

Spam Filter (Symantec.Cloud) User Manual

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■ Purpose of this document

Symantec.Cloud is a tool that quarantines spam (Spam email) with high precision and removes email virus. This document describes how to use Symantec.Cloud.

■ Users of this document

People who use Symantec.Cloud.

Index

1 Overview	1
2 Types of emails delivered from Symantec.Cloud	1
2-1 Virus notification email	2
2-2 Spam quarantine notification email (Quarantine report on spam regularly distributed)3	
3 Log in to Symantec Email Quarantine	4
4 Operating Symantec Email Quarantine	7
4-1 How to refer text of email/ release email/ delete email.....	8
4-1-1 Referring text of email	8
4-1-2 Releasing email (release from quarantine).....	8
4-1-3 Deletion of email.....	8
4-2 How to register approval (Whitelist) / blocking (Blacklist) senders of email	8
4-2-1 Approval senders (Whitelist) registration	8
4-2-2 Blocking senders (Blacklist) registration	9
4-2-3 Approval senders domain (Whitelist) registration	9
4-2-4 Blocking senders domain (Blacklist) registration	9
4-3 How to manage approval (Whitelist)/ blocking (Blacklist).....	10
4-3-1 Addition of approval (Whitelist)	10
4-3-2 Deletion of approval (Whitelist)	10
4-3-3 Addition of blocking (Blacklist)	11
4-3-4 Deletion of blocking (Blacklist)	11
4-4 How to change delivery frequency of spam quarantine notification	12

■ Inquiry contact list

MISOL Support Center			
Service hours			8:00~21:00 (JST) except Saturday and Sunday
Email			Support@marubeni.com
Phone	Domestic	Hokkaido/Tohoku/Tokyo Shizuoka/Nagoya/Osaka Chugoku/Kyushu/Yoyogi	1299
		Other branches/offices/ operating companies	042-678-3121
	Overseas	Extensions	x-541-3121 (Japanese) x-541-3037 (English)
		Direct call	+81-42-678-3121 (Japanese) +81-42-678-3037 (English)
	*With an extension call, if the line is heavily busy it will not be able to connect to the operator in sequence order. If you would like to wait in sequence order, please use direct call.		

1 Overview

Symantec.Cloud is a tool that quarantines spam (Spam email) with high precision and removes email virus. The quarantined email has a retention period of 14 days.

2 The types of email delivered from Symantec.Cloud

There are two types of notification email sent out from Symantec.Cloud.

2-1 Virus notification email: Upon removal

2-2 Spam quarantine notification email: Upon quarantine (managed in Email Quarantine)

2 - 1 Virus notification email

When virus is detected in the email sent from outside, the email containing virus will be discarded before reaching mailboxes. When virus is detected, the following email will be delivered to the users.

Sender	alert@notification.messagelabs.com
Subject	WARNING: Someone tried to send you a potential virus or unauthorized code

If the following email reaches the mailbox and you remember the email address of the "Sender", contact the sender and confirm that the attached file contains virus and request for resending the email. (If you do not recall the sender, please do not contact the sender as there is fear of sender of spam.)

【Example of virus notification email】

The screenshot shows an email notification window with the following details:

- このメッセージ内の余分な改行が削除されました。
- 差出人: alert@notification.messagelabs.com 送信日時: 2012/09/06 (木) 21:57
- 宛先:
- CC:
- 件名: WARNING: Someone tried to send you a potential virus or unauthorized code

The main body of the email contains the following text:

The Symantec Email Security.cloud service detected a potential virus (such as a Trojan or Phish) in an email sent to you.

This email will be quarantined for up to 30 days.

Email Details:

Sender: MAILER-DAEMON@marubeni.com

Sending server IP address: 202.245.142.34

Recipient: tanabe-k@jpn.marubeni.com

Subject: Returned mail: see transcript for d... (such as a Trojan or Phish) in an email sent to you.

Date: Thu, 6 Sep 2012 21:56:38 +0900 (JST) ...

Virus/Unauthorized code: >>> Possible Malware: ...

'5349757_7X_AB_PA1_MO__message.txt'.

Email quarantined on mail server server-13.tower-100.messagelabs.com (IP: 202.245.142.34)

Please contact your IT Helpdesk or System Administrator for further assistance.

Two red callouts are present in the screenshot:

- A callout pointing to the sender address MAILER-DAEMON@marubeni.com with the text: "Sender (The sender of removed email)".
- A callout pointing to the recipient address tanabe-k@jpn.marubeni.com with the text: "Recipient (The destination where removed email was supposed to be originally sent)".

