

SonicWall™ Email Security 9.0

User Guide

SONICWALL™

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Legend



WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.



CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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This Guide

About this Guide

Welcome to the *SonicWall Email Security User Guide*. This document provides instructions for basic configuration for users of the SonicWall Email Security product, including Email Security appliances, the Email Security Virtual Appliance, and Email Security Software.

The document contents include:

- This chapter, **This Guide**, provides a general document overview and describes the conventions used within this guide.
- Chapter 2, **Junk Box Management**, describes how to review and process email messages that have been flagged as spam, virus-infected, organization policy violations, or phishing.
- Chapter 3, **Anti-Spam**, provides an overview and configuration information specific to the Anti-Spam feature.
- Chapter 4, **Settings**, allows you to add delegates to your Junk Box
- Chapter 5, **Policy**, describes how to create filters in which you specify the action you want Email Security to take on messages that meet the conditions you define.
- Chapter 6, **Reports & Monitoring**, provides information on how to view system status and another other Email Security data through the Reports & Monitoring option on the user interface.
- Chapter 7, **Downloads**, reviews the tools available for you to download to enhance your spam-blocking capabilities.
- Chapter 8, **SonicWall Support**, describes how to request support from SonicWall and what options are available.

Go to <https://support.sonicwall.com/technical-documents> for the latest version of this guide as well as other SonicWall products and services documentation.

Guide Conventions

The following conventions used in this guide are as follows:

Guide Conventions

Convention	Use
Bold	Highlights dialog box, window, and screen names. Also highlights buttons. Also used for file names and text or values you are being instructed to type into the interface.
<i>Italic</i>	Indicates the name of a technical manual. Also indicates emphasis on certain words in a sentence. Sometimes indicates the first instance of a significant term or concept.

Junk Box Management

The Junk Box allows you to review and process email messages that have been quarantined in the Junk Box. Through analysis, these emails have been flagged as spam, virus-infected, policy violations, or phishing attempts. After review, you can unjunk a falsely identified message. When you unjunk an incoming message, Email Security adds the sender of the message to your Allowed list and delivers the email to you.

This chapter provides information about the following topics:

- [Logging In to Your Junk Box](#)
- [Junk Box](#)
- [Junk Box Summary](#)

Logging In to Your Junk Box

When Email Security determines a message is junk, the message is stored in a Junk Box on the Email Security server and alerts you by email. You can log in to your Junk Box to view messages that were junked by Email Security.

To log in to your Junk Box, click the **Visit Junk Box** link in the Junk Box Summary email.

Messages received by your organization in the past 24 hours

4743 Junk

1619 Good

Junk Emails Blocked: 1

The email listed below has been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days.

To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: techpubs@enqr.sonicwall.com

[Visit Junk Box](#)

Action	From	Subject	Threat
Unjunk View	send@agoraganha.com.br	GANHE um E-BOOK para fazer deliciosas receitas na sua c...	Spam

To manage your personal junk email blocking settings, use your standard username and password to login here:

<http://esapp9000p.sv.us.sonicwall.com>

Junk blocking by SonicWall Inc.

NOTE: Many of SonicWall Email Security windows are pop-up windows; configure your web browser to allow pop-ups from the SonicWall Email Security server.

Junk Box

After clicking the **Visit Junk Box** link in the Junk Box Summary email, you are automatically directed to the **Junk Box Management > Junk Box** page. Messages can be quickly searched, sorted and filtered. Under the simple search fields, the system shows how long junked email is retained before it is deleted.

Junk Box Management / **Junk Box**

Simple search: in **Subject**

Surround sentence fragments with quote marks "" for example; "look for me" Boolean operators (AND OR NOT) are supported.

Items in the Junk Box will be deleted after **90 days**

For **Advanced** search filters, click on ▼ icon in respective column.
Displaying 195 records (0.992 secs)

From	Threat	Subject	Received
<input type="checkbox"/> novas@privilegi...	Spam	Prepare-se Para o Inverno com Produtos Importados e Exclusivos do Melhor Clube de Compras do Brasil.	02/23/2017 10:36 AM
<input type="checkbox"/> send@agoragan...	Spam	GANHE um E-BOOK para fazer deliciosas receitas na sua casa!	02/22/2017 01:30 PM
<input type="checkbox"/> mail@domain-...	Spam	RE:副業に関しての問い合わせ	02/22/2017 03:06 AM
<input type="checkbox"/> novas@privilegi...	Spam	Prepare-se Para o Inverno com Produtos Importados e Exclusivos do Melhor Clube de Compras do Brasil.	02/21/2017 02:28 PM
<input type="checkbox"/> send@grandesn...	Spam	Prepare-se Para o Inverno com Produtos Importados e Exclusivos do Melhor Clube de Compras do Brasil.	02/19/2017 07:17 PM
<input type="checkbox"/> send@entrarapi...	Spam	GANHE um E-BOOK para fazer deliciosas receitas na sua casa!	02/18/2017 09:48 AM
<input type="checkbox"/> uol@teckq.com	Likely Spam	Site + Domínio + E-mail personalizado por 59,90	02/17/2017 01:54 AM
<input type="checkbox"/> send@grandesn...	Spam	Aprenda a fazer deliciosas receitas e ainda ganhe um E-BOOK de nossas receitas!	02/15/2017 01:06 PM
<input type="checkbox"/> informes@atam...	Likely Spam	Lacqua di Fiori empresa com 36 anos mercado entra para marketing multinível	02/14/2017 07:08 PM
<input type="checkbox"/> techpubs@sonic...	Spam	Americanas.com - Smart TV Nano Cristal 60" Samsung 60JS7200 SUHD Ultra HD 4K com Conversor Digital 4 HDMI 3...	02/14/2017 04:53 PM
<input type="checkbox"/> send@agoragan...	Spam	GANHE um E-BOOK para fazer deliciosas receitas na sua casa!	02/14/2017 05:53 AM
<input type="checkbox"/> info@gentile.pl	Spam	I am writing this letter to invite you to an online dating website, with a difference.	02/13/2017 02:26 PM
<input type="checkbox"/> top@soatop.co...	Spam	Seu Anjo pode mudar tudo em 2017!	02/11/2017 09:48 AM
<input type="checkbox"/> send@breveinfo...	Likely Spam	Produtos com preços especiais para você aproveitar! Especial BBB.	02/08/2017 03:13 AM
<input type="checkbox"/> send@grandesn...	Spam	Seu Anjo pode mudar tudo em 2017!	02/07/2017 02:05 PM
<input type="checkbox"/> send@grandesn...	Spam	Seu Anjo pode mudar tudo em 2017!	02/06/2017 05:09 AM

