are displayed in this table. To limit which messages are displayed, select a different option from the drop-down box and click **go**. The options are:

All

All messages received for your email addresses.

Quarantined

All messages MailShield has quarantined for your email addresses.

Quarantined and Score < 90

All messages MailShield has quarantined for your email addresses with a score lower than 90. These messages are more likely to be false positives.

Not Quarantined

All messages MailShield has received and not quarantined for your email addresses.

Finding Messages

Click **Find?** to [search for messages](#).

Find Messages

MailShield lets you do basic searches on your messages.

You may search for the following in your messages:

Headers

To:

Whom the message is addressed To: .

From:

Whom the message is addressed From: .

Subject:

The message's subject.

Message-ID

The message-id header.

Date

Received After

The date and time the message was received after, in YYYY-MM-DD HH-MM-SS format.

Received Before

The date and time the message was received before, in YYYY-MM-DD HH-MM-SS format.

Score

Greater Than or Equal To

Search for messages with a score greater or equal to that specified here.

Less Than or Equal To

Search for messages with a score less than or equal to that specified here.

Reclassify Message as Good

Message Details

Message details show information from the message's header to help you identify the message.

Date Received

The date the message was received.

From

The address this message is From: . If you choose to add the sender to your good senders, this is the address that will be added.

To

The address the message is addressed To: .

Subject

The subject of the message.

Message-ID

The message ID (as found in the header; not MailShield's ID for this message).

What Should Be Done?

The following options may be available, depending on the current status of the message. Which options are prechecked by default depend on your settings in [Settings: Reclassification](#).

Unquarantine This Message

Remove this message from your quarantine and deliver it to you.

Unquarantine All Messages Sent to Me from *emailaddress*

Unquarantine all messages from this sender.

Add *emailaddress* to My Good Senders List

Add this email address to your good senders list so no messages from this sender will be flagged or quarantined.

Reclassify Message as Bad

Message Details

Message details show information from the message's header to help you identify the message.

Date Received

The date the message was received.

From

The address this message is From: . If you choose to add the sender to your good senders, this is the address that will be added.

To

The address the message is addressed To: .

Subject

The subject of the message.

Message-ID

The message ID (as found in the header; not MailShield's ID for this message).

What Should Be Done?

The following options may be available, depending on the current status of the message. Which options are prechecked by default depend on your settings in [Settings: Reclassification](#).

Unquarantine This Message

Remove this message from your quarantine and deliver it to you.

Unquarantine All Messages Sent to Me from *emailaddress*

Unquarantine all messages from this sender.

Add *emailaddress* to My Bad Senders List

Add this email address to your bad senders list so all messages from this sender will be flagged or quarantined. Note that many spammers do not use the same email address twice, so only add an address to your bad senders list if you have received mail from this sender in the past.

User Settings

You may change how MailShield handles your mail or add additional email addresses in Settings.

Filter

[Filter](#) settings determine what MailShield does with your mail after it has processed it. You may also specify good senders, who shouldn't be flagged, and bad senders, who should always be flagged, regardless of their spam score.

Senders

View, create or delete [good and bad senders](#).

My Email Addresses

Add, remove or confirm your [email addresses](#).

Forwarding

[Forward](#) your mail to other accounts.

Reclassification

Set what MailShield does by default when you [reclassify](#) a message as good or bad.

Name/Password

Enter your [name](#) or edit your password here, if desired.

Filter

Your filter settings determine what MailShield does with messages after it has processed them.

Spam Score Threshold

Specifies the spam score threshold for your email addresses. MailShield assigns a score from 1-100 to incoming messages, with 1 being least and 100 being most like spam.

By default, MailShield will flag all messages that score 80 or higher. By lowering the score, more messages will be flagged as spam. If set to 0 (zero), all messages will be flagged as spam. Conversely, by raising the score, fewer messages will be flagged as spam.

Quarantine Flagged Messages

Specifies what MailShield should do with messages flagged as spam based on the score you specified.

By default, MailShield is set to "quarantine", meaning the mail will not be delivered to you. Uncheck this box if you want MailShield to deliver flagged messages to you.

Add MailShield Headers

By default, MailShield will add informative headers to messages it has flagged as spam specifying why the message was flagged. To prevent MailShield from adding these headers, uncheck this box.