2 - 2 Spam quarantine notification email (Quarantine report on spam regularly distributed)

When spam has quarantined, "Spam quarantine notification email" will be delivered to the following sender with the subject. It will not be delivered if there is any spam.

Sender	Email Quarantine <quarantine@us.quarantine.symantec.com>
Subject	Email Quarantine: You have 1 new emails

If in case that the necessary email has been quarantined, please click "**Release**".

The targeted email will be delivered to the mailbox. *Normally on next day (Japan time from 9: 00 AM)

*Please refer to the chapter of "4 Operation with Symantec email quarantine", in terms of how to change the delivery time of spam quarantine notification emails and the number of delivery.

【Example of spam quarantine notification email (Email Quarantine)】

2016/10/27 (木) 19:00
 Email Quarantine <quarantine@us.quarantine.symantec.com>
 Email Quarantine: You have 1 new emails
 宛先 ZMM TEST1132-ZMME22E

Email Quarantine

Dear zmm00132-3mtest1113@marubeni.com

You have 1 email in quarantine

Spam test

From: toohes2@yahoo.co.jp (toohes2@yahoo.co.jp)
MAIL FROM: toohes2@yahoo.co.jp
To: zmm00132-3mtest1113@marubeni.com

10/27/16 9:45 AM | Spam Mail | 2.9 kB

Release Delete Approve Block

Emails will be deleted automatically after... you can change the frequency of these notifications within your email quarantine p...

Log in

Click "Release" to be delivered to the mailbox.

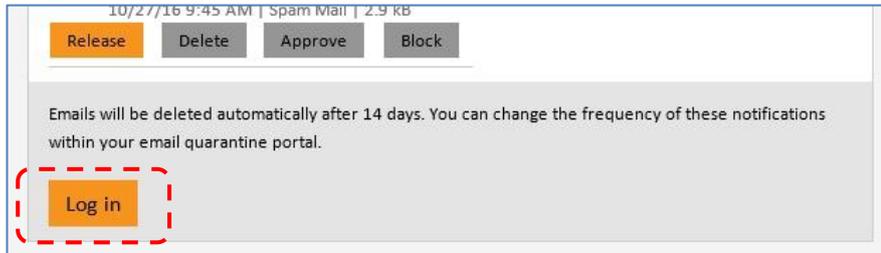
- Release: Releasing quarantine status.
- Delete: Deleting quarantined email. It cannot be restored after deletion.
- Approve: Registering senders in Whitelist and release at the same time.
- Block: Register senders in Blacklist.

For details on functions, please refer to the chapter of "4 Operation of Symantec email quarantine".

3 Log in to Symantec Email Quarantine

In administration screen of Symantec Email Quarantine, you will be able to confirm and release the quarantined emails, and to register Whitelist and Blacklist as well.

In order to login, please click "Login" at the bottom of spam quarantine notification email,