Simple Search Queries

Junk Box Management / **Junk Box**

Simple search: in **Subject**

Surround sentence fragments with quote marks "" for example; "look for me" Boolean operators (AND OR NOT) are supported.

To perform a simple search:

- 1 Enter the text you want to search for in the **Simple search** field.
Surround sentence fragments with quotes (for example: "look for me"). Boolean operators AND, OR, and NOT are supported.
- 2 Select the field to search on from the drop-down menu.
Choose from **Subject**, **To**, **From**, or **Unique Message ID**.
- 3 Click on **Search**.
The results are displayed in the data table.

Advanced Search Filters

Advanced search filters are performed directly on the data that's displayed. Select the down arrow next to the column title to filter the data. Some columns are searchable by typing in a string of text to search on. Like when using the simple query, you can search on fragments by using quote marks and the Boolean operators AND, OR and NOT. Other columns allow you to choose one or more filters from a list of pre-populated options. You can also filter more than one column at a time. The results of any filtering are immediately shown in the data table.

Sorting

The columns in the data table can be sorted in sorted in ascending or descending order.

To sort a column:

- 1 Click in a the column you want to sort. A small arrowhead appears in the column. The arrowhead points up to indicate ascending order and down to indicate descending order.
- 2 Click in the column again to change the direction of the arrowhead. The data refreshes immediately to reflect the choice you made.

Customizing the Data Table Format

Customize the table format by using the buttons at the top of the table.

Button name	Definition
Add Columns	Select Add Columns to get the drop down menu. Check the box for the data you want to appear in the table. Uncheck them to remove them from the table.
Clear Filers	Clears any filters you set during an advanced filtering search.
Save View	Saves the view you created after adding or removing columns.
Reset to Default View	Resets the data table back to the default view.
Settings	Takes you to Anti-Spam > Spam Management to customize the settings for managing spam in your Junk Box. See Spam Management for more information.

Managing Junk Box Messages

Depending on how your Email Security implementation is configured, you may be able manage your own Junk Box. See the table below for a description of the buttons at the top left of the data table.

Button name	Definition
Delete	<i>If configured to allow user control</i> , this deletes the selected messages. Select one message by clicking on it. Select a series of messages by clicking on the first message and then shift-clicking on the last one. Select disconnected messages by control-clicking on each one you want. Then click on Delete .
Unjunk	<i>If configured to allow user control</i> , this allows you to remove a valid email message from the Junk Box. Select one message by clicking on it. Select a series of messages by clicking on the first message and then shift-clicking on the last one. Select disconnected messages by control-clicking on each one you want. Then click on the Unjunk button.
Refresh	Refreshes the data in the table.

Junk Box Summary

The **Junk Box Management > Junk Box Summary** page contains the Frequency Settings and Other Settings sections that you use to set up message management for the Junk Box. If **Adhere to system defaults** is checked, system defaults are followed, and the selectable settings are grayed out and disabled. To configure your own settings, deselect this check box.

Frequency Settings

If adhering to system defaults is disabled, you can choose how often you receive summary emails about your junk box.

Junk Box Management / **Junk Box Summary**

Adhere to System defaults

Manage Configuration

Frequency Settings

Frequency of summaries:

1 Day

Time of day to send summary:

Any time of day

Within an hour of

Day of week to send summary:

Any day of the week

Send summary on

Time Zone

To define Frequency Settings:

- 1 Choose the **Frequency of summaries** from the drop down list. Options range from **1 or 4 hours; 1, 3, 7 or 14 days; or Never**.
- 2 Select the **Time of day to send summary**. You can select **Any time of day** or specify an hour to send by selecting **Within an hour of** and choosing the hour from the drop down menu.
- 3 Select the **Day of week to send summary**. You can select **Any day of the week** or select **Send summary on** and specify a day.
- 4 Specify the **Time Zone** for the system.
- 5 Scroll to the bottom of the page and select **Apply Changes** if done.

Other Settings

If adhering to system defaults is disabled, you can the parameters of the Junk Box Summary email.

To define the Other Settings for the Junk Box Summary:

- 1 Select the **Language of summary email** from the drop down list.
- 2 Check the box to enable **Plain summary** if you want to send junk box summaries without graphics.