Automatically Whitelist People I Send To

Check this box if you would like MailShield to automatically add to your good senders list everyone you send mail to, so their replies will never be quarantined.

Flag if Not Good Sender

Check this box if you would like MailShield to automatically flag all messages sent to you that are not sent from someone on your good senders list.

Prepend Text to Subject of Flagged Messages

Check this box if you would like MailShield to alter the subject lines of messages it has flagged as spam.

Text to Prepend


Specifies the text MailShield should use if it is set to tag the subject line of messages it has flagged as spam. You may then set your email client to filter mail with this text into a special folder. By default, the text to add is [J U N K].

Senders

The senders page displays a table of your good and bad senders. To create a new good or bad sender, click **create new sender**. Addresses may be also added to your Good or Bad Senders lists automatically from the [Messages](#) page.

To delete a sender, click **delete** next to it.

Viewing Senders

 **Good Senders** are email addresses MailShield should never flag, regardless of the spam score it assigns to messages it receives from them. You may specify that all addresses you send mail to be designated as good senders in [Settings: Filter](#), so you never miss email from them.

 **Bad Senders** are email addresses MailShield should always flag, regardless of the spam score it assigns to messages it receives from them.

Email Address

The email address of the sender.

Display Options

By default, all senders, good and bad, are displayed in this table. MailShield has received for your addresses are displayed in this table. To show just good or bad senders, select a different option from the drop-down box and click **go**.

Create New Sender

Email Address or Domain

The complete email address or domain of the sender you'd like add.

Examples:

joe@example.com example.com

Good or Bad?

Whether the sender should be classified as good or bad. No mail from good senders will be flagged, and all mail from bad senders will be flagged.

Because spammers frequently change the email address they mail From:, entering the email address of each spammer is unlikely to greatly cut down on the amount of spam you receive. However, if a particular sender refuses to stop sending you mail, you can block the messages using this feature.

My Email Addresses

This page displays a table of your MailShield email addresses. You may add or remove email addresses you control from this page.

The status of addresses you have added but not confirmed will appear here as "unconfirmed"; once you have confirmed them, they will appear as "normal".

You must confirm any additional email addresses you add. The confirmation process ensures that someone else can't read your email.

If an address is unconfirmed, you will have the option to resend the confirmation email message or enter your confirmation code. You may also remove email addresses if you don't want to control mail sent to them.

Adding Additional Email Addresses

1. Click **add address** to add an additional email address.
2. MailShield will email a confirmation message to the email address you entered. Check your email for a message from "MailShield Server".
3. Click the confirmation link in this email message.

What if I can't add an address?

MailShield won't let you take an address that has been assigned to another user. If you believe you should control a particular address, talk to your server administrator.

Forwarding

MailShield can forward mail you receive at your email address(es) to other addresses. Mail forwarding can send your mail to someone else when you're on vacation, so it can be reviewed. Or, it can copy your mail to other accounts.

Forward My Mail to One or More Addresses

Select if you'd like to have your mail forwarded to other address(es)

Send a Copy to My Regular Address

Select if you'd like a copy of your messages also sent to your regular address.

Forwarding Address(es)

Enter the address(es) you'd like to have your mail forwarded to. Enter one address per line. Example:

joe@example.com jane@example.com

Reclassification

These settings determine what happens by default when you reclassify a message in [Messages](#).

Good Mail

Unquarantine Specified Messages

If checked, the message selected will be automatically unquarantined if applicable.

Unquarantine All Messages from This Sender

If checked, all messages from this sender will be automatically unquarantined if any are currently in your quarantine.

Add Sender to Good Senders List

If checked, this sender's email address will be added to your [Senders list](#) as a Good Sender, meaning all messages from this sender will be sent regardless of the spam score.

Bad Mail

Add Sender to Bad Senders List

If checked, this sender's email address will be added to your [Senders List](#) as a Bad Sender, meaning all messages from this sender will be flagged as spam regardless of the spam score.

Name/Password

My First Name

You may enter your first name here. Your name is for informational purposes only, and is not used by MailShield to filter mail.

My Last Name

You may enter your last name here. Your name is for informational purposes only, and is not used by MailShield to filter mail.

Password

Your password is masked here. To change it, enter your new password and re-type it for verification.