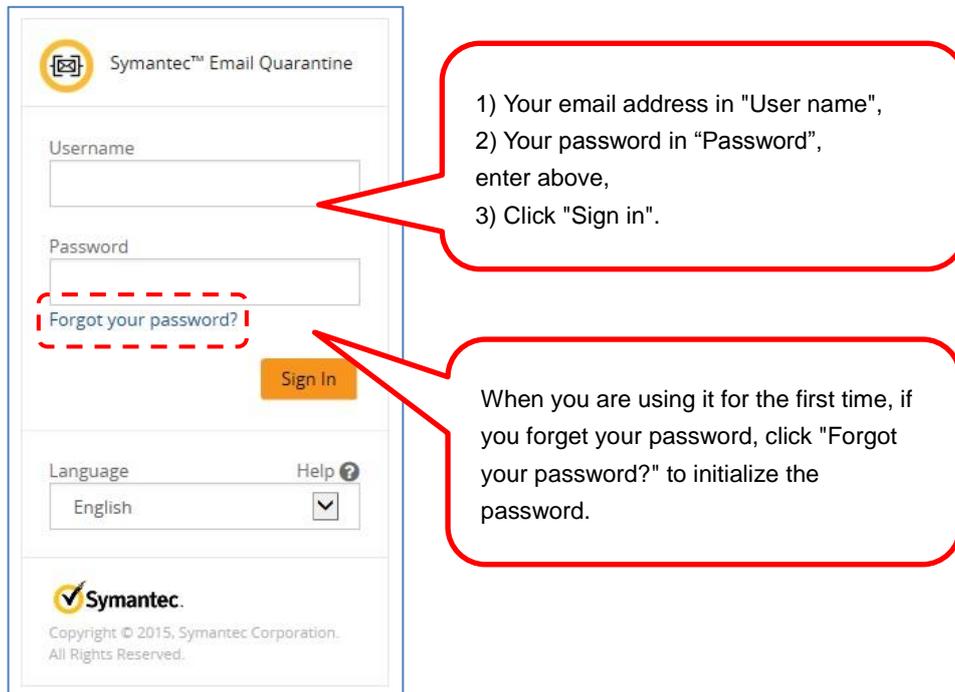


or start Internet Explorer, enter the following URL in the address field, and press "Enter".

<https://us.quarantine.symantec.com/?default_locale=en_US>

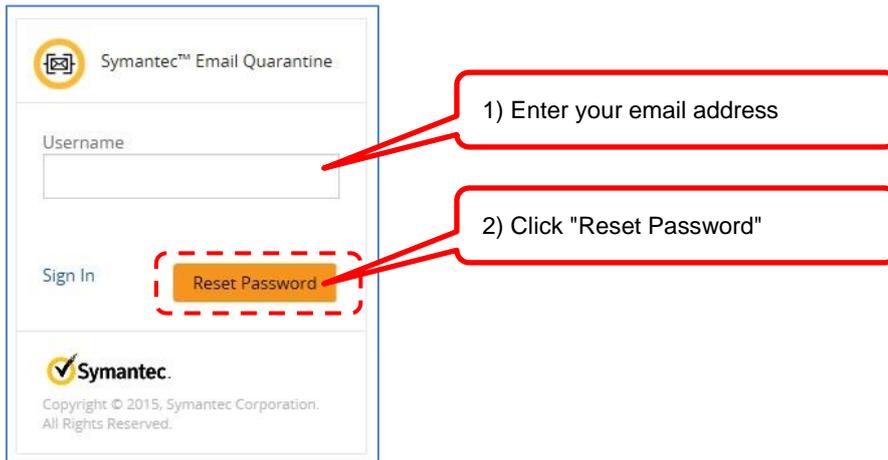


① Log in screen



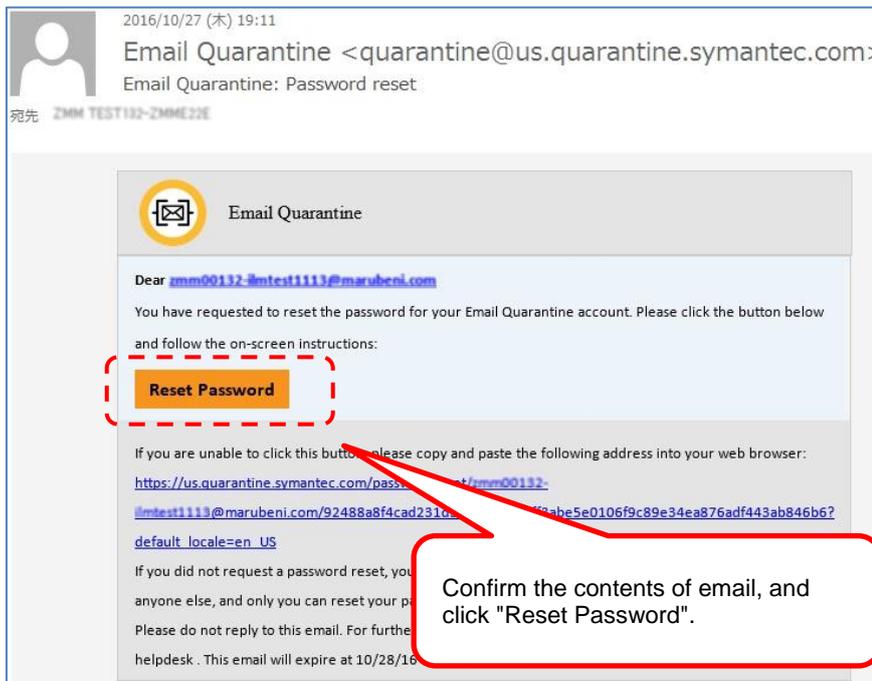
*The password of Email Quarantine is not linked with the password of email system.