Refer to [Logging In to Your Junk Box](#) to see a graphic example of the Junk Box Summary. The following image shows a plain summary:

Junk Box Summary for: biz@example.com

In the past 24 hours, your organization has received 8040 Junk emails and 1122 Good emails.

Junk Emails Blocked: 24
 The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Junk Box Summary

[Unjunk]	[View]	johnn@180solutions.com	Re: 180 Advertising
[Unjunk]	[View]	dmcwzzain@hotmail.com	-*- YES, Earn a Doctors income wi...
[Unjunk]	[View]	support@ebay.com	Win Free Stuff
[Unjunk]	[View]	spammer@corp.net	Take Some Viagra, its Cheap
[Unjunk]	[View]	jlef@mb12.com	Enlarge another body part
[Unjunk]	[View]	sally@getitup.com	Nigerian Prince wants your PIN number
[Unjunk]	[View]	edd@aled.net	Mortgage rates that are just OK
[Unjunk]	[View]	aber@ls.i.ua	95% off of our Yahts
[Unjunk]	[View]	save@real-profesions.com	Become a surgeon in only two weeks
[Unjunk]	[View]	openit@dareyou.com	Open this attachment: crack.exe
[Unjunk]	[View]	cuz@find-family.com	Your long lost half cousin
[Unjunk]	[View]	tic-tac@halatosis.com	Does your breath stink? Mine did
[Unjunk]	[View]	smash-mouth@onthesun.com	Hey now, your an all-star, go play
[Unjunk]	[View]	wow@cards-for-all.com	Playing cards of Canada's Most Wanted
[Unjunk]	[View]	mr.tingles@petstylist.com	Pajamas for your Poodle
[Unjunk]	[View]	info@paypal.com	Paypal lost your info. Please submit again
[Unjunk]	[View]	strawberry@jam12.net	Platinum Membership to the Jam Club
[Unjunk]	[View]	sir@mixalot.com	I like big butts and I can not lie
[Unjunk]	[View]	hard-drive@yourpc.com	A Message From Your Computer: I need updates
[Unjunk]	[View]	warning@alertsPC.com	*!Alert. Read this. Click on buttons or BOOM
[Unjunk]	[View]	31331@haxor.i.ua	133t H@x0r eZ xP10ts
[Unjunk]	[View]	ez@speller.com	Learn to read words like a Pro
[Unjunk]	[View]	biggy@fat-guru.com	Secret strategies of staying unemployed and fat
[Unjunk]	[View]	opportunity@yesyoucan.com	Crop dusting jobs for Arab Americans

To manage your personal junk email blocking settings, use your standard username and password to log in here: <http://twinpeaks.corp.example.com>

Junk blocking by SonicWALL, Inc.

- 3 Select the type of information for your Summaries to include. Select **All junk messages** or **Only likely junk (hide definite junk)**.
- 4 If you want to **Send Junk Box Summary to delegates**, check the box and the you will not receive it.
- 5 Select **Apply Changes**.

Anti-Spam

Email Security uses multiple methods of detecting spam and other unwanted email. This chapter reviews the configuration information for Anti-Spam:

- [Spam Management](#)
- [Anti-Spam Aggressiveness](#)
- [Languages](#)
- [Anti-Spam Aggressiveness](#)

Spam Management

By default, the **Adhere to System Defaults** check box is selected. To configure your own settings, deselect this check box.

To manage messages marked as definite spam or likely spam:

- 1 Navigate to the **Anti-Spam > Spam Management** page.

The screenshot shows the 'Spam Management' configuration page. At the top, there is a breadcrumb 'Anti-Spam / Spam Management'. Below this is a section with a header 'Spam Management' and a checkbox 'Adhere to System defaults' which is currently unchecked. Underneath is a 'Manage Configuration' section. It contains two main configuration areas: 'Action for messages marked as Definite Spam:' and 'Action for messages marked as Likely Spam:'. Each area has three radio button options: 'No action', 'Store in Junk Box and delete after 15 days.' (which is selected), and 'Tag with [input field] added to the subject'. The 'Definite Spam' tag input field contains '[SPAM]' and the 'Likely Spam' tag input field contains '[LIKELY_SPAM]'. At the bottom of the configuration area, there is a checkbox 'Accept automated Allowed Lists' which is also unchecked, and an 'Apply Changes' button.

- 2 Choose the action for messages marked as **Definite Spam**:

Response	Effect
No Action	No action is taken for messages.
Store in Junk Box (default setting)	The email message is stored in the Junk Box. It can be unjunked by users and administrators with appropriate permissions. This option is the recommended setting.
Tag With	The email is tagged with a term in the subject line, for example [SPAM]. Selecting this option allows the you to have control of the email and can junk it if it is unwanted.

- 3 Chose the action for messages marked as **Likely Spam**. Use the same definitions as above and tag with unique text such as [LIKELY].
- 4 Select the **Accept Automated Allowed List** check box to allow automated lists that are created by User Profiles to prevent spam. With this feature enabled, User Profiles analyze the recipients of emails from members of your organization and automatically added them to Allowed Lists.
- 5 Click **Apply Changes** to save and apply changes to this screen.

Anti-Spam Aggressiveness

The **Anti-Spam > Anti-Spam Aggressiveness** page allows you to tailor how aggressively the Email Security product blocks spam to your mailbox. You can check the box at the top of the page to Adhere to System defaults.

NOTE: Configuring this page is optional.

Anti-Spam / **Anti-Spam Aggressiveness**

Adhere to System defaults

Manage Configuration

Use this page to control spam-blocking aggressiveness.

General Settings	Mildest	Mild	Medium	Strong	Strongest
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Adversarial Bayesian Aggressiveness Selecting a stronger setting will make Email Security more likely to mark a message as spam.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Category Settings	Mildest	Mild	Medium	Strong	Strongest
Selecting a stronger setting will make messages with the content below more likely to be marked as spam.					
Sexual Content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Offensive Language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Get Rich Quick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bulk Emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Images	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

General Settings

Use the following settings to specify how stringently Email Security evaluates messages:

Setting	Description
Mildest	You receive a large amount of questionable email in your mailbox. This is the lightest level of aggressiveness.
Mild	You are likely to receive more questionable email in your mailbox and receive less email in the Junk Box. This can cause you to spend more time weeding through unwanted email from your personal mailbox.
Medium	You accept Email Security's spam-blocking evaluation.
Strong	Email Security rules out greater amounts of spam for you. This can create a slightly higher probability of good email messages in your Junk Box.
Strongest	Email Security heavily filters out spam. This creates an even higher probability of good email messages in your Junk Box.

To customize the spam blocking aggressiveness for General Settings:

- 1 Set **Grid Network Aggressiveness**.

The GRID Network Aggressiveness technique determines the degree to which you want to use the collaborative database. Selecting a stronger setting makes Email Security more likely more responsive to other users who mark a message as spam.

- 2 Set **Adversarial Bayesian Aggressiveness**.


The Adversarial Bayesian technique refers to SonicWall Email Security's statistical engine that analyzes messages for many of the spam characteristics. This is the high-level setting for the Rules portion of spam blocking and lets you choose where you want to be in the continuum of choice and volume of email. This setting determines the threshold for how likely an email message is to be identified as junk email.

- 3 Select **Apply Changes**.

Category Settings

The Category Settings allow you to select the level of aggressiveness for specific categories of spam. Use the following settings to specify the level of aggressiveness:

Setting	Description
Mildest	This setting allows you to view most of the email messages that contain terms that relate to the category.
Mild	This setting allows you to be able to view email messages that contain terms that relate to the category.
Medium	This setting forces Email Security to tag email messages with this content as Likely Junk.
Strong	This setting more likely tags email messages with this content as Definite Junk.
Strongest	This setting tags all email messages with this content as Definite Junk.

 **NOTE:** You can select the Strong setting for messages containing a specific category, such as sexual content, and a Mild setting for a category you may be less concerned about, like bulk emails.

To customize the spam blocking aggressiveness for Category Settings:

- 1 Select the following settings for each of these categories:
 - Set **Sexual Content**.
 - Set **Offensive Language**.
 - Set **Get Rich Quick**.
 - Set **Gambling**.
 - Set **Bulk Emails**.
 - Set **Images**.
- 2 Select **Apply Changes** to save the settings.

Languages


The **Anti-Spam > Languages** page gives you the option to **Allow All**, **Block All**, or have **No Opinion** on email messages in various languages. By default, the **Adhere to System Defaults** check box is selected and the options for customizing is grayed out. To configure your own settings, deselect this check box.

To customize the language settings:

- 1 Chose one of the following options for each language listed:
 - **Allow All**—Allows all email messages in a language without any screening.
 - **Block All**—Blocks all email messages in a language.
 - **No Opinion**—Allows email messages in a language to be screened by all filters installed in Email Security.
- 2 Select **Apply Changes** to save the settings.

Address Books

Use **Anti-Spam > Address Books** to allow or block people, companies, or email lists from sending you email. This page shows a compilation of allowed and blocked senders from your organization's lists, as well as lists provided by default.

 **NOTE:** Some of the entries were added by your organization, and appear on every user's list. These entries are indicated with a dimmed check box. You do not have access delete them from your list.

Using the Search Field

To search for an address:

- 1 Select the **Allowed** or **Blocked** tab.
- 2 Enter all or part of the email address in the **Search** field.
- 3 Customize your search by selecting or de-selecting the **People**, **Companies**, **Lists**, **Corporate**, or **Personal** checkboxes.
- 4 Click **Go** to perform the search.

Allowed**Blocked****Administration - Personal**

Use this page to allow or block people, companies, or mailing lists from sending you email. The final list shown is a compilation of allowed and blocked senders from your organization's lists and lists provided by default. Some of the entries on these lists were added by your organization. They appear in every user's list. These entries are indicated with a dimmed check box, and users cannot delete them from their lists.

Search

 People Companies Lists Corporate Personal

50 Rows

Page 1 of 1

<input type="checkbox"/>	Address	Type	Address Source
<input type="checkbox"/>	advantech.com	Companies	Corporate
<input type="checkbox"/>	advantech.com.tw	Companies	Corporate
<input type="checkbox"/>	dell.com	Companies	Corporate
<input type="checkbox"/>	dellteam.com	Companies	Corporate
<input type="checkbox"/>	eease.com	Companies	Corporate
<input type="checkbox"/>	messagesystems.com	Companies	Corporate
<input type="checkbox"/>	nsslabs.com	Companies	Corporate
<input type="checkbox"/>	port25.com	Companies	Corporate
<input type="checkbox"/>	registration@sonicwall.com	People	Corporate
<input type="checkbox"/>	secureworks.com	Companies	Corporate
<input type="checkbox"/>	senao.com	Companies	Corporate
<input type="checkbox"/>	senao.com.tw	Companies	Corporate
<input type="checkbox"/>	software.dell.com	Companies	Corporate