② Initialization of password

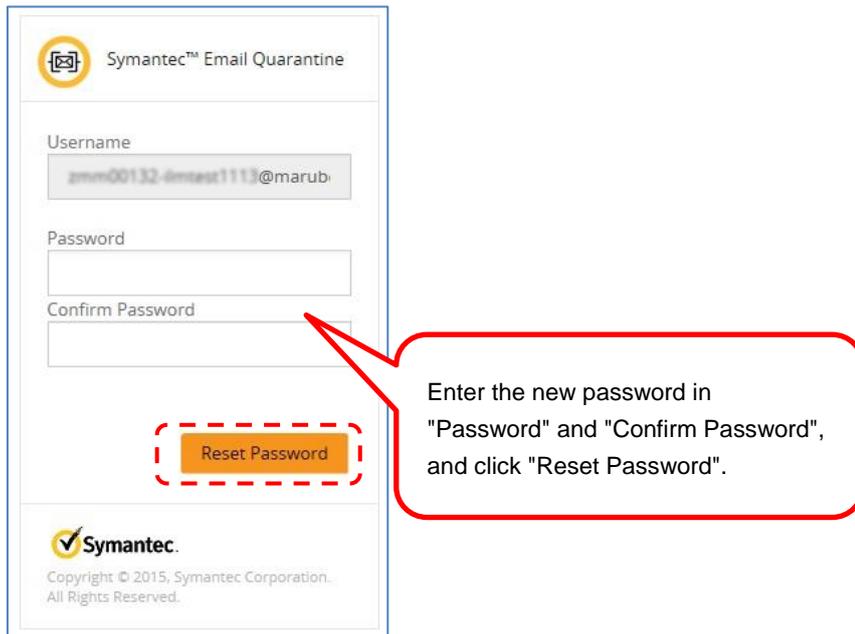


By clicking "Reset Password", the password reset email will be sent to the mailbox.

③ Confirm the password reset email.



- ④ The browser starts automatically and the new password entry screen will be displayed. Enter the new password in "Password" and "Confirm Password", and click "Reset Password".



The rules of the password are as follows:

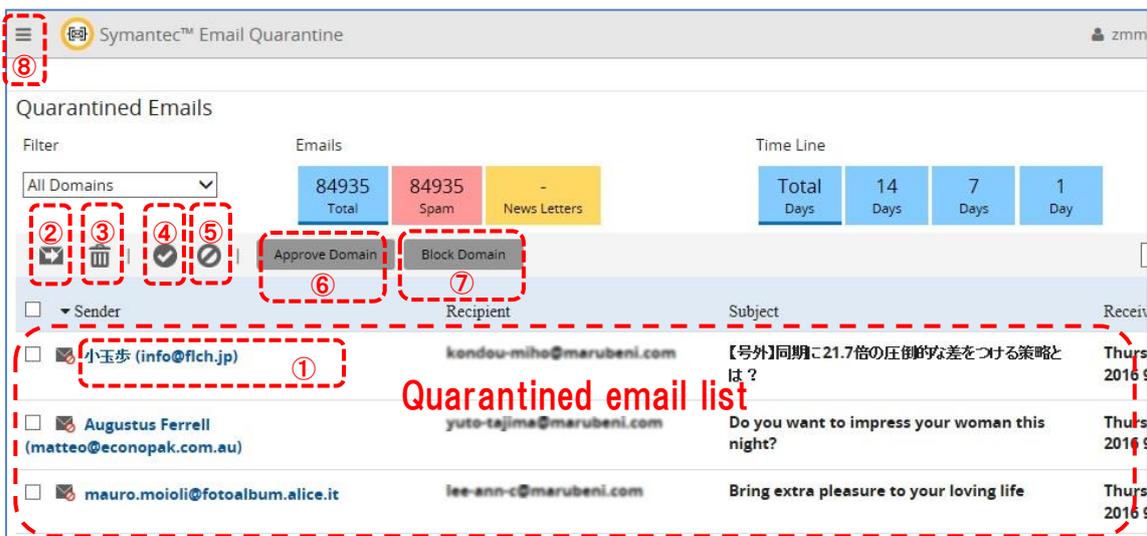
Password length	8 characters or more, letters of uppercase and lowercase are distinguished
Required character type	Include 3 kinds of letters, numbers and symbols
Password history	The password that has been used in the past five times cannot be used.
Password validation period	90 days
Number of changes	Up to 10 times within 24 hours

4 Operating Symantec Email Quarantine

You will be able to perform the following operations and settings on the management screen:

- 4-1. Browse/release/delete the text of the quarantined email without waiting for the spam quarantine notification email
- 4-2. Registering approval (Whitelist)/blocking (Blacklist) of sender's email address
- 4-3. Management (addition/deletion) of approval (Whitelist)/blocking (Blacklist)
- 4-4. Change the delivery time and the number of spam quarantine notification email

【Management screen】



Description of each function

List of quarantined email	This is a list of email that is judged to be spam and is being quarantined.
① Text reference	By clicking the sender's link, it allows you to browse the body of the email without releasing quarantined email.
② Release	Release the quarantine status and deliver it to the mailbox.
③ Delete	Delete the quarantined email. It cannot be released after deletion. (Blocking registration will not be done.)
④ Approval (Whitelist)	Register the sender's email address of the quarantined email in Whitelist not to be judged as a spam from next time. It will also be released with the registration simultaneously.
⑤ Block (Blacklist)	Register the sender's email address of the quarantined email in Blacklist to be judged as a spam from next time.
⑥ Approval of domain (Whitelist)	Register the domain (after @) of the sender's email address of the quarantined email in Whitelist not to be judged the targeted domain as a spam from next time.
⑦ Blocking of domain (Blacklist)	Register the domain (after @) of the sender's email address of the quarantined email in Blacklist to be judged the targeted domain as a spam from next time.
⑧ Menu	Control the operation to approval/ blocking list management and spam quarantine notification frequency settings screen.

4 - 1 How to refer text of email/ release email/ delete email

4 - 1 - 1 Referring text of email

- Locate the quarantined email which you want to refer the text from the quarantined email list.
- Click "Sender" which is being hyperlinked in order to display the text.
- You can confirm the text of email without releasing quarantined email.

4 - 1 - 2 Releasing email (release from quarantine)

- Locate the quarantined email you want to release from the quarantined email list, and tick the check box.
- Click "Release" icon.
- The targeted email will be delivered to the mailbox.



4 - 1 - 3 Deletion of email

- Locate the quarantined email you want to delete from the quarantined email list, and tick the check box.
- Click "Delete" icon.
- Deletion cannot be restored.



4 - 2 How to register approval (Whitelist) / blocking (Blacklist) senders of email

4 - 2 - 1 Approval senders (Whitelist) registration

- Locate the quarantined email you want to approve from the quarantined email list, and tick the check box.
- Click "Approve" icon.
- At the same time, release will be done as approval registration.



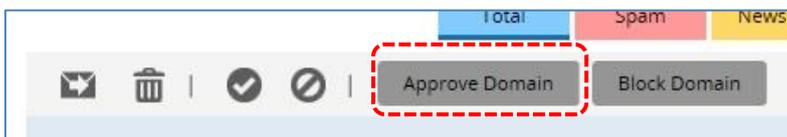
4 - 2 - 2 Blocking senders (Blacklist) registration

- Locate the quarantined email you want to block from the quarantined email list, and tick the check box.
- Click "Block" icon.
- When it has quarantined, spam quarantine notification email will be delivered.



4 - 2 - 3 Approval senders domain (Whitelist) registration

- Locate the quarantined email you want to approve from the quarantined email list, and tick the check box.
- Click "Approve Domain" icon.
- All emails delivered from the targeted domain will not be judged as spam.



4 - 2 - 4 Blocking senders domain (Blacklist) registration

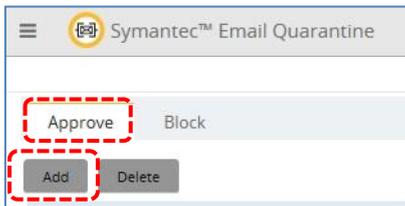
- Locate the quarantined email you want to block from the quarantined email list, and tick the check box.
- Click "Block Domain" icon.
- All emails delivered from the targeted domain will be judged as spam and will be quarantined.
- When it has quarantined, spam quarantine notification email will be delivered.



4 - 3 How to manage approval (Whitelist)/ blocking (Blacklist)

4 - 3 - 1 Addition of approval (Whitelist)

- Click the menu of ⑧ and click "Approve/Block".
- Click "Approve" tab.



- Click "Add" button.

 A screenshot of a dialog box titled 'Approve Domain or Sender'. The dialog box contains the following text: 'Specify the email address or domain, e.g. jsmith@example.com or example.com, that you wish to add to your Approved/Blocked sender list.' Below this text, there are two input fields. The first field is labeled 'Sender' and contains the text 'test@marubeni.com'. The second field is labeled 'Description' and contains the text 'approve test'. Below the input fields, there is a 'Submit' button. The 'Sender' field, the 'Description' field, and the 'Submit' button are all highlighted with red dashed boxes.