50 Rows

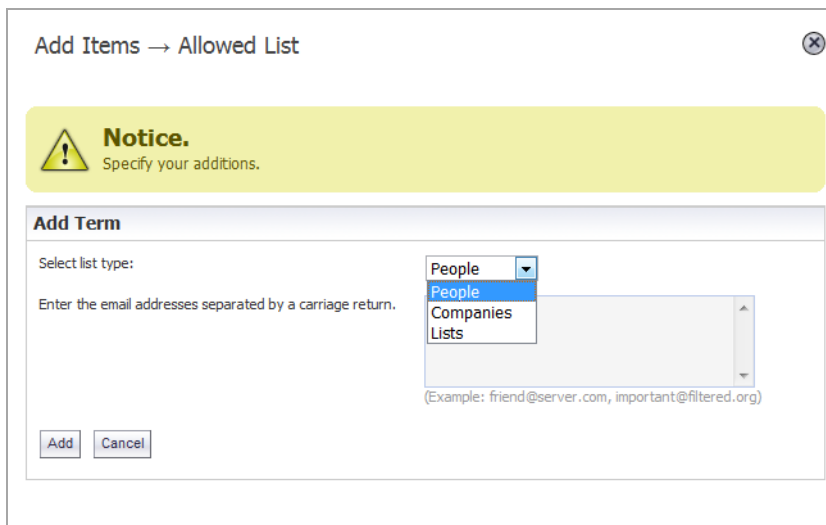
Page 1 of 1

Adding to the Address Book

To add People, Companies, or Lists to the Address Book:

- 1 To add items to your Allowed list, click the **Allowed** tab. To add items to your Blocked list, click the **Blocked** tab.

- 2 Click the **Add** button. The Add Items window displays.

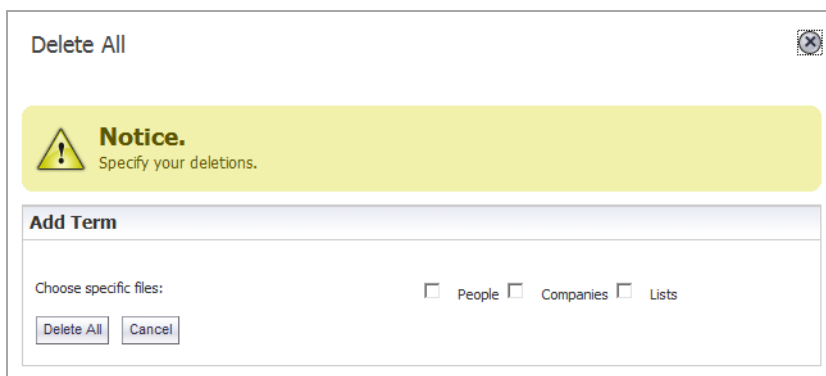


- 3 From the drop down menu, select the type of item you are adding. The options are **People**, **Companies**, or **Lists**.
- 4 If you selected **People**, type the email address in add in the space provided. Separate multiple entries by a comma.
If you selected **Companies**, specify the domains to add in the space provided.
If you selected **Lists**, specify the mailing lists to add in the space provided.
- 5 Click **Add** to finish adding to your list.

Deleting from the Address Book

To delete People, Companies, or Lists to the Address Book:

- 1 To delete items from your Allowed list, click the **Allowed** tab. To delete items from your Blocked list, click the **Blocked** tab.
- 2 Click the check box next to the items you want to delete.
- 3 Click the **Delete** button.
- 4 To delete all items from your list, click the **Delete All** button. You will have to select the type of item you want to delete (People, Companies, Lists). Then, click **Delete All**.



Settings

The **Settings** page allows you to add delegates to your Junk Box. Delegates are people who have full access to your personal Junk Box. Delegates have the availability to change your Junk Box settings, as well as manage the messages in your Junk Box.

The most common use of delegates may be for an administrative assistant that acts as a delegate to the CEO of a company. The assistant may need to frequently access the CEO's email messages, thus having access to the CEO's Junk Box and Junk Box Settings.

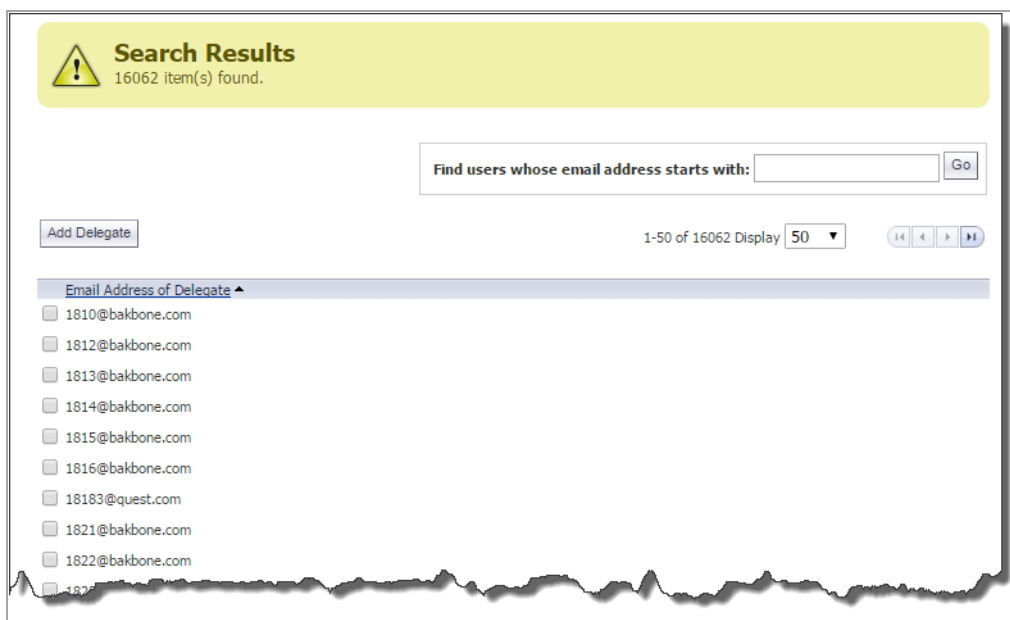
This chapter includes the following topics:

- [Adding a Delegate](#)
- [Deleting a Delegate](#)

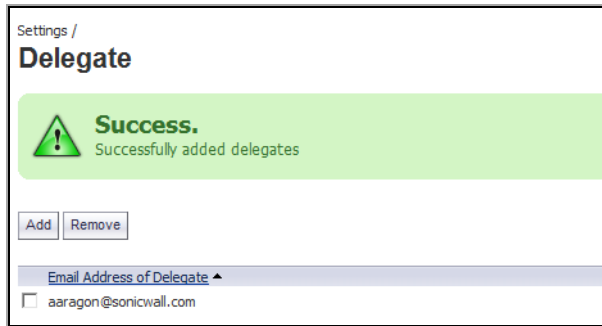
Adding a Delegate

To add a delegate to have access to your Junk Box:

- 1 Navigate to the **Settings > Delegates** page.
- 2 Click the **Add** button. The **Add Delegates** page displays.



- 3 Check the box by the name of the delegate in the list, or search for a specific email addresses by entering a partial address in the search field.
- 4 Click the **Add Delegate** button. The selected users are added to your list of Delegates.



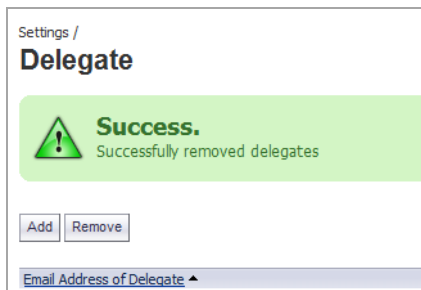
Deleting a Delegate

To remove users that are considered delegates for your Junk Box:

- 1 Navigate to the **Settings > Delegates** page.
- 2 Check the box next to the delegate you wish to remove.



- 3 Click the **Remove** button. The selected user(s) are removed from your list of Delegates.



Policy

Policy Management plays a key role in evaluating the email threats by filtering email based on message contents and attachments. You can create policy filters in which you specify an action or actions you want Email Security to take on messages that meet the conditions you define. For example, you can specify words to search for—a product term, for example—in content, senders, or other parts of the email. After filtering for specified characteristics, you can choose from a list of actions to apply to the message and its attachments.

Users can only define inbound filters. Outbound filters are managed by system administrators.

NOTE: Any of the policies configured in the Policy section take precedence over any entries made in the Allowed List.

To add a new filter:

- 1 Navigate to **Policy > Filters**.



NOTE: Outbound filters are disabled for users.

2 Select Add New Filter.

NOTE: The fields in the window change based on the action you choose.

- 3 The **Enable this Filter** check box is checked by default. Deselect the check box to create rules that do not go into effect immediately.
- 4 Choose whether the filter matches **All** of the conditions or **Any** of the conditions
 - All—Causes email to be filtered only when *all* of the filter conditions apply (logical AND)
 - Any—Causes email to be filtered when *any* of the conditions apply (logical OR)
- 5 Choose the parts of the message to filter in the **Select** field. See the following table for more information:

Select	Definition
From	Filter by the sender's name
To/Cc/Bcc	Filter by the names in the To, Cc, or Bcc fields
Subject	Filter by words in the subject
Body	Filter based on information in the body of the email
Subject or Body	Filter based on information in the subject and body of the email
Message Headers	Filter based on the information in the message header
Size of message	Filter messages based on the size of the message
Country Code	Filter based on sender's country code

- 6 Choose the matching operation in the **Matching** field. The choices for matching operation vary with the message part being matched against. The following table describes the matching operations available.

Type	Explanation	Example
with specific word	Equivalent to "Find the whole word only"	Search for the word "Mail" from the subject line "This is Mail" will match. Search for the word "Mail" from the subject line "This is MailFrontier" will not match.
without specific word	Not equivalent to "Find the whole word only"	
with specific phrase	Equivalent to "Find complete phrase"	Search for the words "is Mail" from the subject line "This is Mail" will match. Search for the words "is Mail" from the subject line "This is MailFrontier" will not match.
without specific phrase	Not equivalent to "Find complete phrase"	
starts with	The message part being searched for should start with the search value	Search for "This" from the subject line "This is Mail" will match.
ends with	The message part being searched for should end with the search value	Search for "is Mail" from the subject line "This is Mail" will match.
is	Only the search criteria should exist (exact match)	Search for the word "Mail" from the subject line "This is Mail" will not match. Search for "is Mail" from the subject line "is Mail" will match.
is not	Only the search criteria should not exist	Search for the phrase "is Mail" from the subject line "This is MailFrontier" will match.
contains	Substring search	Search for "is Mail" from the subject line "This is Mail" will match.
does not contain	Substring search does not match	
greater than	tests for a value greater than what is specified.	
less than	tests for a value less than what is specified.	

- 7 Enter the words or phrase that you want to filter in the **Search Value** text box.

If searching on a Country Code, the text field is disabled and the country code drop down menu is enabled.

8 Select the appropriate check boxes for further filtering.

- **Match Case**—Filters a word or words sensitive to upper and lower case.
- **Intelligent Attachment Matching**—Filters attachment names, such as .exe or .zip.
- **Disguised Text Identification**—Filters disguised words through the sequence of its letters, for example Vi@gr@.

i | **NOTE:** Disguised Text Identification cannot be used together with Match Case and can be selected only for Body and Subject message parts.

9 Click the **plus sign (+)** if you want to add another layer of filtering.

You can add up to 20 layers. Layers are similar to rock sifters: Each additional layer adds further screens that test email for additional conditions.

10 Choose the response action from the **Action** drop down list. The following table describes the available response actions:

Action	Effect
Permanently delete	The email message is permanently deleted and no further processing occurs in any SonicWall Email Security module occurs. This option does not allow the user to review the email and can cause good email to be lost.
Store in Junk Box	The email message is stored in the Junk Box. It can be unjunked by users and administrators with appropriate permissions. The user has the option of unjunking the email.
Deliver and skip Spam and Phishing analysis	The message is delivered without spam or phishing analysis.
Tag subject with	The subject of the email is tagged with a the specified term.
Strip all attachments	Remove all the attachments from the email.
Append text to message	The specified text is appended to the message body.
Reject with SMTP error code 550	

11 Check the **Stop processing policy filters** box when no additional filtering is required on a message. This check box is automatically selected and grayed out when you have selected a terminal action.

12 If additional actions need to be performed on the same message, select the **plus sign (+)** to the right. You cannot add the same action more than once to a specific filter rule. As a result, once an action has been selected, it is not available in the drop down list for further selection within the current filter rule.

13 Type a descriptive name in the **Filter Name** text box.

14 In the text field, describe the **Purpose** of the filter.

15 Click the **Save This Filter** button.

To delete a filter:

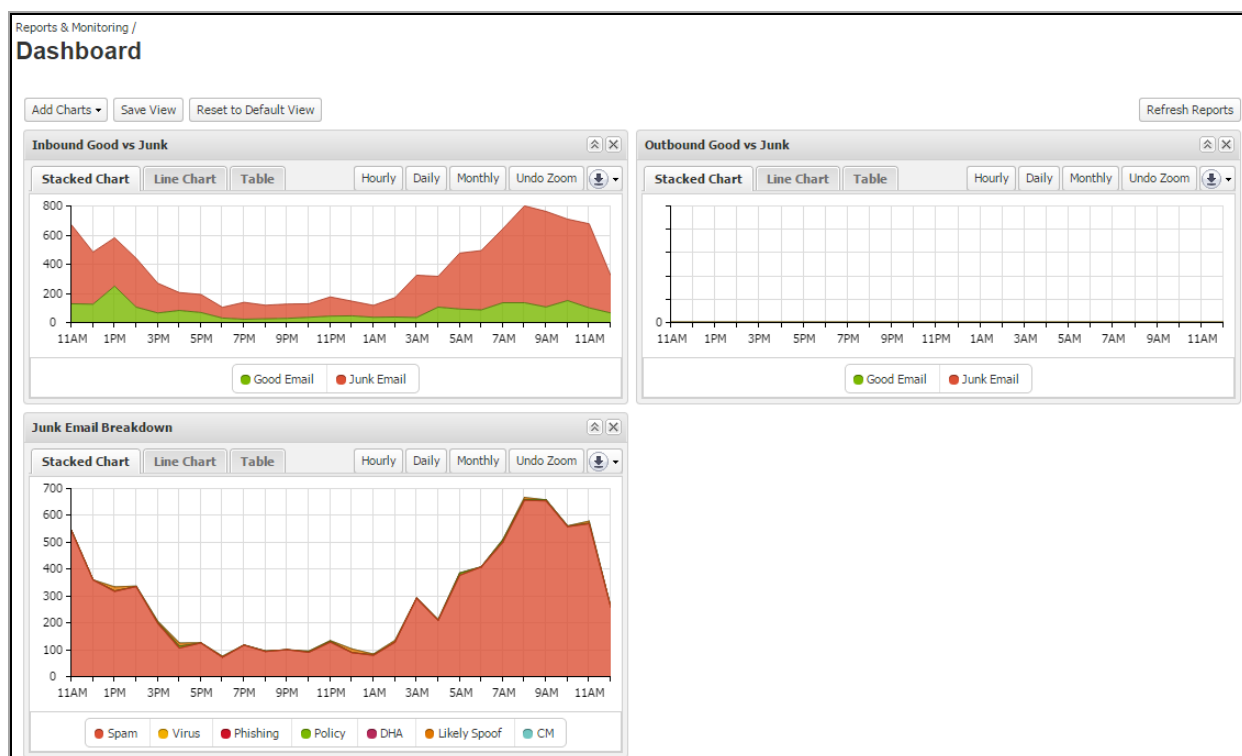
- 1 Select the **Delete** button adjacent to the filter.
- 2 Confirm your choice when asked.

Reports & Monitoring

SonicWall Email Security provides a series of charts that summarizes data. The **Reports and Monitoring** page of your Junk Box provides access to these charts on the Dashboard. [Dashboard](#) describes the reports that are available to you. [Customizing and Managing the Charts](#) describes how to set up the displays and use the buttons.