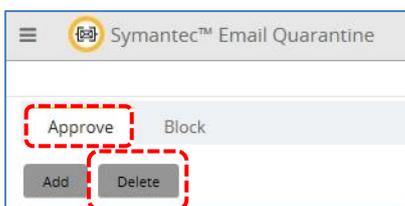
- Enter "email address" or "email domain" which you want to approve in "Sender" on the displayed screen.

*Please fill in after @ for domain. (Ex.) [test@marubeni.com] → [marubeni.com]

- Enter the date and reason to be registered in "Description". (Blank is available as it is an optional item)
- Click "Submit" button to complete registration.

4 - 3 - 2 Deletion of approval (Whitelist)

- Click the menu of ⑧ and click "Approve/ Block".
- Click "Approve" tab.

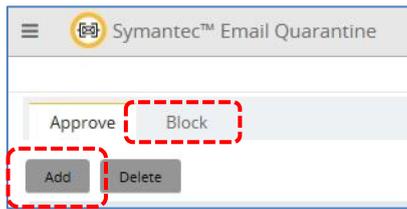


- Locate the email address and email domain you want to delete from approval, and tick the check box.

- Click "Delete" button.

4 - 3 - 3 Addition of blocking (Blacklist)

- Click the menu of ⑧ and click "Approve/ Block".
- Click "Block" tab.



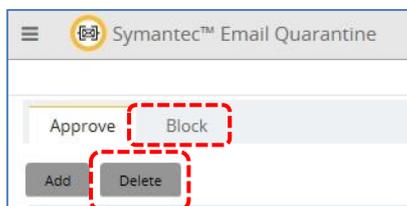
- Click "Add" button.

 A screenshot of a dialog box titled "Block Domain or Sender". The dialog box contains the following text: "Specify the email address or domain, e.g. jsmith@example.com or example.com, that you wish to add to your Approved/Blocked sender list." Below this text, there are two input fields. The first field is labeled "Sender" and contains the text "test@marubeni.ad". The second field is labeled "Description (250 characters)" and contains the text "block test". At the bottom right of the dialog box, there is a "Submit" button. Red dashed boxes highlight the "Sender" field, the "Description" field, and the "Submit" button.

- Enter "email address" or "email domain" which you want to approve in "Sender" on the displayed screen.
- *Please fill in after @ for domain. (Ex.) [test@marubeni.com] → [marubeni.com]
- Enter the date and reason to be registered in "Description". (Blank is available as it is an optional item)
- Click "Submit" button to complete registration.
- When blocked registration email has been sent, it will be quarantined and spam quarantine notification email will be delivered.

4 - 3 - 4 Deletion of blocking (Blacklist)

- Click the menu of ⑧ and click "Approve/ Block".
- Click "Block" tab.



- Locate the email address and email domain you want to delete from blocking, and tick the check box.
- Click "Delete" button.

4 - 4 How to change delivery frequency of spam quarantine notification

- Click the menu of ⑧ and click "Settings".

Symantec™ Email Quarantine

Change Password Notification Frequency Manage Aliases

To change your Email Digest Notification Frequency, please provide the information requested below.

Enable Notification

Notification Frequency Every day

Notifications Send Time

Cancel Save

- Choose the frequency of notification you want to change from the drop-down list of "Frequency of notification".

Choose from the following choices:

[Every day], [Every 2 days], [Every day (weekdays only)], [Every Sunday],
 [Every Monday], [Every Tuesday], [Every Wednesday], [Every Thursday],
 [Every Friday], [Every Saturday], [Every 1 hour], [Every 3 hours],
 [Every 6 hours], [Every 12 hours]

- Choose the delivery time you want to change from the drop-down list of "Delivery time of notification".

Choose from the following choices:

[00:00], [01:00] - - - [22:00], [23: 00]

- Lastly, click "Save" to fix the settings.

Revision history

Version	Date of revision	Contents of revision	Reason of revision
2.0	Jan. 27, 2013	-	Start using Symantec.Cloud at overseas offices
2.1	Feb. 5, 2013	-	Revision on description of password rules
2.2	Mar. 14, 2013	-	Revision upon domestic/overseas system unification
2.3	Feb. 25, 2014	-	Unifying its appearance
2.4	Apr. 21, 2014	-	Correction on appearance
2.5	Jan. 28, 2016	-	Correction on description of Support Center
2.6	Oct. 21, 2016	-	Revised upon Symantec specification changes