Dashboard

The **Reports > Dashboard** summarizes the user view of SonicWall Email Security at a glance. These charts are updated hourly and display the statistics for the last 24 hours. Click the **Refresh Reports** button to update the data in the reports with the most current data. By default, SonicWall Email Security retains 366 days of reporting information in the database. Your system administrator may define setting.



SonicWall Email Security provides the user with three predefined reports about junk mail. [Dashboard reports](#) describes the contents of these reports.

Dashboard reports

Report Name	Description
Inbound Good vs Junk	Displays the number of good messages versus junk messages received in an hour in inbound email traffic. Junk is comprised of spam, likely spam, phishing, likely phishing, viruses, likely viruses, policy events, directory harvest attacks (DHA), and rejected connections (CM). Rejected connections are those deliberately dropped by Email Security because of greylisting, IP reputation, and other Email Security features.
Junk Email Breakdown	Displays Junk email broken down into the following categories: <ul style="list-style-type: none">• Spam (Spam and Likely Spam)• Virus (Virus and Likely Virus)• Phishing (Phishing and Likely Phishing)• Policy• DHA• Likely spoof• CM (rejected connections) Note: The Junk Email Breakdown chart displays only those categories of junk email that are filtered by your organization.
Outbound Good vs. Junk	Displays the total number of outbound junk messages compared to good messages.

Customizing and Managing the Charts

You can take a number of actions to customize the format of the Dashboard and the charts. Refer to the table below for the details.

Formatting the Dashboard and Charts

Function	Action
Add a chart	Click on Add Charts button and select the chart you want from the drop down menu. The new chart appears on the dashboard.
Rearrange charts	Each of the charts can be moved up and down or left and right in the display. Simply drag-and-drop the chart wherever you want it.
Change how chart is presented	These reports can be shown in different formats. From the tabs across the top of the chart, choose one of the following: <ul style="list-style-type: none">• Stacked chart (default)• Line chart• Table (displays the numerical data) NOTE: Use the left arrow and right arrow to scroll to the left or right if some tabs aren't visible.

Formatting the Dashboard and Charts

Function	Action
Change data time interval for chart	<p>These reports can be shown in different time intervals. From the tabs across the top of the chart, choose one of the following:</p> <ul style="list-style-type: none">• Hourly (default)• Daily• Monthly <p>NOTE: Use the left arrow and right arrow to scroll to the left or right if some tabs aren't visible.</p>
Save the view you created	<p>Click on Save View after you configured or made adjustments to your settings to save the settings.</p>
Reset to the default view	<p>Click on the Reset to Default View setting to set the Dashboard to the factory default.</p>
Zoom	<p>To zoom in on a segment of data, hold down the left button of the mouse and draw a rectangle around the data segment. Release the button and the chart zooms in on the segment highlighted.</p>
Undo zoom	<p>Select the Undo Zoom button return chart to standard view after zooming.</p> <p>NOTE: Use the right arrow to scroll to the right if the Undo Zoom button is not visible.</p>
Download data	<p>Scroll to the right (using the right arrow) until the download arrow is visible. Click on the download arrow and select the format you want to save to from the drop down menu. The options are: PDF, JPEG, or CVS formats. The chart is downloaded to your local system</p>
Minimize and restore charts	<p>By clicking on the double arrow in the title band, you can minimize the chart by selecting the double up-arrow or restore the chart by selecting the double down-arrow in the upper right corner.</p>
Change what data is displayed	<p>The charts display several types of data in a single view. You can customize what shows by clicking on an item listed in the legend. That item is grayed out and the data is removed from the display. To restore that item to the chart or table, click on the grayed out item and the data is returned to the chart.</p>

Downloads

SonicWall provides some tools you can download to help teach Email Security what you want and don't want. When you navigate to the **Downloads** page, the following options are offered.

Downloads

To enhance your spam-blocking experience with a component on your desktop, select one of the following to download and install:

- Provides "Junk" and "Unjunk" buttons so you can quickly teach Email Security what you want and don't want
[Anti-Spam Desktop for Outlook \(32-bit\) trial version for Windows \(32-bit\)](#)
[Anti-Spam Desktop for Outlook \(32-bit\) trial version for Windows \(64-bit\)](#)
[Anti-Spam Desktop for Outlook \(64-bit\) trial version for Windows \(64-bit\)](#)
- Provides a "Junk" button so you can quickly teach Email Security what you don't want
[Junk Button for Outlook \(32-bit\)](#)
[Junk Button for Outlook \(64-bit\)](#)

The Anti-Spam Desktop for Outlook options are trial versions of the SonicWall Anti-Spam Desktop feature. It's offered in 32-bit and 64-bit combinations. This download provides "Junk" and "Unjunk" buttons for you to customize your own Email Security solution.

The Junk Button for Outlook link provides a "Junk" button for you to install on your own Microsoft Outlook program. Both 32-bit and 64-bit options are offered. These downloads help customize your Email Security solution.

SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to <https://support.sonicwall.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the Support Portal provides direct access to product support engineers through an online Service Request system.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- Download software
- View video tutorials
- Collaborate with peers and experts in user forums
- Get licensing assistance
- Access MySonicWall
- Learn about SonicWall professional services
- Register for training and certification

To contact SonicWall Support, refer to <https://support.sonicwall.com/contact-support>.

To view the SonicWall End User Product Agreement (EUPA), see <https://www.sonicwall.com/legal/eupa.aspx>. Select the language based on your geographic location to see the EUPA that applies to your region.